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Ministry of Finance and Economic Development

Macro Economy Policy and Management

**FINANCIAL TRANSPARENCY AND
ACCOUNTABILITY PERCEPTION SURVEY**

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Acronyms

CBOs	Community-based organizations
CFSTF	Community Food Security Task Force
CSA	Central Statistical Agency
CSPro	Census and Survey Processing software
EAs	Enumeration Areas
FGDs	Focus Group Discussions
FTAPS	Financial Transparency and Accountability Perception Survey
KIIs	Key Informant Interviews
MOFED	Ministry of Finance and Economic Development
PASDEP	Plan for Accelerated and Sustained Development to End Poverty
PBS	Protection of Basic Services
PSNP	Productive Safety Net Program
SPSS	Statistical Package for Social Sciences
NNPR	Southern Nations, Nationalities and Peoples Region
SDPRP	Sustainable Development and Poverty Reduction Program

Explanatory Notes

- Enumeration Areas:** is a unit of land delineated for the purpose of enumerating housing units and population without omission and duplication.
- Kebeles:** are the lowest administrative units in urban and rural areas with their own jurisdictions.
- Region:** represent the second tier of government in the administrative structure of the Federal Democratic Republic of Ethiopia (FDRE)
- Zone:** the third tier of government in the administrative structure of the Federal Democratic Republic of Ethiopia (FDRE)
- Woreda:** the fourth tier of government in the administrative structure of the Federal Democratic Republic of Ethiopia (FDRE)
- City/ Rural Woreda Administration** In the report there is an urban/rural distinction in terminology for each level of government – the larger administrative units is referred to as city administrations on the one hand and rural woredas on the other; while the smaller units are referred to as urban kebeles or rural kebeles.

Executive Summary

Introduction

Ethiopia has, over the last several years, began implementing major reform programs to empower citizens as well as enhances public sector efficiency, effectiveness, transparency and accountability. The Constitution of Ethiopia is the foundation of the ongoing efforts in building democratic and good governance system. These efforts in turn aim to realize those relevant provisions established in the Constitution.

To build the capacity of the devolved system, Public Sector Capacity Building Programme (PSCAP) has been designed and is under implementation. The objectives of PSCAP are:-

“to improve the scale, efficiency and responsiveness of public service delivery at the federal, regional and local level; to empower citizens to participate more effectively in shaping their own development; and to promote good governance.”

As a result of the reforms public sector governance continues to improve. The decentralization program provides an opportunity to promote transparency and accountability at local level. The good governance package has strengthened the decentralization program’s contribution to improve local governance. It has contributed to improvement in the understanding and knowledge of good governance at all levels, and local structures and mechanisms are being developed to translate the principles and values into practice, making a positive difference to citizens. The Government introduced the package after extensive discussion with members of the public and particularly at rural Woreda and Urban Administration levels. The package attempts to enhance good governance including participation, consensus building, gender equality, responsiveness, transparency, accountability, equity and fairness, the rule of law and efficiency and effectiveness. A number of measures were taken to improve local governance including awareness raising campaign, issuing directives and codes of conduct, changing the number and composition of councilors, appointment of Kebele managers, complaints handling officers, and participation of membership-based grassroot organizations.

The Government continues to implement the public sector reform and capacity building programme which has led to considerable improvement in Government capability to plan and implement development projects, raise and manage public resources more effectively, mobilize communities (e.g. in making contributions to construction of schools, health centers and clinics, soil and water conservation etc), and improve service delivery. Despite concerns over quality, sub national governments have made progress across the range of basic services including access to education, health services, safe water and agricultural extension services. In addition, a culture of customer oriented and results and performance basic service delivery is developing in public institution across tiers of Government.

Disclosing information about the federal and regional budget is through budget proclamation - Negarit Gazettee. Before this electronic medias carryout live transmission of the coming year budget when the Minister of Finance and economic Development present it to the House of People Representatives (HoPR) through his budget speech. Subsequently, the House's Budget and Finance Standing Committee invites citizens and their organizations for a public hearing on the budget where the objective, the focus, allocations and the financing of the budget is highlighted and discussed. There is live transmission (TV and radio) of the debate on the budget by the House during approval. Newspapers, similarly, carry out articles on the budget.

In regions, woredas, urban administrations and kebeles are required to post information about budget allocation outside woreda and kebele offices, schools, health posts, market place or in other places where people can see it. Local authorities are regularly encouraged to develop innovative ways of budget and expenditure dissemination initiatives.

As part of PBS initiatives and Good Governance Package budget information dissemination is being undertaken by woredas using appropriate means. Financial Transparency and Accountability (FTA) tools intended to facilitate the posting of budget and expenditure data and service delivery information in a simple and understandable way to the public is being rolled out for use by the regions and woredas. Training has also commenced using the tools. These tools

include among others, Layperson's Budget and expenditure Templates, Layperson's Service Delivery Facility Templates, and Media Disclosure of Budget Information.

Social Accountability Component of the PBS is also designed to pilot initiatives/tools to enhance civic engagement to make basic service delivery more effective, efficient, transparent, responsive and accountable. This was implemented through 12 pilots across many regions, woredas and kebeles. These pilots have been completed and efforts are being made to evaluate and draw lessons.

This report presents the findings of the Financial Transparency and Accountability Perception Survey (FTAPS). The FTAPS, which is integrated into PBS under Component Three is an important instrument for government and citizens in generating reliable information on the coverage, quality and responsiveness of basic service delivery at woreda level and in assessing progress made towards improving service delivery.

As part of the contract with the Ministry of Finance and Economic Development (MOFED), a household level survey was designed and conducted by the Urban Institute and Birhan Research and Development Consultancy to collect information on citizens' perceptions of local government accountability, transparency and responsiveness.

The objective of the survey is to look at citizens' perception of local government accountability and transparency. This work is centered on the premise that the experience and views of citizens are central to the mission of government services, even when they seem to differ from the "supply-side" perspective of government. Information on the citizens' perception is essential for understanding what services are received, how informed citizens are, how they experience their interactions with government staff and officials, and to what extent they are engaged in the work of local governments.

Citizens' Understanding of the Budget Process, and Engagement and Consultation

In this section citizens' general understanding of the budget and the variation in this understanding across regions and between urban and rural locations are measured. Additionally,

citizens' understanding of the budget process, by which their perceptions of who has decision-making authority, how the budget is funded, and the role various government bodies play in determining how revenues are expended, and whether or not citizens trust that the local governments are using resources appropriately are looked at. Finally, the rights citizens feel they should have with regard to decisions about service delivery are examined.

The fundamental findings of the survey are that the overwhelming majority of the respondents have no knowledge of the budget, the budget process and that they are not engaged in decisions regarding the delivery of basic services. These findings are consistent in terms of place of residence (urban/rural), demographic groups (sex, income, age) and regionally with small variations. Focus group discussions and Key Informants Interviews also corroborate the above survey findings.

Citizens are much more knowledgeable about the source of funding for government services in that they generally understand that they pay for services. Citizens' responses also indicate strongly that their priorities should be considered with regard to how funds are expended.

Survey results show that some citizens, albeit a small minority, are engaged with their local government. Those that do participate in local public life do so in a productive and meaningful way, mostly through meetings. The majority of respondents feel that it is important for citizens to be involved, but do not feel they have available opportunities. Furthermore, those that are active and engaged do so mostly through meetings and tend to have a more favorable and 'empowered' view of citizens' ability to effect change.

Citizens' Perception of Coverage, Quality and Efficiency of Core Services

The survey gathered information on citizens' experiences with important local services, quality of and access to services, and their interactions with local staff, and on access to information related to services. It particularly registered citizens' perception of delivery of the core services of health, education, agricultural extension services, water and road.

Regarding the core services, there were a wide array of responses, but largely the least satisfaction seems to be with road quality and city cleanliness. Remarkably, citizens identified water and health services should be a priority for improvement. Other concerns surfaced, including a considerable number of citizens lacking information on whom to contact if they had a problem with a specific service; another concern is the payment of an additional fee to be paid to get better services. All findings concerning existing conditions of service delivery to citizens varied extensively across regions, and there is also wide variation in responses by place of residence, age, sex, income and demographic variables. The responses are mainly related to satisfaction with quality, access, information and modality of delivery of core services.

The survey has obtained information on the overall satisfaction of citizens with services and with the quality of life. Interestingly, it seems that a significant portion of “quality of life” is not perceived by citizens as directly related to local services, or perhaps not recognized as something the local government can affect.

The survey has also, in addition to the core services, registered urban citizens’ views on solid waste collection and that of the rural citizens’ observation on the Productive Safety Net Program. The findings on these issues are found to be informative for local government actions.

Citizens’ Perceptions on the Responsiveness of Local Government

Respondents’ personal experiences with local government as well as their opinions on local governments’ responsiveness revealed that about one in five citizens visited their local government for a variety of reasons, with a higher proportion of citizens in urban areas than in rural areas. For the majority of respondents who have had contact to their local governments the experience has been positive: they did not have to wait a long time, office hours were convenient, staff was courteous and in general were satisfied with their visits. Most citizens in urban and rural areas reported that they know whom to contact in the local government should they need to do so. A significant majority has a positive view of the equality of service they receive for the taxes and fees they pay. Nearly two-thirds of citizens think that local governments are interested and pay attention to people like them.

Citizens' Perception of Local Government Professionalism

With regard to citizens' perception of local government professionalism respondents were asked a number of questions, including how local government staff respond to complaints they receive from citizens, how the staff treat citizens, and whether the staff differentiate by gender in their response to citizens.

The findings show that only 14.1 % of the male and 9.4 % of the female respondents reported having filed complaints with city administration/rural woreda during the 12 months preceding the interview.

By and large, respondents perceive responses to complaints fairly positively. But there are differences between the experience and expectations of respondents with city administrations and rural woredas on the one hand, and with the urban and rural kebele administrations on the other. In general, respondents have had a better experience and have higher expectations regarding the performance of the kebele administrations than they do of the city/rural woreda administrations.

The majority of the respondents reported that kebele staffs were more respectful and honest than those of city/woreda administrations. However, a small proportion thought that staff would only assist them if they paid unofficial fees both in kebeles and in city/woreda administrations.

Most respondents did not perceive that their local governments treat men and women differently. The perception is slightly more positive regarding the treatment provided by the kebeles in both urban and rural areas. However, there are significant variations by region in response to the question whether women and men receive the same response when they present a request to the urban and rural kebele. The Amhara and Harari regions and the city administration of Dire Dawa appear to be most even in their treatment of men and women. Local governments in the Afar, urban Somali, and Gambella regions appear to treat women differently from men.

A Way Forward

As a way forward, the following section highlights actions that could be undertaken and strengthened. It should be noted that these actions are being implemented over the last several years as part of PSCAP, good governance package and protection of basic services project. The efforts being made through the good governance package is to enhance participation, consensus building, responsiveness, transparency, accountability, equity and fairness, rule of law, efficiency and effectiveness. The issue is, therefore, one of strengthening, deepening and communicating better. The fundamental changes that are taking place through implementing PSCAP including the civil service reform.

Transparency in Budget Processes and Public Services: A common theme that flows throughout this report is the need for information. Clearly people are aware of the importance of information, and clearly there is need to provide more information as required by the good governance package. Important topics to cover include the budget, information about how the local government functions (for example, about the role of the council), as well as providing service-specific information. Especially important is wide dissemination of information about whom to contact in case of any questions or concerns. The Woreda Kebele Administration should inform the citizens and their organizations that budgets are being posted in public places. Special efforts should be made to reach disadvantaged groups.

The development of various guides and templates through the Protection of Basic Services Project i.e. Layperson's Guide to Public Budget Process; Layperson's Budget and Expenditure Templates; Layperson's Service Delivery Facility Templates; and Media Disclosure of Regional and Woreda Public Budget information will greatly facilitate the understanding of budget processes and dissemination of budget and expenditure information.

Improve Local Services: Local services are the most concrete manifestation of local accountability. To that end, local governments need to put in place systems that allow them to improve services in the ways that most closely reflect the needs and priorities of citizens. Service information of this kind can be used to target needs and priorities. The FTAPS data allow this to be done at the national or regional levels, but similar surveys carried out at the local level can be

valuable for producing actionable information to improve services. National or regional-level data, such as the Woreda Benchmark Survey and FTAPS data, can serve as a useful benchmark for local governments. Further, a common theme is the lack of knowledge of whom to contact in the case of problems with services.

Therefore, it is important to disseminate FTAPS findings widely and encourage regions and localities to use such data in their own decision making. Further, encourage local governments to disseminate information about where to go/whom to contact in case of questions or problems with a service. This could be through posting the information prominently in government buildings and at the point of service, but also through radio to reach a wider audience.

Local Government Responsiveness: It seems that the responsiveness of the local government is perceived by citizens to be especially important. The perceived responsiveness to complaints, for example, was highly correlated with satisfaction levels. It also seems that those who are most likely to visit the local government are people of higher income, men, and older adults.

Encourage the establishment of systems to collect and respond to complaints. These can be as simple as a sign on a door or the placement of a box that is clearly labeled “Complaints or Suggestions.” Complaints should be logged and responded to in a timely manner. To be sure these are actions that have been undertaken as part of the civil service reform programme across the nation. As a result of the implementation of the package in urban and rural woredas and kebeles, Information, Customer and Complaint Handling Desks were created and staffed. The information desk is meant to provide timely information to the public while Complaint Handling Desk is to actively listen and solve public Complaints. Therefore, woreda and kebele administration need to strengthen their system and communicate to the citizens about the available opportunities. Steps might also be taken to encourage vulnerable groups (youth, poor people, and women) to visit. For example, there might be periodic special meetings in a low-income neighborhood to solicit input and encourage visits to the local government.

Address Regional Differences: There are sharp differences across regions. Technical assistance and training can be targeted at those regions that can most benefit, in the specific areas where their need is greatest.

Strengthen Opportunities for Engagement: The survey results suggest that few opportunities for engagement between local governments and citizens exist. Further, it appears that people value those opportunities and that it leads to a greater sense of empowerment and greater satisfaction. One example comes from the Productive Safety Net Program, which participants reported was carried out in a transparent and participatory manner and which received high marks for its performance.

It is important to realize that institutionally citizen engage through their elected representatives (councilors). But to complement this and expand opportunities, the implementation of the good governance package is putting in place mechanisms for their direct participation. New citizens through their membership based organization can participate in the work of the councils. As such local governments should be supported in strengthening and developing more opportunities for engagement, not only through meetings, but also in ways that truly allow citizens to participate in decision making.

Local Government Capacity; Citizens form an opinion of the professionalism of local officials through direct contact with them. That opinion has a significant positive correlation with their overall satisfaction with services. Woreda and kebele administrations are making the necessary efforts as part of implementing the civil service reform programme to strengthen and improve local government professionalism to address areas such as administrative simplification and promote a customer friendly attitude among staff and local officials. Through business process reengineering measures are being taken to reduce waiting times, provide clear guidance on applicable rules and procedures, and in general provide an acceptable response when citizens appear in person. However, it is necessary to review progress and strengthen the system put in place and communicate the available opportunities to the citizens and their organizations.

Transparency in Procurement (supplies, equipment and works): Higher levels of trust in local government and higher satisfaction with local services are positively correlated. Given the general scarcity of local budget resources, citizens rarely will receive services that meet their full needs and expectations. There may be better roads but not ones with a perfectly smooth, all-

weather surface. There may be better access to water, but not necessarily 24 hours a day seven days a week. To be satisfied, they must trust that the local governments have given them more or less the best services that are feasible within budget constraints.

Seen in this light, efforts to reduce corruption and increase transparency in contracting, financial management, and related areas appear ever more significant to citizen satisfaction with their local governments. Efforts to provide timely and open information on local bids for supplies, equipment, or works and efforts to make sure that contracts are awarded in fair, honest, and open way should receive a high priority. The continued implementation and strengthening of the civil service reforms through business process reengineering will continue to improve and enhance transparency and accountability.

Making FTAPS Findings Available to Local Governments: Overall, it should be evident that much of the information provided by the survey would be extremely useful to local governments themselves. For example, local government should find useful the knowledge that disseminating information and getting citizens involved increases citizen satisfaction and that information from citizens can help identify priorities for scarce resources.

Brief and clear summaries of some of the key findings from FTAPS in user-friendly formats need to be prepared and disseminated widely to local governments, to draw lessons to refine, innovate and deepen the various measures underway through PSCAP and good governance package in both rural and urban areas.

Strengthen Communication: Currently, fundamental changes are taking place across the nation through the implementation of the civil service reforms to enhance efficiency, effectiveness, transparency and accountability of public institutions. These changes are being communicated through meetings, print and electronic media. However, it is also important to look for innovative means to reach and disseminate information particularly in the rural areas. Community – based multi – purpose ICT centers are being established in a number of regions and can facilitate to promote transparency and access to information.

**FINANCIAL TRANSPARENCY AND ACCOUNTABILITY
PERCEPTION SURVEY**

FINAL REPORT

Background

Ethiopia has, over the last several years, began implementing major reform programs to Empower citizens as well as enhances public sector efficiency, effectiveness, transparency and accountability.

This ongoing fundamental changes are anchored in the 1995 Constitution of Ethiopia. Article Eight (Sovereignty of the people) States that “Their sovereignty shall be expressed through their representatives elected in accordance with the constitution and through their direct democratic participation [sub-article3].” Article 12 (1) States that “The conduct of affairs of the government shall be transparent” Further section 4 article 50 also calls for “state governments shall be established at state and other administrative levels that they find necessary. Adequate power shall be granted to the lowest unit of government to enable the people to participate directly in the administration of such units.”

In line with this Ethiopia has instituted a devolved governance system that is transformational that the country has ever seen. Power has been devolved to Woredas and Kebeles. The Constitution stipulates the establishment of councils at all government tiers, which are made up of democratically elected representatives in their respective jurisdictions. The constitution states the power and functions of these councils where it demands including adequate power to be granted to the lowest units of government (councils). These councils are the centre of the democratic governance system and are the institutional instruments to realize and express the sovereign power of the people.

To build the capacity of the devolved system, Public Sector Capacity Building Programme (PSCAP) has been designed and is under implementation. The objectives of PSCAP are:-

“to improve the scale, efficiency and responsiveness of public service delivery at the federal, regional and local level; to empower citizens to participate more effectively in shaping their own development; and to promote good governance.”

Democratic Institutions Programme is being implemented to support the capacity of key organizations that taken together contribute in strengthening institutional frameworks of democratic governance in Ethiopia.

Further, in both rural and urban areas Good Governance Packages consisting of wide and deep measures are also under implementation as part of the ongoing country wide civil service reform program. Through business process reengineering public service institutions across level of government have recorded substantial improvements in service delivery efficiency and transparency. Waiting time has been slashed. Transparent processes, services provided and their requirements, information desks, and complaint handling mechanism, among others, have contributed to improved service delivery and transparency. Institutions have increasingly become

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responsive and actively solicit feedback for deepening and continued improvement in service delivery, transparency accountability and effectiveness.

Overtime, sustained implementation of these wide and deep democratic and good governance actions will enhance the full realization of the current five year plan – PASDEP’s – theme goal to develop “... a fully operational democratic, accountable, effective and responsive constitutional federalism, ensuring citizens’ empowerment and participation.”

While it is important to recognize and appreciate the genuine progress made in good governance, one needs also to be mindful of the remaining challenges of a complex process of state transformation agenda in the Ethiopian context. Accordingly, continued country – wide efforts are being made to deepen the transformation agenda.

Ethiopia has a good public financial management system (PFM) which is continuously being improved through the Expenditure Management and Control Reform Programme (EMCP). The implementation is near completion including budget, accounts, cash management, procurements, audit, property management and financial information system. Clear and comprehensive financial management laws, directives and guidelines have been put in place across the country.

The reform will increasingly strengthen the efficiency, effectiveness, transparency and accountability of PFM.

Besides enhancing active participation of citizens and their representatives in planning and budget formulation, efforts are also being made to make budget information widely available to the citizens.

Disclosing information about the federal and regional budget is through budget proclamation - Negarit Gazettee. Before this electronic medias carryout live transmission of the coming year budget when the Minister of Finance and economic Development present it to the House of People Representatives (HoPR) through his budget speech. Subsequently, the House’s Budget and Finance Standing Committee invites citizens and their organizations for a public hearing on the budget where the objective, the focus, allocations and the financing of the budget is highlighted and discussed. There is live transmission (TV and radio) of the debate on the budget by the House during approval. Newspapers, similarly, carry out articles on the budget.

Further, Ministry of Finance and Economic Development consolidates federal, regional and woreda budgets and expenditure information and post it on its website.

In regions, woredas, urban administrations and kebeles are required to post information about budget allocation outside woreda and kebele offices, schools, health posts, market place or in other places where people can see it. Local authorities are regularly encouraged to develop innovative ways of budget and expenditure dissemination initiatives.

Protection of Basic Service (PBS) also supports actions to improve citizens’ understanding of budget and expenditure information at the national, regional and woreda levels, and improve citizens’ understanding of, and participation in, the planning and monitoring of service delivery.

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As part of PBS initiatives and Good Governance Package budget information dissemination is being undertaken by woredas using appropriate means. Financial Transparency and Accountability (FTA) tools intended to facilitate the posting of budget and expenditure data and service delivery information in a simple and understandable way to the public is being rolled out for use by the regions and woredas. Training has also commenced using the tools. These tools include among others, Layperson's Budget and expenditure Templates, Layperson's Service Delivery Facility Templates, and Media Disclosure of Budget Information.

Social Accountability Component of the PBS is also designed to pilot initiatives/tools to enhance civic engagement to make basic service delivery more effective, efficient, transparent, responsive and accountable. This was implemented through 12 pilots across many regions, woredas and kebeles. These pilots have been completed and efforts are being made to evaluate and draw lessons.

This report presents the findings of the Financial Transparency and Accountability Perception Survey (FTAPS). The FTAPS, which is integrated into PBS under Component Three is an important instrument for government and citizens in generating reliable information on the coverage, quality and responsiveness of basic service delivery at woreda level and in assessing progress made towards improving service delivery.

An overview of the many findings of the survey and some analysis of their significance is provided. The data is used to explore the move of Ethiopian local governments towards a more transparent, participatory, and accountable form of governance. It must be noted, however, that this report is by no means exhaustive. This survey provides an extremely rich source of data, which we believe will provide the basis for other analyses and most likely can be used in a host of ways by government – Federal, regional, and local – to inform public policy and efforts to improve governance.

This report consists of seven sections. The first section provides general background information on the objectives and scope of the survey, and a brief description of the methodology used. Section II describes the demographic and socioeconomic background of survey respondents. Sections III to VI address each of the main subtopics of the survey – knowledge of the budget, citizen engagement, perceptions of service quality, and responsiveness and professionalism of local government officials and staff while section VII provides recommendations based on the findings of the survey. The annexes include a description of survey methodology (A), the final survey instruments (B), a list of selected enumeration areas (EAs) by woreda (C) and a separate annex (D) on each of the main topics of the survey.

I. The Survey

As part of the contract with the Ministry of Finance and Economic Development (MOFED), a household level survey was designed and conducted by the Urban Institute and Birhan Research and Development Consultancy to collect information on citizens' perceptions of local government accountability, transparency and responsiveness. The survey was conducted from March 18 –April 20, 2008.

A. Objective

The aim of the survey is to look at citizens' perceptions of local government accountability and transparency. This work is centered on the premise that the experience and views of citizens are central to the mission of government services, even when they seem to differ from the "supply-side" perspective of government. Information on the citizens' perception is essential for understanding what services are received, how informed citizens are, how they experience their interactions with government staff and officials, and to what extent they are engaged in the work of local governments.

The specific objectives of the survey are to gather information on:

- (i) citizens' understanding of the public budget processes (budget formulation, allocations, and expenditures) at the City administration/woreda level;
- (ii) the extent of citizens' engagement in these budget processes via elected City/Woreda Councils and other such representative channels;
- (iii) citizens' perception of the coverage, quality, and efficiency of core public services;
- (iv) citizens' perception of the responsiveness of City/Woreda and Kebele Councils to citizens' priority service needs;
- (v) the responsiveness of public officials at the City administration/Woreda and Kebele level to citizens' service needs; and
- (vi) citizens' perception on whether City administration/Woreda and Kebele officials perform their jobs with due professionalism and efficiency and without undue wastage and misallocation of resources.

While each of these six areas is important, the one that is most obviously of interest to the citizens is their experience with public services, whether through visits to woreda or kebele offices or through their daily contact with public services such as water, education, or roads. The existence of mechanisms actively used by citizens to communicate with the government about the government's activities and about when changes or improvements are needed in services – whether through a survey of citizens (like this one), through complaints, or through public meetings or individual meetings with staff or officials – is also testimony to the accountability of a government. Each of these questions will shed some light on government transparency and accountability and responsiveness and also provide a baseline against which the effectiveness of efforts to improve local accountability and transparency, such as those under the PBS project can be measured.

B. Coverage

The Financial Transparency and Accountability Perception Survey was the first of its kind¹ to be conducted in the country. It covered the entire nation, taking each region as a separate domain of study. The survey covered nine administrative regions of the country -Tigray; Afar; Amhara;

¹ Other similar efforts include the citizen report card study carried out by the Poverty Action Network of Ethiopia (PANE) in four regions covering water, health, sanitation, education, and agricultural extension services; the Woreda Benchmarking survey; and customer surveys carried out in eight pilot cities in Amhara and Tigray, along with Dire Dawa, by the Urban Institute in 2005. FTAPS distinguishes itself by covering Ethiopia nationwide, by covering a wider range of public services, and by explicitly exploring citizen perceptions of local government responsiveness, accountability, and transparency.

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Oromiya; urban areas of Somali; Benishangul-Gumuz; Southern Nations, Nationalities and Peoples (SNNP); Gambella; and Harari – and two city administrations – Addis Ababa and Dire Dawa². The survey treated each region/city administration as a separate domain so that findings are representative at the regional level and for Addis Ababa and Dire Dawa.

C. Methodology

The survey followed a personal interview method using a structured questionnaire to interview citizens. A review of literature, documents and pre-survey Focus Group Discussions (FGDs) were conducted. The information obtained from the review documents was compiled and was used to draft the questionnaire. The designed questionnaires were distributed among stakeholders and feedback was incorporated into the survey.

The designed survey questionnaire was pre-tested before the implementation of the actual survey. The pre-test was conducted in 12 woredas selected from 6 regions, of which six woredas were urban and six woredas were rural. Qualitative data were collected using focus group discussions (FGDs) and key informant interviews (KIIs). FGDs were conducted in 20 woredas (both urban and rural areas of the nine regions and two city administrations). Separate focus groups of male and female youth and adult men and women (four FGDs in each selected area) were organized and conducted. Key informant interviews were conducted with community opinion leaders, community-based organizations (CBOs) and knowledgeable individuals among the community members.

The sample selection was conducted using a four - stage (woreda, EAS, households and respondents) stratified random sampling technique. Accordingly, 111 sample woredas, 605 sample EAS, and 12,100 sample households were selected.

The survey treated each region/city administration as a separate domain so that the findings are representative at regional and city administration level. The study sought to represent all woredas and woreda equivalents (rural and urban) with probability proportional to population size within the regions using the selection procedure detailed in annex A. For the purposes of analysis in this report the data have been weighted to obtain results which are nationally representative, excluding rural Somali region.

II. Demographic and Socio-Economic Background

This section presents an overview of the demographic characteristics and socio-economic backgrounds, including access to the media, of the respondents. The estimates presented below are weighted to account for variations in size of household and differences in sampling probabilities across regions and urban and rural areas. In the tables, “Number” refers to the unweighted sample size, while the percentage is the weighted share.

Second, many of the comparisons are presented by region. In interpreting these cross-region findings, the reader should keep in mind that three of the regions are urban regions in these data: Whereas the data collection in Somali Regional State was limited to the urban areas, respondents in

² Addis Ababa and Dire Dawa are city administrations subordinate directly to the Federal government, not regional governments.

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Addis Ababa and Dire Dawa are all taken as urban as both are city administrations. As stated, the results were weighted to accurately represent both urban and rural areas in each region. Overall 21% of the respondents were located in urban areas and 79 % in rural areas.

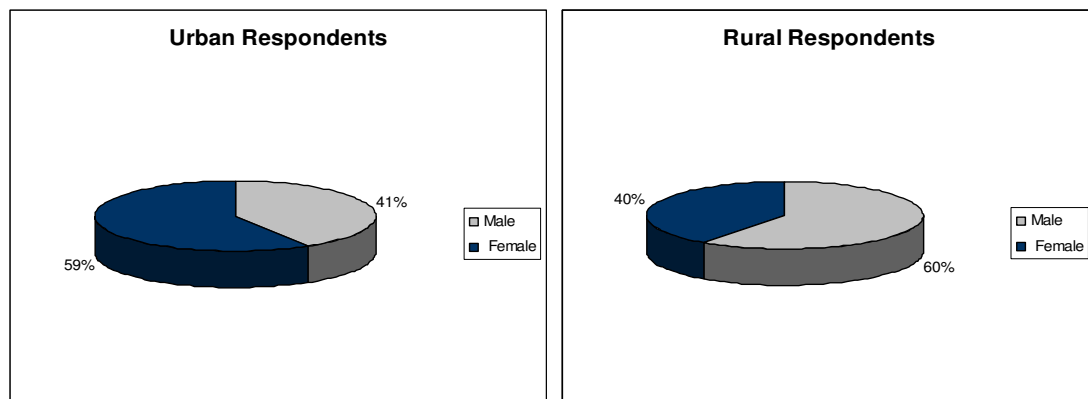
A. Demographic Characteristics

A.1. Sex and Household Composition

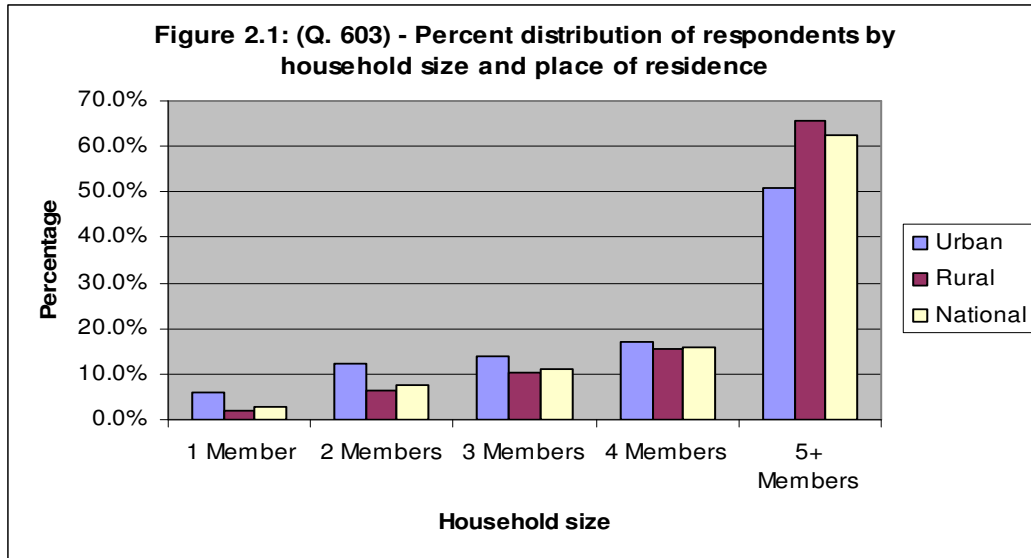
Data on the sex of respondents and their household compositions were collected in this survey. In order to determine household size, the survey asked respondents to indicate the number of people who live together and share common household food/resources. The household members include children, wife, husband, grandparents, blood-related relatives and non-relatives.

The majority of urban respondents (58.7 percent) were females and 41.3 percent were males, while 60.6 percent of rural respondents were males and 39.4 percent were females. At the national level, a little over half (56.5 percent) of respondents were males and the remaining were females.

Figure 2.0 Percent distribution of respondents by place of residence and sex

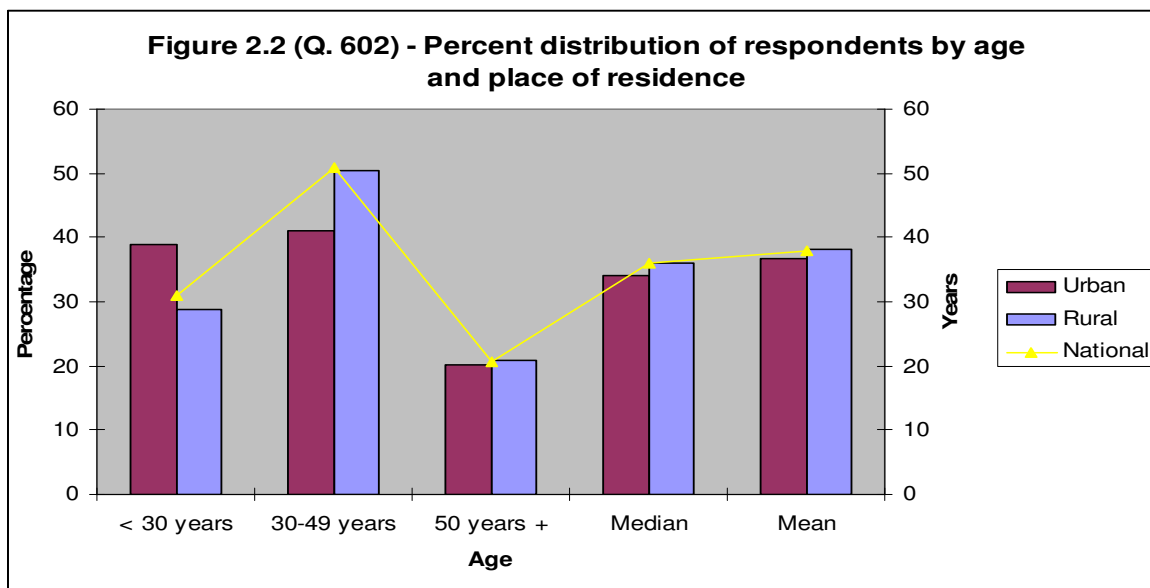


Regarding household size, significant difference is observed between urban and rural domains. Fifty-one percent of urban respondents and 65.6 percent of rural respondents reported that their household size was 5 or more persons. At the national level, 62.5 percent of respondents reported a household size of 5 or more persons. The median household size was found to be 5 persons in both rural and urban areas, with a somewhat higher mean size in rural areas; the national median is also 5 persons. The details are shown in Annex D Figure 2.1 and Annex D Table 2.1



A.2. Age Distribution

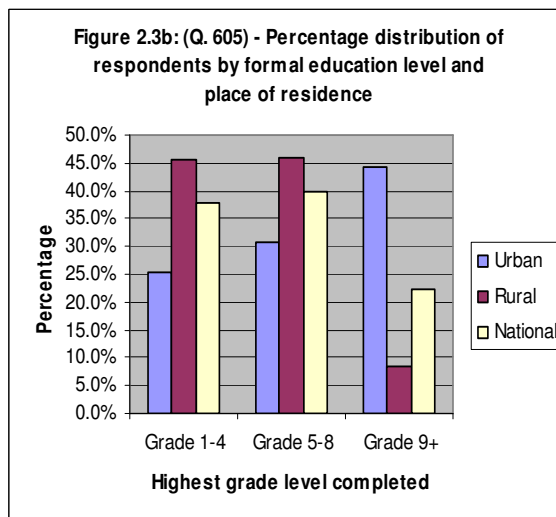
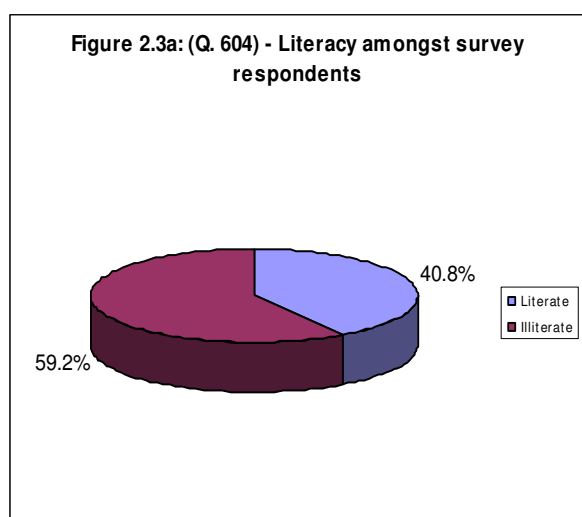
Age is an important demographic variable, which often influences one’s status in a society. It is believed to affect respondents’ perceptions about financial transparency and accountability. Information on age was collected from individual respondents by asking his/her age at last birthday. As indicated in Annex Table 2.1, 41.0 percent of respondents in urban areas and 50.4 percent of rural respondents belong to the age group 30-39 years; while at the national level, 48.8 percent belong to this age group. A fifth of the respondents (20.2 percent) in urban areas and 20.8 percent in rural areas were over 50 years old. About 39 percent of urban and 28.8 percent of rural respondents (about three in ten at the national level) were under 30 years old. The median age of respondents was 34 years in urban and 36 years in rural areas (Figure 2.2).



B. Socioeconomic Characteristics

B.1. Educational Status

Education generally has a significant effect on perceptions and experience. The survey included several questions on education. Each respondent was asked whether he or she can read and write in any language. Those who indicated that they could read and write were further asked whether they had any formal education. If the answer was yes, he or she was asked to report the highest grade completed. As displayed in Annex Table 2.2, a remarkable educational difference is observed between urban and rural domains. About 71 percent of urban respondents have reading and writing skills; in contrast 67.3 percent of rural respondents are illiterate. Figure 2.3a clearly shows that roughly four in ten survey respondents are literate, while the rest are illiterate. Almost half (44.1 percent) of the urban respondents who have attended formal schooling have completed grade 9 or above (including certificate, diploma, and degree). On the other hand, the highest educational level attained by a plurality of rural respondents (45.8 percent) falls within the grades 5-8 range. Less than 9 percent of rural respondents have reached grade 9 or above (Figure 2.3b).



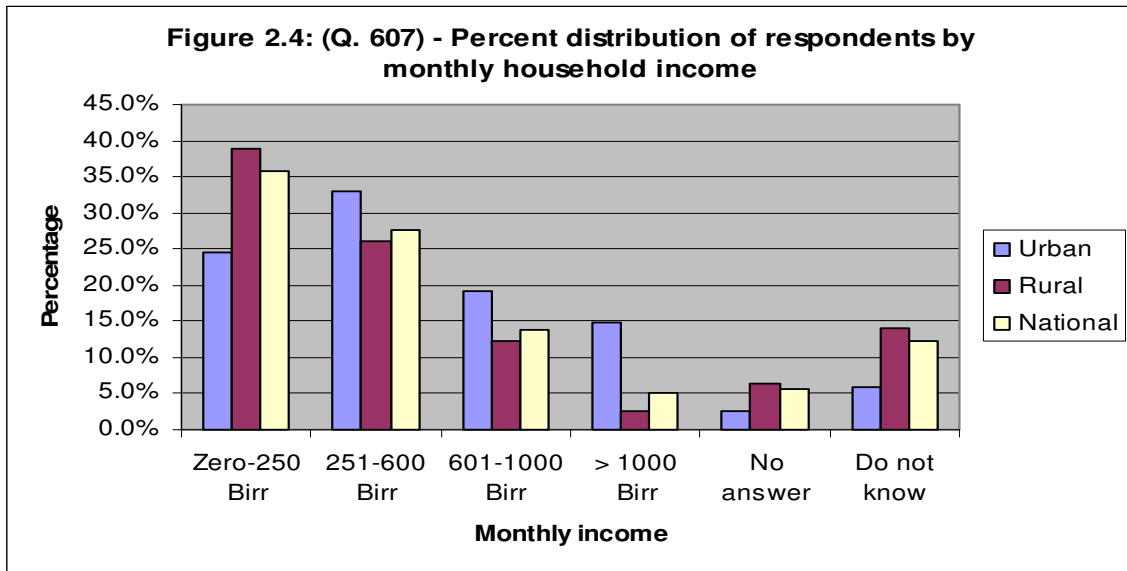
B.2. Employment Status and Household Income

Data were collected on respondents’ employment status and on combined household incomes. Over one-third (36.4 percent) of the respondents in urban areas and 56.7 percent in rural areas (overall 52.4 percent) are unemployed. Students constitute around a fifth (20.4 percent) of the urban – and 21.2 percent of the rural – respondents and account for 21 percent of the population overall. Among those employed, some are self-employed, others are temporary employees, and still others are part-time employees. The details are shown in Table 2.2 of Annex D.

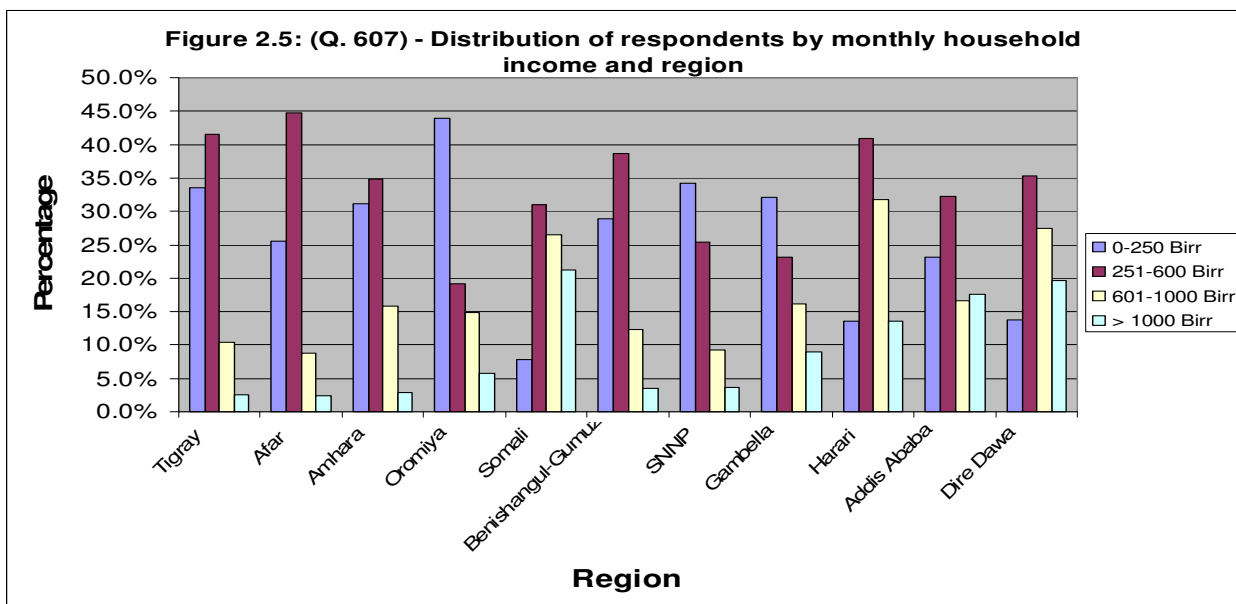
A breakdown by income level shows that more than a third (38.8 percent) of respondents in rural areas and nearly a quarter (24.5 percent) of respondents in urban areas have monthly household incomes of less than 250 Birr, while 26.1 percent of rural and 33 percent of urban respondents reported monthly household incomes between 251-600 Birr. About 12 percent of rural and 19 percent of urban respondents reported a monthly household income between 601 and 1000 Birr,

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while 2.5 percent of rural and 14.9 percent of urban respondents reported monthly household income greater than 1000 Birr (for details refer to Figure 2.4).



In terms of regional variation, the percentage of respondents reporting a monthly household income of 250 Birr or less ranges from 8 percent in urban Somali to 44 percent in Oromiya. For the 251-600 Birr per month income group, percentages vary from 19 percent in Oromiya to 45 percent in Afar. Around 10 percent of respondents from Tigray and SINER reported a monthly household income between 601-1000 Birr, while 32 percent of Harari respondents reported a monthly household income in this category. As for households with over 1000 Birr in monthly income, less than 3 percent of respondents in Tigray, Afar, and Amhara fall into this category, while nearly 21 percent of those from urban Somali and 19 percent of those from Dire Dawa do (for details refer to Figure 2.5).

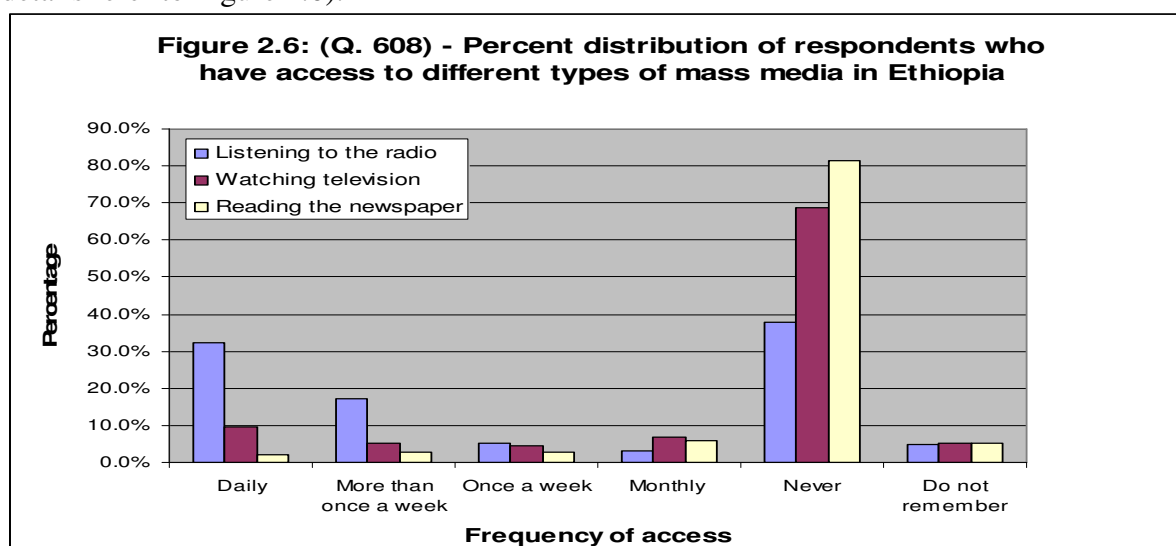


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B.3. Exposure to Media

This survey contains questions on how frequently citizens obtain information from various media – radio, television, and newspapers – and from friends. As shown in Annex D Table 2.3, more urban respondents have access to daily news through radio (49.5 percent), television (42.9 percent), newspaper (5.2 percent), and friends (26.6 percent) than do rural respondents. Only 27.5 percent of rural respondents have access to daily news through radio, 1.1 through television, 0.7 from a newspaper, and 13.9 through friends.

The data reveal that radio is the most frequently utilized news medium for rural citizens. Among the aforementioned news media, reading news in the newspaper is quite uncommon in rural areas (for details refer to Figure 2.6).



At the regional level, the data reveal that most of the respondents in Afar, urban Somali, SNNPR, Harari, Addis Ababa, and Dire Dawa have relatively frequent access to radio, while most of those in Tigray, Amhara, Oromiya, Benishangul, and Gambella regions have relatively less frequent access. For details refer to Table 2.0 shown below.

Table 2.0: Exposure to current events by region – percentage of respondents who do the following daily or more than once a week
Question 608: How frequently do you engage in the following activities?

Region	Listen to news on the radio	Watch news on television	Read the newspaper	Discuss current events with friends
Tigray	38.1	13.2	3.7	46.5
Afar	69.9	11.2	4.0	34.6
Amhara	43.9	7.4	2.9	35.4
Oromiya	47.6	12.0	4.9	27.4
Urban Somali	62.9	55.3	8.9	29.2
Benishangul-Gumuz	47.4	7.9	1.8	10.4
SNNPR	52.2	10.8	3.8	47.9
Gambella	47.3	10.5	1.8	25.4
Harari	74.7	77.3	4.5	69.5
Addis Ababa	77.0	71.6	17.8	55.5
Dire Dawa	76.4	72.0	26.0	67.3

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The data reveal that the majority of respondents in Tigray, Afar, Amhara, Oromiya, Benishangul, SNNPR, and Gambella do not watch news on television frequently, while most of those in urban Somali, Harari, Addis Ababa, and Dire Dawa have access to television news at least more than once a week. Reading a newspaper is, for respondents from all regions, an even less common activity than watching television news. Frequent newspaper readership exceeds 10 percent in only Addis Ababa (17.8 percent) and Dire Dawa (26 percent). Finally, survey results show that discussing current events with friends is most common in Tigray, SNNPR, Harari, Addis Ababa, and Dire Dawa, and less prevalent in other regions. Benishangul-Gumuz is an extreme outlier in terms of discussing current events with friends: only 10.4 percent of respondents in this region indicated that they engage in the activity at least more than once a week.

III. Citizens’ Understanding of the Budget Process, and Engagement and Consultation

Understanding citizens’ perception and knowledge of the budget process is important on several fronts. First it provides insight into how citizens perceive the actions of the locally elected and appointed officials with regard to how they make decisions about services affecting citizens’ day-to-day lives. Second, it offers government officials information on the best ways to communicate with citizens. Third, it offers governments possible explanations as to why citizens may or may not be willing to approve or accept increases in fees, tariffs, and taxes, which maybe necessary for the provision of quality services. And finally, it can help local governments take measures to obtain citizen input into the budget, which will make it more likely that the budget’s allocation of resources reflects citizens’ priorities.

In this section measure citizens’ general understanding of the budget and the variation in this understanding across regions and between urban and rural locations is measured. Additionally, citizens’ understanding of the budget process, meaning perceptions of who has decision-making authority, how the budget is funded, and the role various government bodies play in determining how revenues are expended, and whether or not citizens trust that the local governments are using resources appropriately are looked in to. Finally, we examine the rights citizens feel they should have with regard to decisions about service delivery and what factors influence the role they believe they should play in the budget process.

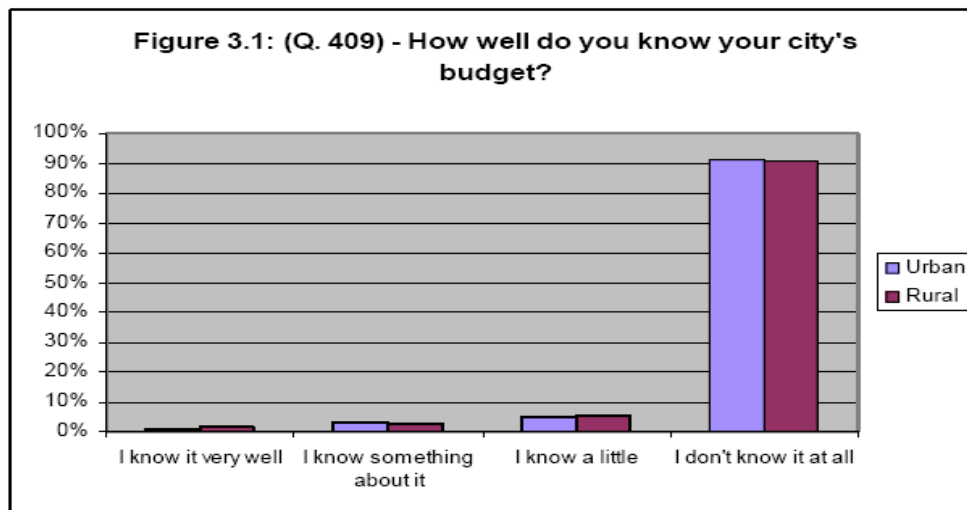
A. Detailed Results on Citizens’ Perception and Understanding of the Budget Process

A.1 Level of Knowledge

The most critical finding in this part of the FTAPS is how uninformed citizens are with regard to the budget. This finding is primarily measured on two dimensions – basic knowledge about what is in the budget and understanding of the process used to develop a budget.

Basic knowledge

More than 91 percent of the respondents say they do not know how much money their city administration or rural woreda has and how it is spent.



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This is universal and crosses all demographics, including age, sex, income, rural/urban, and region (see Annex D Table 3.1 and Annex D Table 3.2) of the country. The following are the findings.

Place of residence: 91 percent in both urban and rural areas (Figure 3.1 above) indicated that they did not know the city administration or rural woreda budget or how much money was available for services.

Sex: Similarly, 89 percent of the men and 94 percent of the women have limited knowledge (do not know).

Education: Of those with formal education, 11 percent have any knowledge versus only 8 percent of those without education.

Income: People with higher incomes are slightly more likely to say they know the budget than those with lower incomes: 14 percent of respondents in households that have incomes of Birr 600 or more per month indicated they have some knowledge of the content of the budget, while only 8.4 percent of those with incomes of less than Birr 600 has such knowledge.

Region: While there are some regional variations, the overwhelming majority of respondents know nothing at all about the budget, even including those who live in Addis Ababa (see Annex D Table 3.2).

- The region showing the highest percentage of responses indicating that they know their Local government budget to some degree is urban Somali, with 16 percent of respondents in this category. That still leaves about 84 percent from urban area in the Somali region who know little to nothing about their local government budget.
- One hundred percent of respondents from Harari and Benishangul-Gumuz region know little to nothing about their local government budget, the lowest knowledge rates in Ethiopia.
- Even in the relatively well-educated jurisdictions of Addis Ababa and Dire Dawa, those who know little to nothing about the local government budget account for 96.1 and 90.0 Percent of survey respondents, respectively.

Focus Group discussions and interviews with Key Informants mirror the findings from the survey, although different reasons are given for the lack of knowledge. Multiple statements from FGD participants indicate that government does not want the citizens to know about the budget. FGD participants in Shinle (Somali) and Awash drawn from more active community leaders, pointed to examples of available material, for example “the administration’s official Board, news papers and other media are used to inform citizens.” This would suggest that citizens not typically engaged in or holding leadership positions in the community are not aware of the efforts that local governments make with regard to communicating budget information.

A.2 Understanding of the Budget Process

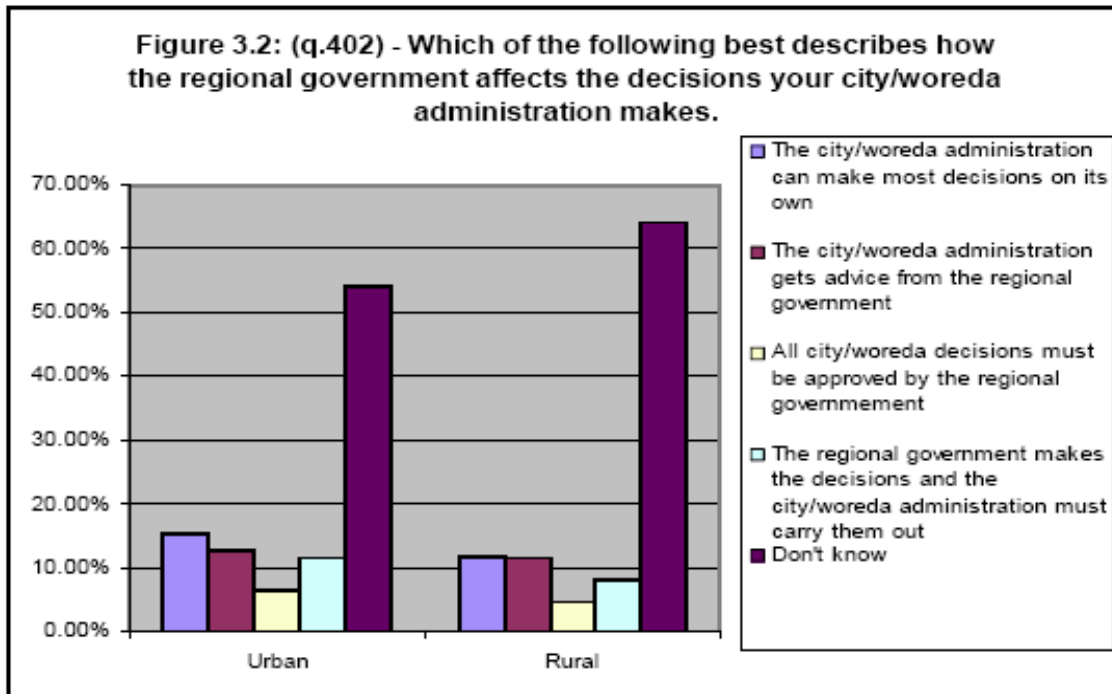
Responses to questions related to the budget process indicate that there is a wide range of perceptions regarding who has budgetary authority, the budgetary autonomy of the city administrations and woredas, the source of government revenues, and the relationship between the kebele and the city administration/rural woreda. As with the findings on knowledge of budget content, many citizens do not know much about the process.

Decision-Making Authority

Citizens were asked to characterize the role of various governing bodies and role of different Officials in their local government's decision-making process regarding service provision. First, citizens were asked how regional government affected the decisions about the provision of services in their city or woreda. In Ethiopia, the influence of the regional governments with regard to services differs depending on the service. On the one hand, state services such as education and health are simply administered by city administrations and woredas; on the other hand, city administrations/rural woredas have much more autonomy with regard to decisions about municipal services such as water, roads, and garbage collection. Responses to the questions seem to indicate that there is confusion or lack of understanding as to how much the regions influence the local governing bodies.

- Overall, 62 percent of the respondents did not know what influence the regional government had with regard to the provision of services. This was higher in the rural areas (64.1 percent) than in the urban areas (54 percent).
- It is interesting however, to look at the responses offered by citizens as to what influence they believe the regional governments have on services. They range from believing that the city administrations and woredas act independently to believing that the regional governments make all decisions.

There could be many explanations for this diversity; one plausible explanation is that the regional governments actually do vary with regard to the role they play in service provision. There are regional differences as well as a difference between urban and rural perceptions and understanding of the role of the regional government. (See Table 3.0 below.)



The difference in those who felt they did not know what the role of the regional government was in making decisions about services ranged from 31.8 per cent to 74.6 per cent.

- In Harari 31.8 percent did not know.
- 74.6 percent in Benishangul-Gumuz did not know.
- In Addis Ababa, 19.4 percent of those responding know the city administration makes decisions independent of the region.
- This is in contrast to only 7.3 percent being aware of this in Gambella.
- While there are some variations within regions between urban and rural responses, the largest difference is in Benishangul-Gumuz where 36.8 percent of urban respondents know that city administrations make their own decisions versus only 2.1 percent of rural respondents. This difference was far larger than that seen between urban and rural responses in other regions.

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Table 3.0 Role of local government by region (percent)

Q. 402 Which of the following best describes how the regional government affects the decisions your city administration/woreda makes about the services it provides and how it provides them?

Domain	Region	The city/woreda administration can make most decisions on its own	The city/woreda administration gets advice from the regional government	All city/woreda decisions must be approved by the regional government	The regional government makes the decisions and the city/woreda administration must carry them out	Don't know
Urban	Tigray	11.4	3.6	1.2	13.2	70.7
	Afar	5.1	2.6	0.0	2.6	89.7
	Amhara	14.9	14.5	5.7	8.1	56.8
	Oromiya	16.4	13.8	7.1	8.7	53.9
	Somali	17.0	21.4	6.3	9.8	45.5
	Benishangul-Gumuz	36.8	5.3	0.0	0.0	57.9
	SNNP	6.6	11.0	5.3	27.6	49.5
	Gambella	6.7	6.7	6.7	20.0	60.0
	Harari	18.2	18.2	13.6	18.2	31.8
	Addis Ababa	19.4	11.9	8.0	9.1	51.6
	Dire Dawa	15.7	19.6	13.7	15.7	35.3
	Total	15.4	12.6	6.5	11.4	54.1
Rural	Tigray	7.8	7.6	1.5	12.4	70.7
	Afar	20.8	17.5	5.2	4.7	51.9
	Amhara	14.8	7.1	4.3	7.3	66.5
	Oromiya	11.1	12.9	4.9	6.6	64.4
	Benishangul-Gumuz	2.1	1.1	3.2	15.8	77.9
	SNNP	9.7	14.8	5.2	10.5	59.7
	Gambella	7.5	22.5	7.5	12.5	50.0

In addition to questions about the influence the regional government has over the city administrations and rural woredas, respondents were also asked to provide their understanding of how the city administrations and rural woredas work with the kebele officials when making decisions about services. There are similar patterns between respondents' understanding of how the city administration or rural woreda works with the kebeles with regard to service delivery and their understanding regarding the relationship of the regional government and the city administration/rural woreda across all demographic indicators.

It is important to note that, in general, people who have knowledge about the relationship between the levels of government – region and city administration/rural woreda and city administration/rural woreda and kebele – live in urban areas, have higher incomes and some formal education, perceive the city administrations and rural woredas to be more autonomous than the kebele offices, and believe that kebele administrations operate with advice from these bodies. Table 3.1, below, shows these findings more clearly.

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Table 3.1 Role of local government by region

Q. 402 Which of the following best describes how the regional government affects the decisions your city administration/woreda makes about the services it provides and how it provides them?

	Place of residence %		Monthly income birr		Educational	
	Urban	Rural	< 600	> 601	Formal	Informal
Intergovernmental relations						
The city/woreda administration can make most decisions on its own	15.4	11.7	10.9	18.8	16.2	10.3
The city/woreda administration gets advice from the regional government	12.7	11.4	12.0	11.8	13.1	10.8
The city/woreda administration gets advice from the regional government	6.5	4.6	5.4	5.9	5.6	4.6
The regional government makes the decisions and the The city/woreda administration must carry them out	11.4	8.1	8.9	13.1	12.2	6.9
Don't know	54.1	64.1	62.8	50.4	53.0	67.4
Total	100	100	100	100	100	100

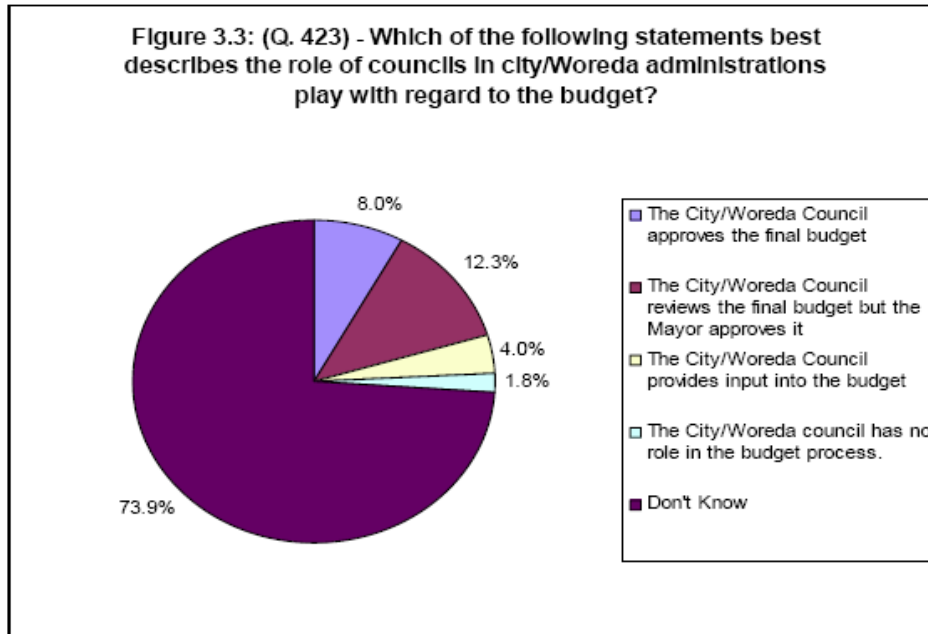
Q. 403 Which of the following best describes how the city administration/woreda affects the decisions your kebele makes about the services it provides and how it provides them?

The city/woreda administration can make most decisions on its own	13.4	8.7	8.9	13.0	12.1	8.2
The city/woreda administration gets advice from the regional government	17.7	16.6	16.8	19.5	19.4	15.3
The city/woreda administration gets advice from the regional government	6.0	5.2	5.6	6.2	6.3	4.9
The regional government makes the decisions and the The city/woreda administration must carry them out	13.5	11.2	12.0	15.9	15.0	9.7
Don't know	49.4	58.3	56.7	45.5	47.2	61.9
Total	100	100	100	100	100	100

Role of Elected Officials

Very few people understand the role of the council in the budget process. As shown in Figure 3.3, a large majority, 73.9 percent, say they simply do not know anything about the role of the council.

- 12.3 percent believe the council reviews the budget but the mayor approves it.
- Only 8 percent of respondents know that councils approve budgets.
- 4 percent think councils provide some input.
- 1.8 percent thinks the council has no role in the approval process.
- Urban residents with some formal education understand that councils approve budgets, but the percentage decreases for those without education and for those who live in rural areas. Only 6.7 percent of those in rural areas without formal education understand the role of the council.



Those who live in urban areas and have formal education are more likely to know that councils approve budgets.

The latter point is reinforced when one considers the regional variation in responses. It is interesting to observe that the urban Harari region accounts for the most significant positive deviation from the national average with regard to knowledge about the role of councils in budgeting, considering Harari represents the low extreme in terms of general knowledge of the budget (Q. 409). Compared to a 26.1 percent figure nationally, a full 72.7 percent of citizens from Harari offered an opinion on the role councils play in the budget process. Conversely, rural Benishangul-Gumuz accounts for the most significant negative deviation from the national average on this question, with nearly 87.8 percent indicating that they do not know what the role of councils is in the budget process. For a regional breakdown of responses to Q. 423, see Table 3.2.

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Table 3.2 Knowledge of role of the council in the budget process (Percent)

Q.423 which of the following statements best describes the roles councils play with regard to the budget?

	Councils approve the final budget	Councils review the final budget but mayor approves it	Councils provide inputs in the budget	Councils have no role in the budget process	Don't know
Tigray	9.5	7.0	2.5	1.7	79.3
Afar	9.6	21.3	6.4	0.8	61.8
Amhara	9.6	7.3	2.9	1.2	79.0
Oromiya	6.6	9.8	3.4	1.1	79.0
Somali	8.0	21.2	7.1	4.4	59.3
B-G	8.7	2.6	0.9	0.0	87.8
SNNP	5.7	21.9	5.3	3.9	63.2
Gambella	1.8	5.4	14.3	1.8	76.8
Harari	13.6	31.8	18.1	9.1	27.3
Addis Ababa	15.7	17.6	7.3	2.3	57.1
Dire Dawa	12.0	30.0	8.0	1.0	50.0

Source of Funding

Citizens are much more knowledgeable about the source of funding for government services than they are about the budget or the process by which it is developed.

- More than 80 percent (Figure 3.4 of respondents, adding the percent who “strongly agree” and “agree” with the statement) are aware that they pay for services via taxes.
- Nearly 70 percent understand that they pay for services through various indirect fees, and over 85 percent say that direct fees finance services they receive.
- Smaller percentages believe that foreign governments pay for services they receive, or that citizens do not pay for services at all.

Figure 3.4 shows the breakdown by each of the response categories.

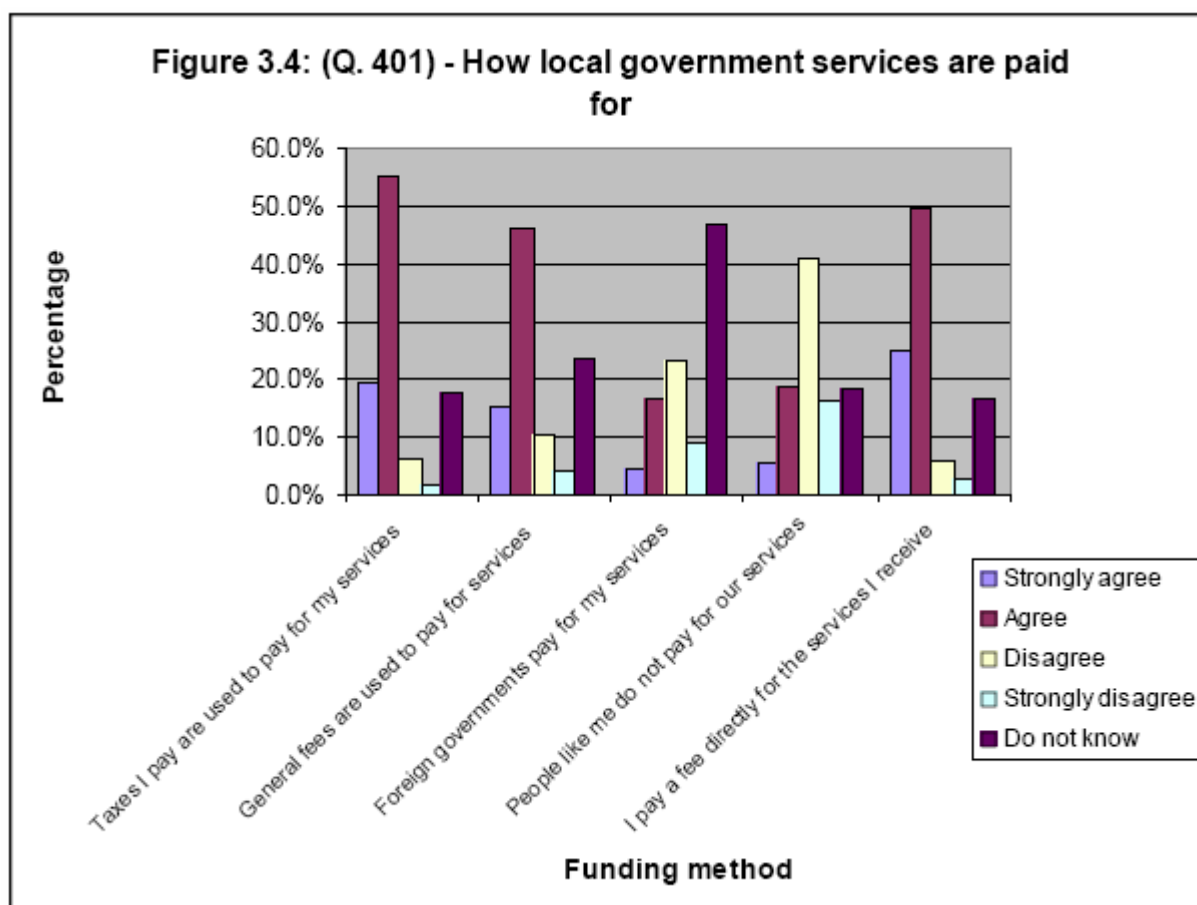


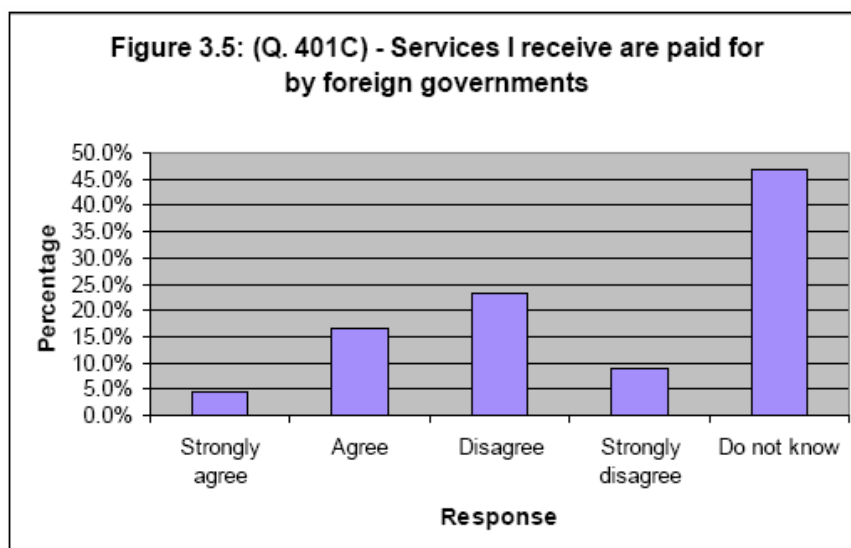
Table 3.3 shows this pattern by different demographic groupings. Clearly, respondents understand that they pay for services regardless of where they reside, what their monthly income is, their level of education, or their gender.

Table 3.3 Percentage who strongly agree or agree with source of funding for services by demographic group

Q. 401 How local services are paid for

Source of funding	Place of residence		Income		Education		Sex	
	Urban	Rural	< 600 Birr	> 601 Birr	Formal	Non-Formal	Male	Female
Taxes paid to government	79.3	73.3	73.9	84.9	81.6	70.4	78.1	69.9
Fees paid generally	68.8	59.8	62.0	71.3	67.6	58.0	65.4	56.6
Foreign governments	26.8	19.6	22.2	21.6	24.4	19.2	21.8	20.3
We don't pay for services	28.7	23.1	23.6	24.0	24.1	24.4	22.8	26.1
Direct fees	81.1	72.9	75.4	82.9	80.9	70.9	77.4	71.1

The most uncertainty seems to be about how much money is provided by foreign governments. As shown in Figure 3.2, 46.8 percent of the respondents do not know if foreign governments provide funds for services.



A.3 Budget Accountability

Sufficiency of Funds for Public Services

The beliefs of citizens about the sufficiency of government funds and the reason why funds may or may not be sufficient can provide insight as to how much citizens trust the government. This relationship is explored in various ways. First, respondents were asked if they believed the city administration or rural woreda has sufficient funds to pay for all the services it should provide. Responses to this question reveal that citizen understanding of the availability of revenues is mixed.

- More than 61 percent of the respondents do not know if revenues are sufficient or not. This includes a 92.3-percent level of uncertainty in Tigray region and a mere 8.7-percent level of uncertainty in Harari region. Benishangul-Gumuz represents the median region ranked by this response category with 56.1 percent.
- Nationally, only 21.5 percent of respondents rate funds available to their local government sufficient or more than sufficient.
- Almost 40 percent of citizens deem local government revenues sufficient or more than sufficient for supplying public services in Harari. Three percent of respondents or fewer feel the same way in Tigray, Afar, and Gambella regions. In addition to Harari, Addis Ababa and Dire Dawa – the two urban local government authorities that are subordinate to the Federal government – report relatively high levels of perceived sufficiency of revenues, with 31.9 and 27.4 percent, respectively, responding that funds are sufficient or more than sufficient.
- Interestingly, about 33.5 percent of respondents in majority urban jurisdictions feel that the revenues of their local government are sufficient or more than sufficient. For majority rural regions, the same figure is only 18.3 percent.

For a complete regional breakdown of responses see Table 3.4 below.

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Table 3.4 Sufficiency of local government funds

Q. 413 Do you think the funds available to the city administration are sufficient to pay for all the services it should provide?

	/ Percent/				
Region	More than Sufficient	Sufficient	Somewhat sufficient	Never sufficient	No answer
Tigray	0.4	1.8	1.6	3.8	92.3
Afar	0.0	2.4	11.6	3.2	82.7
Amhara	2.7	17.8	7.0	5.2	67.2
Oromiya	3.0	19.6	5.8	10.8	60.8
Somali	5.3	29.2	9.7	5.3	50.4
B-G	1.8	12.3	7.0	22.8	56.1
SNNP	0.1	24.8	12.6	15.5	46.2
Gambella	0.0	1.8	1.8	3.6	92.9
Harari	8.7	30.4	26.1	26.1	8.7
Addis Ababa	4.2	27.7	10.3	8.2	49.6
Dire Dawa	3.9	23.5	15.7	7.8	49.0
Total	2.4	19.1	7.7	9.6	61.2

When asked whether local government funds were sufficient, overwhelmingly respondents did not offer an answer. Overall, 21.5 percent of respondents stated that they think revenues are sufficient or more than sufficient, and compared to 17.3 percent of respondents who stated that revenue was somewhat sufficient or never sufficient.

Interestingly, 97.6 percent of the 21.5 percent that who felt that revenue was sufficient or more than sufficient stated that they thought services were not as good as they should be because administrators used the funds to benefit themselves. Less than one percent feels it is because citizens do not pay enough taxes. And interestingly, overall 2.4 percent perceive that local governments do not use the money efficiently.

The portion of respondents that think that revenues are somewhat sufficient or not sufficient differs by demographic measures of location in urban or rural location, education, and sex. As Table 3.5 illustrates, in general, rural residents have a more negative view of the sufficiency of local government funds, which may reflect rural citizens' comparatively fewer interactions with public services than urban citizens have. Level of education contributes to differing opinions. Significantly more people with formal education offered an opinion than those without such education, and of those who did, over 25 percent believe funds to be sufficient or more than sufficient.

Table 3.5 Responses to “do you think local funds are sufficient?” (Percent)

Q. 413 Do you think the funds available to the city administration/rural woreda are sufficient to pay for all the services it should provide?

	Place of residence		Education		Sex	
	Urban	Rural	Formal	Non- formal	Male	Female
More than sufficient	4.9	1.7	3.7	1.6	2.6	2.0
Sufficient	28.6	16.6	23.7	16.4	18.8	19.5
Somewhat sufficient	9.7	7.2	8.7	7.1	8.8	6.3
Never sufficient	8.6	9.9	13.1	7.6	11.8	6.9
No answer	48.2	64.6	50.9	67.2	57.9	65.3

See Annex D Table 3.3 for further analysis of perceptions on sufficiency of funds.

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Focus Group Responses: Focus Group responses suggest that there are varying opinions as to the insufficiency of funds. One group indicated that the demand for services is too high. Others felt they simply didn't have enough information to make a judgment. Key Informants address the issue of the insufficiency of funds differently; they indicate that lack of capacity and low citizen awareness regarding the importance of revenues as well as the administration's failure to collect revenues properly explain insufficiencies. These suggest that respondents believe that the issue of 'insufficiency' is complex, and that collection of revenue is an important factor-both in terms of citizens paying and government having the capacity to collect.

Citizens' Priorities for Local Government Expenditure

Citizens' responses indicate strongly that their priorities should be considered with regard to how funds are expended. This can be seen clearly in Table 3.6. Analysis by region shows that this response is consistent across regions with only one exception: Afar.

This finding seems to reflect the limited knowledge people in this region have regarding the local government budget. Additionally, the findings from Afar suggest a particular understanding of who makes decisions about public services in the region, one that causes citizens to not expect to be considered.

Table 3.6 Local government responsiveness to citizen's priorities (Percent)

Q. 415 Do you think the city/ woreda should consider when it makes decision on how much money to spend and on which services?

	Place of residence		
	Urban	Rural	Overall
Actual costs of existing services	10.6	10.2	10.3
Citizen priorities	56.7	42.0	45.1
Priorities of the national government	3.9	3.8	3.8
Priorities of the regional government	1.3	1.2	1.2
All of these	9.2	5.3	6.1
None of these	0.4	0.4	0.4
No answer	17.9	37.1	33.1

Citizens in urban areas feel more strongly about what local governments should consider when making decisions than those in rural areas.

- 56.7 percent of urban respondents indicate citizen priorities should be considered as opposed to less than half (42 percent) in rural areas.
- Slightly more men (45.5 percent) than women (44.4 percent) felt citizens' priorities should be considered.

While people in all income levels feel that their priorities should be considered by city and woreda administrations, this feeling becomes more prevalent as income rises.

- Forty-six percent of respondents from households with a monthly income of 250 Birr or less think their priorities should be considered. That figure goes up to 47.1 percent

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for respondents with incomes between 251 and 1000 Birr monthly, and reaches 52.9 percent for respondents whose monthly incomes exceed 1000 Birr.

As one's monthly income rises, one is also more likely to have offered an opinion on this issue.

- About 68 percent of respondents with monthly incomes under 250 Birr offered an opinion on this issue, while almost 81 percent of respondents with monthly incomes in excess of 1000 did so.

Finally, while those with formal and those with no formal education both feel strongly that citizen priorities should be considered in local government decision making, people with formal education are more likely to say that local governments should factor in the price of the service into their decision making than are people with no formal education.

B. Citizens' Engagement and Consultation

In general, the data suggest a low level of engagement between local government and its citizens. As seen in Table 3.7:

- about 94 percent of all respondents indicated that they had not been asked to give their opinion about local government services,
- Close to 97 percent of women indicated they had not been asked to give their opinion compared to 91.5 percent of men.

Table 3.7 Citizens asked to offer opinions on local government services

Q. 501 Have you been asked to give your opinion about the services the local government provides?

	Frequency	Valid percent
Yes	753	6.3
No	11,219	93.7
Not started	-	-
Total	11,972	100.0

Of the small minority that were asked to give their opinion:

- over 80 percent in both rural and urban areas did so through group meetings at their local government offices,
- The remaining small percentage of respondents had used other means of expressing their opinion to their government such as writing letters, making presentations to their religious institutions, or completing questionnaires,
- The group meeting is the most common forum for citizen engagement and consultation.

Further data bolster the evidence for low levels of citizen engagement.

When respondents were asked if they had attended a group meeting in the last 12 months, only nine percent of all respondents replied in the affirmative. Respondents from rural areas had higher rates

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of meeting attendance (9.9 percent) compared to urban respondents (6.2 percent) as illustrated in Table 3.8.

Table 3.8 Public meeting attendance (Percent)

Q. 504 In the last 12 months have you attended a meeting where representatives of the city administration/rural woreda presented information about the actions of the local government?

	Yes	No	Not started	Total
Urban	6.2	93.8	0.0	100.0
Rural	9.9	99.0	0.0	100.0
Total	9.1	90.9	0.0	100.0

Among those who attended meetings, the majority (69.7 percent) of the respondents indicated that the meetings discussed the woreda strategic plan, while only 18.5 percent indicated that the budget was discussed. Meanwhile, 48 percent indicated that citizens' contribution to delivery of services was discussed. Interestingly, more urban respondents than rural respondents report having discussed each of the activities in question, with the exception of city administration/rural woreda council agenda – more urban residents than rural residents discussed the city administration budget (19.7 percent to 18.2 percent); the city administration/woreda strategic plan (77.8 percent to 68.4 percent); citizen contribution in the delivery of services (57 percent to 46.5 percent); money required to deliver services (34.8 percent to 12.5 percent) as well as other topics (8.9 percent to 7.9 percent) – despite the fact that urban dwellers are less likely to attend meetings.

The level of engagement in these discussions is fairly high, with over 60 percent of respondents who attended meetings indicating that there was either a lot or enough discussion at the meeting. Similarly, two-thirds of respondents indicated that they themselves participated a lot or somewhat.

Further, data suggest that those who attend meetings are more likely to think that they can influence their local government. Among those who have attended a meeting, 37.9 percent think they are influential or very influential, while only 25.4 percent of those who have not attended a meeting think the same (see Table 3.9).

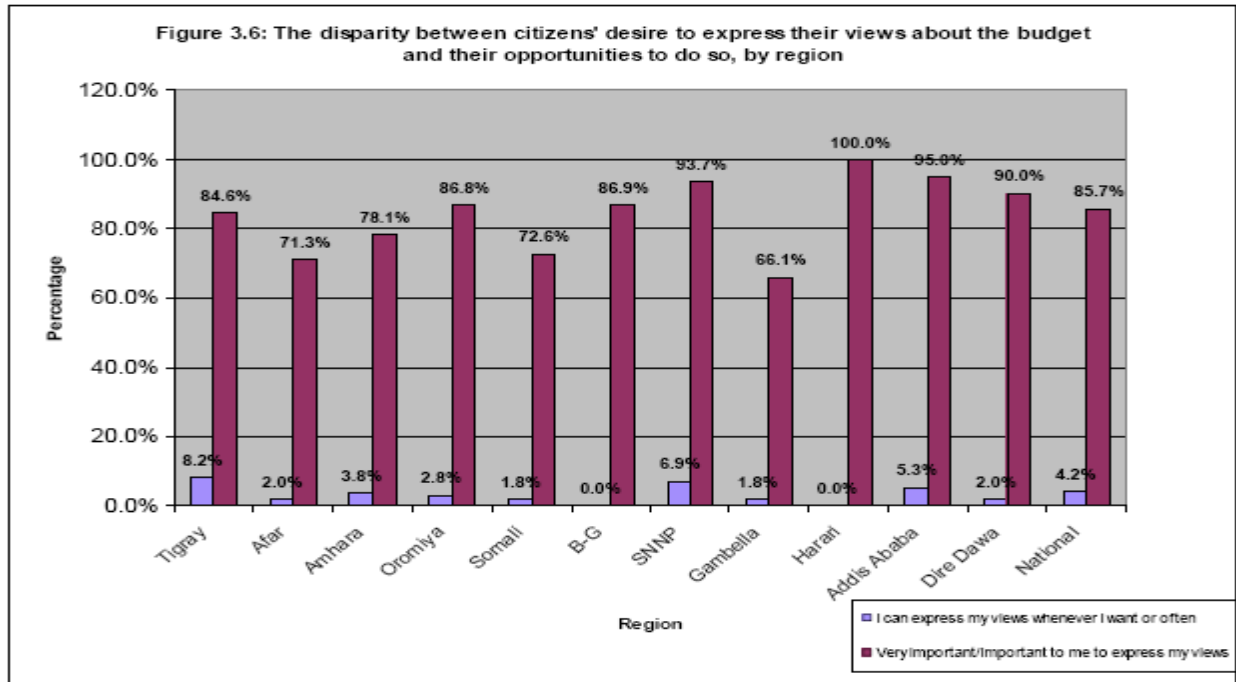
Table 3.9 Influence of citizen input on local government by meeting attendance (Percent)

Q. 508 How much influence do you feel citizen's comments have on the city administration /rural woreda?

	Very influential	Influential	Somewhat influential	Not influential	Do not know
Attended meeting	9.3	28.6	31.7	17.8	12.7
Have not attended meeting	7.6	17.8	20.1	9.4	45.0
Total	7.8	18.8	21.1	10.2	42.1

The data clearly indicate that a large majority of respondents (79.8 percent) rarely or never have a chance to express their views about their local government budget. An even larger majority (85.7 percent) believes it is important or very important for their opinions to be heard. This is a clear divide between citizens' desire to be heard and their opportunities to express themselves. To better elucidate this point, it is instructive to consider how citizen perceptions of this issue vary across regions.

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As Figure 3.6 shows, nationally, the gap between the percentage of citizens who consider expressing their views about the budget to the local government very important or important and the percentage of those who can actually express those views whenever or as often as they want is an astounding 81 points.

- The largest disparity can be found in Harari region, where all respondents indicated they consider it important or very important to express their views, yet none indicated that they can actually do so often or whenever they want.
- Even in the region with the smallest gap, Gambella, the percentage of citizens saying that expressing their views to the local government is very important or important still trumps the percentage who can express those views at least often by more than thirty-six fold.
- Nationally, the percentage of citizens who are rarely or never able to express their views to the local government varies little by gender, place of residence (urban or rural), or monthly income.

Focus Group Discussions: Interestingly, Focus Group responses suggest that respondents consider the budget process the work and responsibility of officials engaged in finance activities only. Others feel they participate through their elected representative rather than directly. Key informants ratify the later way of thinking. This would suggest that elected officials are perceived as making decisions that reflect citizens concerns.

Survey results show that some citizens, albeit a small minority, are engaged with their local government. Those that do participate in local public life do so in a productive and meaningful way, mostly through meetings. The majority of respondents feel that it is important for citizens to be involved, but do not feel they have available opportunities. Furthermore, those that are active and engaged do so mostly through meetings and tend to have a more favorable and “empowered” view of citizens’ ability to effect change.

IV. Citizens' Perception of Coverage, Quality and Efficiency of Core Services

The local governments in Ethiopia are responsible for a large range of services and are the main mechanism of interaction between citizens and their government. The coverage and quality of services are certainly the citizens' greatest concern and often form the basis for citizens' perceptions of government. In that sense, the delivery of local services responsive to citizens' needs is the clearest form of accountability of local government. In this section, the experiences citizens have with many of the most important local services are examined, asking specific questions about the quality of and access to services, about interactions with local staff, and about the responsiveness of government and access to information related to services.

Citizens' perception of the coverage, quality, and efficiency of core services vary with place of residence, region, sex, age, and income. Regarding coverage of services, the perception between urban and rural resident is different. Rural respondents did not think the location of some facilities is convenient. They are also less satisfied with the quality of medical staff. Coverage of services such as water service is limited, in which large numbers of residents get water from unprotected sources in the rural areas. The coverage of productive safety net program, it is restricted to rural areas, just as solid waste collection is to urban areas.

Perception of citizens regarding quality of services also varies with place of residence, region, sex and income. In general, citizens are satisfied with core services of health, education, and agricultural services, while they expressed dissatisfaction with water and road services in both rural and urban areas. Problems associated with services also influence perception of citizens on quality of services. Problems related to lack of material, supplies, facilities, physical conditions and access to services shaped the perceptions of citizens on the quality of services. Respondents have expressed the delivery of some services as "bad or very bad" and "dirty and very dirty" to reflect their dissatisfaction with quality of services.

Regarding quality of life which is different from quality of services, most respondents are not satisfied. In fact, there is greater satisfaction with services than with quality of life which is affected by various socioeconomic factors.

Citizens' perception of efficiency of services was expressed in terms of availability of materials and supplies as well as interaction with staff at service delivery centers. Citizens' satisfaction with these aspects of services is assumed to indicate efficiency of services. Also availability of information on service needs by citizens is indicative of efficiency, just as payment of "unofficial additional fee," impedes smooth delivery of services.

Detailed findings of coverage, quality and efficiency of services by place of residence, region sex and age are presented below.

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A. Perception of and Satisfaction with Specific Services

A.1. Health Facilities

Place of Residence: About 40 percent of all respondents had visited a health facility in the last year; the figure is higher in urban areas, with more than half of respondents visiting a health facility, and only 37.2 percent in rural areas.

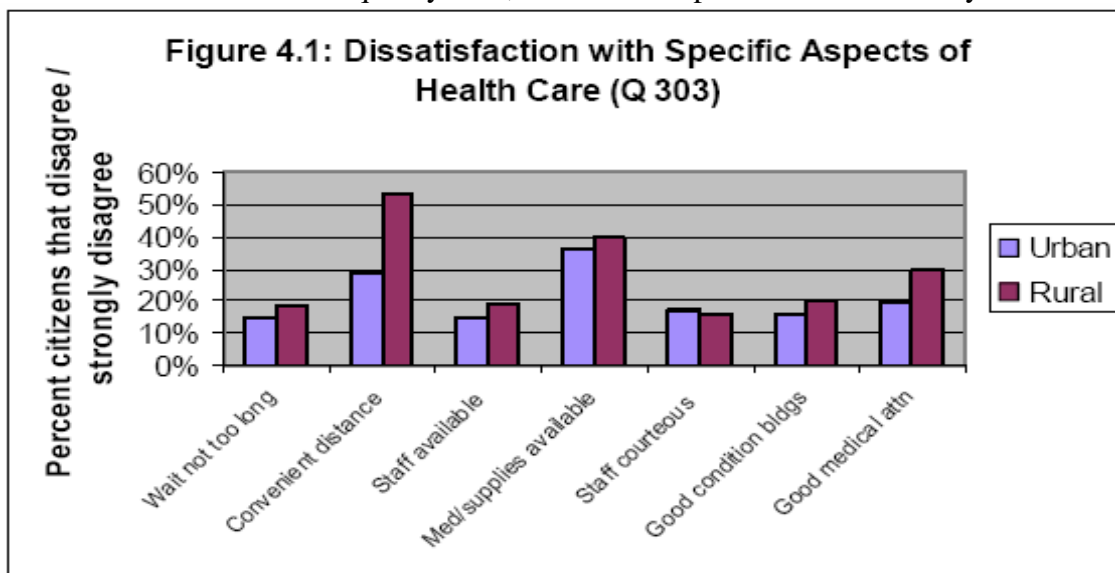
- About three-fourths of these visits were to government-run facilities, with 80 percent of visits to government-run facilities in rural areas and 65 percent in urban areas.
- Most respondents were fairly positive about their experiences, with more than half satisfied with all aspects of service (except the distance to the facility in rural areas). Dissatisfaction was highest concerning the availability of medicine and supplies as well as the location of the health facility. However, there was relatively little dissatisfaction with the availability of staff and with the helpfulness and courtesy of staff, with both at about 17-18 percent.

Table 4.1. Respondents who disagree or disagree strongly with the following concerning their visit to a government-run health facility

Q. 303: Recalling your most recent visit to a health facility, please evaluate each of the following statements:

	Length of wait not too long	Convenient distance	Staff available	Medicine & supplies available	Staff courteous & helpful	Good condition buildings	Good medical attention & qualified staff
Total	17.4%	44.4%	17.8%	39.0%	16.6%	19.3%	27.2%
Urban	15.0%	28.5%	14.7%	36.2%	17.3%	16.3%	19.6%
Rural	18.3%	53.2%	18.9%	40.0%	16.3%	20.4%	30.0%

- The greatest difference between rural and urban respondents was with regard to the location of the facility (where more than half of rural respondents do not think the location is convenient); there is a rural/urban disparity also in respondents' belief that they received good medical attention from quality staff, with rural respondents considerably less satisfied.



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Sex: In general, women are more satisfied than men with these aspects of health services: 73.2 percent of women agreed that they received good medical attention from qualified staff compared to 63.3 percent of men.

- On the availability of medicines and supplies, 58.5 percent of women agreed or strongly agreed they are satisfied as compared with 52.5 percent of men;
- 84.3 percent of women say staff are courteous and helpful as compared with 77.5 percent of men;
- 77.8 percent of women are satisfied with the condition of buildings as compared with 74.2 percent of men.

Region: Across regions, the availability of supplies and materials is one of the biggest problems, but only in Gambella does the most important measure –receiving good medical attention from qualified staff – affect most people;

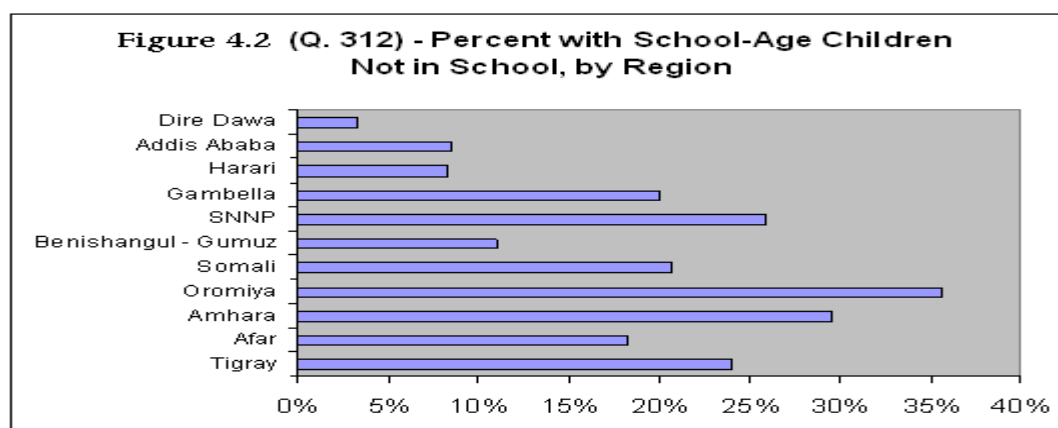
- In Gambella 55.6 percent disagreed that they received good medical attention, compared to 36.9 percent in Oromiya, the second worst rating. See Table 4.2 below for details.

Table 4.2: Dissatisfaction with Medical Services by Region and Percent of Respondents who Disagree or Disagree Strongly

	Tigray	Afar	Amhara	Oromiya	Urban Somali	B/Gumuz	SNNP	Gambella	Harari	Addis Ababa	Dire Dawa
Wait not too long	9.9	17.4	18.0	22.4	26.1	10.0	11.5	17.6	23.1	17.5	16.0
Convenient distance	30.9	17.6	47.5	48.3	19.1	33.3	57.5	58.8	42.9	35.0	36.0
Staff available	9.7	22.2	11.5	27.0	21.7	19.2	12.4	29.4	16.7	13.4	12.0
Supplies available	30.7	47.2	28.5	51.2	47.8	44.2	32.8	72.2	42.9	31.8	24.0
Staff courteous/ helpful	7.5	19.3	8.9	26.2	26.1	12.0	11.7	35.3	25.0	14.7	16.0
Buildings good condition	10.5	25.9	14.6	24.2	35.6	11.8	18.8	22.2	21.4	16.3	25.0
Good attn by good staff	13.7	25.9	23.3	36.9	22.2	11.8	25.0	55.6	8.3	15.9	14.8

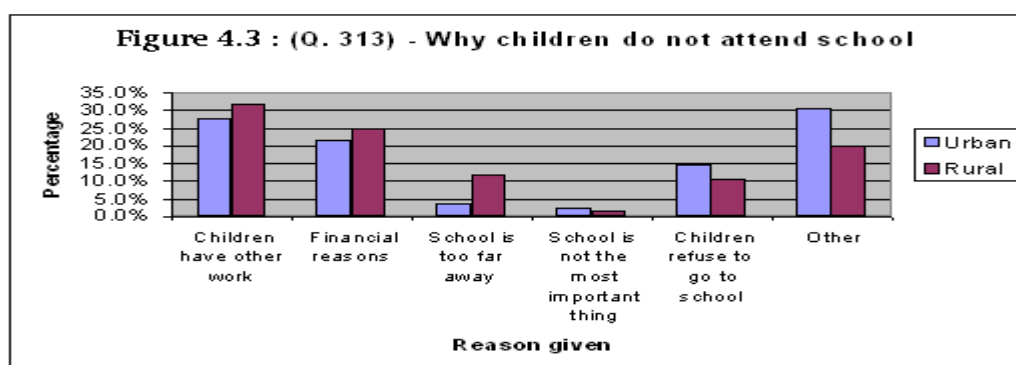
A.2. Schools

Place of Residence: Of all respondents, 67.4 percent have school-age children, but 29.1 percent of those with school-age children said they had some school-age children that do not attend school (this figure was fully one-third in rural areas and about 10 percent in urban areas).



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- The most common reasons for not attending school – especially for rural children – are financial considerations and “having other work to do,” with a high number of urban respondents citing other unspecified reasons.

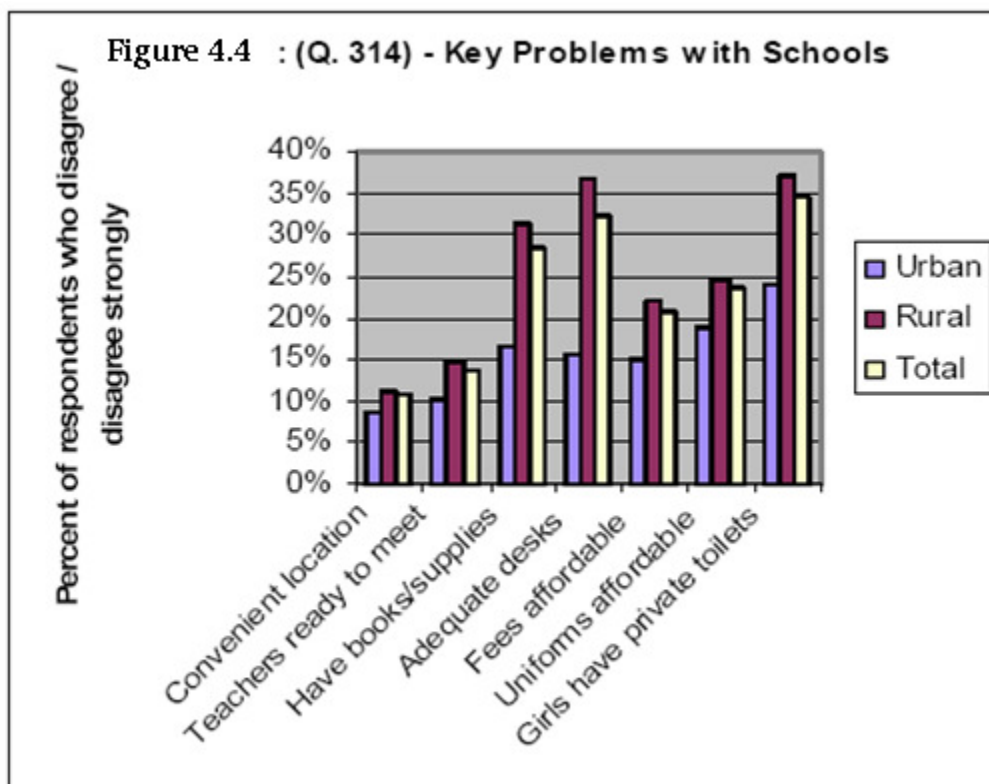


- A look at regional disparities shows that in Oromiya and Gambella, the distance to school is a greater factor than in the other regions, and that financial reasons are highest in SNNP, Gambella, and Oromiya, while “children have other work to do” is the most frequent reason given in Tigray, Afar, Amhara, urban Somali, and Benishangul-Gumuz regions.

Table 4.3: Reasons for Not Attending School by Region and Percent of Respondents

Region	Children have other work to do	Financial reason (no money for fees, uniform)	School is too far away	School is not the most important thing	Children refuse to go to school	Other
Tigray	46.6	18.8	6.0	1.5	11.3	15.8
Afar	59.1	22.7	4.5	4.5	0.0	9.1
Amhara	53.0	9.5	7.6	0.6	14.7	14.6
Oromiya	15.9	28.4	18.9	0.8	6.4	29.5
Urban Somali	33.3	16.7	0.0	0.0	16.7	33.3
Benishangul Gumuz	44.4	11.1	11.1	11.1	11.1	11.1
SNNP	22.8	40.1	8.0	2.1	10.3	16.7
Gambella	20.0	40.0	20.0	0.0	20.0	0.0
Harari
Addis Ababa	12.5	31.3	6.3	3.1	12.5	34.4
Dire Dawa

- The most important problems appear to be the lack of books and supplies, lack of adequate desks, and the lack of access to a separate and private toilet or latrine for girls; in each of these cases close to a third of respondents expressed dissatisfaction.
- 24.1 percent of respondents reported that girls do not have access to a separate and private toilet; easy access to potable water, and access to toilets or latrines got the poorest ratings.



Region: The distance to school is a greater factor for not attending school in Oromiya and Gambella, than in the other regions.

- Financial reasons are highest in SNNP, Gambella, and Oromiya, while “children have other work to do” is the most frequent reason given in Tigray, Afar, Amhara, urban Somali, and Benishangul-Gumuz regions. See Table 4.3.

Table 4.4: Respondents who Report School Conditions as Good or Very Good, by Characteristics and by Region

Regions	Condition of Building	Access to potable water	Access to toilet	Good playground
Tigray	84.1%	74.7%	69.9%	80.5%
Afar	78.9%	86.1%	67.5%	57.0%
Amhara	70.2%	56.4%	69.3%	86.5%
Oromiya	65.5%	52.0%	52.1%	69.8%
Urban Somali	88.9%	53.7%	64.8%	67.9%
Benishangul-Gumuz	84.3%	51.4%	60.9%	60.0%
SNNP	63.5%	49.4%	61.2%	77.6%
Gambella	77.3%	36.4%	21.7%	37.5%
Harari	83.3%	41.7%	45.5%	72.7%
Addis Ababa	83.1%	79.0%	81.6%	77.2%
Dire Dawa	61.3%	93.5%	77.4%	71.9%
Total	69.1%	56.2%	61.7%	76.5%

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- Regional disparities are considerable, especially concerning access to toilet or latrine. Regions with the highest and lowest ratings for each characteristic are in bold. Gambella score lowest in three of the categories.

A.3. Agriculture Extension Services

Place of Residence: About 34 percent of citizens in rural areas had used the agricultural extension services, but 66 percent had not. Of those who did not use the services, 35 percent said they did not need the service.

- The most frequently cited impediment was that it was too expensive (19.1 percent), and 16.4 percent said they did not know what services they offer.
- In urban areas only 10.2 percent of respondents had visited an agricultural extension office, most frequently, to obtain a loan.

Region: The number and percent of respondents saying they had used agricultural extension services vary across regions.

- The variation ranges from a high of 64.3 percent in Tigray to figures under 5 percent in Afar, Gambella, urban Somali and the cities of Addis Ababa and Dire Dawa. See Table 4.5 for details.
- These numbers are very different across the regions. Table 4.5 shows the total number and percent of respondents saying they had used agricultural extension services.
- These vary from a high of 64.3 percent in Tigray to figures under 5 percent in Afar, Gambella, urban Somali and the cities of Addis Ababa and Dire Dawa.

Table 4.5: Agriculture Extension Services

Q. 321: In the past 12 months have you used services provided by the Agriculture Extension Service in your kebele?

	Tigray	Afar	Amhara	Oromiya	Urban Somali	Benish angul -	SNNP	Gambella	Harari	Addis Ababa	Dire Dawa
Percent	64.3	2.0	42.7	24.6	1.8	22.6	22.0	0	0	4.5	2.0

- While the low percentage using agricultural extension services is understandable in the more urban Harari, Addis Ababa, and Dire Dawa and in the Somali region, where rural areas were not surveyed, and in Afar where very few rural households were included. In Gambella, these results are harder to understand.

Table 4.6: (Q. 324) Reasons for not Visiting Agriculture Extension Services in Percent

	Afar	Urban Somali	Gambella
Too many people were waiting, I couldn't get in	0.8	0.9	0.0
Staff were not available/helpful	2.9	5.4	45.5
I had no means of transportation to get to the office	0.4	0.0	0.0
Office is too far away from my home	2.5	0.0	0.0
It is too expensive	3.3	0.9	10.9
I don't know what type of services they offer	50.0	16.2	18.2
I don't need the service	11.5	61.3	21.8
Others	28.7	15.3	3.6

- Overall, there seems to be modest satisfaction, with 78.4 percent of respondents believing that the extension services provide useful services (see Table 4.7). The most significant problem appears to be the availability of supplies and materials.

Table 4.7: Percent of respondents who agree or strongly agree with the following concerning their usage of agricultural extension services

	Office is at a convenient location	Staff are helpful and attentive	Provide useful services	Supplies and materials available	Would receive a better service if paid a small fee
Total	77.5	82.2	78.4	54.7	12.7
Rural	77.0	83.0	78.5	54.3	12.9
Urban	83.6	72.7	77.0	59.5	9.1

Sex, Age: There is no significant variation among men and women users, nor does age or educational level appear to factor into the responses.

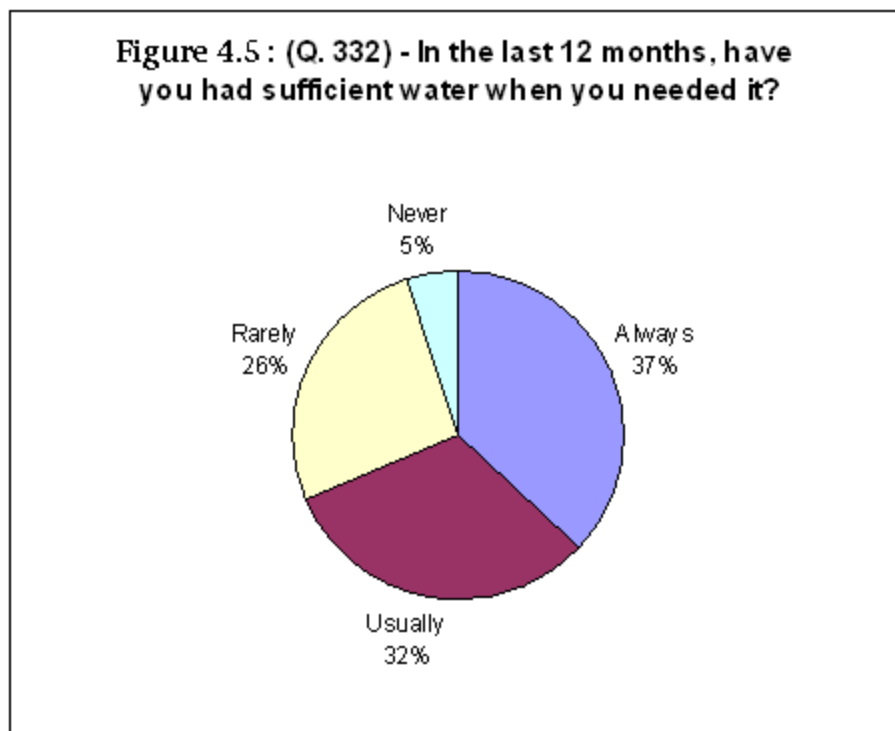
A.4. Water

Place of Residence: In rural areas, 12.4 percent of respondents purchase water, and 87.6 percent fetch their own water. In urban areas these numbers are quite different, but still 55 percent fetch their own water, while 45 percent purchase water.

Table 4.8: Percentage of total respondents by main type of water source, and percentage of those who say they rarely or never have sufficient water when they need it

	Communal spigot not connected to woreda pipeline	Private connection to city/woreda pipeline	Private treated well or spring	Private unprotected well or spring		River, lake, other surface water	Rain water	Other
Percentage for whom this is the main source	12.7%	39.6%	8.7%	6.6%	10.4%	29.9%	15.1%	5.5%
Rarely or never have sufficient water when needed	35.3%	51.9%	33.5%	36.1%	31.3%	30.3%	31.0%	39.4%

- A large number of respondents get water from unprotected sources. Respondents getting water from unprotected sources report the least incidence of not having water when they need it, while more than half of those connected to city or rural woreda pipelines say that they “rarely or never have water when they need it.”



A significant number – 16.0 percent of respondents – reported that someone in their household fell ill from the drinking water in the past 12 months (17.2 percent in rural areas and 11.5 percent in urban areas).

Region: Water availability is most problematic in Harari, urban Somali, Addis Ababa, and SNNP, in that order.

- Water quality – measured by the percent of respondents whose family members fell ill from water – is worst in SNNP, Afar, Oromiya, Gambella, and Benishangul-Gumuz.

Table 4.9: Access to and Quality of Water by Region(Percent)

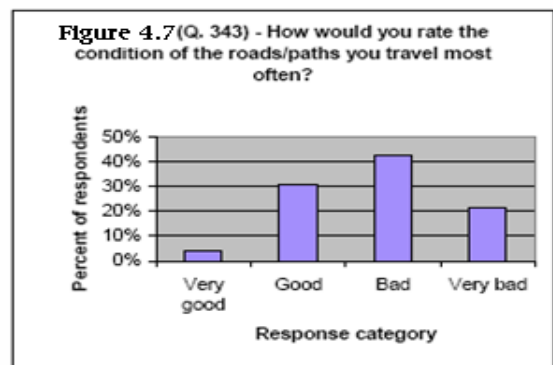
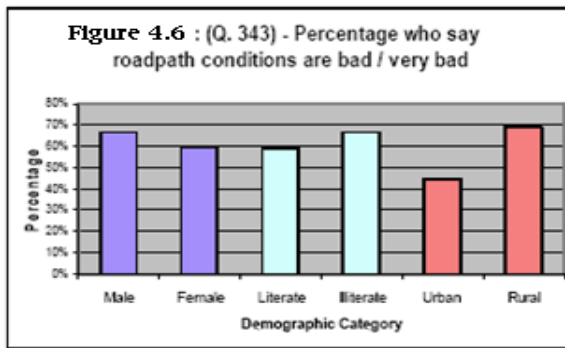
	Tigray	Afar	Amhara	Oromiya	Urban Somali	BS Gumuz	SNNP	Gambela	Harari	Addis Ababa	Dire Dawa
Rarely / never have sufficient water when needed	20.2	28.8	25.7	26.8	53.6	22.6	43.0	17.9	100.0	51.9	25.5
Ill from water in last 12 months	11.2	17.2	11.4	16.5	10.7	15.8	24.2	16.1	13.6	10.6	7.8

Focus Group Discussion: Focus group participants also pointed that they rarely or never have water when they need it, and this is most prevalent in Addis Ababa, Harari, Dire Dawa and Shinile. FGD participants in major urban area described water as “faulty and sometimes dirty.” Participants in rural Asosa and Debre Birhan said people walk a long way for several hours to fetch water.

A.5. Roads

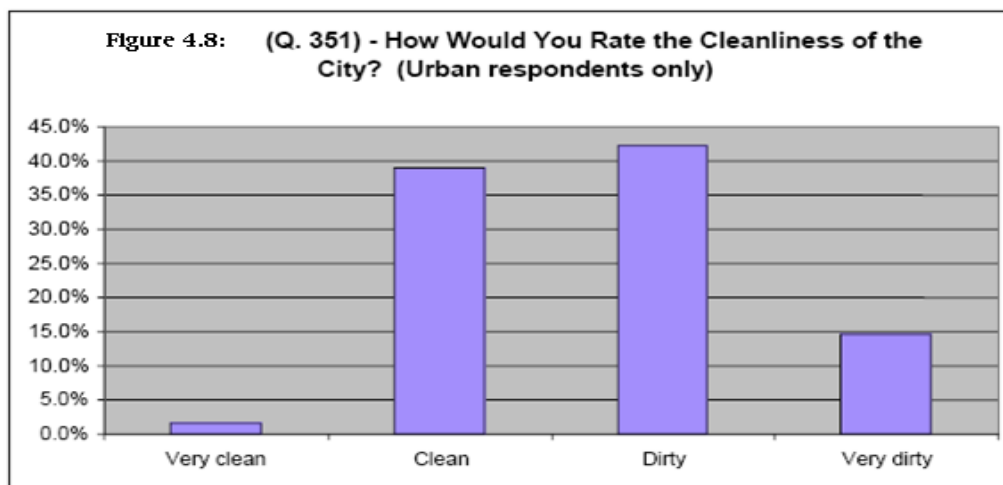
Place of Residence: For most people (76.9 percent) their main mode of travel is walking, and the most frequent type of road is a footpath (50.8 percent).

- Roads show fairly high dissatisfaction rates: 63.9 percent of respondents say the roads are “bad” or “very bad.” The negative ratings are much higher in rural areas – 68.9 percent – compared to 45 percent in urban areas. See figure Fig. 4.9 below.
- The most frequently mentioned types of problems cited were that the roads were too rough for driving (32.4 percent overall), “parts are impassable in some seasons,” too many potholes, or too muddy. The first two were considerably more common responses in rural than in urban areas, while in urban areas roads that are too narrow and the absence of adequate drainage were also mentioned as problems.
- In urban areas, respondents were also asked about street lighting. Nearly half of respondents said that there were no street lights in their neighborhoods, and almost a third said the lighting was too low. Only about a fifth of them are satisfied with the lighting.



A.6. Solid Waste Collection

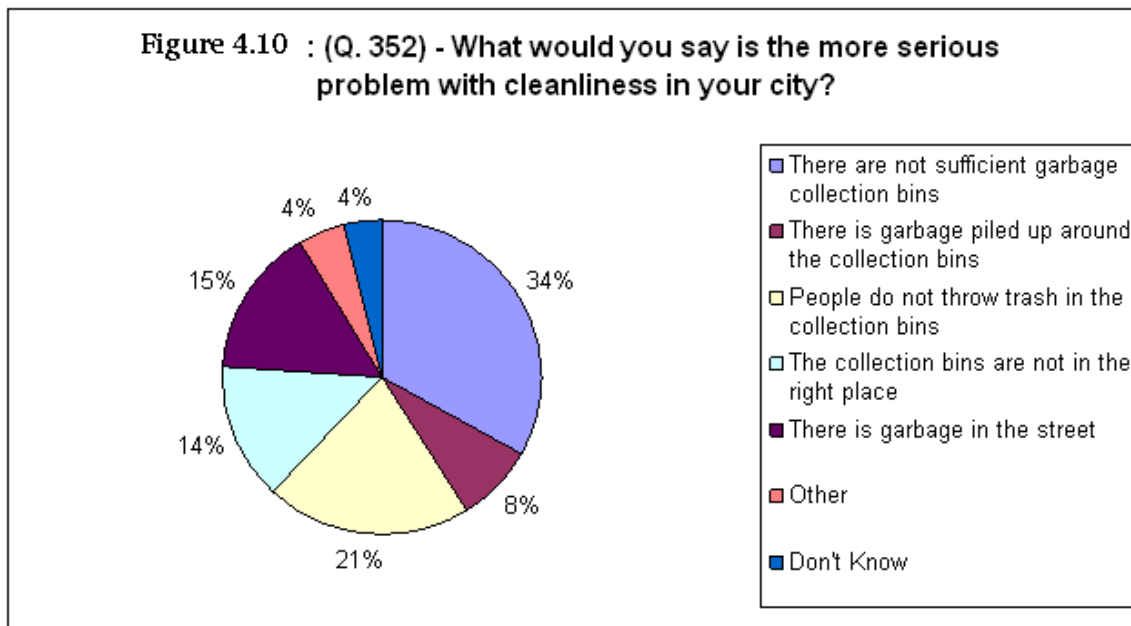
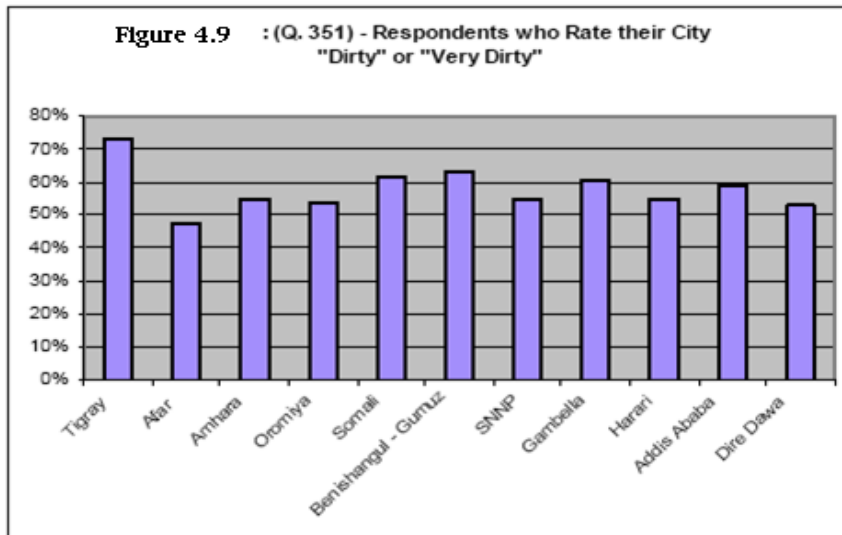
Place of Residence: In urban areas, 56.9 percent of respondents rated the city as dirty or very dirty.



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- Respondents believed that the most serious problems were insufficient garbage bins (33 percent) and people not throwing garbage in the garbage bins (21 percent), and litter garbage in the street (15 percent).
- Over 82 percent recognized that piled up garbage is not good for health.

Regions: The findings by region vary, but not dramatically. Figure 4.9 reflects the regional variations with respect to solid waste collection in urban areas.



A.7. The Productive Safety Net Program (PSNP)

Place of Residence: The PSNP covers residents of rural areas, where 37.4 percent of respondents reported that the program was operative in their woreda.

- Approximately 40.3 percent of respondents who reported that PSNP is operating in their kebele have someone in their household receiving program assistance, and they provided further insight into the program.

Region: The Productive Safety Net Program is now active in Ethiopia – in Oromiya, Tigray, SNNPR, Amhara, Dire Dawa, Harari, and Afar—reaching millions of beneficiaries in rural areas.

- PSNP provides grants to pay targeted participants to carry out public works projects;
- The program is an important resource for the rural woredas, both in terms of carrying out much-needed improvements and in poverty alleviation.

Table 4.10: Participants in the Productive Safety Net Program

Q. 361-363	Percent of Respondents
PSNP is operating in respondent’s woreda	37.4
<i>Of which:</i> Household has received assistance from PSNP	40.3
<i>Of which:</i> Know representatives on Community Food Security Task Force (CFSTF)	86.6
Rate CFSTF performance as good or very good	93.3

- A key aspect of the program is its participatory approach, so the questions in the survey explore both the effectiveness and the openness of the project.

Table 4.11: PSNP Participants by Region

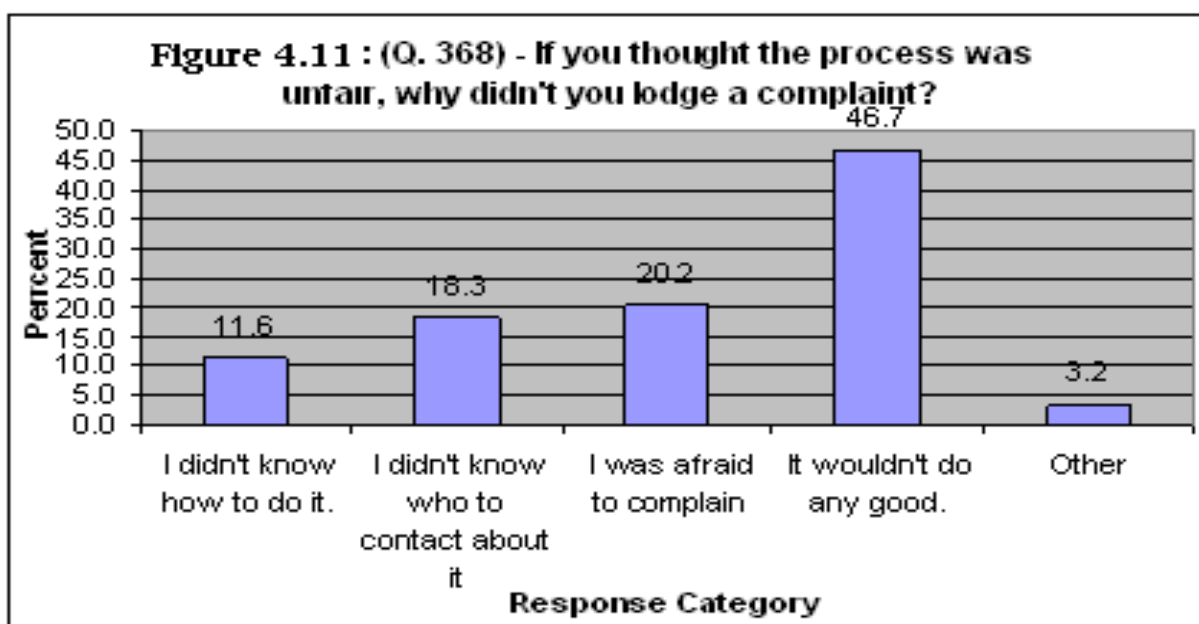
Region	Percent
Amhara	40.6%
Tigray	24.9%
SNNP	17.9%
Oromiya	16.6%
Total	100.00%

- It is important to keep in mind the distribution of PSNP recipients in the different regions. Table 4.11 shows the number of survey participants who responded that their household had been selected to participate in PSNP. Amhara is the region with the highest absolute number of participants, followed by Tigray, SNNP, and then Oromiya.
- A larger share of residents of every region appears to be satisfied with services provided by PSNP than are with services provided by the woreda administration.

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- As indicated in Table 4.12 the largest difference between satisfaction with woreda services and with PSNP services occurs in SNNP, where 79 percent of respondents agreed strongly or somewhat that they were satisfied with PSNP services, compared to only 53 percent of the same residents who were satisfied with services provided by the woreda administration.
- Another interesting observation is the high percentage (91 percent) of residents in Oromiya that are satisfied with services provided by PSNP:

	Tigray	Amhara	Oromiya	SNNP	Total
Overall, respondents satisfied with the service PSNP provided					
Strongly agree	19.9	55.1	16.4	23.9	34.3
Agree somewhat	59.4	35.9	75	55.5	51.8
Disagree	15.8	6.5	6.0	6.1	8.6
Disagree strongly	2.3	0.2	0	12.6	2.9
Do not know	2.6	2.3	2.6	2	2.4
Total	100	100	100	100	100
How satisfied are you with services provided by the woreda administration?					
Very satisfied	8.4	8.2	7.7	7.4	7.3
Somewhat satisfied	60.6	51.9	45.6	45.5	47.1
Not very satisfied	19.3	19.7	27.5	26.5	25.4
Not at all satisfied	3.3	7.2	9.6	9.2	9.3
Do not know	8.4	13.1	9.6	11.4	10.9
Total	100	100	100	100	100



	Tigray	Amhara	Oromiya	SNNP	Total
Yes	12.7	11	0.8	21.7	11.5
No	87.3	89	99.2	78.3	88.5
Total	100	100	100	100	100

- Almost 60 percent of those who thought the process was not fair did not complain for a number of reasons. About 47 percent of respondents who did not complain did not think it would do any good.
- Since the number of respondents who complained is very small (only 32 of those surveyed lodged a complaint), this analysis cannot be considered representative, but it does suggest that attention might be given to the complaint system.
- The question of payment seemed to present some problems, with a substantial percent of participants expressing dissatisfaction with the timeliness, convenience, and the amount of payments.

Percentage of respondents who disagree or disagree strongly with the statement that...	Percent
I generally receive my payments on time	31.9
I received my due payments in full	37.0
The place I went to receive payment was within a reasonable distance	33.9

Income: With respect to the targeting of the program, this survey shows that almost 40 percent of those selected earn less than 250 Birr per month, and only 3 percent earn more than 1000 Birr per month.

B. Citizen Priorities for Local Services

Citizens' Satisfaction with Services:

- Table 4.15 below provides satisfaction ratings for each of the services reviewed. It seems that satisfaction is lowest – by a wide margin – for road quality and city cleanliness.
- Interestingly, more than half of respondents say they are very satisfied or somewhat satisfied with local services as a whole, but that figure is markedly lower than those satisfied with the measures for health, education, water, and agriculture extension services. It may be that those responding do not include all those services in their personal definition of “local services.”

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Table 4.15: Satisfaction with Services

<i>Service area</i>	<i>Specific Response</i>	<i>Percent responding</i>
Health	Received good medical attention by quality staff (a)	72.8%
Education	Condition of school building is good or very good	69.1%
Agriculture services	Agriculture extension services are very useful (a)	78.5%
Water	Always or Usually have sufficient water when you need it	68.2%
Roads	Road quality is good or very good	34.9 %
Cleanliness	The city is clean or very clean	40.5%
Overall satisfaction with local services	Very satisfied or somewhat satisfied	54.4%

(a) Positive responses were interpreted as those who “strongly agree” or “agree” to the statement

- Table 4.15 below provides satisfaction ratings for each of the services reviewed. It seems that satisfaction is lowest – by a wide margin – for road quality and city cleanliness.
- Interestingly, more than half of respondents say they are very satisfied or somewhat satisfied with local services as a whole, but that figure is markedly lower than those satisfied with the measures for health, education, water, and agriculture extension services. It may be that those responding do not include all those services in their personal definition of “local services.”
- Respondents were fairly negative on the availability of supplies, respondents were fairly negative. In contrast, ratings related to interactions with local staff were substantially higher. This is not to say there is not room for improvement. Individual local wordas might want to look at ratings within their own facilities to track the helpfulness of staff as this seems to be important to citizens.

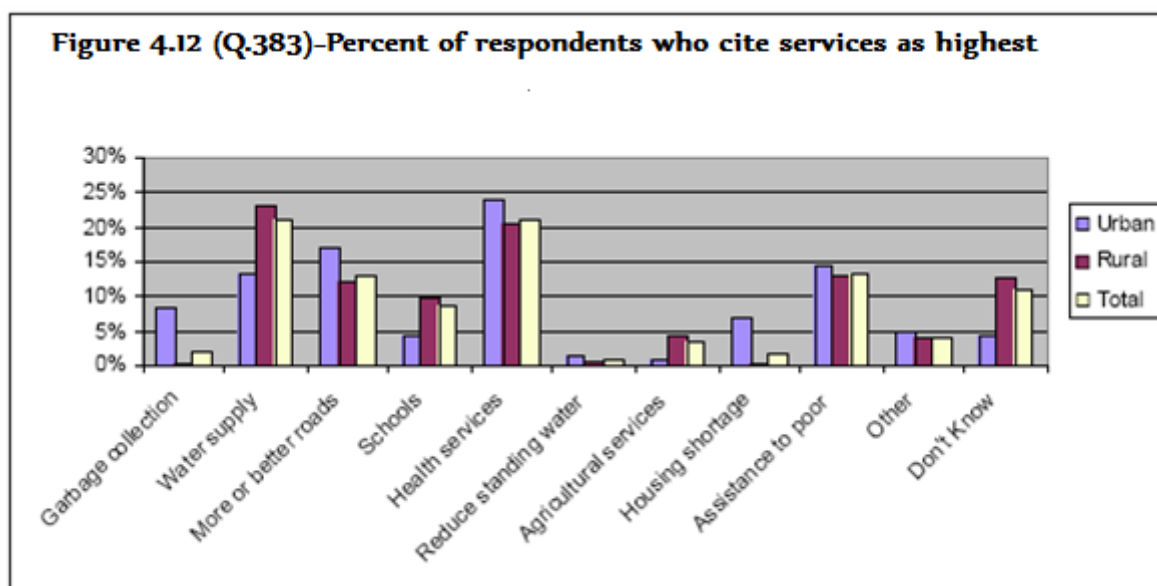
Table 4.16 Satisfaction with Staff and with Availability of Supplies and Materials

Availability of Supplies	Health facility had all necessary supplies available	55.2%
	School has adequate desks	63.2%
	School has books and supplies that are needed	66.8%
	Agricultural extension has supplies and materials that are needed	54.8%
Staff and Related Factors	Health facility staff available	80.1%
	Health facility staff courteous and helpful	80.5%
	Received good attention by qualified medical staff	67.7%
	Teachers are readily available to meet	71.5%
	Agriculture extension staff are helpful and attentive	82.2%

Place of Residence: In all areas, health services, water, roads, and assistance to the poor were highest on the list, with water a substantially higher priority in rural areas, and health a little higher in urban areas. Schools are twice as important in rural areas, chosen as first priority by almost 10 percent of respondents.

- It is to be noted that housing and assistance to the poor were issues that were not explicitly asked about in the survey and were not listed in the question about citizen priorities, but that a substantial number of citizens brought up on their own. Obviously they are considered to be of considerable importance, although it is not always clear what specific services respondents might have had in mind.

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Region: The top three priorities – water supply, health services, better roads, and assistance to the poor – remain constant across the country, but there are sharp differences by region, both in top priority and in the distribution, with some regions sharply focused on one service and others with an array of priority services.

- Table 4.17 shows the percent of respondents in each region choosing the service that should be a priority, highlighting the highest priority in each region.

Table 4.17: Percentage of Respondents Citing the Following Services as their Highest Priority for Improvement, by Region

Q. 383: Which service would be your highest priority for the city/woreda to address?

Region	Garbage	Water	Roads	Schools	Health Services	Water Drain-age	Agricultural Services	Housing	Assistance to Poor Families	Other	Do not know
Tigray	2.2	16.5	7.5	9.0	15.6	0.8	5.4	4.1	14.1	9.2	15.6
Afar	0.0	3.6	2.0	10.1	19.7	0.0	14.1	0.8	28.2	1.2	30.2
Amhara	1.0	17.5	14.4	6.4	27.0	0.8	4.6	0.1	12.2	5.2	10.9
Oromiya	1.9	20.6	13.6	7.9	22.5	0.7	2.5	0.8	12.5	3.1	14.0
Urban Somali	0.9	23.2	8.0	6.3	28.6	0.9	0.0	3.6	21.4	0.9	6.3
B-G	0.0	8.8	10.5	13.2	36.0	0.0	1.8	0.0	9.6	0.9	19.3
SNNP	0.4	33.9	13.0	14.2	13.9	0.5	3.1	0.7	12.4	3.4	4.3
Gambella	0.0	20.0	14.5	1.8	18.2	0.0	3.6	0.0	27.3	0.0	14.5
Harari	0.0	52.4	9.5	0.0	4.8	0.0	0.0	4.8	23.8	4.8	0.0
Addis Ababa	13.4	5.1	16.0	3.1	17.4	1.8	2.9	14.5	15.7	6.2	4.0
Dire Dawa	6.0	2.0	10.0	4.0	36.0	0.0	0.0	14.0	24.0	2.0	2.0

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- Citizens have clear perceptions about service quality and a sense of where their priorities lie. These preferences and observations can provide valuable information to government on where to allocate resources to best meet needs and become more responsive. Responding to those needs and providing services that more closely align with those priorities is an important manifestation of accountability.

C. Citizen Information on Specific Services

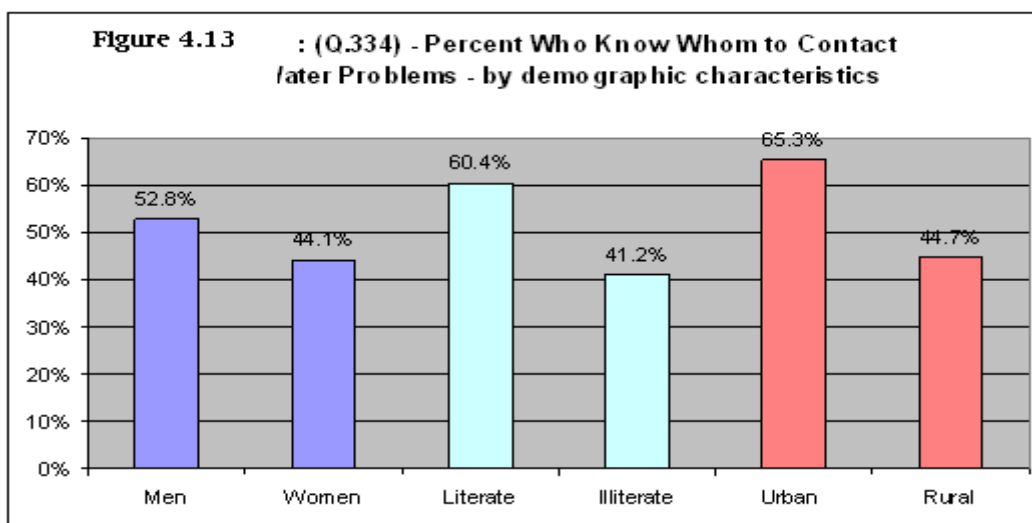
Place of Residence: There was a sizeable group of respondents who did not know whom to contact if they had a problem with a specific service.

- As indicated in Table 4.18 the number who answered “No” varied across services and was also much more negative in rural areas. The question numbers in column 1 refers to the questionnaire in Annex B.

Table 4.18: Percentage of Respondents Answering “No” to “Do you know whom to contact if you have a problem?” by Service

Question	Service	Overall	Rural	Urban
Q316	Schools	26.6	29.6	14.5
Q334	Water	51.0	55.3	34.7
Q345	Roads	66.2	70.4	50.4
Q354	Garbage	43.4	-	43.4

- Roads: a very high percent of citizens do not have the information they need about where to go if they have concerns. This is important since satisfaction with roads was low.
- When citizens are able to contact local governments about road conditions, it helps them to target resources to specific problem areas; further, a better understanding of the problems faced by the local government in maintaining roads might help decrease citizens’ dissatisfaction.
- The water findings are examined in detail to observe demographic patterns of knowledge in greater detail. More male, literate, and urban respondents know whom to contact if they have a problem with water compared to, respectively, female, illiterate, and rural respondents, as shown in Figure 4.13.



- The survey shows that there is a need for and an interest in improved access to information by citizens about the services they receive. Data which identify the subgroups in need of additional information can help target information campaigns to improve knowledge levels and satisfaction with government.

D. Payment of Unofficial Additional Fees

Respondents felt they might get better service if they paid a small “informal” or “unofficial” fee. These words were chosen to refer clearly to a payment outside the appropriate treatment for public services, implying a bribe, without using a word that is strongly judgmental.

- This proved to be most frequent for schools and health services. The figures were significantly lower in rural areas for each of these services, but still amounted to almost a fifth of respondents as shown in Table 4.19 below.

Table 4.19: Percentage of Responses on “Would you get better service if you paid a small unofficial / informal fee?”

Question	Services	Yes (Total)	Yes (Urban)	Yes (Rural)
Q303	Health	22.0	27.8	19.9
Q323	Agricultural services	12.7	9.0	12.9
Q314	Schools	20.4	26.0	18.9

E. Overall Satisfaction with Services and with the Quality of Life

Place of Residence: Over half of respondents said that the overall quality of life is “bad” or “very bad,” as shown in Table 4.20. On the other hand, when asked how satisfied they are overall with service provided by the local government, only 34.7 percent said “not very satisfied” or “not at all satisfied.”

- The gap was especially wide in rural areas. It is interesting that these figures are so different; it seems that a significant portion of “quality of life” is not seen as directly

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related to local services, or perhaps not perceived as something the local government can affect.

- It may also imply that citizens do not see local government as having enough authority to address the most important issues affecting them.
- Responses on quality of life, suggest that quality of life perceptions are determined by broader trends nationwide (and across urban and rural areas) than by local conditions.

Table 4.20: Percentage of Responses on Quality of Life and Overall Satisfaction with Local Services

Q. 381 and 382	Urban	Rural	Total
Quality of life is “bad” or “very bad”	62.0	55.3	56.8
“Not very satisfied” or “not satisfied” with services provided by the local government	43.8	32.3	34.7

- There is a difference between rural and urban levels of satisfaction. Not only were the responses different in rural and urban areas, but they also differ substantially across the regions.

Region: Satisfaction with local services differs dramatically across regions as shown in Table 4.21, ranging from 22.6 percent of respondents in Tigray saying that they are not satisfied to roughly two thirds of respondents in Gambella (67.9 percent), urban Somali (65.5 percent), and Harari (63.6 percent).

- It is noted that there is greater dissatisfaction with quality of life than with services in almost every region.

Table 4.21: Overall satisfaction with local services and with quality of life, by region

Region	Overall, not very satisfied or not at all satisfied with local services	Quality of life is bad or very bad	Quality of life is bad or very bad or “average”*
Tigray	22.6%	50.9%	69.1%
Afar	49.4%	62.2%	65.1%
Amhara	26.9%	46.3%	69.9%
Oromiya	37.1%	51.9%	70.5%
Urban Somali	65.5%	58.9%	72.3%
Benishangul-Gumuz	46.0%	77.9%	88.5%
SNNP	35.6%	76.3%	85.9%
Gambella	67.9%	80.0%	89.1%
Harari	63.6%	45.5%	47.7%
Addis Ababa	49.2%	64.3%	79.4%
Dire Dawa	36.5%	68.6%	82.4%
* For this column, half of the respondents selecting “average” were added to the percentage in the previous column			

V. Citizens Perceptions on the Responsiveness of City Administration or Rural Woredas

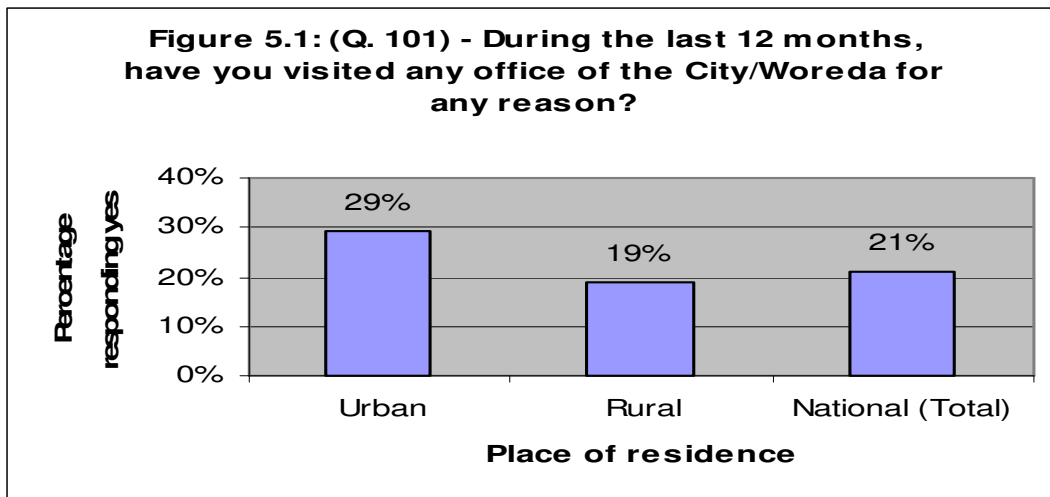
Section I of the FTAPS questionnaire was designed to evaluate the responsiveness of local governments in both urban and rural areas, that is, the city administration and rural woreda. Respondents personal experiences with local government as well as their opinions on local government responsiveness, even if they have not had recent personal contact are presented below. The findings with respect to place of residence, region, income, sex and age in each sub-section is presented below.

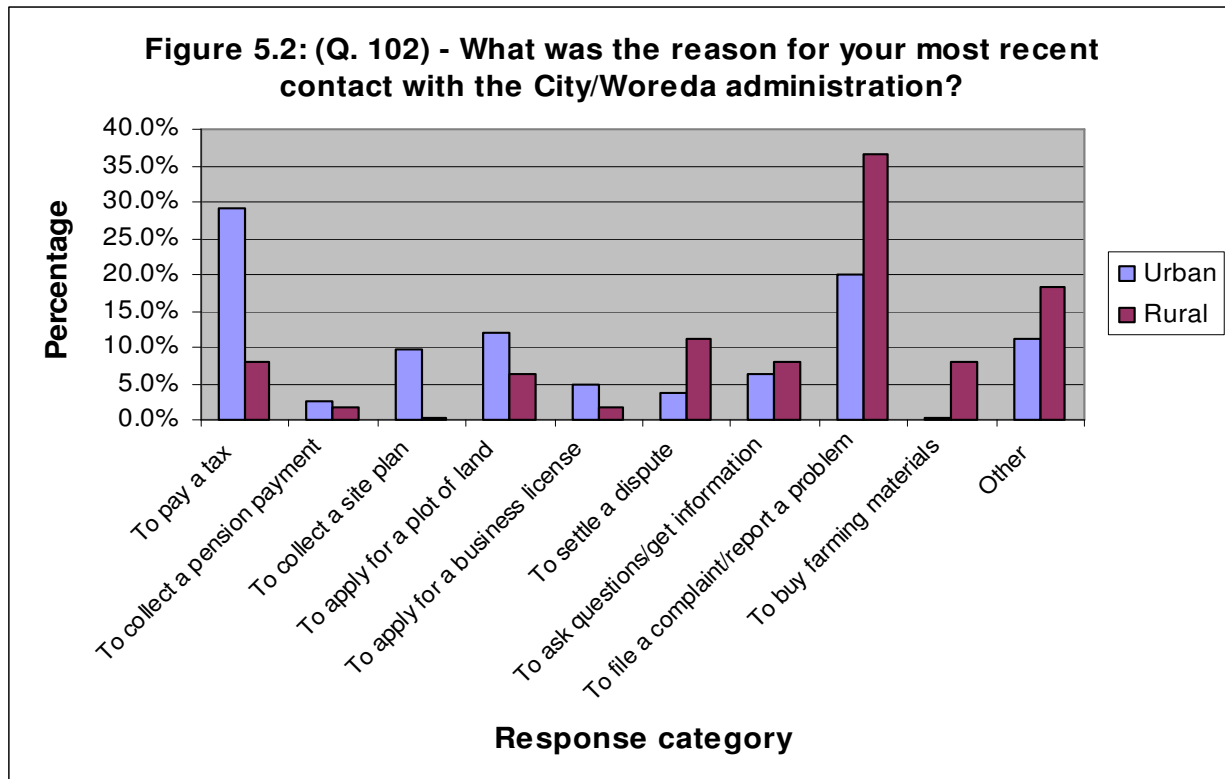
A. Percentage of and reasons for citizens' visit to city administration or rural woreda

Place of residence and purpose of visits: About one in five citizens visited their city administration or rural woreda in the last 12 months on average throughout the country. A higher proportion of citizens in urban areas (29.2 percent) reported visiting the local government (the city administration) than in rural areas (the rural woreda) (18.9 percent).

The visits to local government offices in rural and urban areas were for very different purposes.

- Half the visits in urban areas versus less than 15 percent in rural areas were to pay taxes, collect a site plan, or register a business.
- Conversely, two-thirds of the visits in rural areas versus 35 percent in urban areas were to buy items for farming, settle a dispute, or by far the most common to file a complaint or report a problem.





Region: The number of the visits to the local government is fairly consistent across regions with only the Harari region exceeding the average by more than one standard deviation and the Afar and Amhara regions below the average by more than one standard deviation. The remaining regions are clustered tightly around the average. The purpose of the visits varies considerably by region; but there is no apparent pattern across regions.

Income, sex and age: As shown in Table 5.1 the likelihood that a citizen within any given household income group will have visited either the city administration or rural woreda increases slightly with monthly income.

- Men are more likely to visit the local government than women.
- Persons under 30 years of age are less likely to visit than those who are older.

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Table 5.1: Percent of respondents who visited the city administration or rural woreda in the last 12 months by household income, sex, and age

Q. 101: During the last 12 months, have you visited any office of the city administration/rural woreda for any reason?

	Monthly combined household income in Birr			
	0-250	251-600	601-1000	More than 1000
By household Income	20.0	23.0	22.9	31.7
	Men		Women	
By Sex	25.8		14.9	
	<30 years	30-49 Years	50 Years and Higher	
By Age	17.6	23.5	20.5	

There are interesting variations in the purpose of the visit when considered by the household income of the respondent (Table 5.2 below presents these purposes in two subgroups). The likelihood that a citizen within any given household income group will have visited either the city administration or rural woreda to pay a tax, collect a site plan, or apply for a plot of land and business license (group 1) increases with monthly income. It is interesting that there is little variation by income in the tendency among those that apply for a business license. Conversely, visits to collect a pension, settle a dispute, file a complaint, or buy farming items (group 2), tend to decrease with monthly income

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Table 5.2: Purpose of visit to city administration or rural woreda-by household income (of respondents that visited the city administration or rural woreda in the last 12 months)

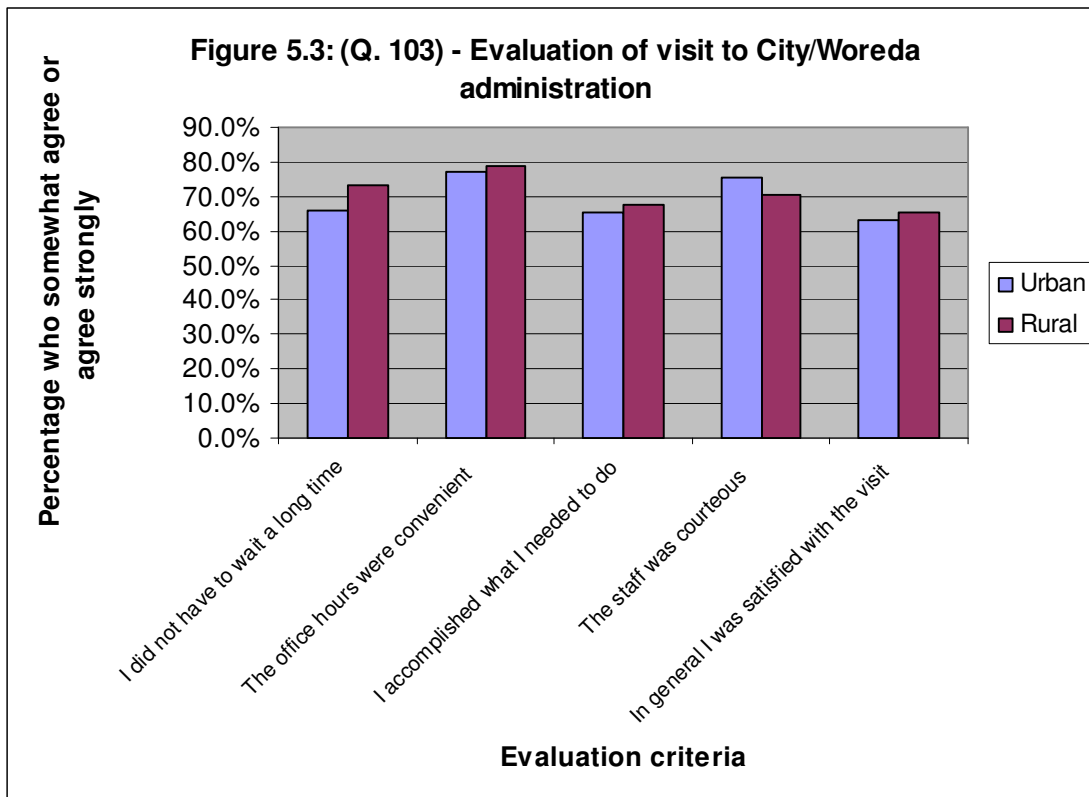
Q. 102: what was the reason for your most recent visit to the city administration/rural woreda?				
Purpose of visit in percent	Monthly combined household income in Birr			
	0-250	251-600	601-1000	More than 1000
Group 1 Sub Total	23.5	29.2	36.2	46.1
Pay a tax	13.9	12.6	20.1	22.3
Collect a site plan	1.9	3.0	5.8	6.7
Apply for a plot of land	4.4	8.0	6.6	13.5
Apply for a business license	3.3	3.2	3.7	3.6
Group 2 Sub Total	56.3	45.4	46.4	26.4
Collect a pension payment	1.3	3.0	1.6	0.5
Settle a dispute	11.5	8.4	3.2	3.6
File a complaint	35.3	30.0	36.0	19.2
Buy items for farming	8.2	4.0	5.6	3.1

B. Citizens' perception of the treatment they received during visit

Place of residence: For the majority of respondents who have had contact with their city administration or rural woreda office in the past 12 months, the experience has been positive.

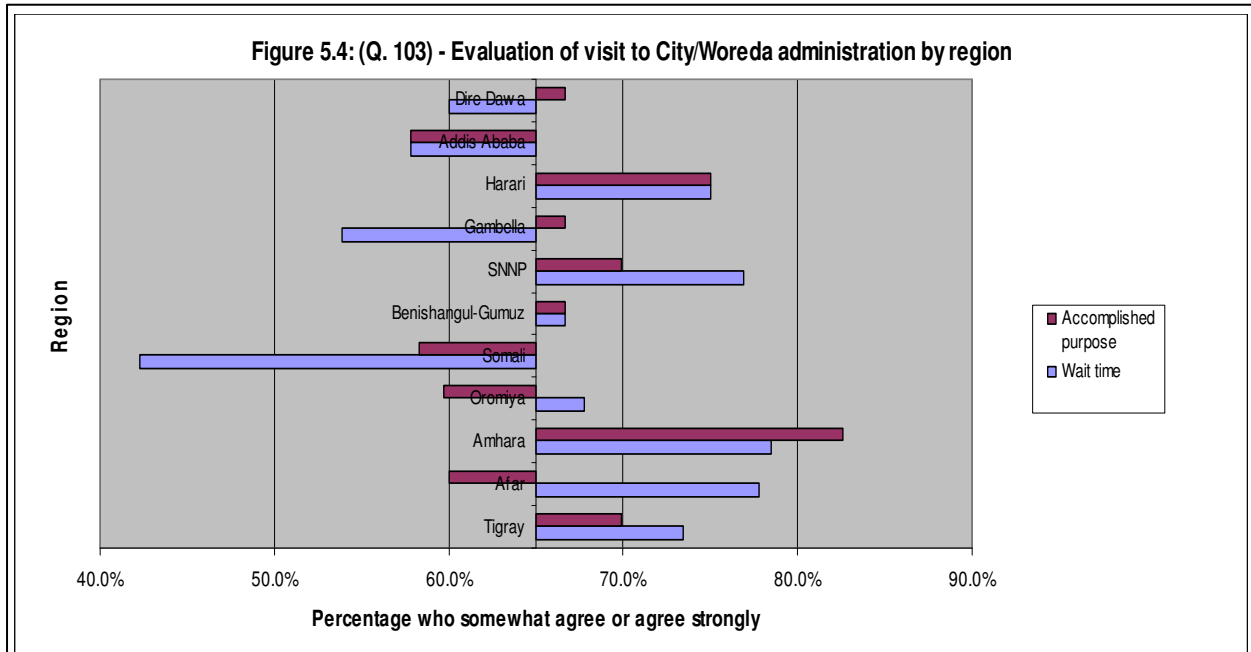
- They did not have to wait a long time, thought the office hours were convenient, accomplished what they needed to do,
- Perceived that the staff was courteous at the office, and were satisfied in general with their visit (although it might be noted that, in each case, the general satisfaction with the visit is the lowest-rated factor).

The perception is slightly more positive in rural areas. These results offer a benchmark that these administrations can use to improve their services.



Region: The experience across regions is mixed. While citizens generally are positive about their visit, there are notable exceptions. The Amhara region outperformed all the others in their attention to visitors. The results in the urban Somali region and in Addis Ababa are below average, with the percent of those who feel wait times were reasonable considerably below average in Somali. Results of the visit in the Afar and Gambella regions are mixed. Figure 5.4 illustrates variations by region around the median of 67 percent.

Focus Group responses: Focus groups responses echo the survey findings, both in terms of experience and by region. Generally, discussants felt the response one got from the government depended on the person. This implies that a systematic approach to improvement may be warranted but that practices to replicate exist.

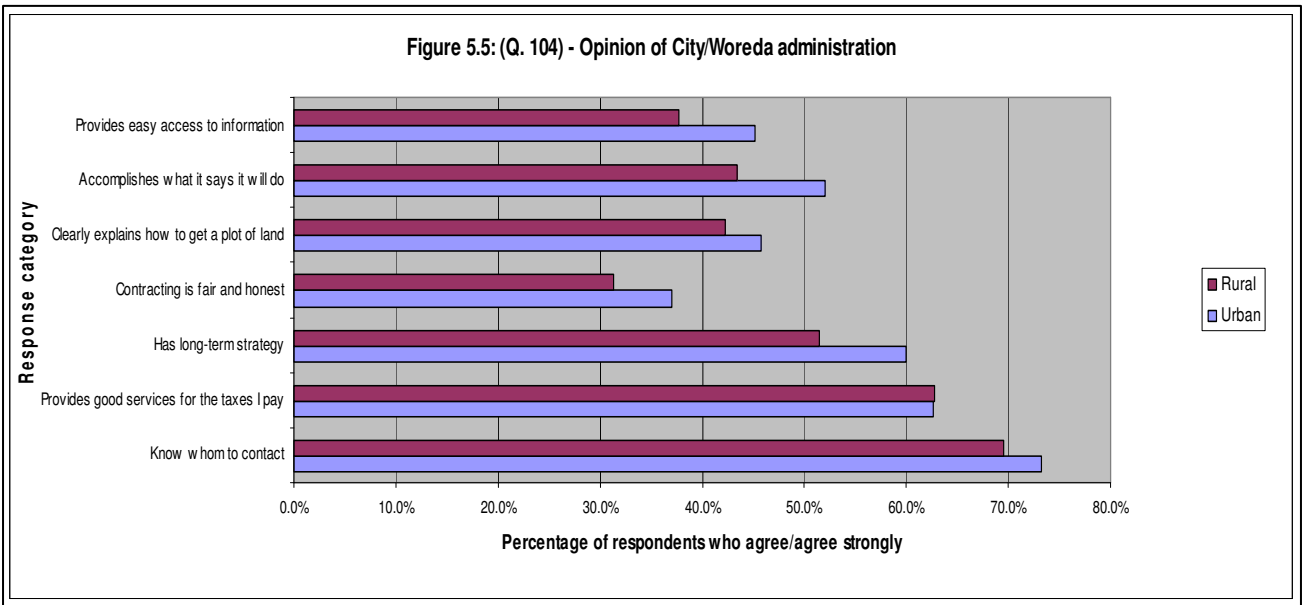


Income, sex and age: There is no discernible pattern of variations in the response by household income, sex, or age.

C. Citizens view of their city administration

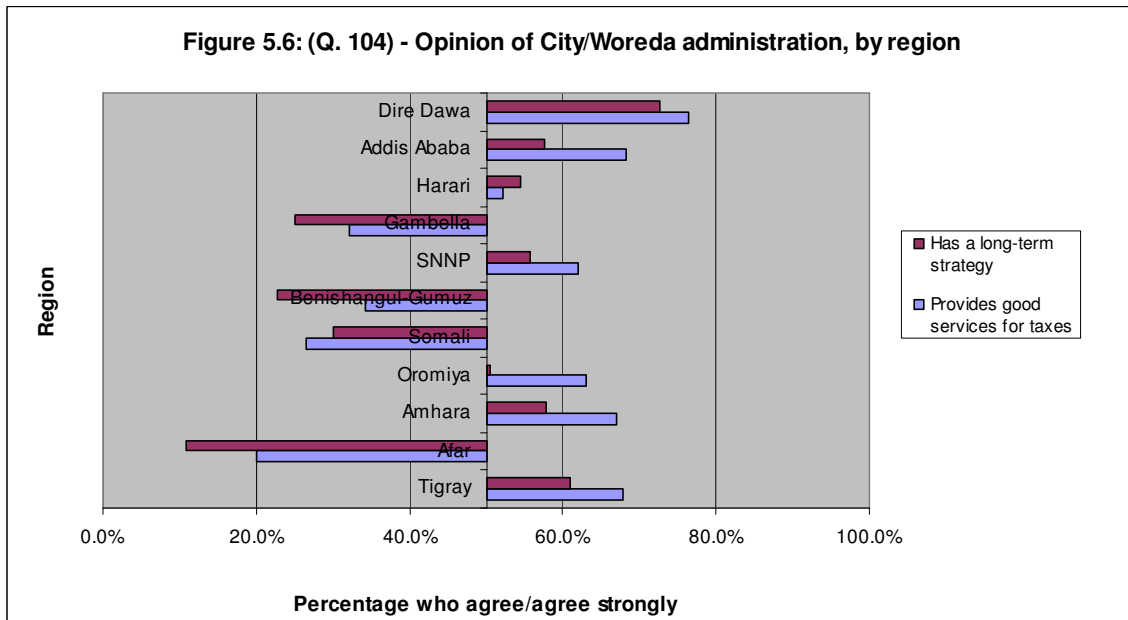
Place of residence: Most citizens in rural and urban areas report that they know whom to contact in the city administration or rural woreda should they need to do so. A significant majority has a positive view of the quality of services they receive for the taxes and fees that they pay.

- In the rural areas, respondents are almost evenly divided on whether the local government has a long-term strategy. Only about 30 to 40 percent of respondents believe the local contracting process is fair and honest, that the information on how to obtain a plot of land is clear, or that the city offers free and easy access to information.
- The views in urban areas are more positive than those in rural areas. The views of rural residents are especially negative about the local contracting process and access to information.

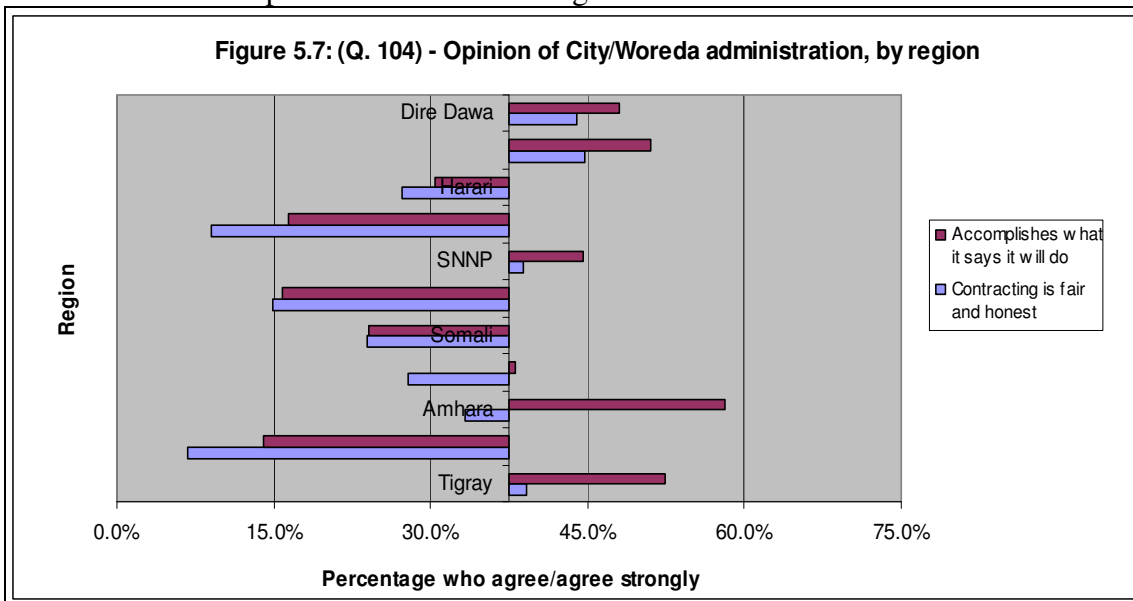


Region: There is variation across regions, as can be seen in Figures 5.6 and 5.7.

- The city administration in Dire Dawa, the city administration in Addis Ababa, and, to a lesser degree, the Amhara and Tigray regions outperform the other regions. This does not mean, however, that their performance is positive across the board, as barely half or less of citizens in these regions has a positive perception of the local contracting process (Figure 5.7) and access to information.
- At the other end of the spectrum, the urban Somali, Benishangul-Gumuz, Gambella and Afar regions consistently under perform relative to all other regions. Citizens in these regions have a very negative perception of the local government.



Income, sex and age: Opinion of the city administration varies with income and the demographic characteristics of the respondent. As shown in figure 5.5 and Table 5.3



- Out of the seven issues raised two of them vary with household income, including the perception that the city administration will accomplish what it says it will do, which decreases with household income.
- Women seem to be less well informed than men about whom to visit in the local administration, which may be related to the finding that women also are less likely to visit their local administration than are men. Women also appear to have a less favorable opinion than men of the services they receive relative to the taxes and fees they pay.
- Satisfaction with services increases marginally with age, although, so too does the lack of trust in the honesty of the local contracting process.

Table 5.3: Citizens view of the city administration or rural woreda – by household income, sex, and age – % of respondents in each category who strongly agree or agree

Q. 104: Opinion of the city administration/rural woreda

	Monthly combined household income in Birr			
	0 – 250	251-600	601-1000	More than 1000
By Household Income				
I know where to go for help in the city government	66.6	71.4	83.3	81.3
The city administration in general accomplishes what it says it will do	55.7	55.9	48.5	48.7
By Sex	Men		Women	
I know where to go for help in the city government	77.8		60.4	
I get good services for taxes I pay	67.8		56.3	
By Age	< 30Years	30-49 Years	50 Years and Higher	
I get good services for taxes I pay	59.4	64.0	65.3	
The city administration acts in a fair and honest way when giving out contracts	34.0	33.0	29.2	

C. Citizens’ perception of the responsiveness of city administration or rural woreda to their inputs

The survey asked respondents about their perceptions of how the local government views Citizens’ opinions and input. The results are mixed.

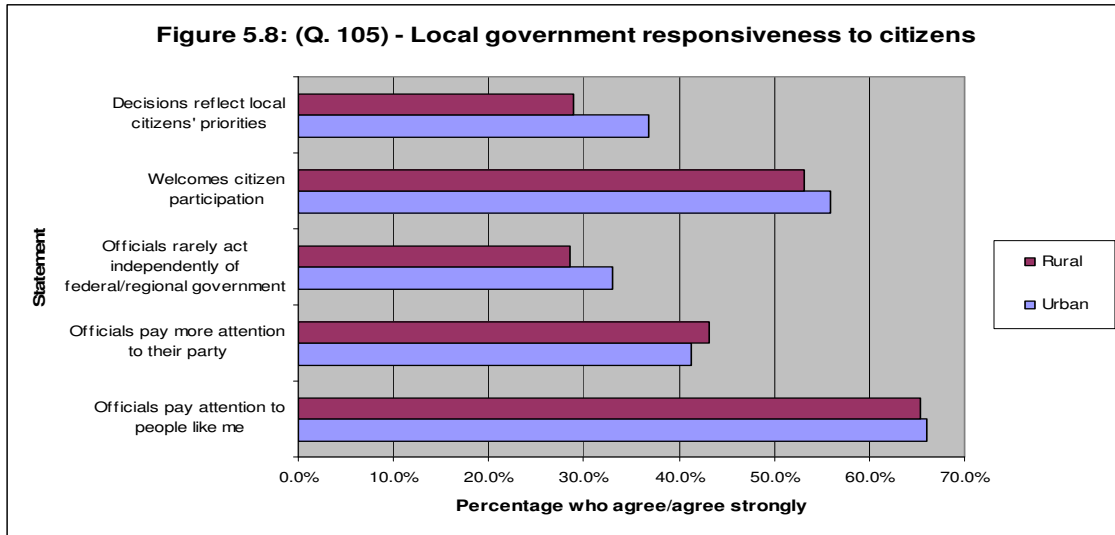
Place of residence: Nearly two-thirds of citizens think that the city administration or rural woreda are interested and pay attention to people like them.

- The results are more positive in urban than in rural areas. Slightly more than half perceive that the local government welcomes citizen participation. However, few citizens believe that the local government makes decisions about local financial matters that reflect priorities of local citizens (urban 37 percent and rural 29 percent).
- Thirty to 40 percent believe that local officials do not act independently of their party or regional or Federal governments.

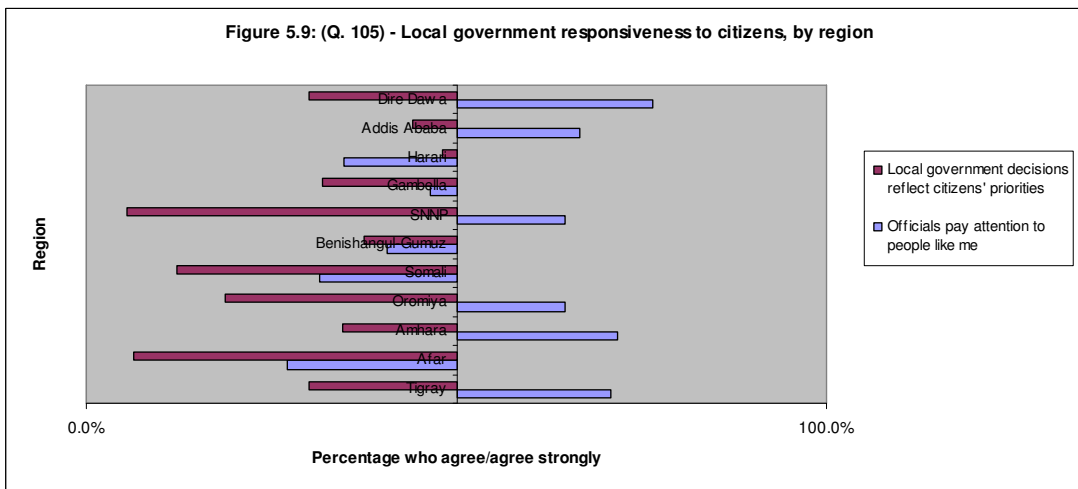
Taken together, the responses seem to suggest that the perception of citizens is that local officials have the right intentions but are failing to make decisions accordingly. It is not clear what role, if

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any, the perceived influence of parties and/or the Federal and regional governments plays in this.



Region: There is some variation across regions, although all regions performed poorly for being responsive to citizens. Some local officials, notably in Dire Dawa, Tigray, and Amhara are recognized for paying attention to citizens. None are perceived by a majority as actually making decisions that reflect citizen priorities.



Sex and age: As shown in Table 5.4 women appear to be more likely than men to see local governments as independent of political parties and of Federal and regional governments. This same view also appears to prevail among older respondents.

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Table 5.4: City administration or rural woreda responses to citizens-by sex and age

Q. 105: Local government responsiveness to citizens

Sex, Age	Officials pay more attention to what their party requires than to local community	Officials rarely act independently of federal and regional government
Percent within sex		
Men	47.1	32.6
Women	37.1	25.7
Percent within age group		
Less than 30 years	45.6	32.3
30-41 years	43.8	28.8
50 years and higher	36.3	27.1

VI. Citizens' Perception of Local Government Professionalism

The survey looked at citizens' perception of local government professionalism through a series of questions that consider how local government staff respond to complaints they receive from citizens, how the staff treat citizens, and whether the staff differentiate by gender in their response to citizens.

As it is indicated in Table 6.1, only 14.1 % of the male and 9.4 % of the female respondents reported having filed complaints with city administration/rural woreda during the 12 months preceding the interview. A breakdown of the complaints by income group seems to indicate that a slightly higher proportion of the respondents of higher income groups tend to file complaints to local governments.

Table 6.1: Percentage of respondents who filed a complaint with the city administration/rural woreda in the last 12 months – by household income and sex

Question 201: Have you made a specific complaint to the city administration/rural woreda in the past 12 months?

	Respondents with Monthly Household Income (Birr)			
	0-250	251-600	601-1000	More than 1000
% who filed complaints	10.4	13.1	14.6	16.7
	Respondents by Sex			
	Men		Women	
Respondents who filed complaints	Count	Percent	Count	Percent
Total	955	14.1	491	9.4
	6,767	100.0	5,205	100.0

A. How often do citizens file a complaint with the local government?

Place of residence: A small proportion (about 19%) of the sample respondents reported to have filed complaints with their local governments during the 12 months preceding the Survey. Of those who filed complaints, 72 % were urban and the remaining rural residents (Figure 6.1). A further breakdown of the complaints by level of government shows that significantly more complaints were made to kebeles (71%) than to the city/woreda administrations (Figure 6.2).

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Figure 6.1: (Q. 201) - Share of total complaints made to local government, by place of residence

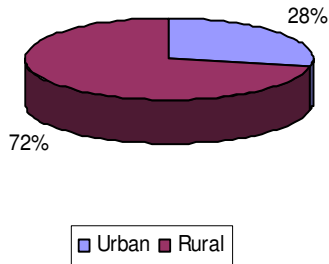
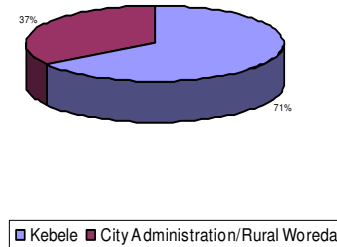
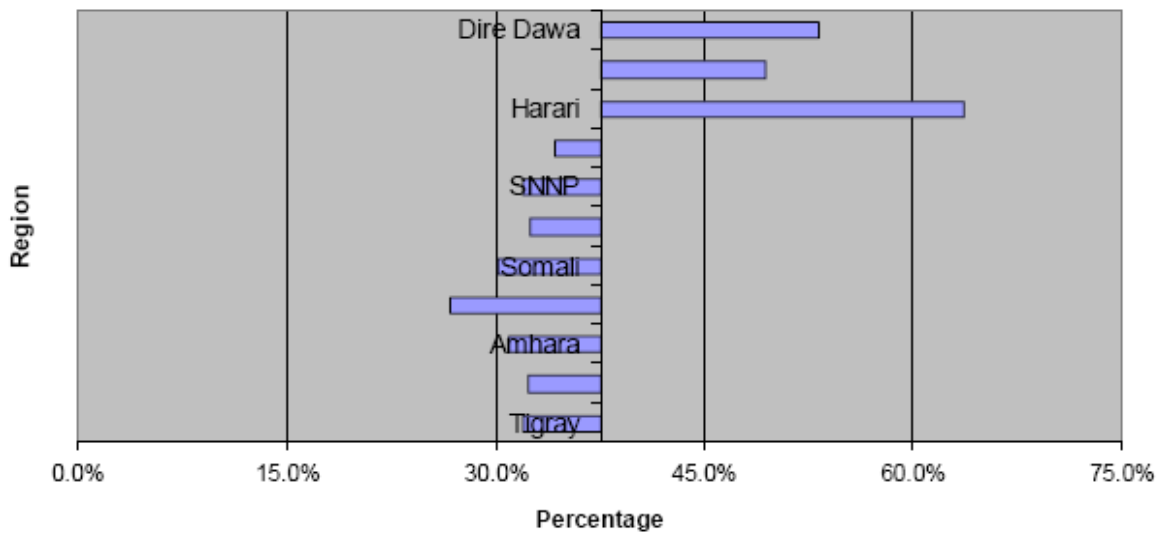


Figure 6.2: (Q. 201/208) - Share of total complaints made, by level of local government



Region: A regional comparison of the responses shows that Harari (63.6 %), Dire Dawa (about 52 %) and Addis Ababa (about 49 %), all city administrations, had the highest percentages of respondents who filed complaints. Whereas Oromiya had the lowest (26.5 percent) proportion of respondents who filed complaints, the remaining Regional States had nearly the same (30-35 %) proportion of respondents who filed complaints. The details are shown in Figure 6.3.

Figure 6.3: (Q. 201/208) - Percentage of respondents who filed a complaint with local government within the last year, by region



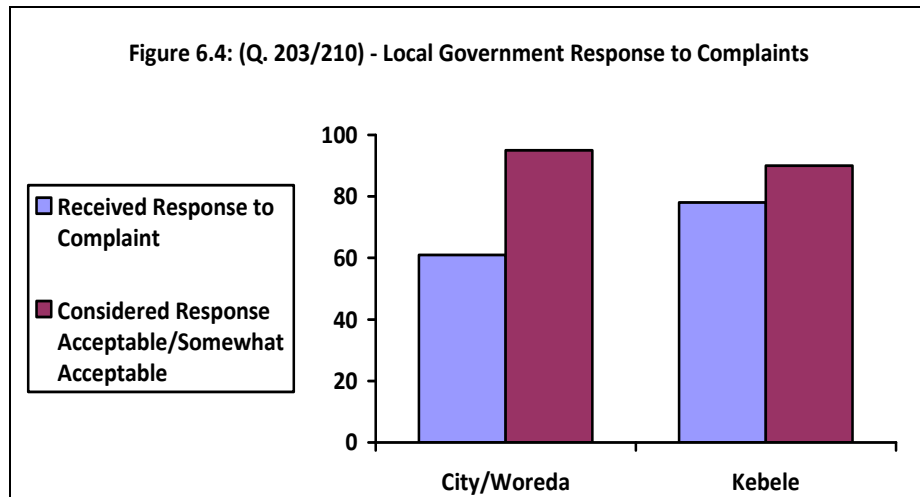
B. How well do local officials respond to citizen complaints?

Place of residence: By and large, respondents perceive responses to complaints fairly positively. But there are differences between the experience and expectations of respondents with city administrations and rural woredas on the one hand, and with the urban and rural kebele

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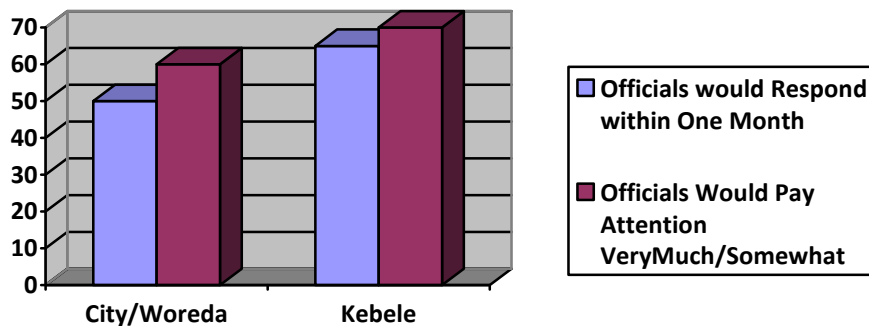
administrations on the other. In general, respondents have had a better experience and have higher expectations regarding the performance of the kebele administrations than they do of the city/rural woreda administrations. Kebele administrations are considerably more likely to respond to complaints than city/rural woreda administrations. 61% of the respondents reported receiving response to their complaints from city/woreda administrations, while 78 % of the respondents reported to have received responses from Kebeles.

Regarding acceptability of responses to complaints, 95% of the respondents considered the responses to their complaints from city/woreda administrations, and 90 % of the respondents considered the responses from Kebeles acceptable/somewhat acceptable (Figure 6.4).



The findings also show that respondents got prompter responses from kebeles. Whereas about 65% of the respondents reported having received responses for their complaints from kebeles within one month, only about 50% reported receiving responses from city administration/rural woreda during the same time frame (Figure 6.5).

Figure 6.5: (Q. 204/205) - Citizen Expectations of Local Government Response to Complaints

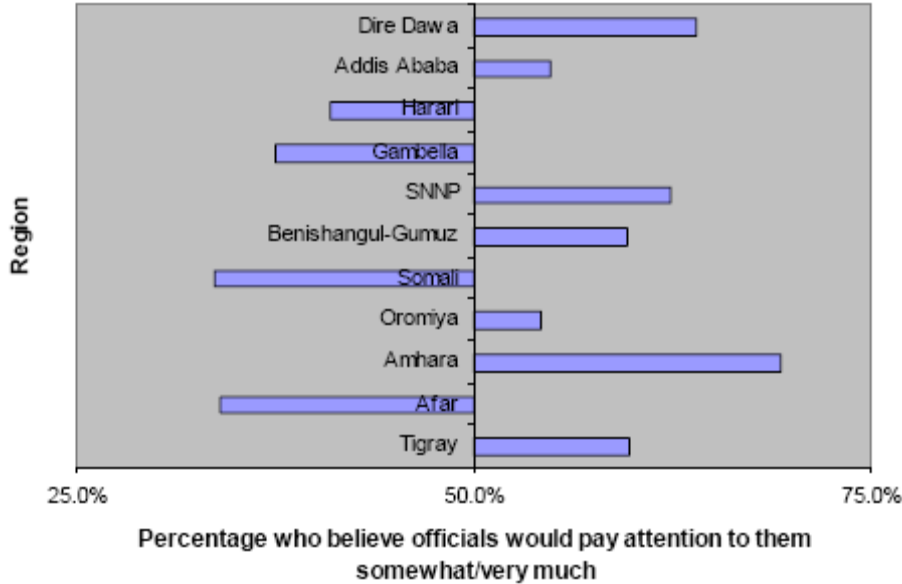


Region: The city administrations in Dire Dawa and the Amhara region generally appear to be the highest performing in addressing citizen complaints. The urban Somali and Afar regions appear to have the most problems responding to citizen complaints. There is no discernible pattern of

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variations in the response by household income, sex, or age to questions on the response citizens receive when they file a complaint with the urban/rural kebele or city administration/rural woreda.

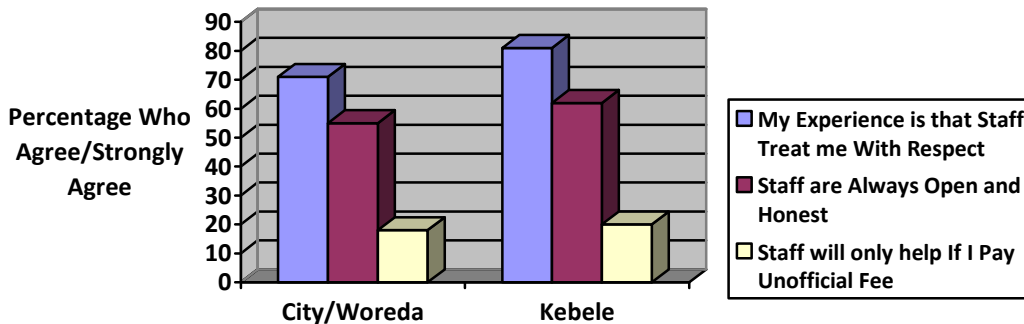
Figure 6.6: (Q. 204) - Citizen perceptions of local government response to complaints, by region



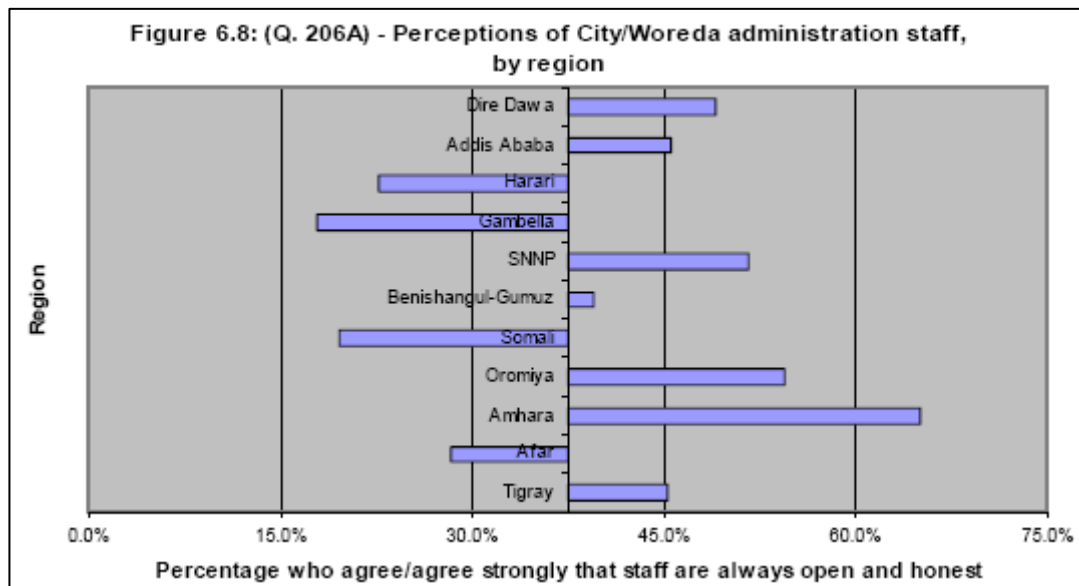
C. How do citizens evaluate the treatment they receive from their local governments?

Place of residence: The majority of the respondents reported that kebele staffs were more respectful and honest than those of city/woreda administrations. However, a small proportion thought that staff would only assist them if they paid an unofficial fee in kebeles (20%) and in city/woreda administrations (17%).

Figure 6.7: (Q. 206/213) - Citizen Perceptions of Local Government Staff



Region: A regional look at citizens' perception of city/woreda administration staff shows that most respondents in Amhara and Oromiya Regional States agree/strongly agree that staff is always honest and open. On the other hand, the highest proportion of respondents in Harari, Gambella, and urban Somali disagree/strongly disagree that staff are always honest and open (Figure 6.8).



Income sex and age: As household income increases, citizens seem to be more skeptical about the honesty of local officials in the city administration/rural woreda (Table 6.2). There is no discernible pattern in the responses by sex and age.

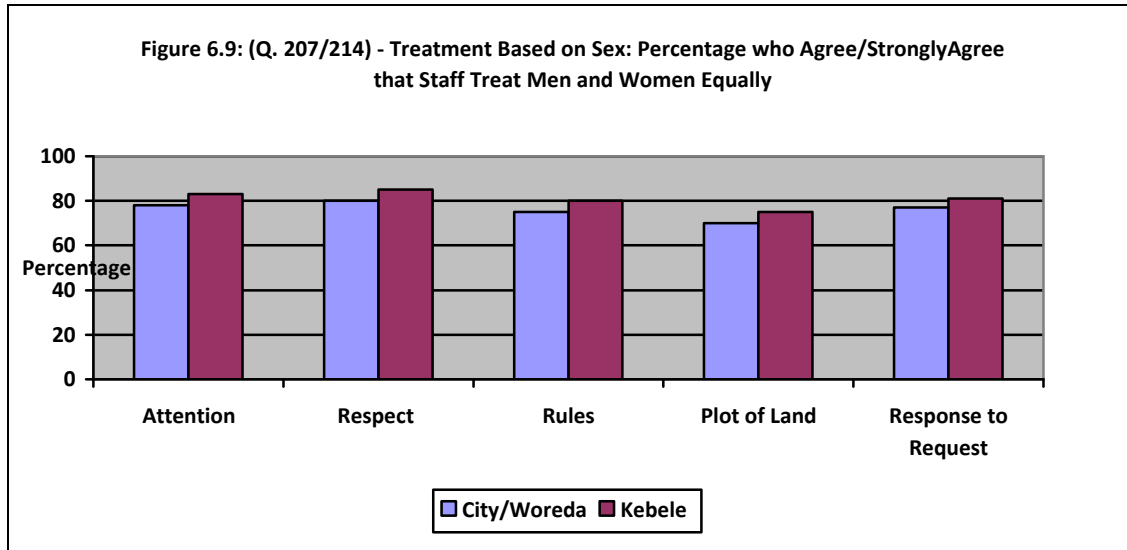
Table 6.2: Citizen Perception of the treatment they receive from the city administration/rural woreda – by household income

Question 206: Regarding citizens’ experiences with city administration/woreda staff

Percent of respondents who strongly agree/agree that staff	Respondents with Monthly Household Income (Birr)			
	0-250	251-600	601-1000	More than 1000
are open/honest	53.6	59.9	62.8	54.8
will only assist if I offer an official fee	16.7	16.9	18.9	21.8

Do local officials treat men and women differently?

Place of residence: In general, most respondents did not perceive that their local governments treat men and women differently. The perception is slightly more positive regarding the treatment provided by the kebeles in both urban and rural areas. At both levels of government, the area in which treatment appears to be most unequal is in women’s ability to secure a plot of land.



Region and sex: There are significant variations by region in response to the question whether women and men receive the same response when they present a request to the urban and rural kebele. The Amhara and Harari regions and the city administration of Dire Dawa appear to be most even in their treatment of men and women (Figure 6.10). Local governments in the Afar, urban Somali, and Gambella regions appear to treat women differently from men. Results by regions for other questions on treatment of citizens by gender are similar.

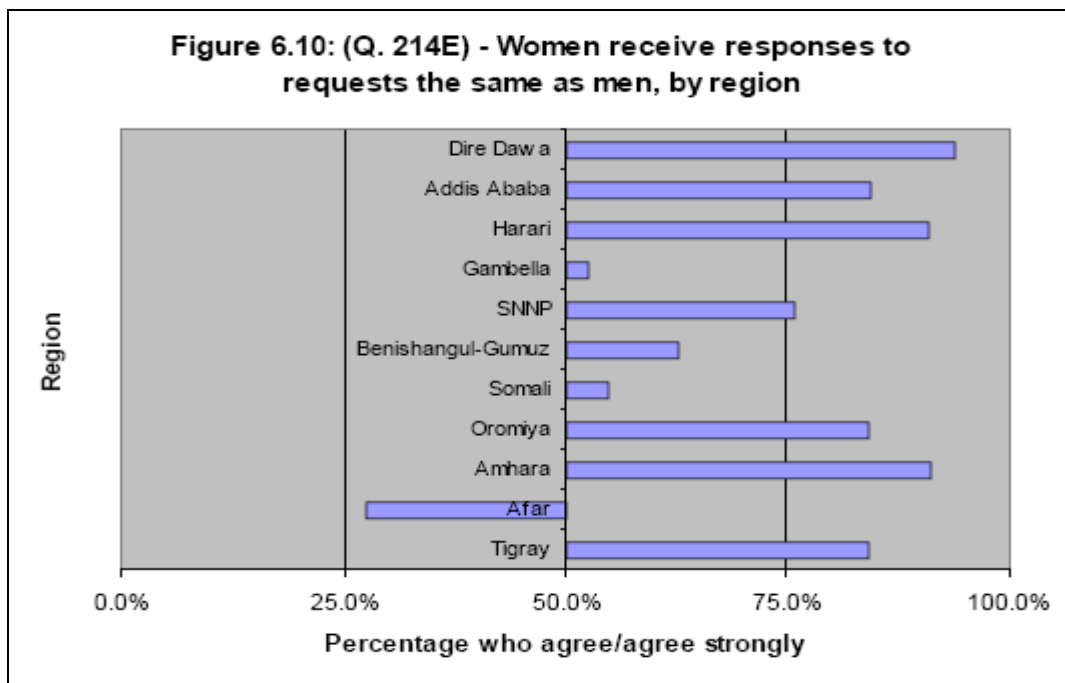


Table 6.5 shows the responses in two regions where results differ significantly from those of the country as a whole. The perception that men and women are treated differently is higher in the Gambella region. It is lower in Dire Dawa. The table compares the responses by sex in these two

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regions with those of the country as a whole. The direction of the difference is the same for men and women. The magnitude of the difference is greater in nearly all cases for women. The responses of men and women differ in two ways. A higher percentage of men strongly agree or agree that men and women receive the same attention. A higher percentage of women responded that they do not know. The percentage of those that disagree or strongly disagree is fairly close for men and women.

Focus Group Discussions: Responses from Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) support the above quantitative findings of the Survey. The majority believed that whereas local government officials were generally qualified, even those who did not have the right education tried hard to perform their duties. The small proportion of the FGD/KII participants who thought that local government staffs were not qualified commented that lack of experience and education as well as lack of transparency and accountability of local government staff played a role in their perception of low professionalism.

VII. Summary and Way Forward

The FTAPS findings provide a wealth of information that can be acted upon to strengthen local governments in their performance, their transparency, and their accountability. It has indicated areas of positive perceptions with regard to responsiveness of local government. Majority of respondents who have had contact to their local government the experience has been positive they did not have to wait a long time; office hours were convenient, staffs were courteous and in general were satisfied with their visits.

As far as a response to complaints is concerned by and large respondents perceive responses to complaints fairly positively. But respondents have had a better experience and have higher expectations regarding the performance of the kebele administrations than they do of the city/ rural woreda administrations. Moreover, most respondents did not perceive that their local governments treat men and women differently, there are variation across regions.

On the other hand, respondents expressed limited knowledge of the budget, understanding of the budget process and are not engaged in decision regarding the delivery of basic services. This is not in line with various actions taken through good governance package in urban and rural areas as well as protection of basic services initiatives in financial transparency and accountability. This needs to be looked into to know the reasons. It could very well be that they are not aware of the opportunities and the efforts that local governments make with regard to communicating budget information through the implementation of good governance package and the protection of basic services.

A Way Forward

As a way forward, the following section highlights actions that could be undertaken and strengthened. It should be noted that these actions are being implemented over the last several years as part of PSCAP, good governance package and protection of basic services project. The efforts being made through the good governance package is to enhance participation, consensus building, responsiveness, transparency, accountability, equity and fairness, rule of law, efficiency and effectiveness. The issue is, therefore, one of strengthening, deepening and communicating better. The fundamental changes that are taking place through implementing PSCAP including the civil service reform.

Transparency in Budget Processes and Public Services: A common theme that flows throughout this report is the need for information. Clearly people are aware of the importance of information, and clearly there is need to provide more information as required by the good governance package. Important topics to cover include the budget, information about how the local government functions (for example, about the role of the council), as well as providing service-specific information. Especially important is wide dissemination of information about whom to contact in case of any questions or concerns. The Woreda Kebele Administration should inform the citizens and their organizations that budgets are being posted in public places. Special efforts should be made to reach disadvantaged groups.

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The development of various guides and templates through the Protection of Basic Services Project i.e. Layperson's Guide to Public Budget Process; Layperson's Budget and Expenditure Templates; Layperson's Service Delivery Facility Templates; and Media Disclosure of Regional and Woreda Public Budget information will greatly facilitate the understanding of budget processes and dissemination of budget and expenditure information.

Improve Local Services: Local services are the most concrete manifestation of local accountability. To that end, local governments need to put in place systems that allow them to improve services in the ways that most closely reflect the needs and priorities of citizens. Service information of this kind can be used to target needs and priorities. The FTAPS data allow this to be done at the national or regional levels, but similar surveys carried out at the local level can be valuable for producing actionable information to improve services. National or regional-level data, such as the Woreda Benchmark Survey and FTAPS data, can serve as a useful benchmark for local governments. Further, a common theme is the lack of knowledge of whom to contact in the case of problems with services.

Therefore, it is important to disseminate FTAPS findings widely and encourage regions and localities to use such data in their own decision making. Further, encourage local governments to disseminate information about where to go/whom to contact in case of questions or problems with a service. This could be through posting the information prominently in government buildings and at the point of service, but also through radio to reach a wider audience.

Local Government Responsiveness: It seems that the responsiveness of the local government is perceived by citizens to be especially important. The perceived responsiveness to complaints, for example, was highly correlated with satisfaction levels. It also seems that those who are most likely to visit the local government are people of higher income, men, and older adults.

Encourage the establishment of systems to collect and respond to complaints. These can be as simple as a sign on a door or the placement of a box that is clearly labeled "Complaints or Suggestions." Complaints should be logged and responded to in a timely manner. To be sure these are actions that have been undertaken as part of the civil service reform programme across the nation. As a result of the implementation of the package in urban and rural woredas and kebeles, Information, Customer and Complaint Handling Desks were created and staffed. The information desk is meant to provide timely information to the public while Complaint Handling Desk is to actively listen and solve public Complaints. Therefore, woreda and kebele administration need to strengthen their system and communicate to the citizens about the available opportunities. Steps might also be taken to encourage vulnerable groups (youth, poor people, and women) to visit. For example, there might be periodic special meetings in a low-income neighborhood to solicit input and encourage visits to the local government.

Address Regional Differences: There are sharp differences across regions. Technical assistance and training can be targeted at those regions that can most benefit, in the specific areas where their need is greatest.

Strengthen Opportunities for Engagement: The survey results suggest that few opportunities for engagement between local governments and citizens exist. Further, it appears that people value those opportunities and that it leads to a greater sense of empowerment and greater satisfaction. One

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example comes from the Productive Safety Net Program, which participants reported was carried out in a transparent and participatory manner and which received high marks for its performance.

It is important to realize that institutionally citizen engage through their elected representatives (councillors). But to complement this and expand opportunities, the implementation of the good governance package is putting in place mechanisms for their direct participation. New citizens through their membership based organization can participate in the work of the councils. As such local governments should be supported in strengthening and developing more opportunities for engagement, not only through meetings, but also in ways that truly allow citizens to participate in decision making.

Local Government Capacity; Citizens form an opinion of the professionalism of local officials through direct contact with them. That opinion has a significant positive correlation with their overall satisfaction with services. Woreda and kebele administrations are making the necessary efforts as part of implementing the civil service reform programme to strengthen and improve local government professionalism to address areas such as administrative simplification and promote a customer friendly attitude among staff and local officials. Through business process reengineering measures are being taken to reduce waiting times, provide clear guidance on applicable rules and procedures, and in general provide an acceptable response when citizens appear in person. However, it is necessary to review progress and strengthen the system put in place and communicate the available opportunities to the citizens and their organizations.

Transparency in Procurement (supplies, equipment and works): Higher levels of trust in local government and higher satisfaction with local services are positively correlated. Given the general scarcity of local budget resources, citizens rarely will receive services that meet their full needs and expectations. There may be better roads but not ones with a perfectly smooth, all-weather surface. There may be better access to water, but not necessarily 24 hours a day seven days a week. To be satisfied, they must trust that the local governments have given them more or less the best services that are feasible within budget constraints.

Seen in this light, efforts to reduce corruption and increase transparency in contracting, financial management, and related areas appear ever more significant to citizen satisfaction with their local governments. Efforts to provide timely and open information on local bids for supplies, equipment, or works and efforts to make sure that contracts are awarded in fair, honest, and open way should receive a high priority. The continued implementation and strengthening of the civil service reforms through business process reengineering will continue to improve and enhance transparency and accountability.

Making FTAPS Findings Available to Local Governments: Overall, it should be evident that much of the information provided by the survey would be extremely useful to local governments themselves. For example, local government should find useful the knowledge that disseminating information and getting citizens involved increases citizen satisfaction and that information from citizens can help identify priorities for scarce resources.

Brief and clear summaries of some of the key findings from FTAPS in user-friendly formats need to be prepared and disseminated widely to local governments, to draw lessons to refine, innovate and

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deepen the various measures underway through PSCAP and good governance package in both rural and urban areas.

Strengthen Communication: Currently, fundamental changes are taking place across the nation through the implementation of the civil service reforms to enhance efficiency, effectiveness, transparency and accountability of public institutions. These changes are being communicated through meetings, print and electronic media. However, it is also important to look for innovative means to reach and disseminate information particularly in the rural areas. Community – based multi – purpose ICT centers are being established in a number of regions and can facilitate to promote transparency and access to information.

Annexes

Annex A: Survey Methodology

SURVEY METHODOLOGY

A. Sample Design

The main goal of the sample design was to obtain sufficiently precise estimates for survey questions within each region. These estimates could then be weighted to also obtain national estimates. In practice, no interviews were done in the rural Somali region; the resulting national estimates are representative of Ethiopia, excluding the rural Somali region.

To set desired sample sizes for each region, we needed regional data for indicators directly related to the survey objectives. In the absence of direct estimates for our key survey variables, an indicator from the 2005 Ethiopia Demographic and Health Survey – a survey with regional estimates – served as a replacement. The indicator chosen was the proportion of females with no education as a share of all females in the region. This indicator was chosen because information on female education was available for all regions and we believed that education levels were related to perceptions of government.

The choice of the desired precision of the estimates and the implied sample size depend on survey costs, as well as the variability of the indicator measured – here, the share of female adults with no education – and the degree of confidence in the estimates required.

Accordingly, the percentage of the female population with no education served as one parameter in the sample size calculation. Additional parameters include: the desired level of precision, a 5 percent level of significance, and statistical power of 80 percent. After these parameters were determined, the following formula was used to determine the minimum required sample size for each region:

$$N = \frac{D[(Z_{\alpha} + Z_{\beta})^2 \times (P_1(1 - P_1) + P_2(1 - P_2))]}{(P_2 - P_1)^2}$$

Where,

N = the required minimum sample size of households per region

D = the design effect for cluster surveys; here, an approximate value of 1.9

P₁ = (number of females with no education)/(all females in the region), obtained from survey (EDHS-2005)

P₂ = the change in value of P₁ that we would like to detect by region over a two-year period

Z_α and Z_β = the Z-scores corresponding to the degree of confidence (level of significance) and power, having standard values based on the desired level of precision (in our case we used a 5 percent level of significance and 80 percent statistical power).

In the formula, P₁ represents the baseline measure for each region. P₂-P₁ represents the change in this baseline indicator over a two-year period that we would like to estimate. The formula produces sample sizes large enough to precisely estimate changes over time. The variation in sample size across regions is driven by the variation in P₁ and the desired ability to accurately estimate P₂-P₁. By

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selecting independent samples by region using the derived sample sizes, we not only can attain the desired levels of statistical precision for estimates within region, but we also are able to combine (with stratum weights) the data across regions to produce reasonably precise national estimates.

After taking all these factors into consideration and applying this formula to the available data from a previous survey, we determined the sample of households for each region independently.

B. Sampling Frame

The May 2007 Population and Housing Census provided information on the number of woredas per region and the number of enumeration areas for the 11 administrative regions that are considered as domains of study. Up-to-date information on the size of the population or the size of households within woredas could not be obtained when constructing the sampling frame³. Instead, the number of EAs per woreda was used as an estimate of the population in that woreda. (In two regions, Afar and urban Somali, the total number of EAs was not available. In those regions a different sampling procedure was used, as described below.)

Region	Total Number of Woredas	Number of Sample Woredas	Total Number of EAs	Sample EAs	Sample HHs
Tigray	47	12	5,728	60	1200
Afar	29	6	-	30	600
Amhara	137	15	21,518	75	1500
Oromiya	276	23	30,845	115	2300
Somali	51	9	-	45	900
Benishangul-Gumuz	20	6	972	30	600
SNNPR	146	15	16,660	75	1500
Gambella	13	6	425	30	600
Harari	2	1	269	30	600
Addis Ababa	99	17	3,927	85	1700
Dire Dawa	2	1	446	30	600
Total	822	111	80,790	605	12,100

* Addis Ababa has 99 newly structured kebeles which were treated as woredas.

For each region, a list of urban and rural woredas was prepared, along with their corresponding number of EAs. For the second sampling stage, the lists of EAs for each sample woreda were the sampling frames and used for selection of EAs. A similar method was used to select households within EAs.

C. Sampling Stages and Sample Selection

After determining the required sample size for each region, sample selection was conducted using a four-stage, stratified random sampling technique. The main reason for the four-stage sample design was to develop a representative survey of adults while taking cost and feasibility factors into

³ The Central Statistical Agency (CSA) provided the number of enumeration areas (for all regions except urban Somali and Afar, as described later in this section). The counts from the 2007 Census were not available until December of 2008.

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consideration. The numbers of woredas and enumeration areas to be sampled were based on the target number of adults required for a sufficiently precise representative sample in each region.

The four sampling stages are as follows:

Selecting Woredas. Woredas were sampled using probability proportion to size (PPS). As noted above, the measure of size is the number of EAs per woreda (as determined by the 2007 Population and Housing Census), which was used because we did not know the number of households or population of each woreda. Subcategories of woredas, including rural woredas, regional capitals and major urban centers, other urban centers such as rural towns and municipalities, and kefleketemas or sub cities were included in the definition of “woreda” for the purposes of sampling, and thus all had the potential to be randomly selected within a given region. A total of 111 woredas were selected for the sample. (As mentioned earlier, a different approach was taken for Afar and Somali, due to the lack of information on EAs in those regions. This approach is described in the box at right.)

PPS takes into account the population size, in this case described by the number of EAs because EAs contain roughly an equal number of households. PPS sampling is recommended when the first stage units vary significantly in size, which was true of woredas, the first stage units in this case. PPS sampling of woredas reduces the sampling error in a sample of households⁴. It accomplishes this by controlling the variation in the sizes of the sampled woredas and reducing a potentially important source of variation. Furthermore, it ensures that households from the large woredas have a very high chance of being included in the sample.

Selecting Enumeration Areas. An equal probability sample of EAs was obtained by randomly sampling a fixed number of EAs within each woreda. Five enumeration areas were selected from each randomly selected woreda.

Selecting Households. The third stage of selection involved randomly sampling a fixed number of households from each sampled EA. Because the number of households per enumeration area is relatively constant, a roughly equal probability sample of households within region is obtained by sampling a fixed number of households in each EA. This evenly distributes the workload of fielding the survey without compromising the precision of results.

Twenty households were chosen from each randomly selected enumeration area. The decision to select 20 households from each enumeration area was an attempt to balance precision and cost. The

Sampling Approach for Afar and Somali Regions

Because the number of EAs was unavailable for these two regions, woredas could not be randomly selected. Instead, the sample of woredas was chosen based on where information was available at the time of sampling, and blocks of households were constructed instead of enumeration areas. Then, households within these blocks were selected using the same systemic random sampling procedure used in other regions where random sampling was possible. Therefore, the sample in these regions contains a representative sample of households within the woredas that had information available to facilitate sampling. According to the CSA’s 2008 statistics, Afar and Somali together account for roughly 7.5 percent of the national population. Thus, while it must be taken into account that the sample selected in these regions cannot be truly considered to be representative, their small population in relation to the rest of the country will most likely have a small influence on the national estimates.

⁴Relative to a simple random sample of woredas followed by a random sample of households in those woredas.

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enumeration area serves as a sample cluster. On the one hand, exceeding 20 households per EA leads to fewer sampled clusters (EAs), which in turn produces a larger margin of error. On the other hand, sampling fewer than 20 households per EA requires a higher number of EAs, resulting in a smaller margin of error, but higher survey cost. Therefore, it was concluded that 20 was a reasonable number.

Selecting Respondents. The final stage of selection involved selecting a random person from the collection of eligible household members (i.e., adults) in each sampled household.

Randomly selecting a respondent within each household was done by selecting the adult whose birthday was closest to the interview date. *Within each region*, if the EAs are of uniform size (i.e., ignoring minor variation), then the sample design yielded an equal probability sample of households. The selection probabilities of persons within households (stage 4) naturally varied by the number of eligible residents in a given household.

D. Weighting and Estimating Precision With the Clustered Sample

For the analysis, we need to take two factors into account through the use of weights. First, only one person is interviewed per household; thus persons in smaller households have a greater chance of being interviewed. This implies the use of a person-specific weight equal to the number of adults in the household. Second, the sample-based estimates of the number of adults in the urban and rural areas across regions are not proportional to the comparable numbers reported in the Census. This is due to both sampling variability and disproportional sampling implied by the design. To combine the respondents across regions to obtain national estimates, the sample data must be weighted by the ratio:

$$\frac{p}{\hat{p}}$$

Where:

p = 2007 Census estimate of adult population in that urban or rural area of the region as a share of the national population, and

p-hat = sample estimate of adult population in that urban or rural area of the region as a share of the national sample.

Therefore, estimates are weighted according to the national population proportions in the urban and rural areas of each region. Newly available 2007 Census estimates⁵ of the number of persons in the urban and rural areas from each region are used to construct the weights. The national totals used in calculating the proportions exclude the rural Somali region as no households were interviewed from that area.

The weighting has its primary effects on the national estimates, which change largely because of the over- and undersampling of the various regions. Within each region, the weighting changes

⁵ Counts for the 2007 Census were released in early December 2008, allowing this final version of the report to use those numbers for weighting our results. We used data from Table 4 found under Preliminary Results for the Census at www.csa.gov.et.

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estimates within rural and urban areas by approximately 1 - 4 percentage points due to the person weights. The weighting does, however, shift the distribution of respondents between rural and urban areas within each region by a more significant margin.

Sampling geographic clusters (woredas) at the first stage allowed the survey to be implemented in a cost-effective manner. While the clustering does not bias the results, it does have an effect on the statistical precision of estimates. Therefore, we adjusted the standard errors of the estimates to reflect the clustering in the sampling. Adjusting the standard errors for clustering yields a wider confidence interval due to the fact that a clustered sample has less independent information than a single-stage random sample of the same size. A rough assessment of the clustered standard errors reveals that adjusted standard errors are 3 to 8 times larger than they would be if simple random sampling was used. On average, the standard error is 5.5 times larger than they would be with simple random sampling. The estimate of the range is based on the variances of fifteen variables used in the analysis for the report, including income, gender, literacy, satisfaction with services, and knowledge of budget.

E. Limitations

Of course, there are limitations associated with a multi-stage sampling framework. When implementing a large-scale survey as was done in this situation, cost is always a major factor to be considered. For this reason, it was decided that by clustering surveys in selected woredas, a representative sample could be obtained without incurring great costs. Of course, as previously mentioned, clustering does reduce the statistical precision of results compared to single-stage random selection.

Furthermore, the regional estimates cannot simply be summed to produce a nationally representative sample without applying weights. However, once weights are applied, national statistics can be reported as representative statistics of the vast majority of the nation. As noted above, the weights employed in this report are calculated to line up with Census counts of adults by region and urban/regional location. One exception is the rural portion of the Somali region, which, as noted above, is excluded from these estimates.

**Annex B: Final City Survey
Final Rural Survey**

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**Final Rural Woreda
Financial Transparency and Accountability Perception Survey
Questionnaire**

Section I: City and Kebele Responsiveness

Q. No	Questions	Coding Category	Code	Skip to(→)		
101	During the last 12 months, have you visited any office of the city administration for any reason?					
		Yes	1			
		No	2	→104		
		No response	3	→104		
102.	What was the reason for your most recent contact with this office? (Don't read out categories)					
	To pay tax (specify).....		1			
	To collect a pension payment		2			
	To collect a site plan		3			
	To apply for a plot of land		4			
	To apply for a business license		5			
	To settle a dispute with my neighbor		6			
	To ask questions/get information (specify).....		7			
	To file a complaint/report a problem		8			
	To buy items for farming such as seeds or tools		9			
	Other (specify).....		10			
103	In regard to this contact, please evaluate each of the following items;					
		Strongly Agree	Agree Somewhat	Somewhat Disagree	Strongly Disagree	No Answer
A	I didn't have to wait a long time	1	2	3	4	5
B	The office hours were convenient for me	1	2	3	4	5
C	I accomplished what I needed to do	1	2	3	4	5
D	The persons were courteous to me	1	2	3	4	5
E	In general I was satisfied with the visit	1	2	3	4	5

104	We are interested in hearing your opinion on the city administration. Could you please tell me how much you agree with each statement using this scale?					
		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
A	If I had a problem and needed help from the city administration I would know where to go or whom to contact.	1	2	3	4	5
B	I get good services in return for the taxes and fees I pay	1	2	3	4	5
C	The city administration has a long-term strategy for improving the quality of life in my city / town	1	2	3	4	5

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Q. No	Questions	Coding Category			Code	Skip to(→)
D	The city administration acts in a fair/honest way when giving out contracts (procurement for construction projects, giving out licensees, etc.)	1	2	3	4	5
E	The city administration has provided a clear explanation of how to obtain a plot of land	1	2	3	4	5
F	The city administration in general accomplishes what it says it will do.	1	2	3	4	5
G	The city administration offers free and easy access to information about its activities and decisions	1	2	3	4	5
105	I am going to ask you some questions regarding how the city administration responds to you or citizens like you Expressing your opinion could you please tell me how much you agree using this scale?					
		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
A	The City administration is interested in and pays attention to what people like me think.	1	2	3	4	98
B	City administration officials pay more attention to what their party requires than what would be in the interest of the local community.	1	2	3	4	98
C	City administration officials in my municipality rarely act independently from the federal or regional governments	1	2	3	4	98
D	The city administration welcomes citizen participation in municipal decision making	1	2	3	4	98
E	The city administration makes decisions about local financial matters that reflect the priorities of local citizens.	1	2	3	4	98

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Section II: Local Government Professionalism

201 Have you made a specific complaint to the city administration in the past 12 months?						
	Yes				1	
	No				2	→204
202 Did you receive a response from the city administration?						
	Yes				1	
	No				2	→204
203 How would you describe the response you received from the city administration?						
	Acceptable				1	
	Somewhat acceptable				2	
	Not acceptable				3	
	Don't understand				98	
204 In general, if you would present a complaint to a city administration official, how much do you think they would listen to you?						
	Very much				1	
	Somewhat				2	
	Little				3	
	Not at all				4	
	Don't know				98	
205 How long do you think you would have to wait before a city administration official responded to a complaint?						
	Within one week				1	
	Within one month				2	
	Before six months				3	
	I don't expect they will respond.				4	
	Don't know				98	
206 I would like to ask you some additional questions regarding your experiences with the city administration staff. Please respond using the following scale.						
		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A	My experience with city administration staff is that they treat me with respect	1	2	3	4	5
B	City administration staff are always open and honest	1	2	3	4	5
C	City administration staff will only assist me if I offer to pay an additional fee to expedite my request	1	2	3	4	5
207 I am going to read you some statements about how city administration staff treats women and men. Please indicate if you strongly agree, agree, disagree, strongly disagree or don't know.						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
A	Men and women receive the same attention when they enter an office at the city administration	1	2	3	4	98
B	Women are treated with respect by city administration staff	1	2	3	4	98
C	The city administration regulations are applied the same to women as they are to men	1	2	3	4	98
D	Women can secure a plot of land the same as a man	1	2	3	4	98

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E	Women receive responses to request the same as men	1	2	3	4	98
208	Have you made a specific complaint to the kebele administration in the past 12 months?					
				Yes		1
				No		2 →211
209	Did you receive a response from the kebele administration?					
				Yes		1
				No		2 →211
210	How would you describe the response you received from the Kebele administration?					
				Acceptable		1
				Somewhat acceptable		2
				Not acceptable		3
				Don't know		98
211	In general, if you were to submit a complaint to kebele officials, how much do you think they would listen to you?					
				Very much		1
				Somewhat		2
				Little		3
				Not at all		4
				Don't know		98
212	How long do you think you it will take you to receive a response to your complaint from a kebele official?					
				Within one week		1
				Within one month		2
				Within six months		3
				I don't expect them to respond		4
				Don't know		98
213	I would like to ask you some additional questions regarding your experiences with the kebele staff. Please respond using the following scale.					
		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
A	My experience with kebele staff is that they treat me with respect	1	2	3	4	98
B	Kebele staff are always open and honest	1	2	3	4	98
C	Kebele staff will only assist me if I offer to pay an additional fee to expedite my request	1	2	3	4	98
214	I am going to read you some statements about how kebele staff treats women and men. Please indicate if you strongly agree, agree, disagree, strongly disagree or don't know.					
		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
A	Men and women receive the same attention when they enter an office at the kebele administration	1	2	3	4	98
B	Women are treated with respect by kebele staff	1	2	3	4	98
C	The kebele regulations are applied the same to women as they are to men	1	2	3	4	98
D	Women can secure a plot of land the same as a man	1	2	3	4	98
E	Women receive responses to request the same as men	1	2	3	4	98

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Section III: Citizens' Perception of Coverage, Quality and Efficiency of Core Services

3.0 Health Service Delivery

301 In the last 12 months have you visited a health facility?						
	Yes	1				
	No	2	→304			
302 At what type of health facility did you visit most recently?						
	1					
Government-run Health post	2					
Government-run clinic	3					
Government-run Health center	4					
Government-run Hospital	5					
NGO run health facility	6					
Private health facility	7					
Others (specify).....	8					
Don't know	98					
303 Recalling your most recent visit to a health facility, please evaluate each of the following statements:						
		Strongly Agree	Agree Somewhat	Somewhat Disagree	Strongly Disagree	Don't know
A	I was satisfied with the length of time I had to wait for service	1	2	3	4	98
B	The facility is at a convenient distance from my home	1	2	3	4	98
C	The medical staff were readily available	1	2	3	4	98
D	The facility had all the necessary medicines and supplies	1	2	3	4	98
E	The medical staff were courteous and helpful to me	1	2	3	4	98
F	The buildings are in good condition and well-maintained	1	2	3	4	98
G	I would get better service if I paid a small informal fee	1	2	3	4	98
H	I received good medical attention by qualified staff	1	2	3	4	98
304 If you did not go to a health facility, which of the following reasons most closely explains why? (Choose only one)						
					1	
	I have been in good health, there was no need to go				2	
	Too many people were waiting, I could not get in to the facility				3	
	The medical staff was not available				4	
	There are no proper roads to get there				5	
	The facility is too far away from my home				6	
	I prefer a traditional doctor				7	
	Financial Problem				8	
	I could not get time away from work				9	
	Other: Please specify: _____					

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3.1 Educational Services Delivery

311 How many school-age children do you have (7-18 years of age)? _____

Number of children

None 96 →321

312 Are all of your school age children in school?

Yes all are in school	1	→314
Some are in school but not all	2	
None are in school	3	

313 If any of your children are not in school, which of the following best explains why?

Children have other work to do	1
Financial reason (no money for fees, uniforms)	2
School is too far away	3
School is not the most important thing	4
Children refuse to go to school	5
Other	6

314 Recalling the experience your children have had when they attend school, please evaluate the following:

		Strongly Agree	Agree Somewhat	Disagree	Disagree Strongly	DK
A.	The school is at a convenient distance from my home	1	2	3	4	98
B.	The teachers /administrators are readily available to meet with me if I have a problem or concern	1	2	3	4	98
C.	The students have the books and supplies they need	1	2	3	4	98
D.	The students have adequate desks	1	2	3	4	98
E.	School fees are affordable	1	2	3	4	98
F.	Uniforms for school are affordable	1	2	3	4	98
G.	Girls have access to a separate and private toilet or latrine	1	2	3	4	98
H.	I would get better service at the school if I paid a small unofficial fee	1	2	3	4	98

315 Regarding the physical condition of the schools your children attend, please rate the following:

		Very Good	Good	Poor	Very Poor	Don't Know
A	Condition of the building (roof, walls, floor)	1	2	3	4	98
B	Easy access to potable water	1	2	3	4	98
C	Easy access to a toilet or latrine	1	2	3	4	98
D	There is a good playground for the children	1	2	3	4	98

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316 If you had a problem with schools, do you know whom to contact?

Yes	1
No	2

3.2 Agricultural Extension Services Delivery

321 In the past 12 months have you used services provided by the agricultural extension service in your Kebele?

Yes	1
No	2

→324

322 Which of the following agricultural services did you receive?

	Yes	No
A. Forming or joining a cooperative	1	2
B. Obtaining a loan	1	2
C. Marketing goods and services	1	2
D. Establishing food processing facilities/mills	1	2
E. Creating income generating activities	1	2
F. Training related to women's health, finances, or education	1	2
G. Farm inputs (fertilizer, improved seeds, pesticides, farm system)	1	2
H. Animal husbandry	1	2
I. Environmental protection (soil conservation, forestry, plant protection)	1	2
J. Others (specify).....	1	2

323 Recalling the experience you have had when you have used Agricultural Extension Services, please evaluate the following

	Strongly Agree	Agree Somewhat	Disagree	Disagree Strongly	Don't know
A The office is at a convenient distance from my home	1	2	3	4	98
B Staff are helpful and attentive	1	2	3	4	98
C They have the supplies and materials that I need	1	2	3	4	98
D The services they provide are very useful	1	2	3	4	98
E I would get better service if I paid a small unofficial fee	1	2	3	4	98

324 If you have *not* used any agricultural services, which of the following best explains why?

Too many people were waiting, I couldn't get in	1
Staff were not available/helpful	2
I had no means of transportation to get to the office	3
Office is too far away from my home	4
It is too expensive	5
I don't know what type of services they offer	6
Others (specify)-----	7

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3.3 Water Services Delivery			
I would like to ask you questions about water service.			
331	Which of the following is your main source for water?	Yes	No
	A. From a communal spigot not connected to a City pipeline	1	2
	B. From a private connection to the city pipeline	1	2
	C. From a private protected (treated) well or spring	1	2
	D. From a private un protected well or spring	1	2
	E. From a communal spigot (Bono) connected to the pipeline	1	2
	F. From a river, lake, pond, stream or other surface water source	1	2
	G. Purchase water from a neighbor	1	2
	H. Purchase water from a private vendor	1	2
	I. From rain water/water harvesting	1	2
	J. Others (specify).....	1	2
332	In the last 12 months have you had sufficient water when you needed it?		
	Always	1	
	Usually	2	
	Rarely	3	
	Never	4	
	Don't know	98	
333	In the last 12 months, has it happened that you or someone in your household has become sick from drinking water?		
		Yes	1
		No	2
334	If you had a problem with your water, do you know whom to contact?		
		Yes	1
		No	2

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3.4 Transportation and Roads	
341	What is your main mode of transportation?
	Walking 1
	Riding an animal 2
	Carriage 3
	Bicycle 4
	Taxi 5
	Bus 6
	Office Service car 7
	Private vehicle 8
	Others (specify)----- 9
342	What type of road/path do you travel on most often? (choose one only)
	Paved road 1
	Dirt road 2
	Gravel road 3
	I travel on foot paths 4
343	How would you rate the condition of the roads/paths you travel most often?
	Very good 1
	Good 2
	Bad 3
	Very bad 4
	Don't know 98
344	What would you say is the most serious problem with existing roads/paths in the city? (pick one only)
	Too many potholes 1
	Too rough for driving 2
	Parts are impassable in some seasons 3
	Too muddy 4
	Roads are narrow and should be widened 5
	No storm water / flooding drainage provided 6
	Other. Please specify: 7
	Don't know 98
345	If you have a problem or a complaint about roads in your city, do you know whom to contact?
	Yes 1
	No 2
346	Would you say the amount of lighting you have in your neighborhood is sufficient?
	More than is needed 1
	The right amount 2
	Too low 3
	There are no street lights 4
347	In your opinion, what is the highest priority for the city administration to spend their funds on to improve roads in your city? (choose only one)
	Build new main roads in the city 1
	Build small connecting roads 2
	Improve main roads in the city 3
	Improve small connecting roads 4
	Build new roads to connect to nearby villages 5
	Others (Specify)----- 6
	No Answer 88

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

3.5 Solid Waste Collection

351 How would you rate the cleanliness of the city?

Very clean	1
Clean	2
Dirty	3
Very Dirty	4
Don't Know	98

352 What would you say is the most serious problem with cleanliness in the city?

There are not sufficient garbage collection bins	1
There is garbage piled up around the collection bins	2
People do not throw trash in the collection bins	3
The collection bins are not in the right place	4
There is garbage in the street	5
Others (Specify)-----	6
Don't Know	98

353 In your opinion, what is the most serious problem when garbage piles up in the streets? (choose only one)

Animals are attracted by the garbage	1
Unpleasant odors come from the garbage	2
Children play in the garbage	3
It is not good for health	4
The neighborhood looks unpleasant	5

354 If you have complaint about garbage collection or cleanliness, do you know whom to contact?

Yes	1
No	2

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

3.8 General Perception of Services			
381	How would you describe the overall quality of life where you live?	Very High	1
		High	2
		Average	3
		Bad	4
		Very bad	5
		Do not know	98
382	Overall, how satisfied are you with the services provided by the city administration?	Very satisfied	1
		Somewhat satisfied	2
		Not very satisfied	3
		Not at all satisfied	4
		Do not know	98
383	There are many areas of service improvement the city would like to make, but not enough funding to support all of them. What would be your highest priority for the city administration to address? (please select one only)		
	Service		
	Improving garbage collection		1
	Increasing the amount of water available to me		2
	More or better roads		3
	Improving schools		4
	Improving health services		5
	Reducing the amount of standing water in the street		6
	Improving agricultural extension services		7
	Housing shortage		8
Provide more assistance to poor families		9	
Others (specify).....		10	
Don't know		98	

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section IV: Citizens' Understanding of Public Budget Process

Q. No	Questions	Coding Category	Code	Skip to(→)			
401	I will be reading you a few statements about how your local government services are paid for, please respond by indicating if you strongly agree, agree, disagree or strongly disagree with the statement.						
		Strongly agree	Agree	Disagree	Strongly Disagree	Don't know	
	A	Taxes I paid to the government are used to pay for services I receive.	1	2	3	4	98
	B	The fees that I paid (to sell my animals, get a market stall, etc) are used by the government to pay for services (such as water, roads, schools) I receive.	1	2	3	4	98
	C	Services I receive are paid by foreign governments	1	2	3	4	98
	D	People like me do not pay for services we receive	1	2	3	4	98
E	I pay a fee directly for the service I receive	1	2	3	4	98	
402	Which of the following best describes how the regional government affects the decisions your city administration makes about the services it provides and how it provides them?						
	The city administration can make most decisions on its own			1			
	The city administration gets advice from the regional government			2			
	All city decisions must be approved by the regional government			3			
	The regional government makes the decisions and the city administration must carry them out			4			
	Don't know			98			
403	Which of the following best describes how the city administration affects the decisions your kebele administration makes about the services it provides and how it provides them?						
	The kebele administration can make most decisions on its own			1			
	The kebele gets advice from the city administration			2			
	All kebele decisions must be approved by the city administration			3			
	The city administration makes the decisions and the kebele must carry them out			4			
	Don't know			98			
404	Which of the following officials have the most decision-making authority about how money is spent by the city administration? (Choose only one).						
	Mayor			1			
	Mayor and City Council together			2			
	City Council			3			
	Manager of Municipal Services			4			
	City/kebele Finance Department			5			
	Other (specify).....			6			
	Don't know			98			
405	In your opinion, which of the following officials have the most decision-making authority about how money is spent by the kebele? Choose only one.						
	Kebele council			1			
	Kebele administrator			2			
	Kebele Finance office			3			
	Other (specify).....			4			
	Don't know			98			

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

406	In your opinion, which of the following is most effective in getting the City Administration to spend money on the things your kebele needs (select one only)		
	Kebele administrators	1	
	Having city administration officials with family ties to your kebele	2	
	Kebele based community organizations	3	
	Elected city councils	4	
	Public information showing how much money is spent in each kebele	5	
	The opinions of city administration staff and officials	6	
	Well prepared kebele development plans	7	
	Other (specify)	8	
	Don't know	98	
407	In the last year did you receive any information that explains how the city administration obtains and uses its money?		
	Yes	1	
	No	2 →409	
408	How did you receive that information (Note: Indicate all those that apply)		
		Yes	No
	A. Through a leaflet distributed by the government	1	2
	B. By attending a meeting organized by local government	1	2
	C. From information posted by the city administration in a public place	1	2
	D. Listening to Radio	1	2
	E. Information was posted on a community bulletin board	1	2
	F. Watching Television	1	2
	G. From a member of an organization in my community	1	2
	H. From talking with friends/neighbors	1	2
	I. From the newspaper	1	2
	J. Others (specify).....	1	2
409	How well do you know your city's budget – how much money it has and how it is spent?		
	I know it very well	1	
	I know something about it	2	
	I know a little	3	
	I don't know it at all	98	
410	How important do you think it is that someone like you can see the city administration budget?		
	Very important	1	
	Important	2	
	Somewhat important	3	
	Not important	4	
	DK	98	
411	Does the Kebele have its own budget that shows how it obtains and uses its funds?		
	Yes	1	
	No	2	
	Don't know	98	
412	From where does the Kebele receive its money to provide services?		
	Kebele receives its money directly from the city council	1	
	Kebele receives its money directly from the regional government	2	
	Kebele collects money directly from people like you with taxes and fees	3	

FINANCIAL TRANPARENCY AND ACCOUNTABLITY PERCEPTION SURVEY

413	Do not know	98
	Do you think the funds available to the City administration are sufficient to pay for all the services it should provide?	
	More than sufficient	1 → 414a
	Sufficient	2 → 414a
	Somewhat sufficient	3
	Not sufficient	4
No answer	88	

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

413	What reasons do you think that cause the funds to be somewhat or not sufficient?	
	Citizens do not pay enough taxes or fees	1
	The city does not use the money efficiently	2
414	If the funds are only somewhat or not sufficient, which of the following do you think is the best way to ensure the money needed is available?	
	The city administration should increase the fees paid for services.	1
	The city administration should find less expensive ways to delivery services we have.	2
	The city administration should reduce the number of services we receive.	3
	The city administration should contract with a private company to delivery the services	4
	The citizens should provide more labor to assist in providing services.	5
	No answer	88
414 a	How important or useful do you think citizens' opinions and priorities are in the decisions of the city administration on how to spend city funds?	
	Not very useful	1
	Useful	2
	Very important	3
	Essential	4
	No answer	88
415	What do you think the city administration should consider when it makes decisions on how much money to spend and on which services? (Check as many as you like)	
	Actual costs of existing services	1
	Citizens priorities	2
	Priorities of the national government	3
	Priorities of the regional government	4
	All of these	5
	None of these	6
	No answer	88
416	Based on your understanding, for what does the city administration spend most of its funds? (choose one only)	
	Education	1
	Health	2
	Agricultural extension	3
	Water	4
	Roads	5
	Drainage	6
	Providing Land plots	7
	Garbage collection	8
	Staff Salary	9
Other (please specify): _____	10	
Don't know	98	

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

417	How do you think city council members are chosen in your locality?					
		The are appointed by the regional authorities		1		
		They are appointed by the Mayor		2		
		They are elected by people like me		3		
		Other (please specify): _____		4		
		Don't Know		98		
418	How do you think kebele council members are chosen in your locality?					
		The are appointed by the city administration		1		
		They are appointed by the kebele administrator		2		
		They are elected by people like me		3		
		Other (please specify): _____		4		
		Don't Know		98		
419	How helpful do you think your city council can be in influencing decisions about the following issues?					
			Very influential	Somewhat influential	Not influential at all	Don't know
A	Issue regarding Fees		1	2	3	98
B	Issue regarding collection of Fees/Taxes		1	2	3	98
C	Issue regarding how government is spending money		1	2	3	98
D	Issue with Level /Quality/Coverage of Services (i.e. schools, healthcare, water, garbage)		1	2	3	98
420	How helpful would your Kebele council be in influencing decisions about the following issues?					
			Very influential	Somewhat influential	Not influential at all	Don't know
A	Issue regarding Fees		1	2	3	98
B	Issue regarding collection of Fees/Taxes		1	2	3	98
C	Issue regarding how government is spending money		1	2	3	98
D	Issue with Level /Quality/Coverage of Services (i.e. schools, healthcare, water, garbage)		1	2	3	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

421	In the past 12 months, has a member of the city council met with you to discuss the budget?	Yes	1	
		No	2	→423
422	Which of the following best describes how you feel your comments will be used? (Select one answer)			
	My council member will seriously consider my comments and make adjustments to the budget.		1	
	My council member will attempt to make changes in the budget based on my comments		2	
	My council member listened but will not attempt to make changes to the budget.		3	
	My council member did not really listen to my comment.		4	
423	Which of the following statements best describes the role the city council makes with regard to the budget?			
	The City Council approves the final budget		1	
	The City Council reviews the final budget but the Mayor approves		2	
	The City Council provides input into the budget		3	
	The City council has no role in the budget process.		4	
	Do not know		98	

Section V: Citizens' Engagement and Consultation

Q. No	Questions	Coding Category	Code	Skip to(→)
501	Have you been asked to give your opinion about the services the city administration provides?		Yes 1 No 2	→504
502	Which of the following way describes how you were asked to give your opinion about services?	I completed a questionnaire when I paid my taxes I answered questions on a survey I participated in a group meeting/ discussion at my kebele office Other ways _____	1 2 3 4	
503	Which of the following ways have you used to express your opinion about city administration services to City administration officials?	I wrote a letter to the City Council I wrote a letter to the newspaper I spoke at a community meeting I made a presentation at my mosque/church	1 2 3 4	
504	In the past 12 months have you attended a meeting where representatives of the city administration presented information about the actions of the city administration?		Yes 1 No 2	→ 508
505	Which of the following activities were discussed at the meeting you attended (if more than one meeting check those that apply)		Yes No	
	A. City administration budget		1 2	
	B. City administration strategic plan/development		1 2	
	C. Citizen contribution in delivery of services		1 2	
	D. The city council agenda		1 2	
	E. Money required to deliver services		1 2	
	F. Others (specify)		1 2	
506	At this meeting, how much discussion was there between attendees (citizens) and city administration?			

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section V: Citizens' Engagement and Consultation

Q. No	Questions	Coding Category	Code	Skip to(→)
	A lot of discussion (at least half of the attendees other than city Administration at the meeting asked a question or spoke)			1
	Some discussion (at least 10-25% of the attendees spoke)			2
	Little discussion (only a few people spoke)			3
	No discussion (only representatives from the city administration spoke)			4
507	How would you describe your own level of participation at the meeting?			
	I participated a lot (asked several questions, spoke, etc.)			1
	I participated somewhat (asked one question)			2
	I wanted to participate but did not have the opportunity			3
	I did not participate and did not want too			4
508	How much influence do you feel citizens comments have on city administration?			
	Very influential (citizens comments will change their actions/ideas)			1
	Influential (citizen comments <i>might</i> change <i>some</i> actions/ideas)			2
	Somewhat influential (citizens comments will have a very small influence on actions/ideas)			3
	Not influential at all (citizen comments were ignored and will not change anything)			4
	Do not know			98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

509	In the past 12 months, have you ever gotten together with your neighbors on any occasion to select one of you to participate in the meeting where the city budget was to be presented?	Yes	1
		No	2
510	Other than meetings, what other ways have you had an opportunity to express your views about the budget of the city administration?	Yes	No
A	I completed a questionnaire/survey	1	2
B	Spoke with city administration representatives that came to my neighborhood	1	2
C	Spoke at a meeting of an organization in my own neighborhood	1	2
D	Joined others in presenting a petition to the city administration	1	2
E	Written a letter to the newspaper	1	2
F	Met with city administrators to express my opinion	1	2
G	The chance was not given	1	2
H	Other (specify).....	1	2
511	Other than meetings, what other ways have you had an opportunity to express your views about the budget of the Kebele?	Yes	No
	A. I completed a questionnaire/survey	1	2
	B. Spoke with Kebele representatives that came to my neighborhood	1	2
	C. Spoke at a meeting of an organization in my own neighborhood	1	2
	D. Joined others in presenting a petition to the kebele administration	1	2
	E. Written a letter to the newspaper	1	2
	F. Met with Kebele administrators to express my opinion	1	2
	G. I didn't get the chance	1	2
	H. Other (specify).....	1	2
512	In general, how do citizens like you have an opportunity to express your views about the budget of the city administration?	Never	1
		Rarely	2
		Sometimes	3
		Often	4
		Whenever we want	5
513	In general, how important is it for citizens like you to have an opportunity to express your views about the budget of the city administration?	Very important	1
		Important	2
		Somewhat important	3
		Not important at all	4

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section VI: Background Characteristics of respondent

6.1 Demographic Characteristics							
601	Sex of respondent (No need of asking)			Male	1		
				Female	2		
602	How old are you (in completed years)?			Age in years			
				Don't know	98		
603	How many people currently reside in your household?			Number of household members			
				No answer	88		
6.2 Socio- economic Characteristics							
604	Can you read and write?	Yes			1		
		NO			2		
604a	Have you ever attended formal education?	Yes			1		
		No			2	→606	
605	What is the highest grade you completed?			Grade level			
				Certificate/Diploma	13		
				Degree and above	14		
606	What is your current main employment status?			Employed full-time	1		
				Employed part-time	2		
				Unemployed	3		
				Self employed	4		
				Retired/Pensioner	5		
				Student	6		
				Housewife	7		
				Other (specify).....	8		
607	What is the monthly combined household income? (interviewer: provide clear definition of household)			0-250 Birr per month	1		
				251-600 Birr per month	2		
				601-1000 Birr per month	3		
				More than 1000 Birr per month	4		
				Don't know	98		
				No answer	88		
6.3 General Civic Engagement							
608	How frequently do you			Daily		More than once a week	
				Once a week		Monthly	
				Never		Don't remember	
A	Listen to the news on the radio	1	2	3	4	5	98
B	Watch the news on television	1	2	3	4	5	98
C	Read the news in a newspaper	1	2	3	4	5	98
D	Discuss current events with friends	1	2	3	4	5	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

609	In the last 12 months, did you participate in solving problem with your neighborhood?							
		Yes	1					
		No	2				→611	
610	In the last year, how did you participate in helping to resolve a problem in your neighborhood?							
		By contributing money, food or supplies					1	
		By contributing your labor at no charge					2	
		By attending meetings to discuss the problem					3	
		By helping to organize a group to resolve the problem					4	
		Don't remember					98	
611	How frequently do you participate in meetings							
			Weekly	More than once a month	Once a month	Yearly	Never	Don't remember
A	Of a religious organization		1	2	3	4	5	98
B	Of parents and teachers		1	2	3	4	5	98
C	Of an organization in your neighborhood		1	2	3	4	5	98
D	Of a political party		1	2	3	4	5	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

**Final Rural Woreda
Financial Transparency and Accountability Perception Survey
Questionnaire**

Section I: Woreda and Kebele Responsiveness

Q. No	Questions	Coding Category	Code	Skip to(→)
101.	During the last 12 months, have you visited any office of the Woreda for any reason?		Yes 1 No 2 No response 3	→104 →104
102.	What was the reason for your most recent contact with this office? (Don't read out categories)			
		To pay tax (specify).....	1	
		To collect a pension payment	2	
		To collect a site plan	3	
		To apply for a plot of land	4	
		To apply for a business license	5	
		To settle a dispute with my neighbor	6	
		To ask questions/get information (specify).....	7	
		To file a complaint/report a problem	8	
		To buy items for farming such as seeds or tools	9	
		Other (specify).....	10	

103 In regard to this contact, please evaluate each of the following items:

		Strongly Agree	Agree Somewhat	Somewhat Disagree	Strongly Disagree	No Answer
A	I didn't have to wait a long time	1	2	3	4	5
B	The office hours were convenient for me	1	2	3	4	5
C	I accomplished what I needed to do	1	2	3	4	5
D	The persons were courteous to me	1	2	3	4	5
E	In general I was satisfied with the visit	1	2	3	4	5

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

104. We are interested in hearing your opinion on the Woreda administration. Could you please tell me how much you agree with each of these statements?

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
A	If I had a problem and needed help from the Woreda I would know where to go or whom to contact.	1	2	3	4	5
B	I get good services in return for the taxes and fees I pay	1	2	3	4	5
C	The Woreda has a long-term strategy for improving the quality of life in the area where I live	1	2	3	4	5
D	The Woreda acts in a fair/honest way when giving out contracts (procurement for construction projects, giving out licensees, etc.)	1	2	3	4	5
E	The Woreda has provided a clear explanation of how to obtain a plot of land	1	2	3	4	5
F	The Woreda in general accomplishes what it says it will do.	1	2	3	4	5
G	The Woreda offers free and easy access to information about its activities and decisions	1	2	3	4	5

105 I am going to ask you some questions regarding how the Woreda administration responds to you or citizens like you
Expressing your opinion could you please tell me how much you agree using this scale?

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
A	The Woreda is interested in and pays attention to what people like me think.	1	2	3	4	98
B	Woreda officials pay more attention to what their party requires than what would be in the interest of the local community.	1	2	3	4	98
C	Woreda officials rarely act independently from the federal or regional governments	1	2	3	4	98
D	The Woreda welcomes citizen participation in decision making	1	2	3	4	98
E	The Woreda makes decisions about local financial matters that reflect the priorities of local citizens.	1	2	3	4	98

Section II: Local Government Professionalism

201	Have you made a specific complaint to the Woreda administration in the past 12 months?	Yes	1	No	2	→204
202	Did you receive a response from the Woreda administration?	Yes	1	No	2	→204
203	How would you describe the response you received from the Woreda administration?	Acceptable	1	Somewhat acceptable	2	

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

		Not acceptable	3				
		Don't understand	98				
204	In general, if you presented a complaint to a Woreda official, how much do you think they would listen to you?	Very much	1				
		Somewhat	2				
		Little	3				
		Not at all	4				
		Don't know	98				
205	How long do you think you would have to wait to receive a response to your complaint from a Woreda official?	Within one week	1				
		Within one month	2				
		Before six months	3				
		I don't expect they will respond.	4				
		Don't know	98				
206	I would like to ask you some additional questions regarding your experiences with the Woreda staff. Please respond using the following scale.						
		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	
A	My experience with Woreda administration staff is that they treat me with respect	1	2	3	4	5	
B	Woreda administration are always open and honest	1	2	3	4	5	
C	Woreda administration will only assist me if I offer to pay an additional fee to expedite my request	1	2	3	4	5	
207	I am going to read you some statements about how Woreda staff treats women and men. Please indicate if you strongly agree, agree, disagree, strongly disagree or have no opinion.						
		Strongly Agree	Agree	Disagree	Strongly Disagree	Dont Know	
A	Men and women receive the same attention when they enter an office at the Woreda administration	1	2	3	4	98	
B	Women are treated with respect by Woreda staff	1	2	3	4	98	
C	The Woreda regulations are applied the same to women as they are too men	1	2	3	4	98	
D	Women can secure a plot of land the same as a man	1	2	3	4	98	
E	Women receive responses to requests the same as men	1	2	3	4	98	
208	Have you made a specific complaint to the kebele administration in the past 12 months?						
		Yes	1				
		No	2				→211
209	Did you receive a response from the kebele administration?						
		Yes	1				
		No	2				→211
210	How would you describe the response you received from the kebele administration?						

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

	Acceptable	1				
	Some what acceptable	2				
	Not acceptable	3				
	Don't remember	98				
211	In general, if you would present a complaint to a kebele official, how much do you think they would listen to you?					
	Very much	1				
	Somewhat	2				
	Little	3				
	Not at all	4				
	Don't know	98				
212	How long do you think it will take you to receive a response to your complaint from a kebele official					
	Within one week	1				
	Within one month	2				
	Before six months	3				
	I don't expect they will respond	4				
	Don't know	98				
213	I would like to ask you some additional questions regarding your experiences with the kebele staff. Please respond using the following scale.					
		Strongly Agree	Agree	Disagree	Strongly Disagree	Do not Know
A	My experience with kebele staff is that they treat me with respect	1	2	3	4	98
B	Kebele staff are always open and honest	1	2	3	4	98
C	Kebele staff will only assist me if I offer to pay an additional fee to expedite my request	1	2	3	4	98
214	I am going to read you some statements about how kebele staff treats women and men. Please indicate if you strongly agree, agree, disagree, strongly disagree or Do not know.					
		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't know
A	Men and women receive the same attention when they enter an office at the kebele administration	1	2	3	4	98
B	Women are treated with respect by kebele staff	1	2	3	4	98
C	The kebele regulations are applied the same to women as they are to men	1	2	3	4	98
D	Women can secure a plot of land the same as men	1	2	3	4	98
E	Women receive responses to requests the same as men	1	2	3	4	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section III: Citizens' Perception of Coverage, Quality and Efficiency of Core Services			
3.0 Health Service Delivery			
301	In the last 12 months have you visited a health facility?		
	Yes		1
	No		2 →304
302	At what type of health facility did you visit most recently?		
	Government-run Health post		1
	Government-run clinic		2
	Government-run Health center		3
	Government-run Hospital		4
	NGO run health facility		5
	Private health facility		6
	Others (specify).....		7
	Don't know		98

303 Recalling your most recent visit to a health facility, please evaluate each of the following statements::

		Strongly Agree	Agree Somewhat	Somewhat Disagree	Strongly Disagree	Don't know
A	I was satisfied with the length of time I had to wait for service	1	2	3	4	98
B	The facility is at a convenient distance from my home	1	2	3	4	98
C	The medical staff were readily available	1	2	3	4	98
D	The facility had all the necessary medicines and supplies	1	2	3	4	98
E	The medical staff were courteous and helpful to me	1	2	3	4	98
F	The buildings are in good physical shape and well-maintained	1	2	3	4	98
G	I would get better service if I paid a small informal fee	1	2	3	4	98
H	I received good medical attention by qualified staff	1	2	3	4	98
304	If you did not go to a governmental health facility, which of the following reasons most closely explains why?(Choose only one)					
	I have been in good health, there was no need to go					1
	Too many people were waiting, I could not get in to the facility					2
	The medical staff was not available					3
	There are no proper roads to get there					4
	The facility is too far away from my home					5
	I prefer a traditional doctor					6
	Financial Problem					7
	I could not get time away from work					8
	Other. Please specify: _____					9

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

3.1 Educational Services Delivery						
311	How many school-age children do you have (7-18 years of age)?	Number of children				
		None			96	→321
312	Are all of your school age children in school?	Yes, all are in school			1	→314
		Some are in school but not all			2	
		None are in school			3	
313	If any of your children are not in school, which of the following best explains why?	Children have other work to do			1	
		Financial reason (no money for fees, uniforms)			2	
		School is too far away			3	
		School is not the most important thing			4	
		Children refuse to go to school			5	
		Other			6	
314	Recalling the experience your children have had when they attended school, please evaluate the following					
		Strongly Agree	Agree Somewhat	Disagree	Disagree Strongly	DK
A.	The school is at a convenient distance from my home	1	2	3	4	98
B.	The teachers/administrators are never absent/administrators are readily available to meet with me if I have a problem or concern	1	2	3	4	98
C.	The students have the books and supplies they need	1	2	3	4	98
D.	The students have adequate desks	1	2	3	4	98
E.	School fees are affordable	1	2	3	4	98
F.	Uniforms for school are affordable	1	2	3	4	98
G.	Girls have access to a separate and private toilet or latrine	1	2	3	4	98
H.	I would get better service at the school if I paid a small unofficial fee	1	2	3	4	98
315	Regarding the physical condition of the schools your children attend, please rate the following:	Very Good	Good	Poor	Very Poor	Don't Know
A	Condition of the building (roof, walls, floor)	1	2	3	4	98
B	Easy access to potable water	1	2	3	4	98
C	Easy access to a toilet or latrine	1	2	3	4	98
D	There is a good playground for children	1	2	3	4	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

316	If You had a problem with schools do you know whom to contact?	Yes	1
		No	2
3.2 Agricultural Extension Services Delivery			
321	In the past 12 months have you used services provided by the agricultural extension service in your Kebele?		
	Yes		1
	No		2 →324
322	Which of the following agricultural services did you receive?	Yes	No
	A. Forming or joining a cooperative	1	2
	B. Obtaining a loan	1	2
	C. Marketing goods and services	1	2
	D. Establishing food processing facilities/mills	1	2
	E. Creating income generating activities	1	2
	F. Training related to women's health, finances, or education	1	2
	G. Farm inputs (fertilizer, improved seeds, pesticides, farm system)	1	2
	H. Animal husbandry	1	2
	I. Environmental protection (soil conservation, forestry, plant protection)	1	2
	J. Others (specify).....	1	2
323	Recalling the experience you have had when you have used Agricultural Extension Services, please evaluate the following		
		Strongly Agree	Agree Somewhat
			Disagree
			Disagree Strongly
			Don't know
A	The office is at a convenient distance from my home	1	2
B	Staff are helpful and attentive	1	2
C	They have the supplies and materials that I need	1	2
D	The services they provide are very useful	1	2
E	I would get better service if I paid a small unofficial fee	1	2
324	If you have <i>not</i> used any agricultural services, which of the following best explains why?		
	Too many people were waiting, I couldn't get in		1
	Staff were not available/helpful		2
	I had no means of transportation to get to the office		3
	Office is too far away from my home		4
	It is too expensive		5
	I don't know what type of services they offer		6
	Others (specify)-----		7

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

3.3 Water Services Delivery			
I would like to ask you questions about water service.			
331	Which of the following is your main source for water?		
		Yes	No
	A. From a communal spigot not connected to a Woreda pipeline	1	2
	B. From a private connection to the Woreda pipeline	1	2
	C. From a private protected (treated) well or spring	1	2
	D. From a private un protected well or spring	1	2
	E. From a communal spigot (Bono) connected to the pipeline	1	2
	F. From a river, lake, pond, stream or other surface water source	1	2
	G. Purchase water from a neighbor	1	2
	H. Purchase water from a private vendor	1	2
	I. From rain water/water harvesting	1	2
	J. Others (specify).....	1	2
332	In the last 12 months have you had sufficient water when you needed it?		
	Always	1	
	Usually	2	
	Rarely	3	
	Never	4	
	Don't know	98	
333	In the last 12 months, has it happened that you or someone in your household has become sick from drinking the water?		
	Yes	1	
	No	2	
334	If you had a problem with your water, do you know whom to contact?		
	Yes	1	
	No	2	

3.4 Transportation and Roads			
341	What is your main mode of transportation? (choose one only)		
	Walking	1	
	Riding an animal	2	
	Carriage	3	
	Bicycle	4	
	Taxi	5	
	Bus	6	
	Office Service car	7	
	Private vehicle	8	
	Others (specify)-----	9	

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

342	What type of road/path do you travel on most often? (choose one only)		
	Paved road	1	
	Dirt road	2	
	Gravel road	3	
	I travel on foot paths	4	
343	How would you rate the condition of the roads/paths that you travel most frequently?		
	Very good	1	
	Good	2	
	Bad	3	
	Very bad	4	
	Don't know	98	
344	What would you say is the most serious problem with existing roads/paths in the Woreda? (pick one only)		
	Too many potholes	1	
	Too rough for driving	2	
	Parts are impassable in some seasons	3	
	Too muddy	4	
	Roads are narrow and should be widened	5	
	No storm water / flooding drainage provided	6	
	Others (specify) _____	7	
	Don't know	98	
345	If you have a problem or a complaint about roads in your Woreda, do you know whom to contact?		
		Yes	1
		No	2
347	In your opinion, what is the highest priority for the Woreda administration to spend their funds on to improve transportation in your Woreda? (choose only one)		
	Build new main roads within the Woreda	1	
	Build small connecting roads within the Woreda	2	
	Improve main roads within the Woreda	3	
	Improve small connecting roads within the Woreda	4	
	Build new roads to connect with nearby villages	5	
	Others(Specify)-----	6	
	No Answer	88	
	3.6 The Productive Safety Net Program (PSNP)		
360	Is the Productive Safety Net Program (PSNP) operating in your kebele?	Yes	1
		No	2 →381

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

361	Have you or someone in your household received assistance from the PSNP?	Yes	1	
		No	2	→373
362	Do you know who the representatives are on your Community Food Security Task Force?	Yes	1	
		No	2	→364
363	How would you rate the performance of the Community Food Security Task Force in doing its job?			
		Very good	1	
		Good	2	
		Not very good	3	
		Bad	4	
		Don't know	98	
364	Did you attend a meeting at which the names of the selected PSNP participants were read out in public?	Yes	1	
		No	2	→371
365	Were those attending the meeting asked to comment on the selection criteria and on the people selected?	Yes	1	
		No	2	
		Don't know	98	
366	Did you ever feel the selection made was unfair?	Yes	1	
		No	2	→371
367	If you thought the process was unfair, did you or anyone in your household ever lodge a complaint / appeal / grievance about the selection?	Yes	1	→369
		No	2	
368	Which of the following best explains why you did not lodge a complaint?			
	I didn't know how to do it.		1	
	I didn't know who to contact about it		2	
	I was afraid to complain		3	
	It wouldn't do any good.		4	
	Other. Please explain:		5	
369	If you did lodge a complaint, did someone respond to your complaint?	Yes	1	
		No	2	→371

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

370	Do you think the response you received was fair?				Yes	1
					No	2
371	Thinking about what you know about the selection process for participating in PSNP, please evaluate the following					
		Strongly Agree	Agree Somewhat	Disagree	Disagree Strongly	Do Know
A	I have a clear idea of how households were selected to receive assistance from the PSNP	1	2	3	4	98
B	I think it is very important to have a public listing of households chosen to participate in PSNP	1	2	3	4	98
C	I think I have good opportunities to provide input when decisions are made on who will receive PSNP benefits	1	2	3	4	98
D	I think the selection of households to receive PSNP was fair	1	2	3	4	98
E	I think the people selected to participate were the poorest people in the community	1	2	3	4	98
372	Thinking about your own participation in the program, how would you rate the following?					
		Strongly Agree	Agree Somewhat	Disagree	Disagree Strongly	Do Know
A	I received all the information I needed to understand how the program works	1	2	3	4	98
B	I generally received my payments on time	1	2	3	4	98
C	I received my due payments in full	1	2	3	4	98
D	I was treated courteously by the staff	1	2	3	4	98
E	The place I went to receive payment was within a reasonable distance	1	2	3	4	98
F	Overall, I am satisfied with the service this program provides	1	2	3	4	98
373	Did the PSNP implement public works projects in your kebele?				Yes	1
					No	2
374	Thinking about PSNP public works carried out, how strongly do you agree with each of the following statements?					
		Strongly Agree	Agree Somewhat	Disagree	Disagree Strongly	Don't Know
A	It is easy for people in the community to see a listing of the projects chosen	1	2	3	4	98
B	The selection of projects was made in a participatory process involving the community	1	2	3	4	98
C	I think the projects chosen were good ones	1	2	3	4	98
D	The PSNP public works already completed are useful to the community	1	2	3	4	98

→381

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

3.8 General Perception of Services

381	How would you describe the overall quality of life where you live?		
		Very High	1
		High	2
		Average	3
		Bad	4
		Very bad	5
		Don't know	98
382	Overall, how satisfied are you with the services provided by the Woreda administration?		
		Very satisfied	1
		satisfied	2
		Somewhat satisfied	3
		Not satisfied	4
		Do not know	98
383	There are many areas of services that need improvement, but the Woreda does not have enough funding to support all of them. What would be your highest priority for the Woreda to address? (Please select one only, no need of reading)		
	Service		
	Improving garbage collection		1
	Increasing the amount of water available to me		2
	More or better roads		3
	Improving schools		4
	Improving health services		5
	Reducing the amount of standing water in the street		6
	Improving agricultural extension services		7
	Housing shortage		8
	Provide more assistance to poor families		9
	Others (specify).....		10
	Don't Know		98

Section IV: Citizens' Understanding of Public Budget Process

Q. No	Questions	Coding Category	Code	Skip to(→)
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401 I will be reading you a few statements about how services are paid for, please respond by indicating if you strongly agree, agree, disagree or strongly disagree with the statement.

		Strongly agree	Agree	Disagree	Strongly Disagree	Don't Know
A	Taxes I pay to the government are used to pay for services I receive.	1	2	3	4	98
B	Fees I pay (to sell my animals, get a market stall, etc.) are used by the government to pay for services (such as water, roads, schools) I receive	1	2	3	4	98
C	Services I receive are paid by foreign governments	1	2	3	4	98
D	People like me do not pay for services we receive	1	2	3	4	98
E	I pay a fee directly for the service I receive	1	2	3	4	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section IV: Citizens' Understanding of Public Budget Process

Q. No	Questions	Coding Category	Code	Skip to(→)		
402	Which of the following best describes how the regional government affects the decisions your Woreda administration makes about the services it provides and how it provides them?					
	The Woreda can make most decisions on its own		1			
	The Woreda gets advice from the regional government		2			
	All Woreda decisions need to be approved by the regional government		3			
	The regional government makes the decisions and the Woreda administration must carry them out		4			
	Don't know		98			
403	Which of the following best describes how the Woreda administration affects the decisions your kebele / tabia makes about the services it provides and how it provides them?					
	The kebele can make most decisions on its own		1			
	The kebele gets advice from the Woreda administration		2			
	All kebele decisions need to be approved by the Woreda administration		3			
	The Woreda makes the decisions and the kebele must carry them out		4			
	Don't know		98			
404a	Following are statements about the responsibilities of the kebele administrators, please respond by indicating how strongly you agree or disagree					
		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
A	My kebele administrators represent my interest with the Woreda council	1	2	3	4	98
B	My kebele administrators resolve disputes on behalf of the Woreda administration	1	2	3	4	98
C	My Kebele administrators inform the Woreda council what should be included in the budget	1	2	3	4	98
D	My kebele administrators tell me what is in the Woreda budget	1	2	3	4	98
406	In your opinion, which of the following is most effective in getting the Woreda Administration to spend money on the things your kebele needs (select only one)					
	Kebele administrators				1	
	Having Woreda officials with family ties to your kebele				2	
	Kebele based community organizations				3	
	Elected Woreda councils				4	
	Public information showing how much money is spent in each kebele				5	
	The opinions of Woreda administration staff and officials				6	
	Well prepared kebele development plans				7	
	Others (specify).....				8	
	Don't know				98	
407	In the last year did you receive any information that explains how the Woreda obtains and uses its money?					
		Yes			1	
		No			2	→409

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section IV: Citizens' Understanding of Public Budget Process

Q. No	Questions	Coding Category	Code	Skip to(→)
408	How did you receive that information (Note: Indicate all those that apply)			
			Yes	No
A	Through a leaflet distributed by the government		1	2
B	By attending a meeting organized by the local government		1	2
C	From information posted by the Woreda		1	2
D	Listening to Radio		1	2
E	Information was posted on a community bulletin board		1	2
F	Watching Television		1	2
G	From a member of an organization in my community		1	2
H	From talking with friends/neighbors		1	2
I	From the newspaper		1	2
J	Others (specify).....		1	2
409	How well do you know your Woreda's budget – how much money it has and how it is spent?			
		I know it very well	1	
		I know something about it	2	
		I know a little	3	
		I don't know it at all	98	
410	How important do you think it is that someone like you can see the Woreda budget?			
		Very important	1	
		Important	2	
		Somewhat important	3	
		Not important	4	
		DK	98	
411	Does the Kebele administration also have its own budget that shows how it obtains and uses its funds?			
		Yes	1	
		No	2	
		Don't know	98	
413	Do you think the funds available to the Woreda administration are sufficient to pay for all the services it should provide?			
		More than sufficient	1	→ 414a
		Sufficient	2	→ 414a
		Somewhat sufficient	3	
		Not enough	4	
		No answer	88	
413a	What reasons do you think cause the funds to be somewhat or not sufficient?			
	Citizens do not pay enough taxes or fees		1	
	The Werda does not use the money efficiently		2	
	The woreda administration uses the funds to benefit themselves instead of citizens needs		3	
414	If the funds are only somewhat or not sufficient, which of the following do you think is the best way to ensure the money needed is available?			
	The Woreda administration should increase the fees paid for services.		1	

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

	The Woreda administration should find less expensive ways to delivery services we have.	2
	The Woreda administration should reduce the number of services we receive.	3
	The Woreda administration should contract with a private company to delivery the services	4
	The citizens should provide more labor to assist in providing services.	5
	No answer	88
414	How important or useful do you think citizens' opinions and priorities are in the decisions of the Woreda administration on how to spend city funds?	
	Not very useful	1
	Useful	2
	Very important	3
	Essential	4
	No answer	88
415	What do you think the woreda administration should consider when it makes decisions on how much money to spend and on which services? (Check as many as you like)	
	Actual costs of existing services	1
	Citizens priorities	2
	Priorities of the national government	3
	Priorities of the regional government	4
	All of these	5
	None of these	6
	No answer	88

416	Based on your understanding, for what service does the Woreda administration use most of its funds? (Choose one only)	
	Education	1
	Health	2
	Agricultural extension	3
	Water	4
	Roads	5
	Drainage	6
	Providing Land plots	7
	Garbage Collection	8
	Staff salary	9
	Others (specify)-----	10
	Don't know	98
417	How do you think Woreda council members are chosen in your locality?	
	They are appointed by the regional authorities	1
	They are appointed by the Woreda administrator	2
	They are elected by people like me	3
	Other (please specify): _____	4
	Don't Know	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

418	How do you think kebele (or tabia) council members are chosen in your locality?				
	They are appointed by the woreda administration				1
	They are appointed by the kebele administrator				2
	They are elected by people like me				3
	Other (please specify): _____				4
	Don't Know				98
419	How helpful do you think your Woreda Council can be in influencing decisions about the following issues?				
		Very influential	Somewhat influential	Not influential at all	Don't know
A	Issue regarding Fees	1	2	3	98
B	Issue regarding collection of Fees/Taxes	1	2	3	98
C	Issue regarding how government is spending money	1	2	3	98
D	Issue with Level /Quality/Coverage of Services (i.e. schools, healthcare, water, garbage)	1	2	3	98
420	How helpful would your Kebele council be in influencing decisions about the following issues?				
		Very influential	Somewhat influential	Not influential at all	Don't know
A	Issue regarding Fees	1	2	3	98
B	Issue regarding collection of Fees/Taxes	1	2	3	98
C	Issue regarding how government is spending money	1	2	3	98
D	Issue with Level /Quality/Coverage of Services (i.e. schools, healthcare, water, garbage)	1	2	3	98

421	In the past 12 months, has a member of the Woreda council met with you to discuss the budget?		
	Yes	1	
	No	2	→423
422	Which of the following best describes how you feel your comments will be used? (Select one answer)		
	My council member will seriously consider my comments and make adjustments to the budget.	1	
	My council member will attempt to make changes in the budget based on my comments	2	
	My council member listened but will not attempt to make changes to the budget.	3	
	My council member did not really listen my comment.	4	

423	Which of the following statements best describes the role the Woreda council makes with regard to the budget?	
	The Woreda Council approves the final budget	1
	The Woreda Council reviews the final budget but the Woreda administrator approves	2
	The Woreda Council provides input into the budget	3
	The Woreda council has no role in the budget process.	4
	Do not know	98

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section V: Citizens' Engagement and Consultation

Q. No	Questions	Coding Category	Code	Skip to(→)
501	Have you been asked to give your opinion about the services the Woreda provides?			
		Yes	1	
		No	2	→504
502	Which of the following way describes how you were asked to give your opinion about services?			
		I completed a questionnaire when I paid my taxes	1	
		I answered questions on a survey	2	
		I participated in a group meeting/discussion at my kebele office	3	
		Other ways _____	4	
503	Which of the following ways have you used to express your opinion about Woreda services to Woreda officials?			
		I wrote a letter to the Woreda Council	1	
		I wrote a letter to the newspaper	2	
		I spoke at a community meeting	3	
		I made a presentation at my mosque/church	4	
504	In the past 12 months have you attended a meeting where representatives of the Woreda presented information about the actions of the Woreda administration?			
		Yes	1	
		No	2	→508
505	Which of the following activities were discussed at the meeting you attended (if more than one meeting check those that apply)		Yes	No
A	Woreda budget		1	2
B	Woreda strategic plan/development		1	2
C	Citizen contribution in delivery of services		1	2
D	The Woreda council agenda		1	2
E	Money required to delivery services		1	2
F	Others (specify) _____		1	2
506	At this meeting, how much discussion was there between attendees (citizens) and Woreda administration?			
	A lot of discussion (at least half of the attendees other than Woreda Admin at the meeting asked a question or spoke)		1	
	Some discussion (10-25% attendees spoke)		2	
	Little discussion (only a few people spoke)		3	
	No discussion (only Woreda administrators spoke)		4	
507	How would you describe your own level of participation at the meeting?			
	I participated a lot (asked several questions, spoke, etc.)		1	
	I participated somewhat (asked one question)		2	
	I wanted to participate but did not have the opportunity		3	
	I did not participate and did not want too		4	

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508	How much influence do you feel citizens comments have on Woreda administration?		
	Very influential (citizens comments will change their actions/ideas)		1
	Influential (citizens comments <i>might</i> change <i>some</i> actions/ideas)		2
	Somewhat influential (citizens comments will have a very small influence on actions/idea)		3
	Not influential at all (citizen comments were ignored and will not change anything)		4
	Do not Know		98
509	In the past 12 months, have you ever gotten together with your neighbors on any occasion to select one of you to participate in the meeting where the Woreda budget was to be presented?		
	Yes		1
	No		2
510	Other than meetings, what other ways have you had an opportunity to express your views about the budget of the Woreda?		
		Yes	No
A	I completed a questionnaire or survey	1	2
B	Spoke with Woreda representatives that came to my neighborhood	1	2
C	Spoke at a meeting of an organization in my own neighborhood	1	2
D	Joined others in presenting a petition to the Woreda administration	1	2
E	Written a letter to the newspaper	1	2
F	Met with Woreda administrators to express my opinion.	1	2
G	The chance was not given	1	2
H	Other (specify).....	1	2
511	Other than meetings, what other ways have you had an opportunity to express your views about the budget of the Kebele?		
		Yes	No
A	I completed a questionnaire or survey	1	2
B	Spoke with kebele representatives that came to my neighborhood	1	2
C	Spoke at a meeting of an organization in my own neighborhood	1	2
D	Joined others in presenting a petition to the kebele administration	1	2
E	Written a letter to the newspaper	1	2
F	Met with kebele officials to express my opinion	1	2
G	I didn't get the chance	1	2
H	Other (specify).....	1	2
512	In general, how often do citizens like you have an opportunity to express your views about the budget of the Woreda?		
	Never		1
	Rarely		2
	Sometimes		3
	Often		4
	Whenever we want		5
513	In general, how important is it for citizens like you to have an opportunity to express your views about the budget of the Woreda administration?		
	Very important		1
	Important		2
	Somewhat important		3
	Not important at all		4

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Section VI: Background Characteristics of respondent

Section VI: Background Characteristics of respondent			
6.1 Demographic Characteristics			
601	Sex of respondent (No need to ask)		
	Male		1
	Female		2
602	How old are you (in completed years)?		
	Age in years		
	Don't know		98
603	How many people currently reside in your household?		
	Number of household members		
	No answer		88
6.2 Socio- economic Characteristics			
604	Can you read and write?	Yes	1
		No	2
604a	Have you ever attended formal education?		
	Yes		1
	No		2 →606
605	What is the highest grade you completed?		
	Grade level		
	Certificate/Diploma		13
	Degree and above		14
606	What is your current main employment status?		
	Employed full-time		1
	Employed part-time		2
	Unemployed		3
	Self employed		4
	Retired/Pensioner		5
	Student		6
	Housewife		7
	Other (specify).....		8
607	What is the monthly combined household income? (interviewer: provide clear definition of household)		
	0-250 Birr per month		1
	251-600 Birr per month		2
	601-1000 Birr per month		3
	More than 1000 Birr per month		4
	Don't know		98
	No answer		88

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

6.3 General Civic Engagement							
608	How frequently do you						
		Daily	More than once a week	Once a week	Monthly	Never	Don't rememb er
A	Listen to the news on the radio	1	2	3	4	5	98
B	Watch the news on television	1	2	3	4	5	98
C	Read the news in a newspaper	1	2	3	4	5	98
D	Discuss current events with friends	1	2	3	4	5	98
609	In the last 12 months, did you participate in solving problem with your neighborhood?						
			Yes	1			
			No	2		→611	
610	How did you participate in helping to solve a problem in your neighborhood?						
			By contributing money, food or supplies	1			
			By contributing your labor at no charge	2			
			By attending meetings to discuss the problem	3			
			By helping to organize a group to resolve the problem	4			
			Don't remember	98			
611	How frequently do you participate in meetings?						
		Weekly	More than once a month	Once a month	Yearly	Never	Don't rememb er
A	Of a religious organization	1	2	3	4	5	98
B	Of parents and teachers	1	2	3	4	5	98
C	Of an organization in your neighborhood	1	2	3	4	5	98
D	Of a political party	1	2	3	4	5	98

Annex C: Selected EAs by Woreda

List of Selected EAs in Tigray Region						
Region	Zone	Wereda	Town	Kebele	No. of EAs in Kebeles	Code of Selected EA
Tigray	North West	Medebai Zena	Zana	Kulofiriha	8	01
				Kimalo	6	01
				D/Kerbe	6	05
				Aditsegura	12	10
				Selklaka	8	08
Tigray	North West	Tselemt		Mytekilit	9	08
				My'ayni	12	12
				Sekota Mariam	9	03
				Mayama	7	06
				Fiyyelwuha	10	08
Tigray	Central	Ahiferom	Feresmayi	Irdijegano	10	05
				Mysuru	5	04
				Sefio	5	03
				Edega Hamus	6	02
				01	9	07
Tigray	Central	Werihi Leh	Myqinetel	Wuhdet	9	05
				Addis Alem	7	01
				Arana	7	07
				Weri'i	10	10
				Zero Andi	8	07
Tigray	Central	Degua Temben	Hageresalem	Selam	4	03
				Ayenbrikakuan	10	10
				Abiy Mikael	6	04
				Mizan	8	07
				01	14	05
Tigray	East	Hawuzen		Harikum	2	02
				Mykado	6	03

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

				Gira'ares	5	03
				Megab	5	02
				Kuraro	8	02
				Debre Tsion	7	06
				Negash	8	07
				Aynalem	8	07
				Mahebere Woini	5	02
Tigray	East	Kilite Awulalo	Agula'i	Agula'e	8	02
				Mariam Meqo	9	07
				Hitsetsa Waza	8	03
				Made Woini	7	06
				Nebbar Hadinet	11	07
Tigray	South	Seharti Samre	Gijet	Gijet	7	06
				A/Weyane	9	05
				Fikre Alem	9	04
				Mynebri	7	05
				Bahire Tseba	11	09
Tigray	South	Hintalo Wajirat		Tshefti	8	07
				Tsebet	6	01
				Sheta	9	04
				Niqah	9	01
				Jema	9	03
Tigray	South	Endamehony		Mahan	6	05
				Wuhidet	5	05
				Edehrde	14	03
				Ruwasa	5	01
			Myicadra	Mycadra	25	25
Tigray	West	Qafta Humera	Adebai	Adebai	17	17
		South	Mekele	Adde Haqee	36	32
				Addis Alem	32	30
				Hawulti	72	49
				Hawulti	69	63
Tigray	Mekele	North	Mekele	Siwuni Nigus	29	01
					Total Selected EAs	60

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

List of Selected EAs in Amhara Region						
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected Eas
Amhara	North Gondar	Lay Armacho		Worq Midir	4	01
				Kechi Kamfinta	2	01
				Chira Anbeza	7	06
				Birsebho Enchinako	7	02
				Zarayige	6	05
Amhara	North Gondar	Wegera		Dero Wuha	6	03
				Chechiho	4	02
				Kassaye Amberase	8	03
				Dibras	6	06
			Amba Giorgis	01	22	17
Amhara	South Gondar	Libo Kemekem		Billiz Wuha	8	04
				Libo Giorgis	11	01
				Agid Qiragna	9	07
				Bura Egziharab	7	07
				Birkuti	10	03
Amhara						
Amhara	South Gondar	West Este		Gono	7	03
				Semet Sheleye	9	02
				Arutana Melat	4	03
				Sebeta Wefchomee	6	03
				Milat	6	03
Amhara	North Wello	Gubba Lafto		Baba Se'at	5	04
				Qayi Amba	6	01
				Guagur Sibil Kay	4	01
				Lideta Kariyye	6	06
				Shewat	8	02
Amhara	South Wello	Werebabo		Chiqole	6	01
				Bokoksa	5	02
				Gedero	7	03
				Bulbulo	7	05
			Bokoksa	01	4	04
Amhara	South Wello	Albuko		Myibarina Yifatit	5	05
				Segno Gabia	7	03
				Bele	8	02
				Ambo Kara	7	01

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

			Segno Gabia	01	3	01
				034 Lemlem Amba	5	04
				030 Debibise	5	04
				04 Hawaii	6	05
				07 Wera Abu	6	05
Amhara	South Wello	Wegiddi		017 Abaygurba	7	02
				Moggena Korebti	6	06
				Girar Amba	12	09
				Feres Bet	8	01
				Wofliq	8	07
Amhara	North Shewa	Gishe	Rabel	01	5	03
				021 Yetefat	6	03
				024 Selam Ber	3	03
				010 Hagere Genet	6	01
				020 Addis Alem	9	05
Amhara	East Gojam	Enebse Sar Midir	Merto Lemariam	Abraha We'atsebeha	10	07
				Gofchima	10	08
				Yemiyizegn	6	05
				Dembeza Lay Korsh	1	01
				Yegirat	8	01
Amhara	East Gojam	Debre Elias	Elias	01	14	13
				Wonberiyie Zuria	5	05
				Geshala	6	03
				Sheble Bekusti	9	02
				Anbessa Kelebo	8	05
Amhara	West Gojam	North Achefer		Gug Nisugn	8	02
				Chefaqt Manqurqur	5	03
				Be'enqu D/Mariam	6	02
				Woy Beygn	7	05
				Ashete Leba Gedel	6	03
Amhara	West Gojam	Quarit		Enchelala	5	01
				Arsagem Beha	3	01
				Kuancha Jenguta	5	04
				Ambara Jibayta Wahisa	6	06
				Adega Guashita	8	03
Amhara	Awi	Banja Shikudad	Enjibara	03	4	04
				Woreb Kolatsoin	10	02
				Woramit	11	03
				Shem'abo	31	25
				Tana	27	25
Amhara	Bahir Dar	01	Bahir Dar	Belay Zeleke	43	24

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

					Total Selected EAs	75
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List of Selected EAs in Oromia Region						
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected EAs
Oromia	West Wollega	Menesibu	Mendi	Hobora Qiltu	2	02
				Guyo Teyiba	2	01
				Chefcheffi Babo	4	01
				Dergie Tobora	3	01
				03	4	02
Oromia	West Wollega	Seyo Nolle		Kolbaqobolu	4	03
				Guddettu Debas	4	04
				Banti Simero	3	02
				Gutto Dedibe	3	02
				Kereyu	3	03
Oromia	East Wollega	Nunu Qumba	Nunu Qumba	Wama Dire	2	01
				Della Koyu	2	02
				Wama Ayire	4	03
				Nega Hawi	3	03
				01	7	05
Oromia	Ilu Abbabora	Chora	Qumbabe	Bero Morie	3	02
				Humbo	3	03
				Ilala	4	03
				Tulu Wutie	3	02
				01	10	04
Oromia	Jimma	Kersa		Fola Gubeta	6	02
				Kusaye Beru	10	03
				Karagor	7	01
				Merawa	4	04
				Bulbul	6	01
Oromia	Jimma	Omo Nada		Goro Seden	6	05
				Toli Beyem	13	07
				Nada Dawe	7	03
				Dakano Ebbekie	7	03
				Gona Chala	6	06
Oromia	West Shewa	Metta Robi		Bufcheffe	4	02
				Aleltu Chebefie	4	02
				Amuma Dedeno	4	03

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				Seba Essa		2	01
				Baka		4	03
				Arebsa Chiffera		3	02
				Gugle Nesari		5	03
				Gango		8	05
				Saba Serti		5	04
Oromia	North Shewa	Jidda		Dega Siba		5	03
				Ilala		2	02
				Godo Fafate		2	01
				Haro Adi	01	15	02, 14
Oromia	East Shewa	Fentale		Metehara	01	11	11
				Adatuwa		4	03
				Deba'eshe		7	02
				Adare Golba		3	02
				Adderege Liba		3	03
Oromia	Arsi	Munesa		Qersa	01	15	08
				Gondie Qorchasa		7	01
				Tulu Bego		8	06
				Boru Wedecha		2	01
				Gabe		8	07
Oromia	Arsi	Lode Hitosa		Huruta	01	11	11
				Ifa Handode		4	01
				Reketeferra		6	05
				Haqe Mulik		8	04
				Garqufa		5	04
Oromia	West Hararge	Tulo		Haqangirata		8	01
				Obi		4	04
				Kulu		11	02
				Muderesa		5	03
				Oda Boriyu		3	03
Oromia	West Hararge	Kuni		Galesa		3	03
				Gudina Muleta		6	05
				Rasajeneta		4	03
				Jiru Gemechu		3	03
				Adu Ammabatie		2	01
Oromia	East Hararge	Kurfa Chelle		Arellietiqä		5	03

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Oromia	East Hararge	Bedeno		Harewa Belina	7	07
				Darota Ramis	9	02
				Kara Afa	9	01
				Haro Kersa	5	05
			Bedeno	Bedeno	15	08
Oromia	Bale	Sinana		Ilu Senbetu	8	04
				Busaso	4	01
				Qaso Shek Omera	5	04
				Obora	12	05
				Walte'i Arji	6	04
Oromia	Borena	Bulehora		Artumie Liema	6	04
				Motoqoma Hara	2	01
				Galesa Negesa	10	01
				Ropi Megeda	7	01
			Bulehora	03	12	08
Oromia	S. West Shewa	Ilu		Gololie Qiltu	4	01
				Alango Tulu	4	03
				Boti Tegilo	2	02
				Ketta	3	03
			Teji	01	6	06
Oromia	Guji	Uraga		Lache Torika	6	02
				Hurfa Qoriches	2	02
				Watie Gogogu	5	02
				Haras Sikie Adens	4	04
				Tobitu Tuta	2	01
Oromia	West Arsi	Dodola		Edobadiyya	7	05
				Bura Addesie	8	03
				Fifota Washerbi	11	03
				Gerie Sieriefta	9	04
			Dodola	01	20	04
Oromia	Horro Guduru Wollega	Jardega Jarte		Harolego	2	01
				Tulu Nono	4	02
				Sutie Kata Ali	2	02
				Harbu Negasi	2	02
			Alibo	01	7	03
Oromia	Ease Shewa	Bishoftu		01	26	17
				02	30	25
				05	16	06
				07	25	05
				09	18	01
				Total Selected EAs	110	

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

List of selected EAs in SNNPR						
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected EAs
SNNPR	Gurage	Cheha	Emdibir	Washerbena werbechu	2	02
				Yefaqteraq Wediro	3	01
				Ewuqaqirina Yirobgebeya	4	01
				Daquna	5	03
				Emdibir	5	02
SNNPR	Hadiya	West Badawacho		Andegna Qeranso	7	03
				Tinikare Anbeso	4	03
				Wera Lalu	5	02
				Qumudo	2	02
				Gerie Bulgita	4	02
SNNPR	Kembata Tembaro	Denboya	Denboya	Gunji	4	03
				Hamanchi	5	01
				Hego	6	03
				Yebu	9	08
				Dembeya	8	08
SNNPR	Sidama	Dalee	Yirgalem	Wayicho	6	02
				Moto	7	03
				Hidda Kaliti	4	01
				Wara	7	05
				01	4	03
SNNPR	Sidama	Gurche		Gemeso Fayicho	5	03
				Gobe Hebisha	8	05
				Wame Burumo	7	02
				Harbawalbecho	7	05
				Asera Domero	7	01
SNNPR	Wolayita	Kindo Koyisha		Kindo Angela	6	01
				Degie Leruso	5	01
				Galewargo	9	03
				Menara	9	05
				Mino Wareza	6	03
SNNPR	Wolayita	Damot Pulesa		Gamekabocho	5	02
				Busha	5	04
				Hilina Qirkie	5	02
				Suqje Beqeale	8	07
				Warbira Gulu	4	04

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

List of selected EAs in SNNPR						
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected EAs
SNNPR	Kaffa	Gesha		Wechitoyeri	4	04
				Awero'ate	6	06
				Nechiti	4	03
				Kecha	3	02
				Yerkechiti	5	03
SNNPR	Gamo Gofa	Denbugofa		Tsega Derera	5	04
				Weyidi Tselo Tsela	5	03
				Gayila Telibie	5	04
				Dembie	2	01
				Uba Bonda	3	01
SNNPR	Gamo Gofa	Kamba		Gersa Haniqa	9	07
				Bala Haniqa	8	02
				Balta Giyalo	3	01
				Shamala	4	03
				Marta Behe	2	01
SNNPR	Bench Maji	Bero		Si'ali	1	01
				Vola	1	01
				Bayi	1	01
				Gayi	1	01
			Jaba	Jaba	4	02
SNNPR	Silte	Sankura		Menzo Seyato	4	02
				Adasha	3	02
				Tachignaw Qemo	3	03
				Jeta	3	02
			Alem Gebeya	01	6	06
SNNPR	Alaba Sp. Woreda	Alaba Sp. Woreda		Sinbita	3	01
				Qobocho Berie	4	02
				Wede Aloleqa	4	02
				Qenchunna Yayu	3	01
				Asheka	5	03
SNNPR	Sidama	Hawassa	Hawassa	Hayik Dar	24	03
			Hawassa	Bahil Adarash	21	10
			Hawassa	Mencharia	44	04
			Hawassa	Tabor	70	11, 63
SNNPR	Gedeo	Dilla	Dilla	Ayer Tena (01)	33	10, 29
			Dilla	Ayer Tena (02)	22	15
			Dilla	Ayer Tena (03)	39	11, 30

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

List of selected EAs in SNNPR						
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected EAs
					Total Selected EAs	75

List of Selected EAs in Benishangul –Gumuz Region							
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected EAs	
Benishangul -Gumuz	Metekel	Dangur	Manbuk	Nigus Dawit	3	03	
				Ayipapa	1	01	
				Chidaniguya	1	01	
					12	01, 12	
Benishangul -Gumuz	Metekel	Mandura	Genete Mariam	Gumede	3	01	
				Kutir Hulet	4	02	
				Deko Gobeve	2	02	
				Gidimdafile	2	02	
				Genete Mariam	5	03	
Benishangul -Gumuz	Metekel	Dibate		Wubgish	2	02	
				Giriz	7	04	
				Berber	4	04	
				Gelesa	10	03	
				Dengija	6	04	
Benishangul -Gumuz	Assosa	Mengie		Banie Shagol	2	01	
				Beldiwesu	2	02	
				Ab Megelie	2	02	
				Signor	3	02	
				Undulu Oria	2	01	
Benishangul -Gumuz	Assosa	Assosa	Assosa	Amba A'nd	2	01	
				Selga 24	1	01	
				Nebbar Komshega	2	01	
					02	11	05
					04	14	13
Benishangul -Gumuz	Kamashi	Belo Jegenfo		Belodedisa	2	02	
				Angewar Wada	5	01	
				Angewar Mitie	4	02	
				Sa'i Dalecha	3	02	
				Demotu Kilil	1	01	
					Total Selected EAs	30	
List of Selected EAs in Gambella Region							

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

List of Selected EAs in Benishangul –Gumuz Region						
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected EAs
Region	Zone	Wereda	Town	Kebele	No. of EA	Code of Selected EAs
Gambella	Agnuak	Gambela Zuria		Pekuwa	2	02
				Penqiwu	5	04
				We Abot	1	01
				We Qawa	1	01
			Abol	01	2	02
Gambella	Nuwer	Lare		Tongdol	2	01
				Madewarekong	1	01
				Kotogn Shitgmack	1	01
			Kuwaregang	01	10	03, 08
Gambella	Meshenger	Mengesho		Depa	1	01
				Newie	1	01
				Gobeti	3	01
				Shonie	4	04
				Goshonie	1	01
Gambella	Itang Special	Itang		Chitigach	3	02
				Wari	2	02
				Dorong	4	01
				Adema	1	01
			Itang	01	10	05
Gambella	Meshenger	Godare	Metti	02	8	02, 04, 07
			Metti	01	6	02, 05
					14	
Gambella	Agnuak	Gambella	Gambella	01	11	05
			Gambella	02	8	05
			Gambella	03	18	10
			Gambella	04	13	05
			Gambella	05	13	05
					Total Selected EAs	30

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

Selected EAs in Harar Town						
Region	Zone	Woreda	Town	Kebele	Number of EAs	Code of Selected EAs
				18	11	01, 06, 11
				07	5	05
				08	12	05, 10
				02	7	01, 06
				04	4	01
				05	9	02, 07
				10	11	03, 08
				11	5	02
				12	3	02
				13	5	04
				14	11	04, 09
				15	10	03, 08
				16	9	03, 08
				17	21	04, 09, 14, 19
19	6	03				
Harari	1	1	Harar	09	16	02, 07, 12
					Total Sample EAs	30

Selected EAs in Dire Dawa Town						
Region	Zone	Woreda	Town	Kebele	Number of EAs	Code of Selected EAs
				02	68	02, 12, 22, 32, 42, 52, 62
				07	30	04, 14, 24
				08	35	04, 14, 24, 34
				06	25	09
				03	34	07, 17, 27
				05	26	03, 13, 23
				04	31	07, 17, 27
				01	14	06
				Dire Dawa	1	1
					Total Sample EAs	30

FINANCIAL TRANSPARENCY AND ACCOUNTABILITY PERCEPTION SURVEY

ADDIS ABEBA ADMINISTRATIVE REGION			
Zone	Woreda	Number of Enumeration Areas	Code of Selected EAs
AKAKI KALITY	10/11	74	02, 17, 32, 46, 61
NEFAS SILK-LAFTO	10/18	61	03, 16, 28, 40, 52
	02	48	01, 11, 21, 29, 39
KOLFE KERANIYO	08/09	50	04, 14, 24, 34, 44
	06	72	04, 18, 32, 48, 62
GULELE	03/04/05	38	03, 11, 17, 25, 33
	19/20/21	39	02, 09, 17, 25, 33
LIDETA	09/10	34	05, 12, 19, 25, 32
CHERKOS	08/09	29	03, 09, 15, 20, 26
ARADA	01/02	38	07, 13, 21, 29, 37
	6	18	01, 05, 09, 13, 17
ADDIS KETEMA	10/11/12	56	02, 13, 24, 35, 46
YEKA	03/04	47	04, 15, 24, 33, 42
	20/21	97	05, 26, 45, 64, 83
BOLE	03/05	50	02, 12, 22, 32, 42
	14/15	137	16, 43, 70, 97, 126
	11	28	04, 10, 16, 22, 28
Total Sample EAs			85

ANNEX D: Main Topics of the Survey

D. I The Survey

1. Preparation of survey Instruments

1.1. Designing Survey Instrument

This survey utilized a structured questionnaire to interview citizens. This questionnaire was designed to ensure that information gathered for the measurable indicators would be reliable and complete. This required careful consideration to limit the interview to a reasonable length and to ensure that questions were clear and unambiguous. The magnitude and complexity of the survey instrument usually depends on the type and number of indicators to be used. In this respect, efforts were made to draft a manageable and standard instrument.

Initially, an extensive review of relevant documents and literature was made and pre-survey focus group discussions (FGDs) were conducted in many parts of the country (Tigray, Amhara, Oromiya, Afar, and SNNPR). The information obtained from the review of documents and the pre-survey FGDs were compiled and used in drafting the questionnaire. The draft questionnaire was distributed to all stakeholders, a videoconference was held, and comments were received. Based on the comments and feedback, two sets of questionnaires (one for rural woredas and the other for urban woredas and city administrations) were prepared. They shared a core of common questions – sometimes with slightly different wording – and some questions specially directed at one group or the other. The questionnaire for urban woreda administration respondents refers to “city administration” and the kebeles therein. The questionnaire for rural respondents refers to “woreda” and the kebeles in it⁶. Therefore rural woredas and kebeles are clearly differentiated from urban city administrations and kebeles. Data collected through different questionnaire were also collated, edited, and cleaned separately to arrive at meaningful interpretation of findings without any confusion.

The revised questionnaires were again distributed among stakeholders including the Ministry of Finance and Economic Development and their feedback was also incorporated into the survey. Then, the questionnaires were translated into the Amharic, Oromiffa, and Tigrigna languages. All professionals in the team who were involved in this survey participated in drafting, pre-testing, and finalizing the instrument.

⁶ Note that the following classification is used in this report: “city administration” = urban woreda administration. “Woreda” = rural woreda administration. “Kebele” = urban and rural kebeles. When responses are categorized into urban and rural areas, this includes all responses from urban woredas and rural woredas respectively.

1.2 Pre-Test of Survey Instrument

It is a common practice that a survey instrument should be pre-tested in order to identify and correct errors and shortcomings before the implementation of the actual survey. There were several objectives of the pre-test: to evaluate the general receptivity and feasibility of the questionnaire; to evaluate the consistency of the questions and appropriateness of the wording used; and to identify communication problems between the interviewer and the respondent in specific questions or in specific items of information sought. Moreover, it was helpful to check the organization of the survey; to evaluate the adequacy of the sampling frame, the data processing, and the efficiency of the instructions to the interviewers; to project the non-response rate; and to know the time required to complete a questionnaire.

In addition to the questionnaire, training and instruction manuals were prepared ahead of time so that the necessary corrections could be made during the pre-test. Then, copies of the questionnaire and manuals were produced for fieldwork.

The pre-test was conducted in 12 woredas selected from six regions, of which six woredas were urban and six woredas were rural. A total of 120 households were selected and interviewed.

The senior technical staff was involved in the pre-test to observe all stages of the work while it was being done under field conditions. Then the data from the pre-test were processed and the results were reviewed. Most of changes involved refinement of the wording, or adding instructions to the interviewers. A number of changes were technical, such as fixing skip patterns or inserting additional codes for responses in the instrument. A series of questions were added while others were removed. After receiving comments and feedback from various survey partners, the instrument was finalized.

2. Field Organization and Implementation

2.1 Recruitment and Training of Supervisors and Interviewers

A total of 100 interviewers, 20 supervisors and four coordinators were recruited and trained. Interviewers were required to have completed high school and have experience in conducting interviews for large-scale household surveys. Supervisors were required to have a college diploma/degree and experience in supervision of national or large-scale household surveys. Other criteria such as language, age, and physical fitness were set for the field staff. Coordinators were required to have at least a BS/BA with field experience in coordination and administration or an MS/MA.

After the recruitment was complete, a five-day intensive training was conducted on interview procedures, content of the questionnaire, field organization, listing of households, selection of households, and delineation of EAs using maps. The training was conducted in two phases, both of which included fieldwork. The first phase of training was conducted in Addis Ababa for all supervisors and for enumerators recruited from Addis Ababa and the second phase was conducted at selected training centers at the regional level for interviewers.

2.2 Data Collection

Prior to the deployment of interviewers and supervisors, maps for all sample enumeration areas were purchased from the Central Statistical Agency (CSA) to facilitate the identification of boundaries and the listing of households and the entire field operations. The field staff then was deployed to their respective areas of assignment carrying with them the questionnaires, EA maps, legal letters and other necessary materials.

Then, in the field, interviewers demarcated EA boundaries using EA maps, performed a listing of households within EAs, selected sample households, and conducted interviews. The fieldwork took a month, March 18 - April 20, 2008. The coordinators actively took part in the overall coordination of fieldwork, observed the work of the supervisors, reviewed a sample of completed questionnaires, and monitored the progress of the fieldwork. Supervisors reviewed and checked all the completed questionnaires and closely worked with the interviewers. Supervisors also checked that interviewers were performing their daily work and that the fieldwork was going on as scheduled.

3. Data processing

The data processing activities were started for completed questionnaires while the data collection was still going on. This was done in order to obtain a clean data file as soon as possible. The processing included sequences of activities, such as editing, coding, entry, and tabulation. The objective was to check the completeness, internal consistency, and appropriateness of the answers to each of the questions.

3.1 Editing and Coding

Editing and coding were necessary for all returned questionnaires before data entry. Editing involved a review of completed questionnaires that checked for errors and manually edited the questionnaire to ensure the required quality. Coding of open-ended questions, mostly questions with “other” as a response category, was also completed at this time. An editing manual was prepared for this purpose and experienced editors were hired and trained on the key elements of the editing/coding work relevant to the particular nature of the survey.

3.2 Data Entry

A data management plan was prepared before the data entry process began. This plan included definition of the standard format for identification of records and variables, the list of variables for checking internal consistency, expected value ranges for all variables, etc.

A data entry program was developed using (Census and Survey Processing software (CSPPro), which is suitable for surveys and other large-scale population studies. After entry, the raw data were transferred to an appropriate application program, Statistical Package for Social Science (SPSS), for easy manipulation and processing as well as for further analysis. The computer specialist prepared data entry formats for CSPPro and SPSS program and instruction manuals for editing, coding, and data entry.

To process the data, 10 data editors, five data entry clerks and five computers were required. Editors/coders and data entry clerks were recruited and trained to undertake the activities. Since the

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data processing was performed at the central level, the training was conducted in Addis Ababa immediately after the completion of the field staff training in the regions.

Inevitably, some errors occur during the data entry process. For this survey, checking for errors was done by comparing a sample of entered data with the original completed questionnaires. The sample to be checked was selected at random from the surveys in each region.

After completing data checking, the data supervisor started data cleaning and verification, organizing, and tabulating the data in the form of a simple tabulation or a cross-tabulation.

D. II. Demographic and Socio Economic Background

Annex D Table 2.1: Percent distribution/ number of respondents according to demographic characteristics, by place of residence

Background characteristics					Total (National)	
	Urban		Rural		Number (n)	percent
	Number (n)	percent	Number (n)	percent		
Male	1,040	41.3	5,727	60.6	6,767	56.5
Female	1,478	58.7	3,726	39.4	5,204	43.5
Total	2,518	100.0	9,453	100.0	11,971	100.0
Household size						
1 person	149	5.9	199	2.1	348	2.9
2- persons	310	12.3	611	6.5	921	7.7
3- persons	347	13.8	986	10.4	1,333	11.1
4- persons	433	17.2	1,460	15.4	1,893	15.8
5 and above persons	1,280	50.8	6,199	65.6	7,479	62.5
Total	2,519	100.0	9,455	100.0	11,974	100.0
Mean size	4.7		5.5		5.3	
Median size	5		5		5	
Age of respondent						
<30 years	977	38.8	2,721	28.8	3,698	30.9
30-49 years	1,033	41.0	4,762	50.4	5,795	48.4
50 years and above	507	20.2	1,969	20.8	2,479	20.7
Total	2,517	100.0	9,452	100.0	11,969	100.0
Mean	36.7		38.2		37.9	
Median	34		36		36	

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Annex D Table 2.2: Percent distribution / number of respondents according to socioeconomic characteristics by place of residence

Background characteristics	Residence				Total (National)	
	Urban		Rural		Number (n)	Percent
	Number (n)	percent	Number (n)	percent		
Educational status						
Literate	1,789	71.0	3,094	32.7	4,883	40.8
Illiterate	730	29.0	6,359	67.3	7,089	59.2
Total	2,519	100.0	9,453	100.0	11,972	100.0
Highest grade completed at formal schooling						
Grade 1-4 (first cycle)	434	25.2	1,255	45.6	1,689	37.7
Grade 5-8 (second cycle)	530	30.7	1,262	45.8	1,792	40.0
Grade 9 and above (includes higher degree)	761	44.1	236	8.6	997	22.3
Total	1,725	100.0	2,753	100.0	4,478	100.0
Current employment status						
Employed full time	510	20.2	174	1.8	684	5.7
Employed part time	25	1.0	92	1.0	117	1.0
Unemployed	917	36.4	5,359	56.7	6,276	52.4
Self employed	161	6.4	136	1.4	297	2.5
Retired/pensioner	201	8.0	368	3.9	569	4.8
Student	514	20.4	2,000	21.2	2,514	21.0
Housewife	134	5.3	112	1.2	246	2.0
Other	58	2.3	1,213	12.8	1,271	10.6
Total	2,520	100.0	9,454	100.0	11,974	100.0
Monthly household income						
0-250 Birr	617	24.5	3,670	38.8	4,287	35.8
251-600 Birr	831	33.0	2,471	26.1	3,302	27.6
601-1000 Birr	487	19.3	1,161	12.3	1,648	13.8
More than 1000 Birr	375	14.9	240	2.5	615	5.1
No answer	63	2.5	591	6.3	654	5.5
Do not know	146	5.8	1,321	14.0	1,467	12.3
Total	2,519	100.0	9,454	100.0	11,973	100.0

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Annex D Table 2.3: Percent distribution / number of respondents according to socioeconomic characteristics, by place of residence

Background characteristics	Residence				Total (National)	
	Urban		Rural			
	Number (n)	percent	Number (n)	percent	Number (n)	percent
Listen news on the radio						
Daily	1,260	50.0	2,603	27.5	3,863	32.3
More than once a week	541	21.5	1,502	15.9	2,043	17.1
Once a week	142	5.6	481	5.1	623	5.2
Monthly	42	1.7	319	3.4	361	3.0
Never listen	504	20.0	4,008	42.4	4,512	37.7
Do not remember	30	1.2	540	5.7	570	4.7
Total	2,519	100.0	6,187	100.0	11,972	100.0
Watch the news on television						
Daily	1,029	40.8	106	1.1	1,135	9.5
More than once a week	404	16.0	210	2.2	614	5.1
Once a week	160	6.4	388	4.1	548	4.6
Monthly	97	3.9	708	7.5	805	6.7
Never watch	793	31.5	7,439	78.7	8,232	68.8
Do not remember	36	1.4	603	6.4	639	5.3
Total	2,519	100.0	9,454	100.0	11,973	100.0
Read the newspaper						
Daily	163	6.5	77	0.8	240	2.0
More than once a week	218	8.6	121	1.3	339	2.8
Once a week	186	7.4	128	1.4	314	2.6
Monthly	231	9.2	483	5.1	714	6.0
Never read	1,642	65.2	8,098	85.6	9,740	81.4
Do not remember	78	3.1	547	5.8	625	5.2
Total	2,518	100.0	9,454	100.0	11,972	100.0
Discuss current events with friends						
Daily	614	24.4	1,447	15.3	2,061	17.2
More than once a week	630	25.0	1,695	17.9	2,325	19.4
Once a week	187	7.4	691	7.3	878	7.3
Monthly	131	5.2	539	5.7	670	5.6
Never discussed	883	35.1	4,265	45.1	5,148	43.0
Do not remember	73	2.9	817	8.7	890	7.5
Total	2,518	100.0	9,454	100.0	11,972	100.0

D. III Citizens' Understanding of the Budget Process, and Engagement and Consultation

Annex D Table 3.1: Citizen's Knowledge of City/Woreda Budget by Income Group						
Q. 409: How well do you know your city's/woreda's budget, how much money it has, and how that money is spent?						
Domain	Income	I know it very well	I know something about it	I know a little	I don't know it at all	Total
Urban	0 - 250 birr per month	0.6%	3.9%	5.3%	90.1%	100.0%
	251-600 Birr per month	0.8%	2.6%	4.2%	92.3%	100.0%
	601-1000 Birr per month	0.8%	3.1%	5.1%	90.9%	100.0%
	More than 1000 Birr per month	1.6%	2.9%	5.9%	89.6%	100.0%
	No answer	0.0%	0.0%	4.8%	95.2%	100.0%
	Don't know	0.0%	3.4%	2.7%	93.8%	100.0%
	Total		0.8%	3.1%	4.8%	91.3%
Rural	0 - 250 birr per month	1.0%	1.8%	3.0%	94.3%	100.0%
	251-600 Birr per month	0.8%	3.7%	7.7%	87.8%	100.0%
	601-1000 Birr per month	2.7%	4.7%	10.1%	82.6%	100.0%
	More than 1000 Birr per month	3.8%	5.9%	2.9%	87.4%	100.0%
	No answer	0.8%	0.8%	5.9%	92.4%	100.0%
	Don't know	1.3%	1.5%	3.0%	94.2%	100.0%
	Total		1.2%	2.6%	5.3%	90.9%
Overall	0 - 250 birr per month	0.9%	2.1%	3.3%	93.7%	100.0%
	251-600 Birr per month	0.8%	3.4%	6.8%	89.0%	100.0%
	601-1000 Birr per month	2.1%	4.2%	8.6%	85.1%	100.0%
	More than 1000 Birr per month	2.4%	4.1%	4.7%	88.8%	100.0%
	No answer	0.8%	0.8%	5.8%	92.7%	100.0%
	Don't know	1.2%	1.7%	3.0%	94.1%	100.0%
	Total		1.1%	2.7%	5.2%	91.0%

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Annex D Table 3.2: Knowledge of City/Rural Woreda by Region							
Q. 409: How well do you know your city's/woreda's budget, how much money it has, and how that money is spent?							
Domain	Region	I know it very well	I know something about it	I know a little	I don't know it at all	Total	
Urban	Tigray	1.2%	1.2%	2.4%	95.2%	100.0%	
	Afar	0.0%	0.0%	0.0%	100.0%	100.0%	
	Amhara	0.7%	4.4%	10.5%	84.4%	100.0%	
	Oromiya	0.9%	3.9%	3.6%	91.6%	100.0%	
	Urban Somali	2.7%	6.2%	7.1%	84.1%	100.0%	
	Benishangul - Gumuz	0.0%	0.0%	0.0%	100.0%	100.0%	
	SNNP	1.0%	3.7%	6.3%	89.0%	100.0%	
	Gambella	0.0%	0.0%	6.7%	93.3%	100.0%	
	Harari	0.0%	0.0%	0.0%	100.0%	100.0%	
	Addis Ababa	0.6%	1.2%	2.0%	96.1%	100.0%	
	Dire Dawa	0.0%	2.0%	8.0%	90.0%	100.0%	
	Total		0.8%	3.0%	4.8%	91.3%	100.0%
	Rural	Tigray	0.5%	2.4%	5.8%	91.4%	100.0%
Afar		2.4%	0.9%	0.5%	96.2%	100.0%	
Amhara		0.5%	2.8%	7.1%	89.6%	100.0%	
Oromiya		1.7%	2.5%	2.6%	93.2%	100.0%	
Benishangul - Gumuz		1.1%	1.1%	1.1%	96.8%	100.0%	
SNNP		1.5%	3.1%	8.3%	87.1%	100.0%	
Gambella		0.0%	0.0%	2.4%	97.6%	100.0%	
Total			1.2%	2.6%	5.3%	90.9%	100.0%
Overall	Tigray	0.7%	2.1%	5.0%	92.2%	100.0%	
	Afar	2.0%	0.8%	0.4%	96.8%	100.0%	
	Amhara	0.5%	3.1%	7.6%	88.8%	100.0%	
	Oromiya	1.6%	2.7%	2.8%	93.0%	100.0%	
	Urban Somali	2.7%	6.2%	7.1%	84.1%	100.0%	
	Benishangul - Gumuz	0.9%	0.9%	0.9%	97.4%	100.0%	
	SNNP	1.4%	3.2%	8.0%	87.4%	100.0%	
	Gambella	0.0%	0.0%	1.8%	98.2%	100.0%	
	Harari	0.0%	0.0%	0.0%	100.0%	100.0%	
	Addis Ababa	0.6%	1.2%	2.0%	96.1%	100.0%	
	Dire Dawa	0.0%	2.0%	8.0%	90.0%	100.0%	
	Total	1.2%	2.7%	5.2%	91.0%	100.0%	

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Sufficiency of funds

To further examine the patterns with respect to sufficiency of funds, we estimated a multivariate regression model to describe how citizen views regarding sufficiency of funds depend on place of residence, knowledge of the city/woreda budget, demographic information, whether the respondent participated in solving a problem with the neighborhood, and the respondent overall satisfaction with services. The analysis suggests that residence in an urban area, knowledge of the budget, income, and overall satisfaction are all positively associated with a belief that the funds are sufficient. It is interesting to note that there is a negative relationship between education and belief that funds are sufficient, after controlling for knowledge about the budget, income and place of residence.

In all, however, the predictive variables only explain about 10 percent of the perception of funding sufficiency.

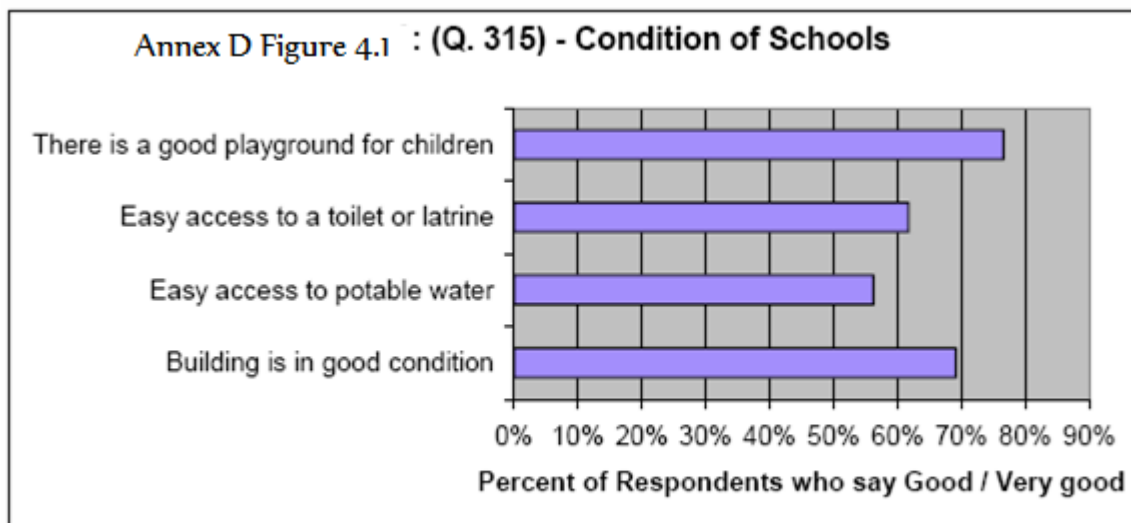
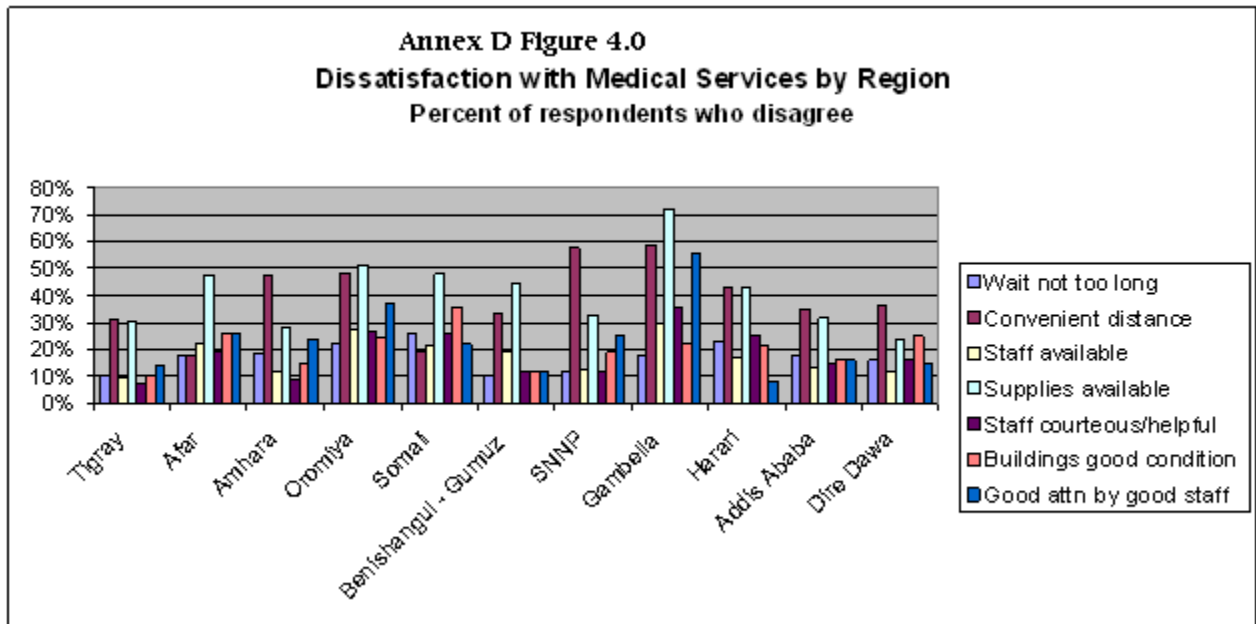
Annex D Table 3.3: Impact of Demographic Factors on Perception of Sufficiency of Funds

Dependent Variable - Q. 413: Do you think the funds available to the City administration/Woreda are sufficient?

	Standardized Coefficients	Sig.
Predictive Variables		
Id04. Place of Residence	0.276	0.064
Q409. How well do you know your city/woreda budget, how much money it has, and how that money is spent?	0.012	0.805
Q601. Sex of respondent	-0.129	0.013
Q607. What is the monthly combined household income?	-0.024	0.702
Q605. What is the highest grade you completed?	0.005	0.550
Q609. In the last 12 months, did you participate in solving a problem with your neighborhood?	-0.093	0.183
Q382. Overall, how satisfied are you with the services provided by the city administration/woreda?	0.224	0.002

$R^2 = 0.098$

D. IV Citizens' Perception of Coverage, Quality and Efficiency of Core Basic Services



A. Participation in Safety Net Program

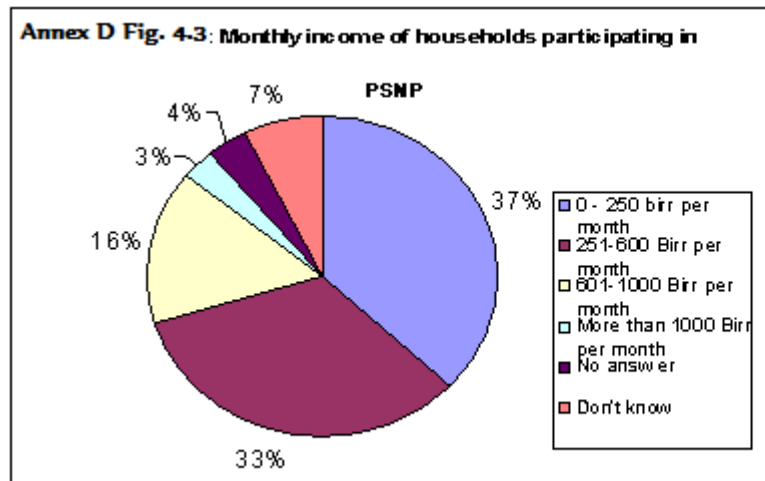
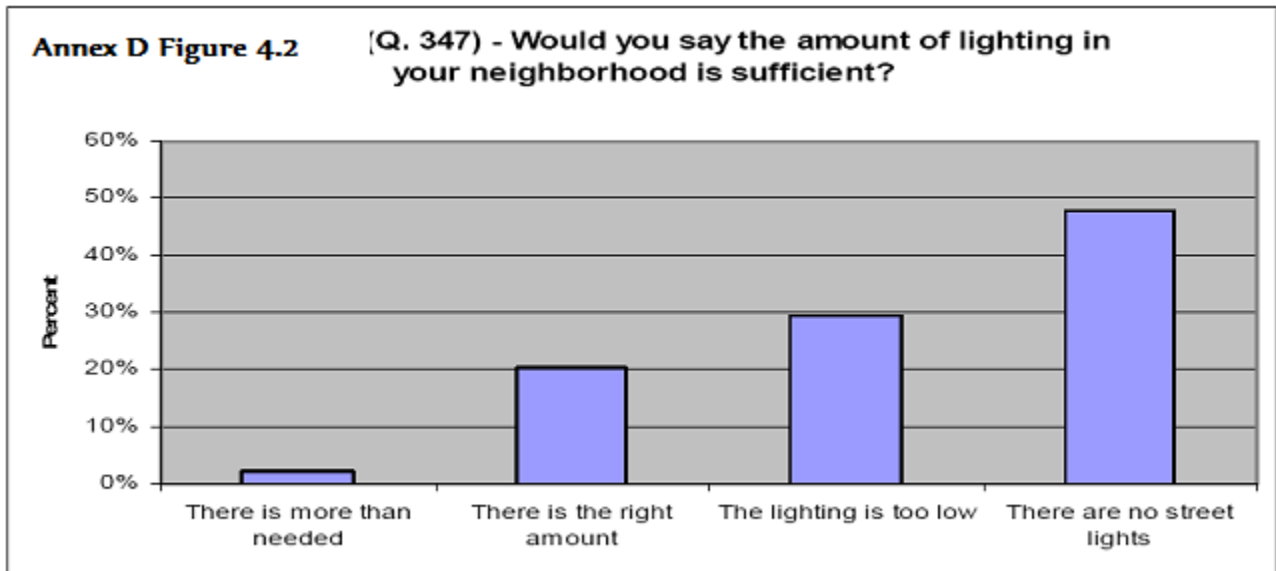
PSNP coverage rates vary significantly between regions. For example, as shown in Table 4.1, 90 percent of rural respondents in Tigray reported that PSNP was operating in their kebele, compared to only 14 percent of respondents in Oromiya.

Annex D Table 4.1: % distribution of respondents who have reported about implementation of PSNP, by regions

	Tigray	Amhara	Oromiya	SNNP	Total
PSNP operating in your kebele					
Yes	90.2	47	14.1	51.8	37.4
No	9.8	53	85.9	48.2	62.6
Total	100	100	100	100	100
Household members received assistance from PSNP					
Yes	64.1	45.1	43.1	22.1	40.3
No	35.9	54.9	56.9	77.9	59.7
Total	100	100	100	100	100
Know representatives in Community Food Security Task Force					
Yes	93.2	89.5	81.4	76.4	86.6
No	6.8	10.5	18.6	23.6	13.4
Total	100	100	100	100	100
Provided comments at PSNP meeting					
Yes	61	44.6	47.5	43.3	49
No	35.2	53.4	48.4	50	47.4
Do not know	3.8	2	4.1	6.7	3.6
Total	100	100	100	100	100

Looking within the subset of respondents who reported that PSNP was present in their kebele, there again is a wide range in terms of the number of households receiving assistance. For example, 64 percent of households in Tigray reported receiving PSNP assistance, whereas only 22 percent of households in SNNP responded that they had received assistance. The responses to both questions suggest that Tigray has had the most exposure to PSNP and has the highest participation rate out of all of the regions included in PSNP. Tigray is also home to the highest percentage of residents who are familiar with the Community Food Security Task Force and the highest percentage of participants who were asked to comment on the selection criteria for PSNP. The other three regions where PSNP is present – Dire Dawa, Harari and Afar – did not respond to questions about PSNP in the survey.

While a majority of residents in all regions seemed to feel that the selection process was fair, there is variation across regions. Table 4.14 shows that less than 1 percent of residents in Oromiya felt the process was unfair, compared to nearly 22 percent in SNNP. Of course, the numbers of participants vary from each region. These numbers are based on a small subset of the sample; still, it helps to shed light on the general trends of sentiments about PSNP procedures in the various regions.



B. Citizens' Priorities for Local Services

Satisfaction with Services, Staff, Availability of Supplies

To dig a little deeper into the causes of greater or less satisfaction, we have broken out ratings of the specific factors related to the availability of supplies and materials on the one hand, and interactions with staff on the other..

D. Payment of Unofficial Additional Fees

Government accountability to citizens requires a demonstrable commitment to its responsibilities and to carrying out its tasks transparently, equitably, and in accordance with the law. One important manifestation of the lack of those qualities is corruption, even in the small ways in which local officials or staff expect some extra remuneration in return for access to services, or for expediting those services. In many situations, these expectations are firmly established and often bolstered by procedures that are especially complex or by very low salaries for local staff. Because these expectations, however, so strongly affect citizen trust in the accountability of local governments – as well as access to those services – we included in the survey a few questions regarding those practices.

E. Overall Satisfaction with Services and with the Quality of Life

The question on overall satisfaction with local services is designed to obtain a more general picture of satisfaction than the more specific questions about individual services can provide. Because the question is not concretely linked to specific experience, the answer is likely to be more colored by other subjective impressions, such as responsiveness and trust. The question regarding quality of life is even more sweeping. It is meant to capture not only attitudes about the services local governments provide directly, but also a sense of the overall experience of living in this locality. Even though “quality of life” includes many elements outside the control of the local administration, many local governments around the world find this an important question and often survey citizens on the subject. Satisfaction with the quality of life is for many cities the ultimate aim of governance. Further, if citizens enjoy a good quality of life, they are likely to stay in the city, the city is likely to attract new businesses and investors, citizens will be more willing to pay their fees and taxes, and leaders are more likely to be reelected.

F. Demographic Aspects of Citizen Satisfaction with Services

We have mentioned above briefly some of the demographic aspects of satisfaction with services. In particular, we have considered the possible effect of gender and literacy on satisfaction levels, in addition to the difference between urban and rural differences. In this section we summarize those effects and try to determine to what extent those differences are robust.⁷

The place of residence – i.e., whether the respondent lives in urban or rural areas – is strongly correlated to satisfaction with services. Interestingly, the type of correlation varies by service. Significant positive correlations – meaning that urban respondents are more likely to be satisfied – exist for the condition of roads or paths, the conditions of school facilities, and the quality of medical attention. The water correlations were significantly negative, meaning that urban dwellers fare worse in access to sufficient water when they need it, while rural dwellers, as might be expected, say that they face a higher incidence of sickness from drinking water.

⁷ The question about quality of life had five response categories with a middle “average” response, unlike the satisfaction with local services question which just had four categories; adding in half of the “average” responses to the “bad” or “very bad” responses makes the two questions more comparable.

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Whether respondents had formal education or not did not have a significant correlation with satisfaction: more educated people are not necessarily more likely to be more or less satisfied with services. Literacy was more likely to have some effect, but only in limited cases.

Education and income levels are often linked, with the amount of formal education often being used as a proxy for socio-economic groupings when people are uncomfortable discussing income. One of the interesting results that was that, while literacy, whether respondents had a formal education, and whether respondents had attended higher grades did not significantly influence whether respondents were more satisfied with services, respondents' incomes levels did seem to provide significant results. This was a positive relationship, with respondents' level of satisfaction rising significantly as their level of income rose.

We tested correlations between the sex of respondents and various satisfaction questions. A few did show a significant correlation. Women were more likely to rate the condition of the school building (-0.900969 significant at the 1-percent level) and the condition of roads and paths positively (-0.1197721 highly significant). On the other hand, men were significantly more likely to identify a household member that was made sick from drinking water over the past 12 months (0.598843).

To summarize the effect of demographic variables we need to look at them together, especially to determine when factors are picking up the effects of other variables. For example, do general differences just reflect differences in access to education? Do rural / urban differences reflect differences in income levels? To examine these issues, we regressed overall satisfaction and satisfaction with some aspects of individual services on place of residence (urban / rural), gender, household income, literacy, and formal education. The results are depicted in the table below. Coefficients are listed only where a significant relationship exists.

We can see that place of residence most frequently affects satisfaction levels; in most cases the results show that those in urban areas are more satisfied with services (these are the positive coefficients in the "Urban/Rural" column). That is not true for access to water (as discussed earlier); nor is it true for overall satisfaction, where there is a strong likelihood that rural populations will be more satisfied. Gender has an effect on satisfaction only in the cases of roads and receiving good medical attention; in those cases women are likely to be more satisfied than men. Literacy seems to play a limited role.

Are satisfied with:	Urban / Rural	Gender	Household Income	Literacy	Formal Education	R-squared
Overall satisfaction with local services	-.2424411		-.1114817			0.0265
Good medical attention by qualified staff	.2214012	-.1085731				0.0215
School building condition	.2864157			.1543078	-.1641064	0.0262
Agriculture extension services						0.0099
Sufficiency of water	-.3274554		-.1360322	.1763017		0.0345
Road condition	.3135392	-.1146119	-.1186586			0.0716
City cleanliness						0.0009
Coefficients are only listed where they were found to be significant at the 5% level (where the p-value was less than 0.05).						

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Those who are literate are more likely to be satisfied with the condition of school buildings, while those who have a formal education are less likely to be satisfied. Similarly, those who are literate are more likely to have sufficient water when needed. Household income affects overall satisfaction, satisfaction with road conditions, and availability of water. In each instance, a higher income is predictive of greater satisfaction. This may be because those with higher incomes can afford to locate in areas where infrastructure is likely to be more favorable.

D. VI Citizens' Perception of Local Government Professionalism

Annex D Table 6.1: Change in responses for men and women – all respondents versus Gambella and Dire Dawa regions – men and women receive the same attention

Gambella		Men			Women			Total		
		All	Gambella	Difference	All	Gambella	Difference	All	Gambella	Difference
	Agree*	84.8	58.8	-26.0	79.7	45	-34.7	82.5	52.7	-29.8
	Disagree	10.4	35.2	24.8	12.4	45	32.6	11.3	38.2	26.9
	Don't Know	4.8	5.9	1.1	7.9	10	2.1	6.1	9.1	3
	Total	100	100	-	100	100	-	100	100	-
Dire Dawa		Men			Women			Total		
		All	Dire Dawa	Difference	All	Dire Dawa	Difference	All	Dire Dawa	Difference
	Agree*	84.8	91.6	6.8	79.7	92.3	12.5	82.5	94	11.5
	Disagree	10.4	4.2	-6.2	12.4	7.7	-4.7	11.3	4	-7.3
	Don't Know	4.8	4.2	-0.6	7.9	0	-7.9	6.1	2	-4.1
	Total	100	100	-	100	100	-	100	100	-

*First row percentages are for those who agree/strongly agree, second row percentages are for those who disagree/strongly disagree, third row percentages are for those who responded "do not know," and fourth row percentages express the total.

D. VII Exploring the Relationships between Local Government Professionalism, Transparency, and Citizen Engagement and the Quality of Local Services

In this section we look across survey findings in each of the topics of the survey to explore some of the questions that cut across those themes.

A. Understanding the Budget Process and Transparency, Citizen Engagement and Satisfaction with Services

One of the key issues for this project was determining how transparent local governments are with regard to the budget process and financial management. Factors that emerged from an analysis of the data in Section 3 suggest that there is a range of issues that must be considered with regard to how well citizens understand the budget process, one proxy for financial transparency. For example, is the lack of understanding a function of an opaque process or some other set of factors? Consideration may need to be given to factors such as a citizen's ability to understand given his or her education, or whether it is socially acceptable for a citizen to be engaged given her sex. If reasons other than access to information are found to explain why citizens' knowledge is limited, then simply creating a more transparent system may not be adequate to change citizens' knowledge and/or involvement in the budget process.

In-depth analysis illuminates some other explanations for the extent of citizen knowledge. For example, is the citizen's knowledge or lack of knowledge a reflection of access to information, of lack of interest, of his or her belief that he or she can make any difference, or something else? The results of this analysis will not only provide insight into how transparent the budget process is but also what factors should be considered in order to broaden the engagement of citizens in the budget process.

Analysis then turns to how knowledge about the budget process influences a citizen's perception of local government accountability. In this section several relationships are examined in order to determine how level of knowledge of the budget and the budget process influences a citizen's perception of availability of revenues, as well as his or her perception of who influences the decisions made. Throughout the analysis, indicators of age, sex, income, and education are considered to determine if they affect our understanding of citizens' knowledge of the budget process after accounting for the factors defined above.

Finally, a concluding section will address general patterns that emerge through the various stages of analysis. These patterns will inform the recommendations and conclusions of the overall report.

Certain assumptions were made in developing the analytical model. First, it is assumed that urban residents may have a greater understanding of the budget process than rural residents due to the fact that they are more educated and have higher incomes. Second, access to information about the budget or the budget process was not assumed to be the only reason citizens had limited knowledge. In fact, other factors may have greater predictive value. Third, consideration was given to the relationship between knowledge and perceptions of local government, with the assumption that the more someone knows about local government, the more accurate his or her perceptions about the

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local government budgets will be, but also that his or her perceptions about the government may be more negative.

A.1 Major Findings on Citizens' Understanding of the Budget Process

Respondents were asked to provide their understanding of various aspects of the budget process. Specifically, questions were asked to determine citizens' perception of the following issues:

- Their own familiarity with their local government's budget and the process by which it is formulated;
- The locus of decision-making authority regarding the budget;
- The importance of citizen participation in the budget process;
- The usefulness or efficacy of citizen input into the budget process; and
- The role of the regional government in the local government budget process.

The responses illuminate citizens' understanding of the role of the regional government, mayor or heads of woredas, administrative staffs, elected councils and citizens. Further, respondents gave insight into what role they expected to be able to play with regard to formulating the budget. Finally, the respondents provided their understanding as to the source of budget resources, what services are provided from local revenues, and whether the local authorities have sufficient revenues to cover services.

The following are some initial observations emerging from the survey responses:

- Overwhelmingly, the results indicate that respondents know little about any aspect of the budget process and there is little information given to the citizens on the process by either appointed or elected officials.
- There is strong interest among citizens, however, in knowing about the budget process and having their opinions considered.
- There is a strong belief that elected councils should and will represent the citizenry with regard to budget decision making.
- At the same time, however, there is significant uncertainty regarding where budgetary decision-making authority lies.
- There is also considerable skepticism throughout the population that local government funds are sufficient for service provision.
- Finally, citizen participation in the budget process is minimal.

A.2 Sources and Uses of Knowledge about Budget

In this section the analysis focuses on the factors that explain citizens' knowledge and interest in the budget process. It also explores different factors that would explain citizen engagement in the development of the budget. Why would they become more engaged? What would cause them to remain disengaged?

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Having access to information is the primary factor that explains a citizen's level of knowledge. Responses about whether or not a citizen knows about the city or rural woreda budget were regressed with questions about if and how a person received information on the budget to determine what explains higher levels of understanding. In Table 7.1, it is clear that attending a meeting specifically about the budget and receiving information from the city administration both appear to be useful.⁸ Meeting with a member of the city or rural woreda council also appears to be a factor, although this variable is only marginally significant in determining knowledge of the budget. Attending a meeting about the budget and receiving information directly from the local government remain significant factors when one controls for place of residence, sex, education and, household income; only education provides further understanding of what influences a person's knowledge about the budget. However, some of the lack of effect associated with income or place of residence could be due to the inclusion of these measures in the same model as education and sex – two variables that are strongly related to income and place of residence.

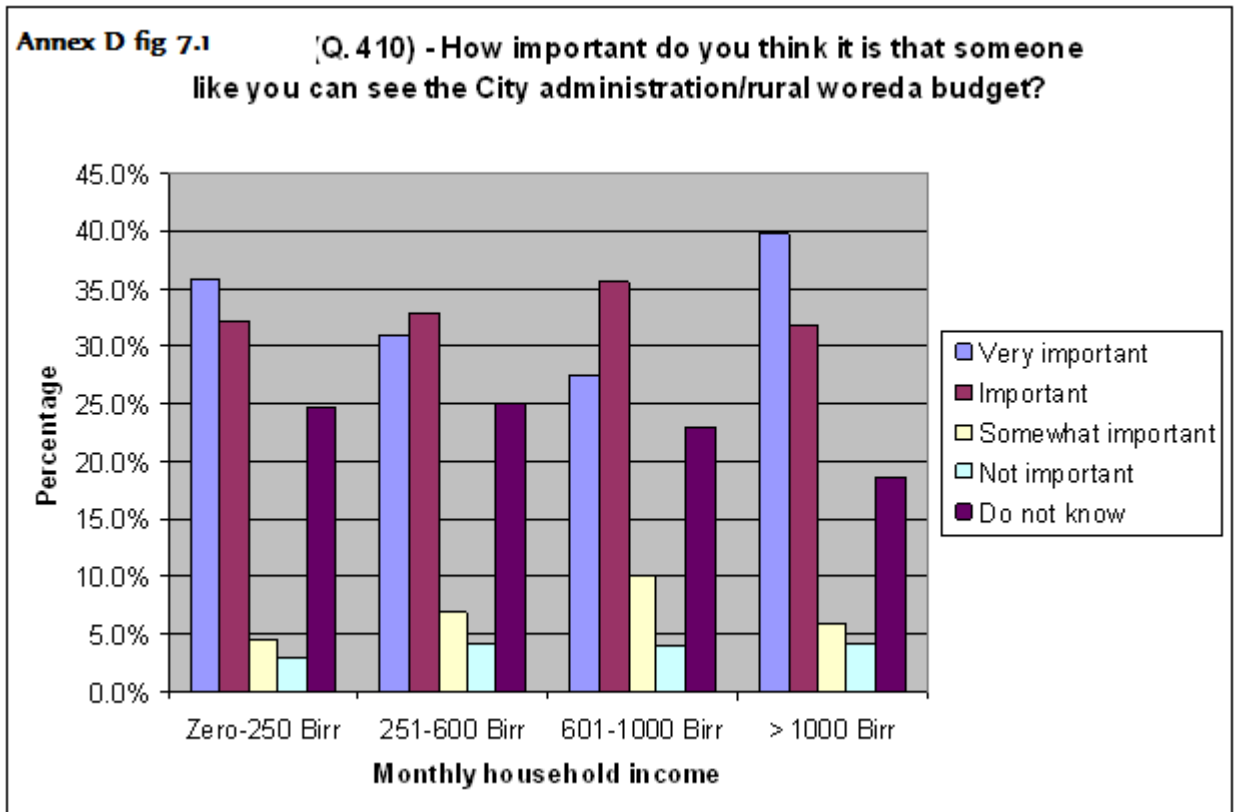
Annex D Table 7.1: Regression of knowledge about the budget by variables on how information is received

Predictive Variables		Coefficients	Level of Significance	R ²
Q.505.a	Attended meeting about the budget	.789	.000	.35
Q. 407	Received information from city administration	.438	.041	
Q.421	Met with member of city council	.314	.070	
Q. 604	Have formal education	.175	.006	
Id. 04	Place of residence	-.228	.195	
Q.601	Sex	-.313	.229	
Q.607	Household income	-.055	.297	

A separate question (Q410) gauges whether the respondent believes that it is important to see the budget. People in rural areas are just as likely to think it is important to see the budget as those who live in urban areas. Men and women both believe it is very important or important to see the budget, although men are more likely to hold such an opinion. Those who can read and write are more likely to believe it is important to see the budget than those who are not literate, as might be expected. An interesting observation has to do with variations in regional responses to this question. The percentage of respondents indicating that it is very important or important that they see the budget ranges from a low of 28.5 percent in Afar to a high of 95.5 percent in Harari. Afar region returned by far the highest percentage of “do not know” responses to this question – in general around three times the percentages of other regions for this response category.

One might expect there to be variations in responses to this question based on socioeconomic factors such as monthly household income. As Figure 7.1 shows, however, responses to this question across the bottom three income categories are quite similar. Respondents coming from households earning more than 1000 Birr per month were slightly more likely to consider it very important that they see the local government budget.

⁸ While the findings do show a strong connection, they cannot comment on causality. It is possible that the influence works in the other direction; that is, it may be that those who know more about the budget are more likely to attend meetings.



A factor that explains the respondent’s belief that it is important to see the budget is the belief that giving one’s opinion is useful or important. To see how the extent to these two sets of beliefs move together, we show in Table 7.2 a cross-tabulation for the two questions, highlighting cells with more than 30 percent response rate. First we note that reactions are overwhelmingly positive, with 64.7 percent of respondents believing it is “important” or “very important” for citizens to see the budget, and 66.6 percent believing citizen opinions and priorities are “useful,” “very important,” or “essential” in making spending decisions. When looking at the combined figures, we see a strong diagonal trend, with those who see one as important being most likely to believe the other is important, while those who did not answer question 414A are also most likely to answer “do not know” to question 410.

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Annex D Table 7.2: How Does Belief in the Importance/Usefulness of Citizen Opinions Affect Belief in the Importance of Seeing the Local Budget?

		Q 410 – How important is it that someone like you can see the woreda budget?					
		Very Important	Important	Somewhat Important	Not Important	Don't Know	Total for 410
Q414A - How important / useful are citizens opinions / priorities in the spending decisions of woreda?	Essential	3.8 %	6.5%	12.9%	17.8%	6.9%	6.5%
	Very Important	40.0%	14.5%	29.3%	11.3%	8.9%	22.3%
	Useful	31.4%	57.0%	33.1%	23.4%	25.6%	37.8%
	Not very useful	14.2%	5.8%	3.8%	7.6%	3.7%	8.0%
	No answer	10.6%	16.1%	20.9%	39.8%	54.9%	25.4%
	Total for 414	33.1%	31.6%	6.0%	3.6%	25.8%	

B. Relationship between Services and Engagement, Transparency

An important rationale for encouraging transparency and participation in local governments is the hypothesis that when citizens are more engaged, when local governments are more transparent, or when citizen input is included in budget decisions, services will improve and citizen satisfaction will grow. Similarly, the converse may be true: if citizens are satisfied with services they are more likely to trust/approve of the local government

We elaborate here these hypotheses:

1. When citizens have more input and local government gets more feedback, services will improve.
2. When services are better, there is more satisfaction with services, and more approval of the job done by local governments.
3. When citizens have the opportunity to be engaged with local government – whether through participation in meetings or via the provision of information or feedback from citizens to the local government – approval rates improve, not only because services improve but because of the engagement per se. This is both because citizens appreciate the interest of local governments in what they think and because they have a better understanding of the challenges and constraints faced by the government
4. Engagement and “more democracy” lead to more trust and appreciation of government. Recent worldwide research on citizens’ perception *vis à vis* national governments showed somewhat surprisingly that greater democracy actually led to lower “trust” in government. One possible explanation is that more freedom/engagement means citizens have more information about their government, including its less attractive features, and people feel freer to express their lack of trust.

The FTAPS survey data have been used to test these hypotheses, especially with respect to local services. It is important to recognize that these data will not be able to establish the direction of these relationships – i.e., what causes what – but we hope to at least determine whether there are meaningful relationships between these variables. To do so, we have tested correlation between these different elements and have carried out regressions to explore the extent to which some experiences with and opinions about transparency and responsiveness, for example, can affect satisfaction with services, or vice versa.

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This survey, for which data was obtained at one point in time, may cast some light on these questions; if there is the possibility in the future of carrying out another survey, the trend data would be able to paint a more detailed picture.

B.1 Information on Budget and Local Government Responsiveness

Regressions were carried out to test various hypotheses. In Model 1, we posit that satisfaction with services is greater when citizens receive information from local governments about their budgets and when they believe their complaints will be listened to. We added to the model other factors we thought likely to affect satisfaction: literacy, place of residence, and household income. The results varied considerably: Table 7.1 below lists the coefficients yielded by the regression.

Annex D Table 7.3: Model 1. Regressing satisfaction on information and response to complaints

Type of Satisfaction used as dependent variable	Constant	Received information on city funds (q407)	City would listen to complaint (q204)	Place of residence (Urban / Rural)	Household Income	Literacy	Adjusted R Squared
Overall satisfaction (q382)	(2.139)	0.038	0.322*	-0.154	-0.099*	-0.032	.163
Good medical attention (q303H)	(1.429)	-0.097	0.166*	0.277*	0.026	-0.005	.049
Affordable school fees (q314E)	(1.287)	0.023	0.137*	0.139	-0.060	-0.032	.027
School condition (q315A)	(1.551)	-0.012	0.077	0.285*	-0.006	-0.021	.026
Agricultural services useful (q323D)	(1.815)	0.067	0.073	-0.170	0.023	0.031	.012
Sufficient water (q332)	(2.807)	-0.131	0.094	-0.320*	-0.140*	0.054	.043
Cleanliness of the city (q351)	(2.918)	-0.068	-0.032	N/A	0.017	-0.027	.003
Roads in good condition (q343)	(2.094)	0.023	0.079*	0.358*	-0.125*	0.066	.082
* coefficient was significant at the 0.05 level							
Cell values are standardized regression coefficients, i.e., beta							
(Values in parentheses are unstandardized regression coefficients)							

First we note that only a very small proportion of respondents reported receiving information on how the city administration or rural woreda obtains and uses its funds: 3.8 percent of respondents in urban and 4.4 percent in rural areas. (We do not know whether those who receive information tend to be persons who are more likely to be satisfied, perhaps including those who have a connection to the government.) The regressions showed that receiving information on the management of city funds was not significant in affecting overall satisfaction with services, nor did this variable show significant impact on specific services. This may be because budget information as currently presented in Ethiopian local governments tends to provide only general information on revenues and expenditures without explicit linkage to the specific programs or services being financed. In addition, the small number of cases indicating receipt of information on city funds reinforces its lack of explanatory power.

The question on local government responsiveness to complaints, however, had a significant effect on satisfaction with several specific services, as well as a large effect on overall satisfaction. The belief that complaints would be listened to was positively related to satisfaction for each type of service tested, with the exception of city cleanliness. This variable also had especially strong explanatory power for overall satisfaction, but no significant impact on the condition of schools, the usefulness of agricultural services, access to water, or city cleanliness. The general positive impact suggests that perceived responsiveness is a strong indicator of citizen satisfaction. This may be in part because in areas where action has actually been taken in response to complaints, there have been tangible and visible improvements.

Higher incomes had a significant effect on overall satisfaction with services, satisfaction with access to water, and satisfaction with road conditions, perhaps due to the fact that those who are more affluent can afford to live in areas that have better services. Literacy however, often a proxy for socio-economic status, did not prove to be a significant predictor for any of the service categories analyzed in the model.

The place of residence – urban vs. rural – was only marginally significant in affecting overall satisfaction with services. While this suggests that in general rural residents are more satisfied than urban residents, the relationship between place of residence and overall satisfaction with services has limited significance. However, for each of the specific services – except for agricultural services, which are of course concentrated in rural areas, and school affordability – place of residence is a statistically significant predictor of satisfaction. Moreover, this analysis shows that urban residents are more likely to report satisfaction with the medical attention they receive, the condition of the schools their children attend, and the condition of the roads they use. Conversely, rural residents are more likely than urban residents to report sufficient access to water.

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B.2 Opportunities to Comment on the Budget

In our second model we looked at the explanatory power of opportunities to comment on the budget on satisfaction with services.

Annex D Table 7.4: Model 2. Regressing satisfaction on availability of opportunities for input

Type of Satisfaction used as dependent variable	Constant	Frequency of opportunities to comment on the budget (q512)	Place of residence (Urban / Rural)	Household Income	Literacy	Adjusted R Squared
Overall satisfaction (q382)	3.103	-0.052	-0.234*	-0.107*	-0.012	.030
Good medical attention (q303H)	1.778	-0.059*	0.259*	0.024	-0.040	.022
Affordable school fees (q314E)	1.681	-0.007	0.099	0.055	-0.015	.005
School condition (q315A)	1.530	0.066	0.287*	-0.010	0.008	.029
Agricultural services useful (q323D)	2.200	-0.016	-0.215	0.022	0.032	.007
Sufficient water (q332)	2.618	0.102*	-0.339*	-0.140*	0.049	.045
Cleanliness of the city (q351)	2.517	0.093*	N/A	0.015	-0.001	.015
Roads in good condition (q343)	2.389	-0.041	0.348*	-0.113*	0.040	.069

*Coefficient is significant at the 0.05 level.

The frequency of opportunities available to comment on the budget had a significant effect in the case of three specific service measurements: quality of medical attention, sufficiency of water, and city cleanliness. Interestingly, in two of the three instances where there is statistical significance (water sufficiency and city cleanliness), the relationship is positive. That is, in this case, the more often the opportunities to comment, the less satisfied citizens are.⁹ It is possible that this can be explained if there have been experiences of offering comments that have not resulted in changes made. This hypothesis would have to be explored separately. In the case of medical attention, however, the more frequent a citizen's opportunities are to comment on the budget, the more likely he or she is to be satisfied with the service.

As was the case in Model 1 above, the urban/rural divide continues to be a stronger predictor of satisfaction than other independent variables. The effect of household income appears to be strong in a number of cases as well, while less consistent than place of residence across the various outcomes. In both models, literacy has had little explanatory power.

⁹ This is because the values for question 512 are coded from 1 "Never" to 5 "Whenever we want."

C. Professionalism and Efficiency of Local Staff

We tested the hypothesis that professionalism and efficiency of local staff lead to higher satisfaction with local services. The assumption is that a professional and efficient local staff is also better able to address the service needs of citizens.

We measured professionalism and efficiency of local staff by the responses to the following questions:

- 103E – Satisfaction with visit to the local government
- 104E – Clear explanation of the process to obtain a plot of land
- 104G – Free and easy access to information
- 105D – Local government welcomes citizen participation
- 203/210 – Local government provided acceptable response to complaint
- 205/212 – Local government would respond within one month

We measured satisfaction with local services by the responses to the following questions:

- 382 – Satisfaction with city services

Table 7.4 shows that there is a positive correlation between professionalism and efficiency of local staff and higher levels of satisfaction with overall quality of life and local services. People only had a few response options to choose from – strongly agree, somewhat agree, yes/no, etc. – which limits the amount of correlation we can detect. This is why the numbers, although they are small, show a significant correlation.

How local officials treat citizens and address their needs when they visit a local government office appears to be very important. Those citizens that indicated that they are satisfied with the results of the visit (Q103E), felt that they did not have to wait long to receive a response, and are satisfied with the response they received (Q203) also expressed overall satisfaction with services (Q382). The correlation, while still positive is lower in the case of a visit to the rural or urban kebele. Openness in sharing information (Q104G) and in receiving citizen input similarly correlates with service satisfaction.

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<i>Annex D Table 7.5: Correlation of professionalism and overall satisfaction with services</i>		Q. 382: Overall, how satisfied are you with the services provided by the city/woreda?
Q103E. In general, I was satisfied with the visit to the city/woreda office.	Pearson Correlation	0.326**
	Sig. (2-tailed)	0.000
	N	2505
Q104E. The city/woreda has provided a clear explanation of how to obtain a plot of land.	Pearson Correlation	0.384**
	Sig. (2-tailed)	0.000
	N	8349
Q104G. The city/woreda offers free and easy access to information about its activities and decisions.	Pearson Correlation	0.394**
	Sig. (2-tailed)	0.000
	N	8192
Q105D. The city/woreda welcomes citizen participation in local government decision making.	Pearson Correlation	0.394**
	Sig. (2-tailed)	0.000
	N	9008
Q203. How would you describe the response you received from the city/woreda?	Pearson Correlation	0.329**
	Sig. (2-tailed)	0.000
	N	912
Q205. How long do you think you would have to wait before a city/woreda official responded to a complaint?	Pearson Correlation	0.369**
	Sig. (2-tailed)	0.000
	N	8282
Q210. How would you describe the response you received from the kebele administration?	Pearson Correlation	0.231**
	Sig. (2-tailed)	0.000
	N	1966
Q212. How long do you think it will take you to receive a response to your complaint from a kebele official?	Pearson Correlation	0.296**
	Sig. (2-tailed)	0.000
	N	9349
**Correlation is significant at the 0.01 level (2-tailed).		
*Correlation is significant at the 0.05 level (2-tailed).		

D. Trust in Local Government

In a final investigation, we tested the hypothesis that higher levels of trust in local government and higher satisfaction with local services are related. The assumption is that citizens who do not trust their local officials also will not be satisfied with local services. The reverse assumption also applies. Citizens who are not satisfied with local services are not likely to trust local officials.

If the resources available to fund the local budget are insufficient to address all local needs and priorities, then at any point in time the local government will be obliged to address some priorities and not others. The “losers” in this process must accept that the decision was taken after considering all priorities, including their own. They must accept that the decision-making process was open and fair, even if it did not lead to what they expected. In effect, they must trust the local officials that made the decision.

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We measured trust by the responses to the following questions:

- 104D – Fair/honest local contracting process
- 104F – Local government accomplishes what it says it will do
- 204/211 – Local government would listen to me
- 206B/213B – Local government is always open and honest
- 206C/213C – LG will assist only if offer to pay additional fee

We measured satisfaction with local services by the responses to the following questions:

- 381 – Overall quality of life
- 382 – Satisfaction with city services

Table 7.5 shows that there is a positive correlation between higher levels of trust in local staff and higher levels of satisfaction with local services. As in the analysis summarized in Table 7.4, people only had a few response options to choose from – strongly agree, somewhat agree, yes/no, etc. – which limits the amount of correlation we can detect. This is why the numbers, although they are small, show a significant correlation.

The responses show that a positive perception of fairness/honesty in the local contracting process (Q104D), a belief that the local government accomplishes what it says it will do (Q104F), the expectation that the local government will listen to citizens (Q204 & 211), and a general sense that the local government is always open and honest (Q206B & 213B) all are positively correlated with overall satisfaction with services. As would be expected, a perception that the local government will only help if offered an additional fee is negatively correlated with service satisfaction. In effect, such circumstances break the bond of trust.

It is interesting that the correlations between the same responses regarding trust with services and a perception that quality of life is very good or good, are quite close to zero. It might be that citizens who are satisfied with services do not necessarily also feel that quality of life is good. They trust that the local government has given them more or less the best services that are feasible within budget constraints even if these services do not add up to a satisfactory quality of life.

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<i>Annex D Table 7.6: Correlation of trust with services and overall satisfaction with services and quality of life</i>		Q381. How would you describe the overall quality of life where you live?	Q382. Overall, how satisfied are you with the services provided by the city/woreda?
Q104D. The city/woreda acts in a fair/honest way when giving out contracts.	Pearson Correlation	0.0002	0.366**
	Sig. (2-tailed)	0.665	0.001
	N	7518	7195
Q104F. The city/woreda in general accomplishes what it says it will do.	Pearson Correlation	-0.010	0.386**
	Sig. (2-tailed)	0.312	0.000
	N	9128	8763
Q204. In general, if you would present a complaint to a city/woreda official, how much do you think they would listen to you?	Pearson Correlation	0.067	0.419**
	Sig. (2-tailed)	0.030	0.000
	N	9504	9130
Q211. In general, if you were to submit a complaint to a kebele official, how much do you think they would listen to you?	Pearson Correlation	0.043	0.362**
	Sig. (2-tailed)	0.172	0.000
	N	10374	9830
Q206B. City/woreda administration staff are always open and honest.	Pearson Correlation	0.004	0.391**
	Sig. (2-tailed)	0.037	0.000
	N	9394	8993
Q213B. Kebele staff are always open and honest.	Pearson Correlation	-0.025	0.331**
	Sig. (2-tailed)	0.206	0.000
	N	10493	9849
Q206C. City/woreda staff will only assist me if I offer to pay an additional fee to expedite my request.	Pearson Correlation	0.023	-0.241**
	Sig. (2-tailed)	0.676	0.008
	N	8624	8255
Q213C. Kebele staff will only assist me if I offer to pay an additional fee to expedite my request.	Pearson Correlation	0.024	-0.180*
	Sig. (2-tailed)	0.872	0.018
	N	9419	8913
**Correlation is significant at the 0.01 level (2-tailed).			
*Correlation is significant at the 0.05 level (2-tailed).			