What were the key service delivery, funding and planning issues? Which groups were thought to be the most excluded?

This page shows select analysis on the main perceived issues affecting different groups in the State and some characteristic trends.

Characteristic trends

- The disabled were thought to be the most excluded (see Figure 7) with less than 50% of people indicating them to be included in decision-making.
- Planning, public spending, and service delivery priorities were different for different people (see Figures 8 and 9).
- Separate analysis showed that those surveyed thought TV was the most reliable source of information, followed by radio and newspapers.
- Less than 3% of those surveyed thought government events were reliable sources of information.
- Those living in urban areas, those with jobs or those on high incomes were most likely to think the government was working to solve the problems in the State. Those aged between 35 and 54, those living in rural areas or those on low incomes were the least likely to think this.

8. What were the top planning and public spending priorities of those surveyed?

7. Which groups were the most included?

Possible areas for discussion?

- Are there other things government could do to monitor and evaluate the needs or priorities of specific groups?
- How could people management and leadership skills be improved to support the implementation of reform programmes? What about senior leadership academies for key managers?

About this factsheet

In 2010 a survey of citizens’ perceptions was conducted in Lagos, Enugu, Kaduna, Kano and Jigawa by NOI Polls. 500 people were interviewed in each State and asked how they felt about government service delivery, governance, voice and accountability. Surveys usefully reveal public opinion on important economic or social issues, government policy changes, reforms or legislative actions and increase accountability. These opinions can then be used to inform decision-making.

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Lagos State

Perceptions of Service Delivery & Governance

Who responded to the survey? How well was the government performing?

This page shows select analysis on the people who responded to the survey and gives a general summary of how well they thought government was delivering the following key services: 1) maintaining roads, 2) keeping communities safe, 3) providing clean water, 4) providing primary school education for each child, and 5) access to medical care.

Survey population fast facts

- 65% of those surveyed earned between 9,000 and 75,000 naira per month. Only 9% had no income.
- 61% of respondents had completed secondary education.
- 42% were self-employed. 19% were in formal employment.
- 67% of those surveyed were Christian. 33% were Muslim.
- 93% lived in urban or semi-urban areas.

Possible areas for discussion?

- Does government want to introduce its own opinion surveys to collect information about what its citizens think? Could this be used to guide planning, make decisions, increase accountability or measure how well government is delivering key services?
- Should Service Charters for Ministries, Departments or Agencies (MDAs) be introduced in more sectors? Would this help make sure better services are delivered?

Service delivery trends

- Most people surveyed thought the government was doing well at ensuring access to primary school education for each child (see Figure 1).
- Those surveyed thought the government was not doing well at providing access to clean water. Separate analysis showed water was particularly an important issue for those living in semi-urban areas and those earning less than 18,000 naira per month. Those over 55 thought road maintenance was also a key area for development.
- Half of those surveyed thought access to water had declined in the 12 months leading up to the survey. Road maintenance, community safety, primary education and medical access were all thought to have improved.
- However 49% of those surveyed thought the civil service was not working to solve the problems of citizens (see Figure 2).

The opinions expressed in this leaflet are those of the authors and do not necessarily represent the views of the Department for International Development.

1. How well was government handling service delivery in key areas?

2. Was the civil service working to solve the problems of citizens?
How well were public services being funded? How accountable was government?

This page shows what people thought about public service funding and how accountable they thought government was to the State House of Assembly or the law.

**Funding trends**
- Less than 30% of those surveyed thought the government was doing well at making funding decisions, providing funding and providing information on budget spending (see Figure 3).
- Separate analysis also showed that more than 65% of those in semi-urban areas thought the government was managing public spending badly or very badly in terms of making public spending decisions, providing funding and providing information about how the budget was spent.
- Those earning more than 150,000 naira per month were happiest with public service spending overall.
- Less than 40% of those surveyed thought public service spending had become better in the 12 months leading up to the survey.
- Women were more likely than men to think less information was being provided on budget spending than before.
- Students and those in employment were most likely to think that public spending had become better.

**Accountability trends**
- On average, 28% of those surveyed thought government was accountable to the State House of Assembly or the law. 44% thought the government was not accountable.
- Non-indigenes and indigenes were equally likely to think government was not accountable to the State House of Assembly or the law (see Figure 4).
- However indigenes were more likely to think government was accountable than non-indigenes.
- There was also a link between knowledge and accountability i.e. those who knew something about government were more likely to think it was accountable than those who knew nothing.
- More generally, there appeared to be a desire to receive more information from government about its activities. For example only 14% of those surveyed thought there was enough information on health policies available.

Was government responsive? Were people able to give their opinions?

This page shows select analysis on the responsiveness of government. It also shows how included or excluded specific groups felt in decision-making on big issues and how comfortable they felt expressing their satisfaction/dissatisfaction with government services.

**Responsiveness trends**
- On a scale of 0 (worst) to 100 (best), those surveyed gave an overall score of 49 for how well the government was doing at deciding how best to improve public services – an improvement on the previous year (see Figure 5).
- Those living in semi-rural and rural areas were unhappiest about decisions to improve public services.
- All of those surveyed felt the government was not doing as well as it had done in the 12 months leading up to the survey at asking the public what they thought of government plans and providing information about progress made.
- Those living in urban areas thought the government was more responsive generally than those in semi-urban or rural areas.

**Voice trends**
- Generally, the further away people were from their homes of residence the less comfortable they felt expressing their opinions (see Figure 6).
- Those living in semi-urban areas felt more able to express themselves than those living in rural or urban areas.
- Indigenes were also able to express themselves more freely than non-indigenes.
- Other analysis also showed that non-indigenes felt the most excluded on big issues, more so than women, those over 55 and young people.
- Generally, the main reason those surveyed felt uncomfortable expressing themselves was intimidation by the setting.
- Men felt unable to express themselves in parks due to fear of physical violence, and unable to express themselves to State government officials due to fear of reprisals.
- Those living in rural areas were more likely to feel unable to express themselves for fear of physical violence.