Citizens Perceptions Survey Crib Sheet

Advice for sharing and discussing State specific factsheets with government

PURPOSE

- The survey was conducted by NOI-Polls and commissioned by SPARC/PATHS2/ESSPIN.

- The intended purpose of the study was to contribute to the baselines of the SLPs, provide data regarding citizens’ perceptions and to support internal and external engagement with government on key issues. In addition, it was hoped that the factsheets themselves might usefully reinforce the necessary link between measures of public opinion and government activity.

- “Possible areas for discussion” are included on each page of the factsheet which may or may not prove useful points of entry for discussion with government. These discussion topics are loosely related to some of DFID’s existing change programmes.

- Government may also wish to use the factsheets to stimulate their own internal dialogue on separate agenda items.

HEALTH WARNING

- The survey sample size was small (500 respondents in each State) so the findings highlighted should be taken as indicators of possible trends, and not a sound basis on which to propose fundamental changes to government policy or reforms.

- Within the sample size of 500 for each state, there were 60 targeted respondents selected from vulnerable groups’ (defined differently for each State). Because these respondents were not selected at random their responses have been excluded from the analysis presented in the factsheets. Consequently, the sample size used for each state factsheet was 440.

- Details of error margins for different sub-sets (e.g. make, female) can be found in the survey final report on the SPARC intranet here: https://intranet.sparc-nigeria.com/index.php?action=document&id=1004

LAYOUT

- Each page of the 4 page factsheet has a specific theme:
  - **Page 1:** Survey positioning (population profile and service delivery attitudes)
  - **Page 2:** Public service funding and government accountability
  - **Page 3:** Responsiveness and voice
  - **Page 4:** Quick reference diagnostics to identify key priorities for defined groups

- Hence there is a stand alone story to each page so these can be shared with government piecemeal if required.
FINDINGS SELECTED FOR INCLUSION

- The citizens’ perception survey contained more than 60 detailed questions, covering a variety of topics.

- Due to space constraints only select analysis which was believed to be particularly pertinent to Governance and Service Delivery [SPARC] is presented in the current factsheets. Other survey questions not included in the analysis focused in more detail on Voice [SAVI] and Health [PATHS2]. While there is reference in part to these areas (e.g. the “voice trends” section on page 4 of the factsheet) they are not explored in detail. As such there remains the potential for further and more tailored analysis.

- Furthermore, only charts which provided an interesting overview of trends demonstrated by the general population are included in the factsheets. Interesting demographic trends are typically noted in the written text where applicable.

- If a specific group is not mentioned in the factsheet on a given page then it can generally be assumed that either:
  - A) There were no significant differences of opinion when comparing the responses within this group during the analysis (e.g. men v. women); or
  - B) That more interesting findings were observed in other areas during the analysis which are included in the factsheet.

WIDER INTEREST IN OPINION SURVEYS

- The Nigerian Governor’s Forum (NGF) is currently developing its own Peer Review mechanism which is non-adversarial and unranked, encouraging efficient and effective service delivery, improving governance and enhancing development performance.

- Specifically the introduction of a Peer Review Framework of Indicators for all States is being considered with the possible inclusion of opinion surveys. If agreed, this could lead to the introduction of participative survey techniques to identify popular preferences with a measure of objectivity, leaving the decisions about choosing priorities with those who rightfully bear this responsibility - the political leaders.

- As such, there is an opportunity for any DFID States considering the introduction of their own independent citizens’ perceptions surveys to share best practice.

ADDITIONAL INFORMATION

- For more State specific guidance/support or for further information please contact: Chris Perry, M&E Technical Lead, SPARC, chris.perry@sparc-nigeria.com