



Rwanda Citizen Report Card 2013

Citizen's Voice on Service Delivery

Rwanda Governance Board (RGB)

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FOREWORD

The Government of Rwanda takes citizen participation in decision making and good service delivery as prerequisites in governance. One of the major pillars of the country's second phase of Economic Development and Poverty Reduction Strategy (EDPRS II) is accountable Governance—an indication of the importance of good governance in development. Rwanda Governance Board (RGB) conducts the Citizen Report Card (CRC) to gather the perception of citizens towards services rendered to them as to come up with recommendations for improved public services.

RGB executed the CRC 2013 survey purposely to provide public institutions and policy makers with feedback from citizens on the quality and adequacy of public services at the grassroots level. The CRC 2013 survey dealt with the domains of education, agriculture and livestock, local administration, justice, social protection, infrastructure (water, sanitation, roads, electricity and ICT), health, land and governance.

The CRC shows sectors which citizens well appreciate a result largely of the tireless efforts by the local governments, thanks to the county's leadership that has relentlessly worked to improve on public service delivery. There are areas however where respondents showed dissatisfaction. This calls for better focus on the part of policy makers as well as additional effort from those responsible for implementing policy.

The particularity of this CRC is aligned to the recommendation of 2012 National Leadership Retreat that CRC findings from then on would form part of Imihigo evaluation to a tune of 10%. It is in this context that the sample size was increased from 3,924 up to 11,000 respondents. Assessment was conducted in all the 30 districts which form the country's four provinces and City of Kigali.

RGB is thus pleased to publish this report as a way to share with the general public and all stakeholders the findings related to service delivery in aforementioned sectors. To this end, CRC is conducted annually to serve as a measure of citizens' satisfaction levels in regard to quality of services they receive from government agencies.

Local government leaders are particularly invited to make best possible use of the information provided in this report. Only then can we all be happy that the resources which go into producing CRC are worthwhile spending.

Prof. Shyaka Anastase
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ACRONYMS

9YBE:	Nine Year Basic Education
CIP:	Crop Intensification Program
CRC:	Citizen Report Card
CSPro:	Census and Survey Processing System
EDPRS:	Economic Development and Poverty Reduction Strategy
EWSA:	Energy, Water and Sanitation Authority
FAO:	Food and Agriculture Organization
FOSA:	Formation Sanitaire
GoR:	Government of Rwanda
IPM:	Integrated Pest Management
ISAE :	Institut Supérieur d’Agriculture et Elevage
JADF :	Joint Action Development Forum
ISAR :	Institut des Sciences Agronomiques du Rwanda
JASR:	Joint Agricultural Sector Review
Km:	Kilometer
MAJ:	Maison d’Accès à la Justice
MINALOC:	Ministry of Local Government
MINAGRI:	Ministry of Agriculture and Animal Husbandry
MINECOFIN:	Ministry of Finance and Economic Planning
MINEDUC:	Ministry of Education, Science and Technology
MINIJUST:	Ministry of Justice
MININFRA:	Ministry of Infrastructure
MINISANTE:	Ministry of Health
NEC:	National Electoral Commission
NGO:	Non Governmental Organization
NISR:	National Institute of Statistics of Rwanda
NUR:	National University of Rwanda
PMTCT:	Prevention of Mother to Child Transmission
PRSC II:	Poverty Reduction Support Credit
PSTA :	Plan Stratégique de Transformation de l’Agriculture Agriculture Transformation Strategic Plan
PTA:	Parent Teacher Association
RADA:	Rwanda Agriculture Development Agency
RURA:	Rwanda Utilities Regulatory Agency
SACCO:	Savings Credit Cooperative

SESMEC Ltd: Social Economic Studies, Surveys, Monitoring and Evaluation Consult Limited
SPSS: Statistical Package for Social Sciences
UNICEF: United Nations Children's Fund
VCT: Voluntary Counseling and Testing
REJI: Régie (fr.) = Board

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EXECUTIVE SUMMARY

The improvement of efficiency and effectiveness of public service delivery comes as one of the pillars of Rwanda's Vision 2020 and EDPRS II. Regular monitoring of the perceptions of citizens and experts is within the mandate of the Rwanda Governance Board (RGB). For this purpose, RGB executes regularly a mass perception survey Citizen Report Card (CRC). Its purpose is to provide public agencies and policy makers with the feedback from users on the quality and adequacy of public services delivered at the grassroots level.

The Citizen Report Card 2013 survey deals with the domains of education, agriculture and livestock, local administration, justice, infrastructure (water, sanitation, roads, electricity and ICT), health, land and governance issues. In total, responses were collected from 11,021 heads of households purposively sampled from all thirty districts in Rwanda.

This is the summary of highlights of the findings. A more detailed and illustrated analysis of the study is provided in the main report and appendices attached.

The average rate of satisfaction of the heads of households with the quality, quantity and/ or the performance of various services is 55%. A summary rating of services (where satisfaction rate is the accumulation of responses rated as 'good' and 'very good') is as below:

1. Education:	69%
2. Agriculture and livestock:	52%
3. Local Government:	60%
4. Justice:	61.6%
5. Water:	30%
6. Sanitation (management of waste):	69.6%
7. Roads:	33%
8. Electricity:	23%
9. ICT:	34%
10. Health:	64.1%
11. Social welfare:	56.5%
12. Land:	76.4%
13. Governance issues:	81.3%

Findings on the education sector

The citizens' overall level of satisfaction with education services shows that at the national level, 62.9% of respondents rated the level of satisfaction with education services as good, 6.2% of respondents rated it as very good while 25.4% rated the level of satisfaction of education services as average. This puts the cumulative level of satisfaction with education services (net satisfaction) at 69% of the respondents at the national level. 5% of respondents rate the services poorly (net dissatisfaction) while 25% of respondents rate education services as average at the national level. When we disaggregate the level of satisfaction, we find that the highest satisfaction was 74%, the distance to and from school the children cover comparing to CRC 2011, the same indicator was estimated at 76.1%, followed by 71% qualification and experience of teachers compared to 73.2% in CRC 2011 and the last ranked was the number of children per classroom which was 64% as compared to 53% in CRC 2011. The latter shows an improvement in the number of children per classroom.

Specific recommendations are as follows:

- Parents and Teachers' associations should sensitize and increase the parents' role in the education of their children;
- All stakeholders in education sector (PTA, JADF, Etc..) should build more classrooms and infrastructure needed;
- The Government should provide incentives to individuals from the private sector to invest in private schools.

Findings on the agricultural sector

The majority of the population perceives the service delivery in this sector as either good (52%) or as very good (4%)., while the net dissatisfaction stands at 6%. The rest perceives the performance of the sector as average (36%).

The One Cow per Family Program stands out as the service with which the citizens are highly satisfied. The average awarded marks are 81% compared to 62% in CRC 2011. This marks a significant improvement. There has been an improvement in artificial insemination from 50% in CRC 2011 to 73% in CRC 2013.

The recommendations coming from the citizens urge service providers:

- Training assistance and sensitization programs are needed for improving the overall performance in agriculture and livestock sector;
- Assistance with accessing affordable credit, fertilizers and veterinary services is further needed;
- Assistance in organizing agriculture and livestock co-operatives, (as these would go a long way with addressing the above mentioned constraints);

Findings on local administration

The citizens have varying perceptions about the services provided by their Local Governments. In consideration of the net dissatisfaction at 9% and the net satisfaction at 60%, the majority of the population perceives services from the Local Government as good followed by those who think it is average, 31.5%. With regard to the respondents' participation in government programs, they are mostly satisfied with their participation in appointing or electing their leaders in free and fair elections, this was graded at 97.2% compared to 85% in CRC 2011, followed by community work at 96.3% compared to 82% in CRC 2011. The elaboration process of the district budget is at 28.9% compared to 35% in CRC 2011 and the formulation of the district development plan is at 30.7% compared to 35% in CRC 2011.

The recommendations are made as follow:

- An assessment should be carried out in those areas that experience poor performance such as the citizen's participation in budgeting and planning in order to establish relevant solutions;
- Capacity building of local leaders on governance, values and ethics, people's rights and good customer care is important—as a mechanism to fight bureaucracy and people's dissatisfaction in service delivery by MINALOC;
- Efforts should be made to resolve issues of postponing or rescheduling both individual appointments and communal activities by ensuring effective communication after deciding the changes for efficiency of service delivery and establishing feedback mechanisms.

Findings on delivery of services in the justice sector

In general, service delivery in justice sector is considered to be at a 61.6% net satisfaction, compared to a 5.3% net dissatisfaction. The average score was higher than the net dissatisfaction which implies that there was a high possibility for improvement if the sector works hard while there was equally a possibility of lowered satisfaction if more efforts for improvement are not enhanced. It was not possible to compare with CRC 2011 on this particular sector, because the methodology and sample size between 2011 and the current edition differ.

Based on the challenges raised, the recommendations are as follow:

- establish a mechanism like hotline to track the number of times a specific official, institution or a staff has been reported asking for any form of bribe;
- Need to supervise moderators and build their capacity to ensure quality of what they are doing;
- Need to revise laws in general and those that determine people who enforce court decisions and establish mechanism to ensure proper enforcement of those laws and enforcement mechanisms;

- Need for more decentralized judicial system ,like courts, increase of the number of judges and training of judicial and administration staff to ensure complementarity and enable to enforce prosecution in order to handle cases in due time.

Findings on infrastructure sector

Water Sector

In consideration of the low and high extreme, 15% of respondents consider services in water sector very poor and 31% as poor., which indicates a net dissatisfaction of 46%. Those who consider services delivered as very good and good are 4% and 26% giving a net satisfaction of 30%. Generally the results show that majority of the respondents (46%) perceive services to be poor. This rating calls for more effort to be exerted to rectify service delivery in the water sector.

- The citizens recommended that maintenance of water pipelines, water treatment plants and agencies responsible for delivery of water services, be highly improved;
- The citizens request more effort to increase the number of water points.

Sanitation (Waste Management)

In consideration of the low and high extreme, those who considered services very poor and poor were 0.7% and 4.3% respectively, which indicates a net dissatisfaction of 5.1%. Those who consider services delivered as very good and good were 15% and 54.6% giving a net satisfaction of 69.6%.

Roads

The findings on roads indicate that a big percentage of respondents do not appreciate the condition of roads with a net dissatisfaction of 31% while the net satisfaction stands at only 33%.This rating indicates big challenge in road sector

- The citizens recommend that the Government puts more effort in following up those private sector operators who undertake road constructions to ensure that quality work is delivered;
- The citizens recommend roads and bridges repairing, roads maintenance and cooperation between citizens and road agencies;
- The citizens recommend strengthening RTDA so as to enable them monitor the roads and bridges given to the private sector.

Electricity

The majority of respondents are not satisfied with the services given to them with 30% of respondents indicating that the services provided are poor and 15% indicated that the services provided are very poor. The net dissatisfaction is 46% while the net satisfaction is 23%. This rating also indicates a serious challenge in the electricity sector that needs to be addressed to rectify the situation.

- The citizens recommend that the Government should remove the cost for cash power machine since the latter has a rental fee;
- The citizens request the reduction of the high cost of electricity;
- The citizens request that the Government puts more effort to increase electricity output;
- The citizens request that the Government authorizes them to determine where electricity should be installed to speed up electricity delivery and to monitor the performance of agencies hired to provide electricity.

ICT

The majority of respondents regard the services given to them as average. This is evidenced by 35.4% of respondents. A significant percentage indicates that services provided are poor or very poor and hence indicating a net dissatisfaction of 18.4% .The overall rating of this net satisfaction is 34%.

- The citizens recommend that RURA and ICT service providers should meet and devise means of lowering the prices for ICT services especially the internet;
- The citizens request that the Government give their councils power to select areas which are suitable for ICT activities, involve RITA in ICT activities and create extension services for ICT activities;
- The citizens recommend that RURA should facilitate more connections that is lacking in many areas.

Findings on health service delivery

The respondents said that the services delivered in health sector at the national level are good and very good with a net satisfaction of 64.1 %. The net dissatisfaction is only 6.4% which reinforces the fact that majority of respondents is generally happy with the services delivered in this sector. However, there is a significant percentage of people who rated services in this sector only as reasonable.

From the findings of this study, it is recommended that:

- Types of medicine paid for in community health insurance scheme should be increased;
- Availing of sufficient medicine closer to the patients is necessary;
- The capacity of the personal in pharmacies shall be increased;
- The number of medical personnel at health centers shall be increased;
- Sensitization programs on nutrition for children shall be conducted;
- Ambulant services need urgent improvement.

Findings in Social/Economic Welfare Sector

The rating of appreciation by citizens at national level concerning the services provided to them in the social welfare sector is relatively fair because 51.2% of the respondents appreciate the service given to them as good while 5.3% appreciate the service given to them as very good. The net satisfaction, good and very good, combined gives a relatively good rating of 56.5%. It is also worth noting that those who rate the service as either poor or very poor give a net dissatisfaction of 6.4% of the respondents. A significant percentage of 36.5% indicate that services given to them are average.

The recommendations are as follows:

- The participation of citizens in the social welfare schemes needs to be significantly increased. Except participation in elimination of the thatched houses, participation in income generation projects and social benefits schemes is not satisfactory;
- Harmonization of insurance programs (*Mutuelle de santé*, Rama, MMI etc) and review the procedures of *Mutuelle de santé* is needed;
- Local administrations need to be equipped with guidance and instructions on the greater facilitation of people's involvement in Ubudehe categorization;
- New innovative ways in sensitization of people to create job opportunities and overcome poverty must be promoted;
- Initiation of income generation projects for the vulnerable and coordination of support efforts to the vulnerable and formation of cooperatives must be better supported by the local administrations and promoted by the citizens.

Findings on land service delivery

The majority of the citizens (66.4%) indicate their satisfaction with land services to be "good", 10% rated the services as "very good" which makes a net satisfaction of 76.4%.

The recommendations are as follows:

- Training citizens in land laws and related guidelines is necessary for better service delivery in land management;
- The review of the laws on land expropriation is further recommended by the citizens;
- More activities and effort must be invested in land consolidation given relatively low levels of satisfaction with the services in the majority of the districts.

Findings on governance issues

A good appreciation of services in the governance issues sector is evidenced by 55% of the respondents who rank it as good, and 27% who rank it as very good. The net satisfaction when good and very good are combined gives a good rating of 81.3 %. It is also worth noting that those who rate the service as either poor or very poor combine only 1.3% of the respondents.

The recommendations are as follow:

- It is recommended that fighting corruption, especially petty corruption at the local level, must be further intensified;
- Infrastructure is still a major concern and must be improved in the areas of participatory planning of infrastructure projects and their effective implementation. The Ministry of Infrastructure shall spearhead this activity together with local administrations;
- Finding solutions to people's own problems is highly rated but the knowledge amongst the citizen about specific ways to engage in income generation projects etc. is still poor. Ministry of Local Government together with districts need to provide better guidance on how to sensitize the citizens. Agaciro Development Fund, SACCOs at Sectors and vocational training centers for the youth activities might be further utilized for this purpose.

CHAPTER 1: INTRODUCTION

1.1. Background

1.1.1. Rwanda Governance Board (RGB): Overview

Rwanda Governance Board (RGB) is a national institution responsible for promoting the principles of good governance and decentralization, monitoring the practices of good governance in public and private institutions and conducting research related to governance for achieving good service delivery, sustainable development and prosperity. In relation to its mission of conducting research related to governance, RGB has substantive historical data such as the Rwanda Governance Score Card (RGS) with its most recent version produced in 2012, and the more recent Rwanda Citizen Report Card (CRC) produced in December 2012. While the CRC is the 'Citizen's Voice' on service delivery, the RGS was the first edition of RGB's annual publication of comprehensive governance assessment tool constructed from local data. CRC's results clearly indicated that there are several service related issues that need to be addressed, hence the context of this study.

Also relevant to the context of the study is the public policy reform initiated by the Ministry of Public Service and Labor (MIFOTRA). The reform requires all public entities to institute effective service delivery, transparency and accountability in the form of service citizen charters.

1.1.2. Objectives of the survey

The main objective of the survey is to get feedback from individuals and communities on the quality of service received and performance of service providers in public sectors. The survey is intended to provide the qualitative assessment of the quality of service in each district and qualitative appreciation of opinion leaders taking into consideration all the above mentioned government clusters.

Specifically, this survey will seek to achieve the following objectives:

- To obtain responses from a selected sample of areas to be piloted for pre-designed questionnaires.
- To assess, based on community perceptions, the efficiency and effectiveness with which services are being delivered at the grassroots level.
- To ascertain the extent of public accountability by authorities to citizens.

- To generate a useful and relevant set of recommendations from responses and discussions with selected members of sampled communities via questionnaires.
- To use the feedback obtained from citizens as a tool for recommending remedial actions to the concerned government institutions and public authorities.
- To acquaint the local citizenry with the responsibility to be proactive in decision making on issues that concern their daily livelihood and community development.
- To make a comparative analysis as far as service delivery is concerned within the country and even the region especially where these tools have been used or similar studies have been conducted.

1.2. Methodology

A desk review was conducted on the topic "Access to Services in Rwanda" to identify the international, regional and national standards and norms, methodologies, techniques and figures on the level of access to services. To do this, documentation was sought from the Rwanda Governance Board (RGB), National Institute of Statistics of Rwanda (NISR), Ministry of Local Government (MINALOC), Ministry of Education (MINEDUC), Ministry of Infrastructure (MININFRA), Ministry of Justice (MINIJUST), Rwanda Land Centre and any other agencies/NGOs thought to be relevant for this study for standards, norms and figures on access of services in Rwanda. A list of documents reviewed and people consulted is in the appendix 1 « List of documents reviewed », and appendix 2 « List of people consulted ».

In order to collect data on access to services, mainly at the household level, a household-questionnaire was developed based on indicators selected according to the sample survey objective and activities to perform. The questionnaire was administered to heads/ members of household aged 18 and above to get feedback on service delivery in the sectors of Education, Agriculture and livestock, Local Administration, Justice, Infrastructure, Health, Social Economic welfare, Land and Governance Issues. A sampling methodology was used to determine the sample size of households to be surveyed at the village level. In our case a systematic random sampling approach was used after listing of all households in the village.

1.2. Target population

The target population for the survey was all Rwandan citizens aged 18 and above (and their households), living in private dwellings during the interviewing period from the 22nd of July to the 10th of August 2013.

1.2.1. Sample survey

The sampling frame for the household's survey "*Rwanda Citizen Report Card*" was based on data from MINALOC and NISR on the structure of the villages (*imidugudu*) in Rwanda. It was made up by the administrative entities, each assigned with the number of households.

1.2.1.1. Size and distribution of the sample

The sample size was determined using the formula hereafter:

$$n = \frac{t^2 \times p(1-p)}{e^2}$$

Where

n = the size minimum of the sample

t = a coefficient depending on the degree of confidence (=1.96 to the threshold of 95%).

p = the proportion of the population with the characteristic (indicator) of interest. In the absence of real data from a recent study on the access to service delivery in Rwanda, we preferred to assign to this parameter a value of 50% which gives the highest sample size for this study.

e = the acceptable margin error (of 1%). This means that the estimated values are within the range of $\pm 1\%$ of actual value.

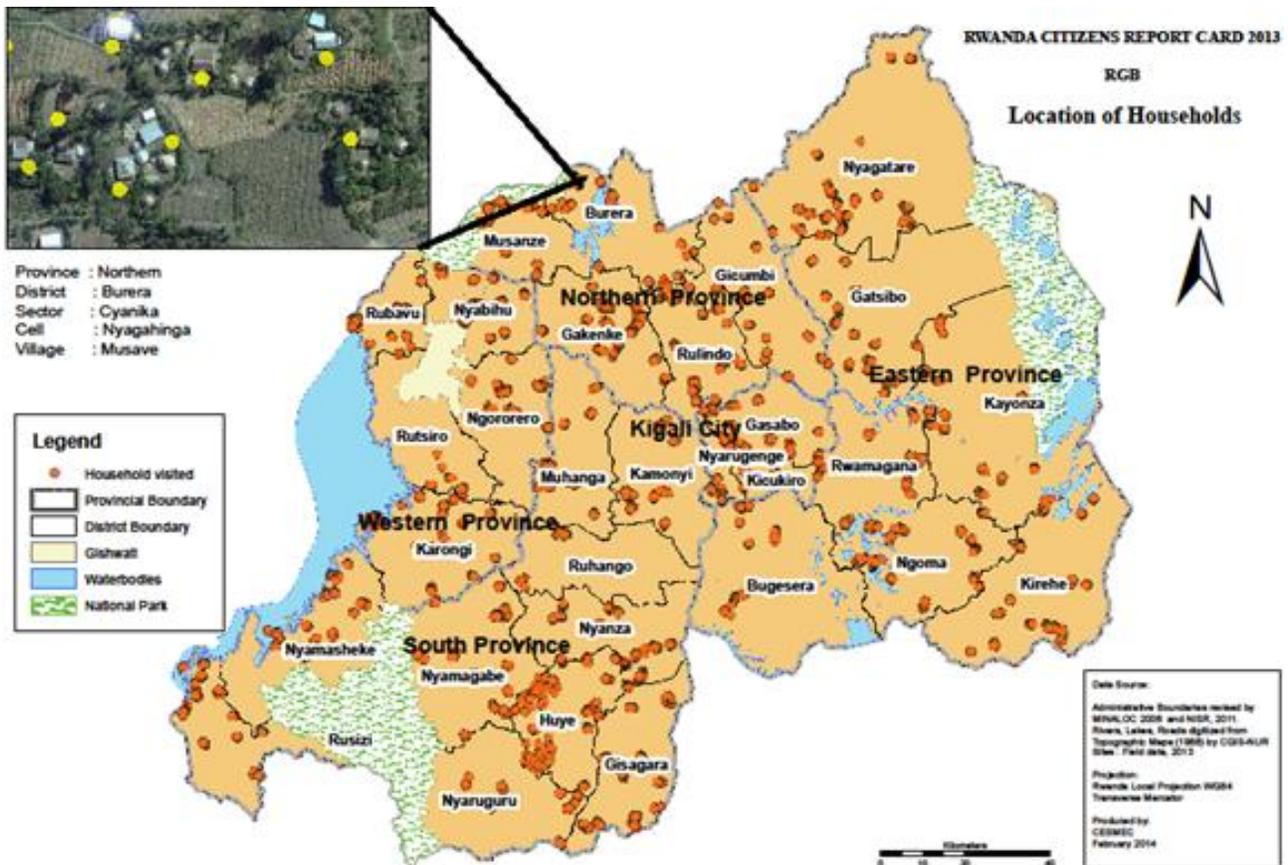
The formula to adjust the sample size when selecting the sample was done at several degrees or levels (here, the sample is selected in two steps: first at the village level, then at the households' level).

With the formula, we have a sample size of 9,604 which we can adjust as 11,025, with 25 households to be interviewed in each village. This sample was selected from 440 villages, as shown in the table below.

Table 1: Distribution of households and sampled villages

PROVINCE	DISTRICT	SECTOR	Sectors selected	Sampled villages in district	HH to be surveyed	FGD to be conducted
Umujyi wa Kigali	Gasabo	15	9	15	375	1 LO
	Kicukiro	10	5	10	250	1 CO
	Nyarugenge	10	5	11	275	1 LO
TOTAL		35	19	36	900	3
Amajyepfo	Gisagara	13	7	16	400	1 CO
	Huye	14	8	15	375	1 LO
	Kamonyi	12	5	9	225	1 CO
	Muhanga	12	6	10	250	1 LO
	Nyamagabe	17	9	16	400	1 CO
	Nyanza	10	5	12	300	1 LO
	Nyaruguru	14	6	10	250	1 CO
Ruhango	9	7	16	400	1 LO	
TOTAL		101	53	104	2600	8
Amajyaruguru	Burera	17	9	17	425	1 CO
	Gakenke	19	11	18	450	1 LO
	Gicumbi	21	13	19	475	1 CO
	Musanze	15	6	13	325	1 LO
	Rulindo	17	9	15	375	1 CO
TOTAL		89	48	82	2050	5
Iburasirazuba	Bugesera	15	8	17	425	1 LO
	Gatsibo	14	9	18	450	1 CO
	Kayonza	12	6	12	300	1 LO
	Kirehe	12	10	18	450	1 CO
	Ngoma	14	7	14	350	1 LO
	Nyagatare	14	10	19	475	1 CO
	Rwamagana	14	7	14	350	1 LO
TOTAL		95	57	112	2800	7
Iburengerazuba	Karongi	13	8	16	400	1 CO
	Ngororero	13	7	12	300	1 LO
	Nyabihu	12	9	14	350	1 CO
	Nyamasheke	15	8	17	425	1 LO
	Rubavu	12	7	16	400	1 CO
	Rusizi	18	10	18	450	1 LO
Rutsiro	13	7	14	350	1 CO	
TOTAL		96	56	107	2675	7
TOTAL	30	416	233	440	11025	30

Map 1: Representation of households sampled countrywide on Rwanda map



Source: RGB-CRC 2013 Survey primary data

1.2.1.2. Procedures for sample design

This survey was conducted using a stratified two-stage probability sample design. A sample of 11,021 privately occupied dwellings was interviewed across the target areas for the survey. Areas (village / *umudugudu*) were selected at the first level and households at the second level. The sampling rates were determined separately for each stratum, and sample units (villages or households) were systematically selected with a random starting number in each stratum. The starting random numbers were obtained using SPSS software. In each village sampled at the first level, households were listed in order to draw systematically 25 households at the second level. Then, an adult aged 18 or above in the household was selected to respond to the questionnaire. For this two-stage design,

self-weighting was achieved by selecting clusters (villages) with probability-proportional-to size (PPS) at the first stage and at the second stage, a fixed number of units (25 households) within each selected cluster. This procedure leads to a self-weighting sample. The sample designs are called self-weighting when their weights are the same for all units in the sample. This occurs when each unit has the same inclusion probability. For self-weighting designs, if no subsequent adjustments are made to the design weights (e.g. for non response), weights can be ignored in the production of some statistics such as proportions and averages.

1.2.1.3. Procedures for sample selection

- In each stratum, the sample units were systematically selected using the interval of selection ($I_h = \text{Total number of households / units to be learned}$) and random seed (R_h) obtained by multiplying the selected interval by a random number between 0 and 1.
- Thus, the first sample unit was identified by the random starting point; the second sample unit corresponded to the random starting point plus interval drawing (no selection). The following sample units were identified by adding multiple consecutive interval selection to the cumulative sum until the sample size was reached.

In general, the i^{th} sample unit (S_{hi}) in stratum h was selected as follows:

$$S_{hi} = R_h + (i-1)I_h \text{ for } i=1, 2, \dots, n_h$$

where:

S_{hi} = number selected for the i^{th} sample unit in stratum h

R_h = random seed for stratum h ;

I_h = Interval draw for stratum h ;

n_h = number of sample units selected in stratum h .

In the second stage, the systematic selection of households followed the same procedure for the list of households within the village / *umudugudu* which served as the sampling frame.

1.2.1.4. Sample size

The sample size of 11,021 households was influenced primarily by operational constraints. This number was determined by the following considerations: the time needed to carry out interviews, time needed to conduct follow-up interviews for those who were not at home at the time of the visit as well as the traveling time involved in getting to the selected PSUs.

1.2.1.5. Data collection

Door-to-door interviews took place from the 22nd of July to the 10th of August 2013. Information was obtained from an adult household member (i.e. a person aged 18 or above) living in the household. Participation in the survey was voluntary. Interviewers were trained on how to administer the questionnaire and deal with the respondents so as to persuade them to participate in the survey. If the respondents were not available, appointments were made for the best possible time for another visit to the household or a telephone number was obtained so that the person could be reached for the interview. If a household refused to participate, the interviewers stressed the importance of the information to our sponsor in order to encourage the household to participate in the survey.

After each interview, the guiding questionnaire was checked to ensure that all necessary questions had been asked and responses recorded properly. There were 11,021 households in the initial sample. The survey final response rate was 99.9 %.

1.2.1.6. Data processing

Manual edits were performed prior to data entry to further check questionnaires for completeness and consistency. At this point, if there was insufficient information on a questionnaire, it was rejected and assigned an appropriate non-response code. In this survey, there were no rejected cases. Questionnaire data were then entered via computer through capture screens developed using Cspiro. At this data entry stage, further edits were performed to ensure that only valid entries were keyed. The keyed data were subjected to 100% verification whereby all keyed responses are reviewed to ensure the data were correctly captured. Once keyed, all survey data were subjected to automated edit and imputation routines for completeness and consistency.

1.2.2. Data quality

1.2.2.1. Sampling error

Estimates in this report are based upon a sample of households from the selected areas within Rwandan districts. Two types of survey errors can affect the quality of estimates: sampling and non-sampling error.

The sampling error of an estimate refers to the difference attributable to using a sample of the population as opposed to a complete census of the population. The goal of an efficient sample plan is to minimize the extent of sampling error. The sampling error (expressed as a percentage of the estimate to which it refers) is not the same for all estimates.

The standard error is a commonly used statistical measure indicating the sampling error of an estimate. Alphabetic symbols representing the size range of the coefficient of variation (standard error expressed as a percentage of the estimate) were used in the statistical tables to provide an indication of the extent of the estimates sampling error.

The lower the coefficient of variation, the smaller the sampling error - hence the reliability of the estimate will be higher. The letter **A** indicates that the estimate has a very low standard error; the letter **B** indicates that the standard error is somewhat larger; and so on. Estimates published in category A should be considered as precise enough for most purposes. Some data with a higher error (in the B and C categories) are precise enough for some purposes; however, they should be used with caution. The letter D indicates that the estimate has a standard error of more than 50%. Estimates subject to the sampling error of this magnitude are not published here, and are indicated in the tables (... D).

The following table shows the alphabetic categories in terms of their percent standard error (coefficient of variation or c.v.). For example, the letter B beside an estimate indicates that one standard error is in the range of 16.6% to 33.3% of the estimate.

Alphabetic percent standard error indicators

A	0.0% - 16.5%	Good
B	16.6% - 33.3%	Fair
C	33.4% - 50.0%	Caution
D	> 50.0%	Suppress

NOTE:

For this survey, the coefficients of variation were calculated for the survey estimates

1.2.2.2. Non-sampling error

Errors which are not related to sampling may occur at almost every phase of a survey operation. For example, interviewers may misunderstand instructions; respondents may make errors in answering questions; answers may be incorrectly entered on the questionnaires and errors may be introduced

in the processing and tabulation of the data. These errors are called *non-sampling errors*. Some of the non-sampling errors will usually balance out over a large number of observations, however, systematically occurring errors will contribute to biases. Attempts were made to reduce non-sampling errors through careful design of the questionnaire, training of interviewers, and a thorough control of the data processing operations.

1.2.2.3. Quality assurance

Every effort was made to reduce the occurrence of non-sampling errors in the survey. In addition to the design and training noted above, this survey used various quality assurance procedures to monitor the quality of the data, including:

- Immediate verification that respondents were correctly identified and selected and the questions were asked and responses accurately recorded.
- Clerical editing was done to ensure that responses were valid and consistent.
- 100% verification of all keyed data was performed.
- The entire survey processing and questionnaire check in and out operations were carefully monitored and controlled.

1.2.2.4. Results and discussion

While studying the data tables, the reader should keep in mind that individual cells may not exactly sum to totals due to rounding or due to the suppression of cells with insufficient responses. For each data cell in each table there is a corresponding column presenting alphabetic symbols representing the statistical precision of the estimate in the cell (an explanation of these symbols is provided in the previous section on data quality).

1.2.3. Tools

Tools used were prepared both by RGB technical team and SESMEC's staff. These were the guiding questionnaires, manuals, tabulation and analysis plans. There is a requirement that before one conducts a countrywide survey or census, he/she must get an operation visa from the National Institute of Statistics of Rwanda (NISR). The latter needs the translated questionnaire, the curriculum vitae of the team leader, the sampling methodology, the tabulation plan, the work plan and the budget. We fulfilled the requirements and the operation visa was granted to us. "Questionnaires, manuals, tabulation and analysis plans" can be found in appendix 4.

1.2.3.1. Questionnaire, manual, tabulation and analysis plan

In view of the survey objectives, the questionnaire was based on previous version of CRCs but edited in agreement with the client on indicators to be added or omitted. Tests were performed on the questionnaire before being used on the field.

Guidance to enumerators and the supervisor was well documented in a manual explaining all aspects and items of the questionnaire. As for generation and interpretation of tables, tabulation and analysis plans were conceived and approved by RGB and NISR.

1.2.3.2. Scoring and grading

To emphasize on the scoring and grading in the perception questions in the questionnaire, in the analysis, the scores and grades will be done as follows:

- 1: Very bad;
- 2: Bad;
- 3: Average;
- 4: Good;
- 5: Very good.

1.2.3.3. Interviews

The questionnaire was administered to respondents by enumerators. Each enumerator filled at most seven (7) and at least five (5) questionnaires per day. The supervisor was responsible for deploying enumerators, collecting and correcting field questionnaires of enumerators under his/ her jurisdiction, and conducting the Focused Group Discussions (FGD).

1.2.3.4. Pilot survey

On completion of the training of enumerators and supervisors, a site that is not in the sample was used as a location for pilot survey. The questionnaire was tested for its comprehension, and the time it takes to fill it in. Upon the findings, the questionnaire was revamped. We sampled 13 villages of Kimironko sector and each of our 13 teams went in 1 village. There were seventy (70) enumerators and thirteen (13) supervisors and each of them interviewed one (1) household. This means that the pilot survey covered eighty three (83) households.

1.2.4. Staffing and quality control

For any successful data collection, there must be a very rigorous quality control that will assure reliable results, it is in this essence that recruitment of field staff and data entry staff was done so carefully that we were able to get a good team that gave good results.

1.2.4.1. Recruitment of enumerators

SESMEC Ltd recruited seventy (70) data collectors for a two (2) days training and thirteen (13) field supervisors. Recruitment was based on academic qualifications (a minimum A2, for enumerators and A0 for supervisors) and availability for the entire period of data collection.

1.2.4.2. Training of enumerators

Training was done by SESMEC Ltd and RGB on the adopted data collection methodology, the filling in of the questionnaire and other data collection forms, and the recall of ethics which enumerators must show to respondents, especially on confidentiality that governs the statistical data collection.

1.2.4.3. Training of coders

As it is a common practice in surveys, questions are either self-coded or pre-coded. Only two data items needed coding after data collection. The first item is the administrative identification information and the second is the economic activity. Enumerators were given an administrative coding book pertinent to their work assignment areas, and they were requested to insert the administrative codes into the designated coding boxes in the questionnaire. This is exactly what they did in the field with the codes provided by the NISR.

1.2.5. Data collection and analysis

1.2.5.1. Data collection

Once data collection tools are tested and ready for use, one needs to ensure the data quality by conducting close supervision of data collection. The enumerators were grouped in thirteen (13) groups each containing five or six (5 or 6) enumerators and one (1) supervisor. The coordination was done by our consultants. To ensure the quality of collected data, the work done by enumerators was supervised daily by team leaders, and the whole collection process was coordinated by SESMEC Ltd consultants supported by RGB representatives on occasional field visits. The data collection was in 20 working days plus 2 days for departure and arrival. Given that most of the household's members under eighteen are often absent during weekdays especially in Kigali City, it was necessary to contact the cell or village leaders for awareness.

Table 2: Distribution of staff for coordination, supervision and data collection

No	Province	District	Supervisor	Enumerators
1	City of Kigali	Nyarugenge – Gasabo - Kicukiro	1	6
2	North	Gicumbi - Burera	1	6
3		Rulindo - Gakenke	1	5
4		Musanze – Nyabihu (West)	1	5
5	West	Rubavu - Ngororero	1	5
6		Rutsiro – Karongi	1	5
7		Nyamasheke - Rusizi	1	6
8	South	Kamonyi – Muhanga - Ruhango	1	5
9		Nyanza – Huye – Gisagara	1	6
10		Nyamagabe – Nyaruguru	1	5
11	East	Ngoma – Kirehe	1	5
12		Rwamagana – Kayonza -Bugesera	1	6
13		Gatsibo - Nyagatare	1	5
TOTAL			13	70

1.2.5.2. Tabulation and analysis plans

Tables were generated using SPSS, SAS 9.2 and Excel according to the tabulation and analysis plans approved by RGB and NISR. The generated tables are attached on this report in the appendix 5 “Tables”.

However, as outlined in the methodology of the study, the results of the survey are representative at national, provincial and district levels.

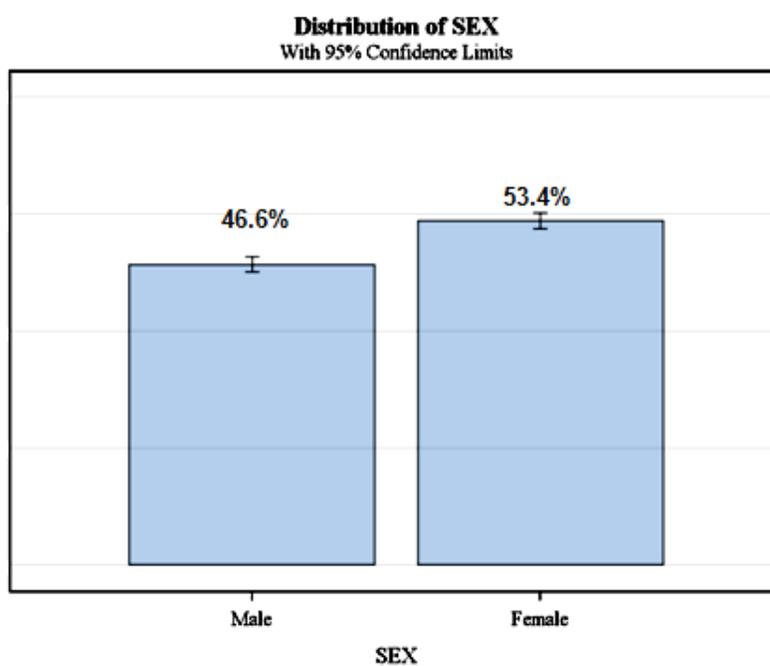
1.3. Socio-economic characteristics of the respondents

1.3.1. Background

In order to describe the target population for this survey, it is important to mention some demographic characteristics such as gender, age group, education level, employment status, religion and marital status.

1.3.2. Findings: characteristics of adult Rwandan citizens

Figure 2: Characteristics of adult according to sex

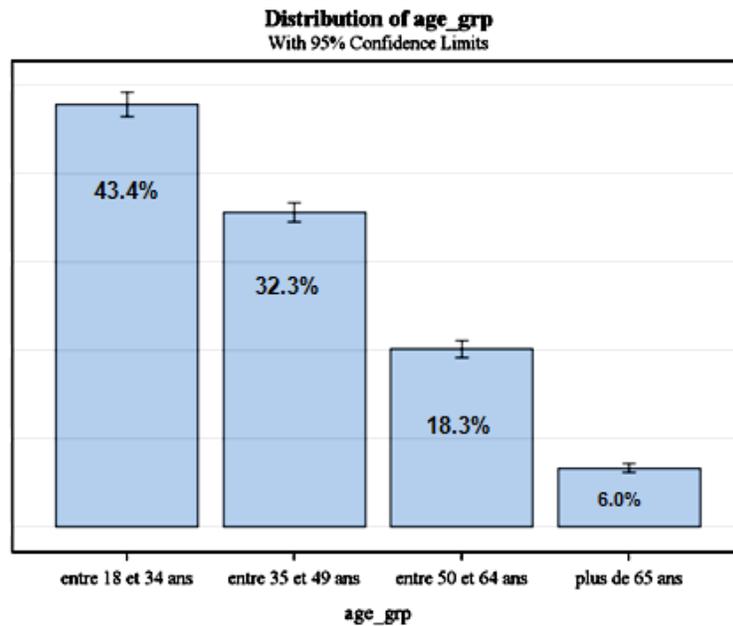


Source: RGB-CRC 2013 Survey primary data

Figure 2 above shows the national distribution of the respondents. 46.6% are males and 53.4% females. This distribution is common even in EICV3 report¹.

¹ Main EICV3 report, p28

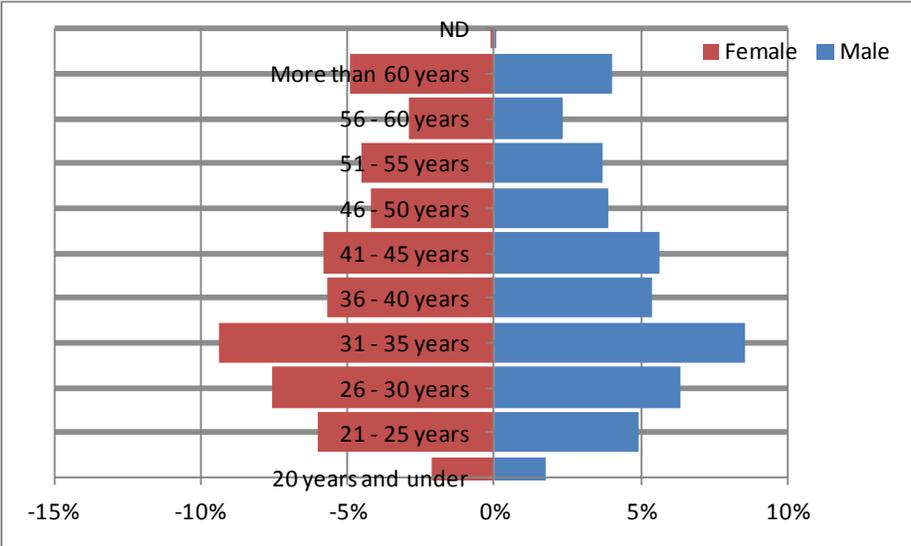
Figure 3: Characteristics of adult according to age group



Source: RGB-CRC 2013 Survey primary data

Figure 3 above shows the distribution of the respondents according to age group. The biggest proportion are the youth, between 18 and 34 years old (43.4%), followed by those between 35 and 49 years old (32.3%), followed by those between the 50 and 64 years old, (18.3%), and lastly those above 65 years old, i.e. 6% of the whole population. This indicates that the respondents of the survey were still active.

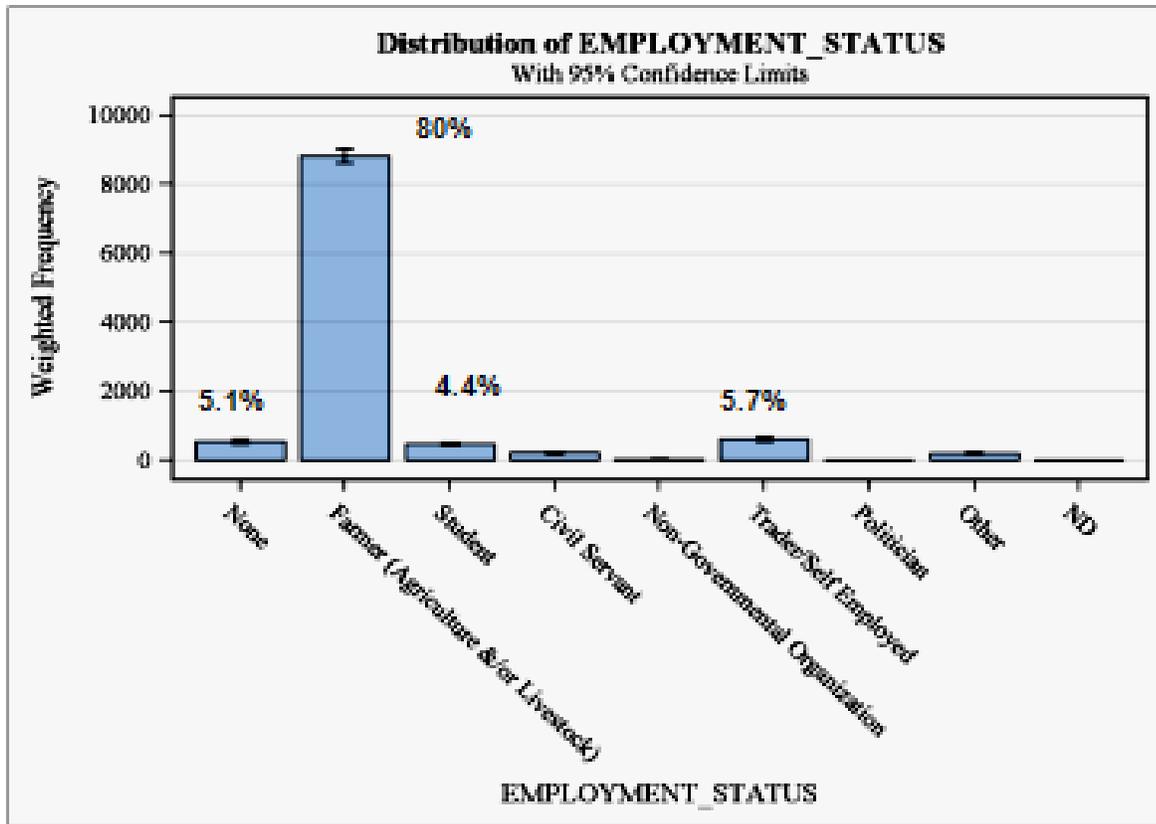
Figure 4: Characteristics of adult according to age-sex group



Source: RGB-CRC 2013 Survey primary data

Figure 4 above shows the population pyramid according to age group and sex. It is easily observable that the largest parts of the respondents are almost equally divided between males and females and between 21 and 45 years old. This gives hope in that the majority of the responding population is active age.

Figure 5: Characteristics of adults according to employment status



Source: RGB-CRC 2013 Survey primary data

Figure 5 above shows the distribution of respondents according to employment status. 80% of the respondents are farmers and 5.7% are self employed. This confirms the hypothesis that the study was conducted mainly in rural areas where farmers are predominant. About 85% of the Rwandan population live in the rural area².

² Op cit. p.28

CHAPTER 2: SERVICE DELIVERY IN THE EDUCATION SECTOR

2.1. Background

The Government of Rwanda has embarked on transforming the nation into a knowledge-based economy by putting in place programs like Nine Year Basic Education Programme (9YBE), which was upgraded to Twelve Years Basic Education(12 YBE) for all. This makes the six years of primary school and the six years of secondary school free and compulsory for all children in Rwandan Government schools. These programs as envisaged in the EDPRS are designed to provide quality basic education for Rwanda's youth and make them competitive on the labour market not only in the country but also in the region. This survey therefore sought to gauge the performance of this sector in terms of quality, participation of population in planning of activities and convenience of the service to the citizens.

2.2. Findings in education

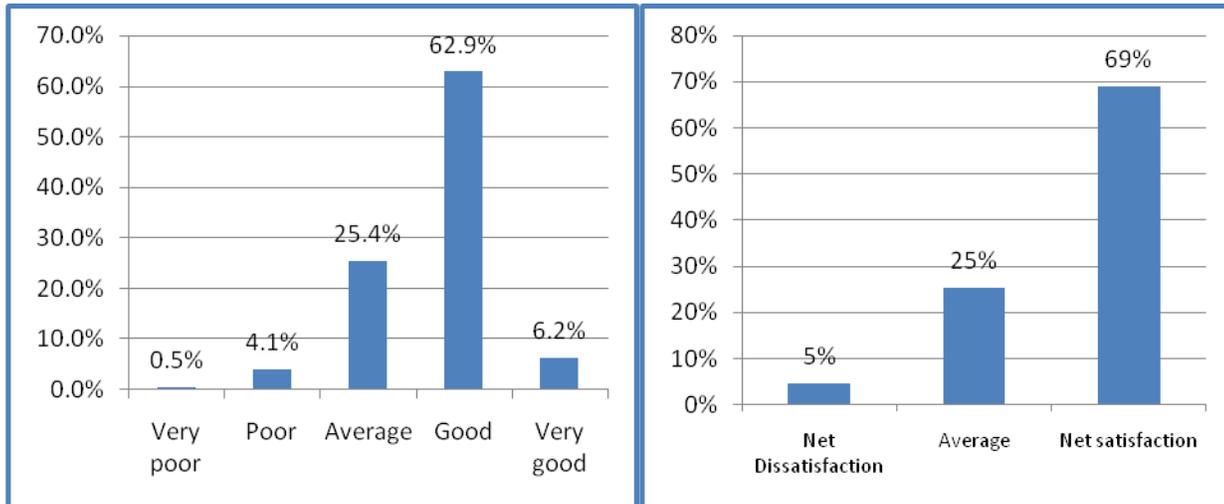
For the quantitative evaluation, some indicators were used to assess citizen's satisfaction with education services. These were: (i) satisfaction with the way education services were delivered, (ii) role played by the citizen in planning education services, (iii) level of education service provision, (iv) distances covered from home to schools, and (v) where more effort is needed to strengthen the education services.

Note that the survey questions pertaining to education were administered to all respondents regardless of whether they had children in school at the time or not

2.2.1. Level of satisfaction with delivery of education services

In order to get the appreciation of the respondents on level of satisfaction with delivery of education services, the respondent had to give a score from 1 to 5 meaning that 1 was the less appreciated (very poor), 2(poor), 3(average), 4(good) and 5 was the most appreciated (very good). The results are displayed in Figure 5 below.

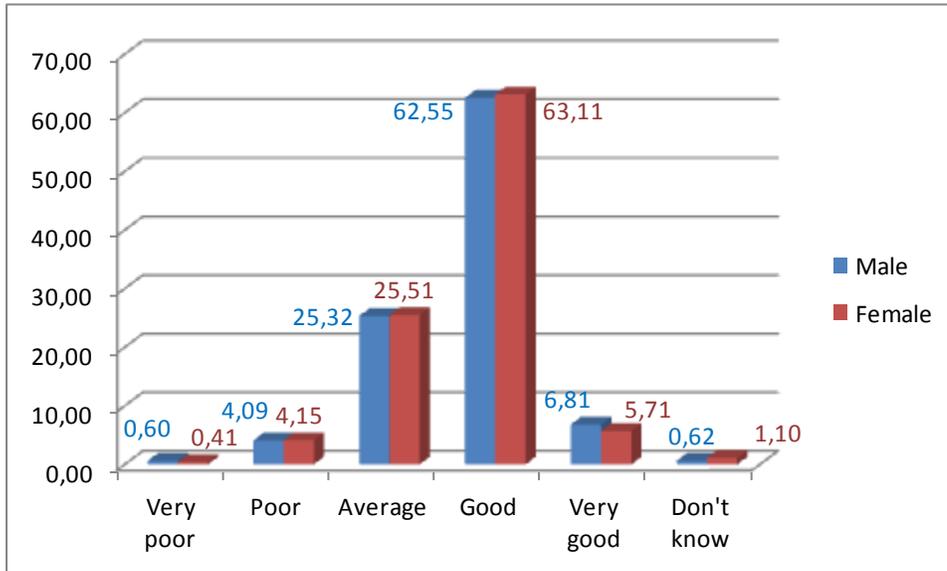
Figure 6: Level of satisfaction with education services



Source: RGB-CRC 2013 Survey primary data

Figure 6 above depicts the citizens' overall level of satisfaction with education services. It shows that at national level, 62.9% of respondents rated the level of satisfaction with education services as good, 6.2% of respondents rated it as very good while 25.4% rated the level of satisfaction of education services as average. This makes those who rated the level of satisfaction with education services as good and very good (net satisfaction) to be 69% of the respondents at the national level, those who rated the level of satisfaction with education services as poor and very poor (net dissatisfaction) were 5% of respondents and 25% of respondents rated education services as average at the national level. Their reasons ought to be analysed, then explanations for their dissatisfaction be given.

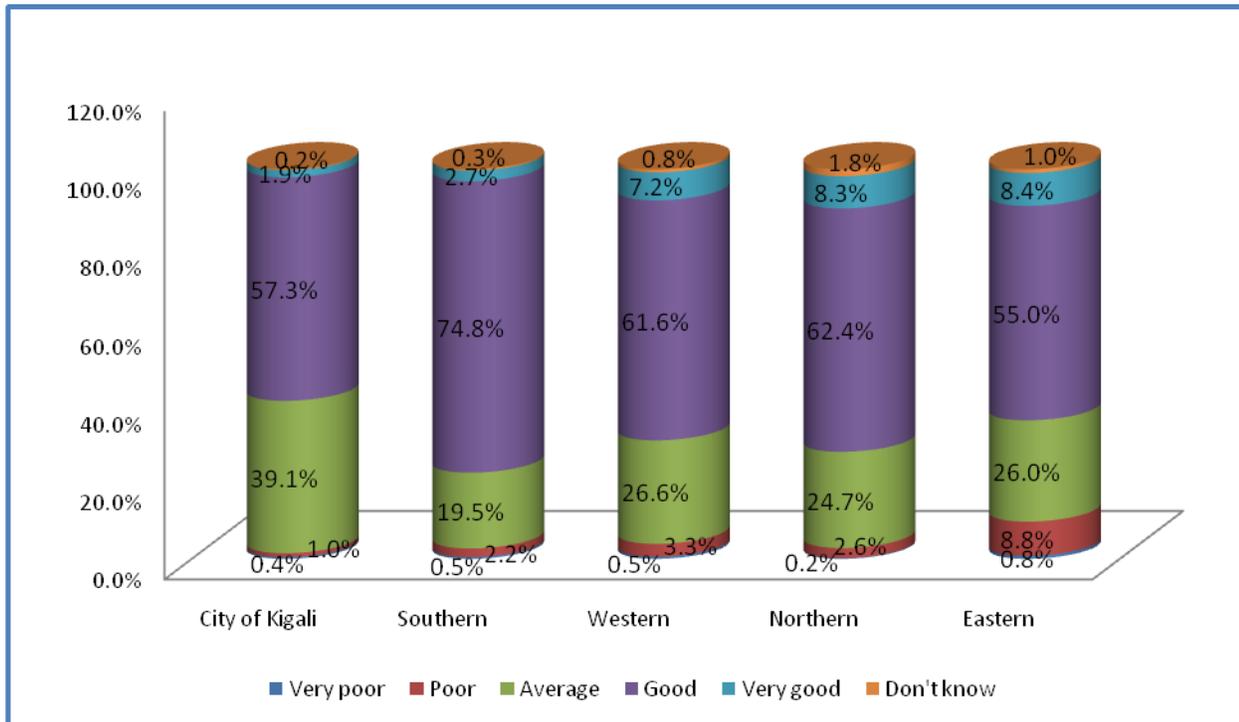
Figure 7: Level of satisfaction with education services by sex



Source: RGB-CRC 2013 Survey primary data

Figure 7 above shows that when data is disaggregated according to sex, we observe that there is almost an equal level of satisfaction with education services between the male and female respondents. Among the 62.9% respondents that rated the level of satisfaction with education services as good, 29.2% were male while 33.7% were female. Among the 6.2% that rated the services as very good, 3.2% were male, while 3.0 were female.

Figure 8: Level of satisfaction with education services by province



Source: RGB-CRC 2013 Survey primary data

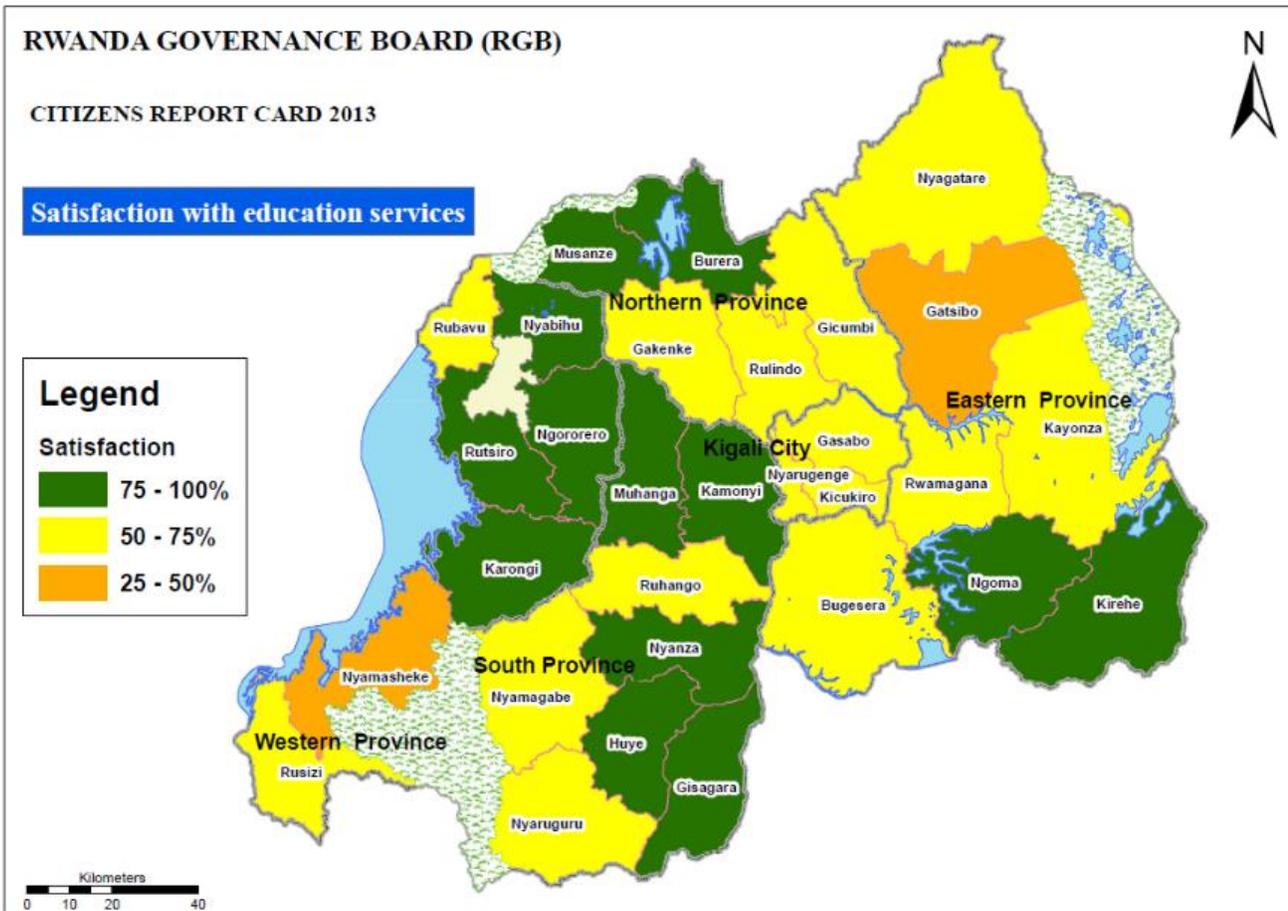
Figure 8 above shows the citizens' level of satisfaction with education services by provinces. The most satisfied province is the Southern Province, with respondent's satisfaction of 77.5% for good and very good combined, followed by the Northern Province with 70.7%, the Western Province with 68.8%, the Eastern Province with 63.4% and the City of Kigali with 59.2%. The "average" rating is significant in the City of Kigali, at 39.1%, which is more than a third of respondents, to be regarded as those who could not say whether they were satisfied or not. Regarding the dissatisfaction perceptions, the Eastern Province was the most dissatisfied, with 9.6% of respondents perceiving the services to be "poor and very poor" combined, followed by the Western Province with 3.8%, the Northern Province with 2.8%, the Southern Province with 2.7% and the City of Kigali with 1.4%.

Table 3: Level of satisfaction with education services by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Huye (88.8%) Nyanza (88.3%) Ngoma (86.6%) Gisagara (85.8%) Nyabihu (83.6%) Rutsiro (81.7%) Ngororero (79.0%) Muhanga (76.9%) Karongi (76.8%) Burera (76.5%) Kirehe (76.2%) Musanze (76.0%) Kamonyi (75.2%) (13 Districts)	Ruhango (74.3%) Nyaruguru (72.8%) Gicumbi (72.3%) Rubavu (70.1%) Gasabo (68.0%) Gakenke (65.3%) Kayonza (65.2%) Bugesera (65.2%) Rulindo (64.2%) Rwamagana (62.6%) Nyamagabe (58.3%) Rusizi (57.8%) Nyarugenge (53.8%) Nyagatare (53.2%) Kicukiro (52.0%) (15 districts)	Gatsibo (41.7%) Nyamasheke (41.5%) (2 districts)	Gatsibo (21.1%) Kayonza 13.5%) Nyagatare (10.3%) Rwamagana (10.3%) (4 districts)

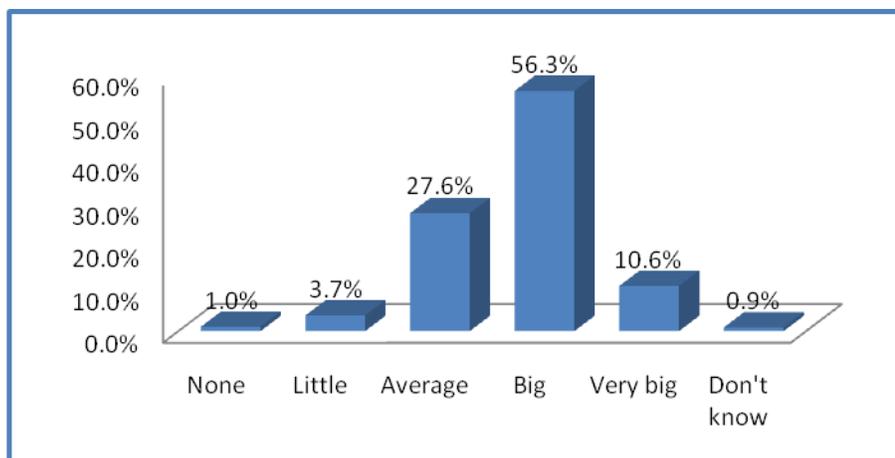
Source: RGB-CRC 2013 Survey primary data

Table 3 above shows the different categories of citizens' level of satisfaction with education services by districts. 13 districts had a net satisfaction of above 75%, 15 districts had a net satisfaction of between 50% and 75%, 2 districts, a net satisfaction between 25% and 50% and 4 districts had a net dissatisfaction above 10%. The national illustration is found in the map below.



2.2.2. Assessment of the citizens' role in planning education services

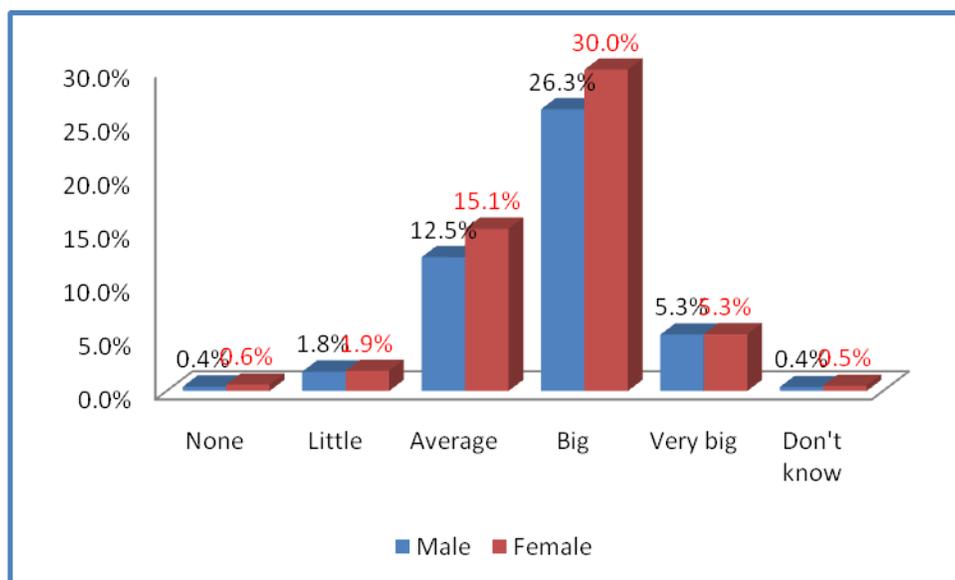
Figure 9: The citizens' role in planning education services



Source: RGB-CRC 2013 Survey primary data

Figure 9 above shows the overall level of the citizens’ role in planning education services. The role played by citizens in planning education services is depicted as quite big, given that 66.9% of the respondents indicated that their role was “big”, (56.3%) or “very big”, (10.6%). A small percentage responded that the role they played was none (1.0%) or little (3.7%), which ought to be looked into by relevant authorities.

Figure 10: Perceptions on the citizens’ role in planning education services disaggregated by sex.

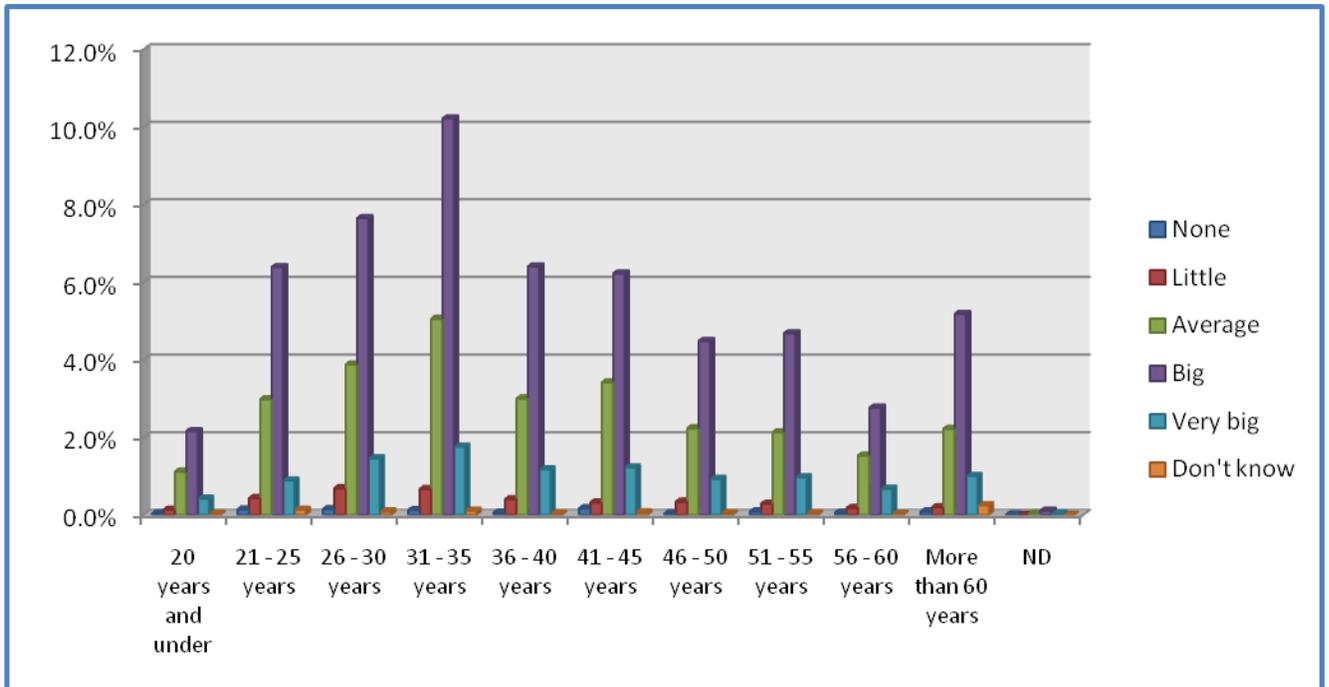


Source: RGB-CRC 2013 Survey primary data

Figure 10 above shows the role played by citizens in planning education services disaggregated according to sex. Among the 56.3% of respondents that think the role they play in planning education services is “big”, 26.3% are males while 30.0% are females. Both females and males perceive their participation as “very big” in equal numbers, at 5.3% of each sex. It’s worth noting that their perception of the role they play is rated at 66.9% when the “good and very good” categories of respondents are combined. Respondents that perceived their participation to be either little or none or didn’t know are very closely divided between males and females, with females’ number higher than the males’ by only 0.1% in either category. In any case these are a very low minority, only 5.6% in all.

Generally, the perception by both males and females of their levels of participation in planning education services does not seem to indicate a major difference according to sex.

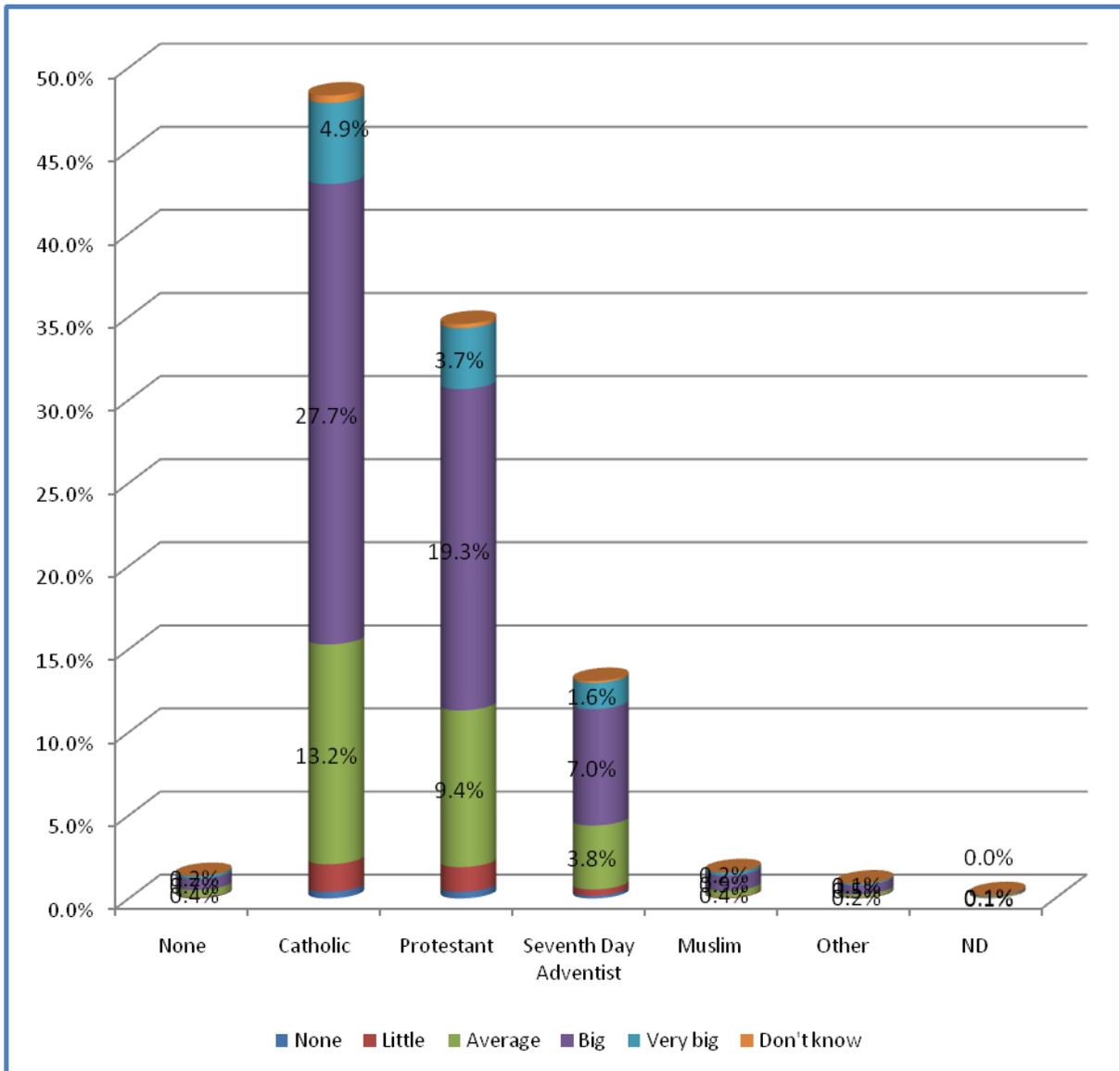
Figure 10: Perceptions on the citizens’role in planning education services disaggregated by age.



Source: RGB-CRC 2013 Survey primary data

The general perception of almost all age groups on the role played by citizens in planning education services has the same tendency, with almost all age groups affirming that citizens play a “big, very big or average” role. This perception is predominantly expressed by citizens between 21 and 45 years old, although respondents aged between 46 and 60 or above also affirm their participation at respectable levels.

Figure 11: Perceptions on the citizens' role in planning education services disaggregated by religion.

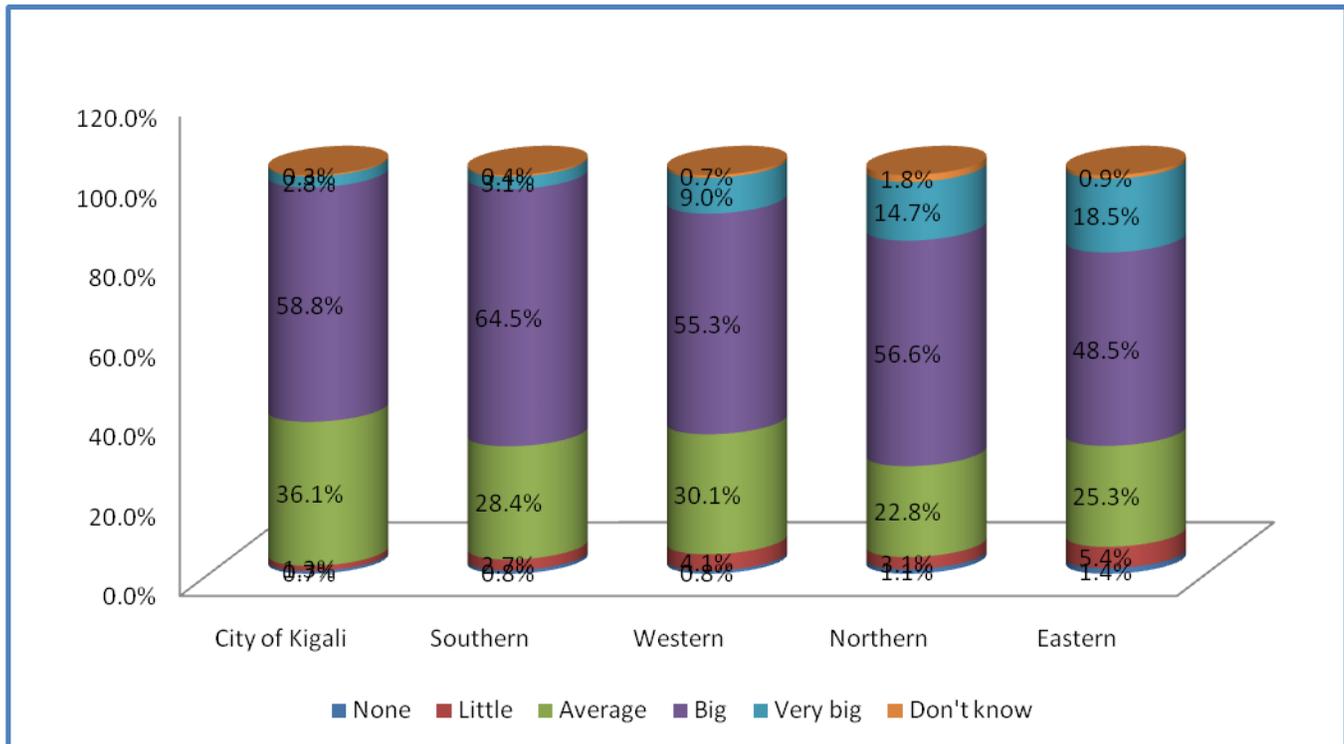


Source: RGB-CRC 2013 Survey primary data

The general perception of the three main christian denominations on the role played by citizens in planning education services have the same tendency with all the three affirming that citizens play “big and very big roles. The Catholic denomination respondents’ perception is highest, followed by Protestants and Seventh Day Adventists in that order. These three affiliations

constituted the majority of the respondents. Responses from other religious groups were very low.

Figure 12: Citizens' role in planning education services disaggregated by province



Source: RGB-CRC 2013 Survey primary data

Figure 13 above shows the role played by citizens in planning education services by province. Responses from the Northern Province indicate that citizens played a bigger role in planning education services than other provinces. Their score “big and very big” combined was 71.3%, compared to the Southern Province with 67.6%, the Eastern Province with 67.0%, the Western Province with 64.3% and the City of Kigali with 61.6%.

The Eastern Province leads in indicating a poor role played in planning education services, with 6.8% of “big and very big”, followed by the Western Province with 4.9%, the Northern Province with 4.2%, the Southern Province with 3.6% and the City of Kigali with 2.0%.

Table 4: Citizens' participation in planning education services disaggregated by districts

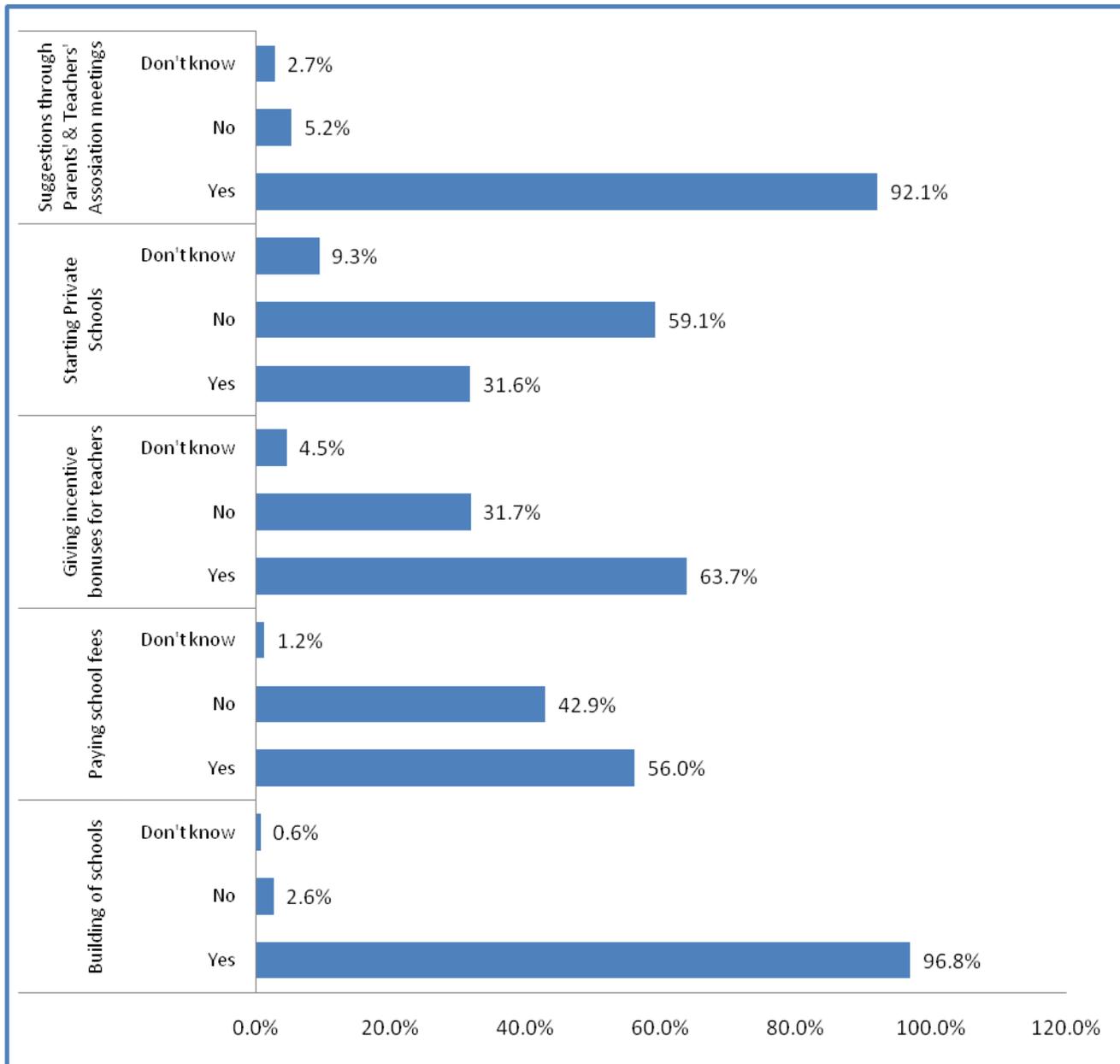
Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Gisagara (84.3%) Nyanza (82.7%) Huye (82.7%) Ngoma (82.6%) 4 Districts	Kirehe (74.9%) Burera (74.4%) Gakenke (73.9%) Gasabo (72.8%) Nyabihu (72.6%) Rutsiro (72.5%) Rwamagana (72.0%) Kayonza (72.0%) Gicumbi (71.9%) Karongi (71.0%) Ngororero (70.7%) Musanze (69.9%) Rubavu (69.3%) Nyaruguru (66.0%) Rulindo (65.0%) Bugesera (63.1%) Ruhango (61.0%) Gatsibo (55.9%) Nyagatare (55.3%) Nyarugenge (54.2%) Muhanga (53.8%) Rusizi (52.9%) Kicukiro (52.8%) Nyamagabe (52.5%) 24 Districts	Kamonyi (47.7%) Nyamasheke (47.3%) 2 Districts	Gatsibo (16.9%) Nyamagabe (13.4%) 2 Districts

Source: RGB-CRC 2013 Survey primary data

Table 4 above shows the participation of residents in planning education services, the ranking indicated above shows that 4 districts were satisfied with their participation with over 75%; 24 districts were satisfied with that role at the rate of 50%-57% only two districts were satisfied at the rate of 25%-50%. It is also worth noting that 2 districts had a significant level of dissatisfaction above 10%, it is important to conduct more assessment in these two districts to determine causes of this dissatisfaction so that appropriate remedial actions can be taken.

2.2.3. Appreciation of the citizens' role in education services

Figure 13: Appreciation of the citizens' role in education services



Source: RGB-CRC 2013 Survey primary data

Figure 14 above illustrates the overall levels of the role played by citizens in education services. Two areas in which the citizens play a very big role clearly stand. These are: 1) Giving suggestions through the Parents' and Teachers' Associations. Here, the citizens affirmed their role to be 92.1%, an overwhelming majority compared to 5.2% that responded with "no", indicating that they played no

role at all, and 2.7% of “don’t know”, indicating that they were unaware of education services and activities.

2) Building of schools, where the citizens’ 96.8% “yes” responses clearly show their big role in building public schools. A very small minority of the citizens, only 2.6%, answered “no”, explicitly saying they did not participate in this education service, while an even smaller minority, 0.6%, indicated to be unaware of this service/activity.

3) “Starting private schools”: 59.1% of the citizens, i.e. the majority, indicated that they played no role. 31.6% of the citizens, a fair number, affirmed that they participated in building private schools. The rest of the citizens (9.3%) indicated that they knew nothing about the building of private schools.

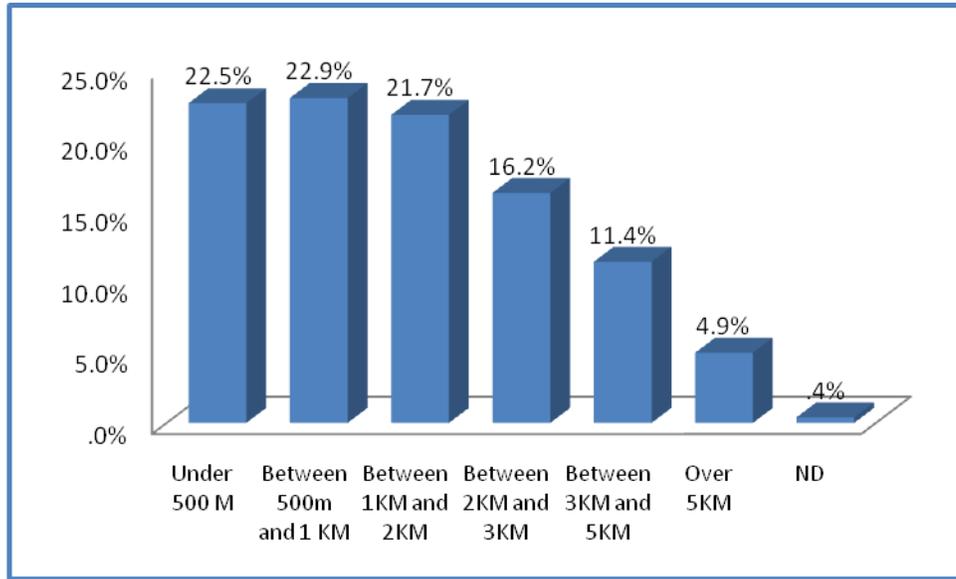
4) Giving bonus incentives for teachers: the majority (63.7%) indicated that they played a role. 31.7%, almost about a third of the respondents responded negatively regarding their role in this activity. Those who indicated to be unaware were 4.5%.

5) Paying school fees: 56.0%, were affirmative. However, 42.9% of the participants, quite a big section, showed that they did not play any role in this service. Only a small minority of 1.2% claimed to be unaware of this service.

It is clear that, overall, the bigger percentages of citizens show that they played an active and affirmative role in all the indicated education service/activity areas, except for starting private schools. Nevertheless, sections of citizens that responded in the negative were also high, particularly regarding services/activities to do with giving incentives for teachers and paying school fees. The real causes for this situation ought to be researched by the relevant bodies and if and when identified be rectified according to the proposed recommendations. Sections of citizens that professed ignorance by responding with “don’t know”, though a small minority should also be looked into.

2.2.4. Distance covered to attend school

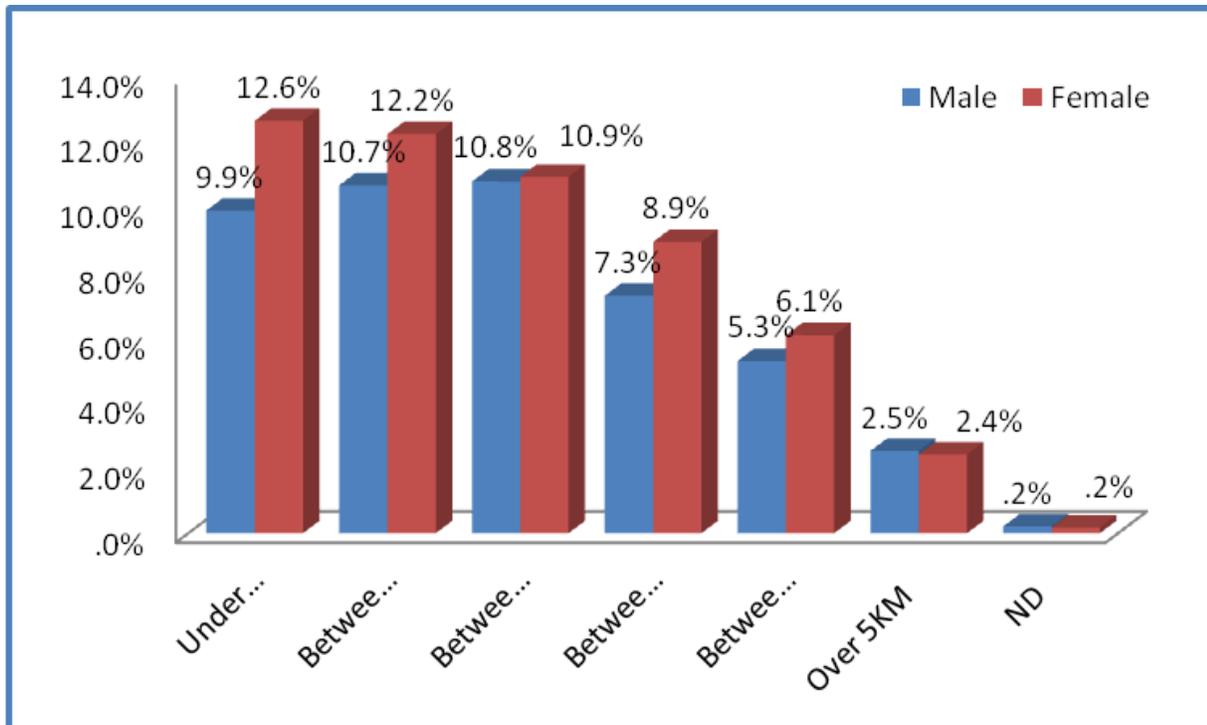
Figure 14: Distance traveled to get to school



Source: RGB-CRC 2013 Survey primary data

Figure 15 above shows the distance traveled by children to get to school. The national status of this indicator shows that 45.4% children travel 1 km and less to go to school, 21.7% children travel between 1 km and 2 km to get to school which means that 67.1% children travel 2 km and less to get to school. This is a significant percentage and a good indicator with regard to the distance travelled to school.

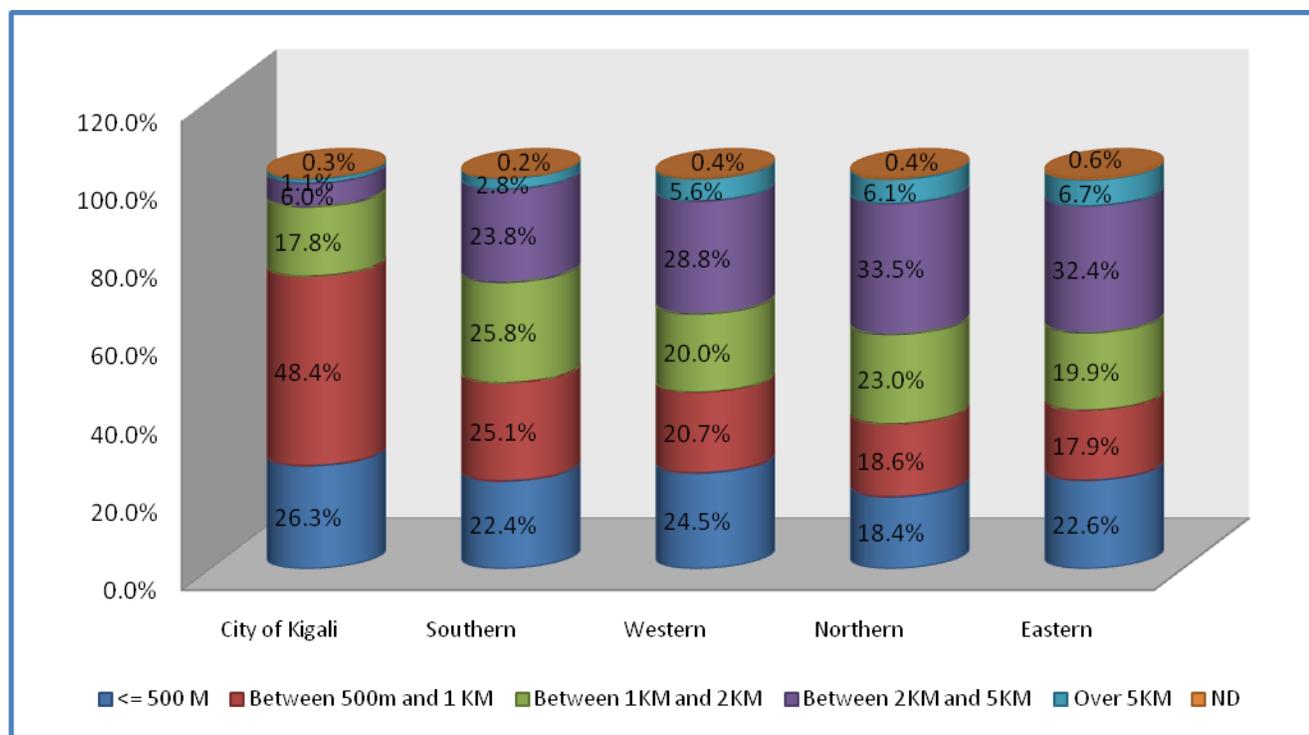
Figure 15: Distance traveled to get to school according to sex.



Source: RGB-CRC 2013 Survey primary data

Figure 16 above shows the distance traveled by children to get to school according to sex. The general trend for both sexes is the same whereby the biggest percentage for both males and females are those who travel between 2km and 5km at 12.6% and 15.0% respectively. The least category is those who travel over 5km at 2.5% and 2.4% for males and females. It is also worth noting that those who travel under 500m up to 1km is over 20% for both females and males, which is a good indicator with regard to the distance traveled to school.

Figure 16: Distance traveled to get to school according to provinces



Source: RGB-CRC 2013 Survey primary data

Figure 17 above shows the distances traveled by children to get to school by province. In the City of Kigali, the majority of children, about 48.4%, travel between 500m and 1km. A good number of 26.3% travel under 500m, 17.8% travel between 1km and 2km. Only 6% of the children travel between 2km and 5km, while a small number of 1.1% travel over 5km. Children’s travel distances in the other provinces are balanced, except in Northern and Eastern Provinces, where 33.5% and 32.4% respectively, of school children have to travel between 2 and 5km to get to their schools. Moreover, in Northern and Eastern Provinces, 6.1% and 6.7% of the children respectively travel over 5km. In this regard, the City of Kigali could serve as a model or example to other provinces concerning actions aimed at bringing education services closer to the citizens.

Table 5: Distance traveled to get to school according to districts.

Districts traveled under 2 km to school with above 75%	Districts traveled under 2 km to school with between 50% and 75%	Districts traveled under 2 km to school with between 25% and 50%
Kicukiro (97.6%) Gasabo (90.9%) Nyarugenge (90.2%) Nyaruguru (87.2%) Nyabihu (83.3%) Gisagara (82.1%) Rutsiro (80.3%) Huye (78.4%) Karongi (78.3%) Musanze (78.1%) Rusizi (75.1%) (11 Districts)	Rwamagana (70.9%) Ruhango (70.0%) Nyamagabe (69.4%) Kamonyi (69.4%) Bugesera (67.5%) Kayonza (66.6%) Nyanza (64.7%) Gatsibo (64.7%) Muhanga (62.5%) Nyagatare (61.6%) Gicumbi (61.3%) Rubavu (57.9%) Burera (56.5%) Rulindo (56.2%) Gakenke (51.7%) Nyamasheke (50.3%) (16 districts)	Kirehe (48.9%) Ngoma (43.4%) Ngororero (25.0%) (3 districts)

Source: RGB-CRC 2013 Survey primary data

Table 5 above shows the distance traveled by children to get to school, by districts. The general trend for performance of the districts with regard to this indicator is almost the same where the biggest percentages recorded are those of children who travel between 500m and 1km. In this category, Gasabo District has the highest percentage of 52.98% while Kicukiro and Nyarugenge have 48.54% and 43.55% respectively. It is important to note that those who travel between 1km and 2km have the lowest percentages in Kigali City Districts where there are no children who travel between 2km and 5km. This is the highest percentage at the national level.

In the Southern Province, the biggest percentages recorded are between 1km and 2km as well as those between 2km and 5km. Nyanza, Muhanga and Kamonyi Districts have the highest percentages for these distances.

In the Northern Province, the biggest percentages recorded are for distances between 2km and 5km, with Gakenke at 41.9%, Nyamasheke at 39.4%, Rulindo at 36.1% and 34.1 for Burera. All those rates show more than a third of school are children affected. However, Musanze residents showed a significant number of 49.5% of children covering less than 500m.

In the Eastern Province, the biggest percentages recorded are between 2km and 5km, with Ngoma at 51.7%, the highest, with Kirehe also posting a significant percentage of 43.3%. There is also clear evidence that some school children still have to cover more than 5 km to get to their schools (highest: Kayonza-9.5%, Nyagatare-8.4%, Rwamagana-8.0%). On the other hand, Gatsibo District has a significant percentage of 44% that cover distances less than 500m, which is a good indicator with regard to a nationwide rationale for reducing distances covered to schools throughout the province.

In the Western Province, the biggest percentages recorded are for distances between 2km and 5km, with Ngororero at 64.3%, the highest, and Nyamasheke at more than a third, with 39.4%. On the other hand, Nyabihu District has a significant percentage of 66.6% that cover less than 500m. Ngororero District has a relatively high rate of 10.7% that travel over 5km, a poor indicator of the quality of education services in the province.

In general, all the indicators show little uniformity in terms of distances to get to schools, whether comparing between provinces or between districts within a specific province.

The national illustration is found in the map below.

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2013

Distance traveled to get to school under 2 KM

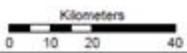
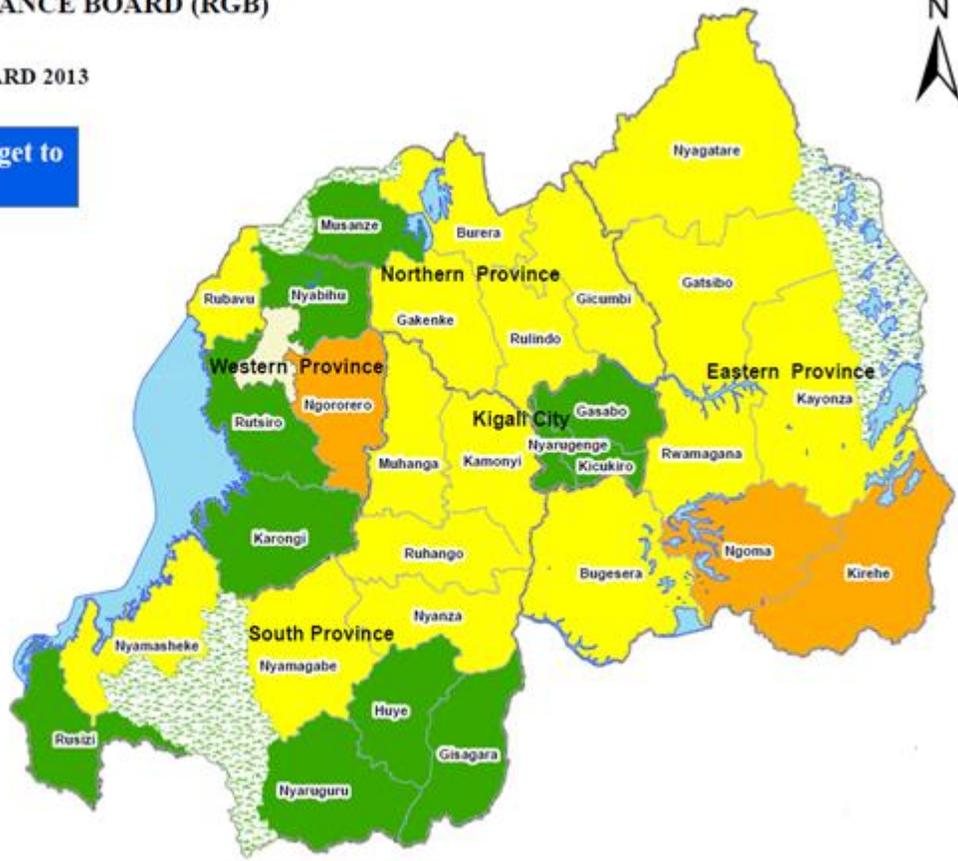
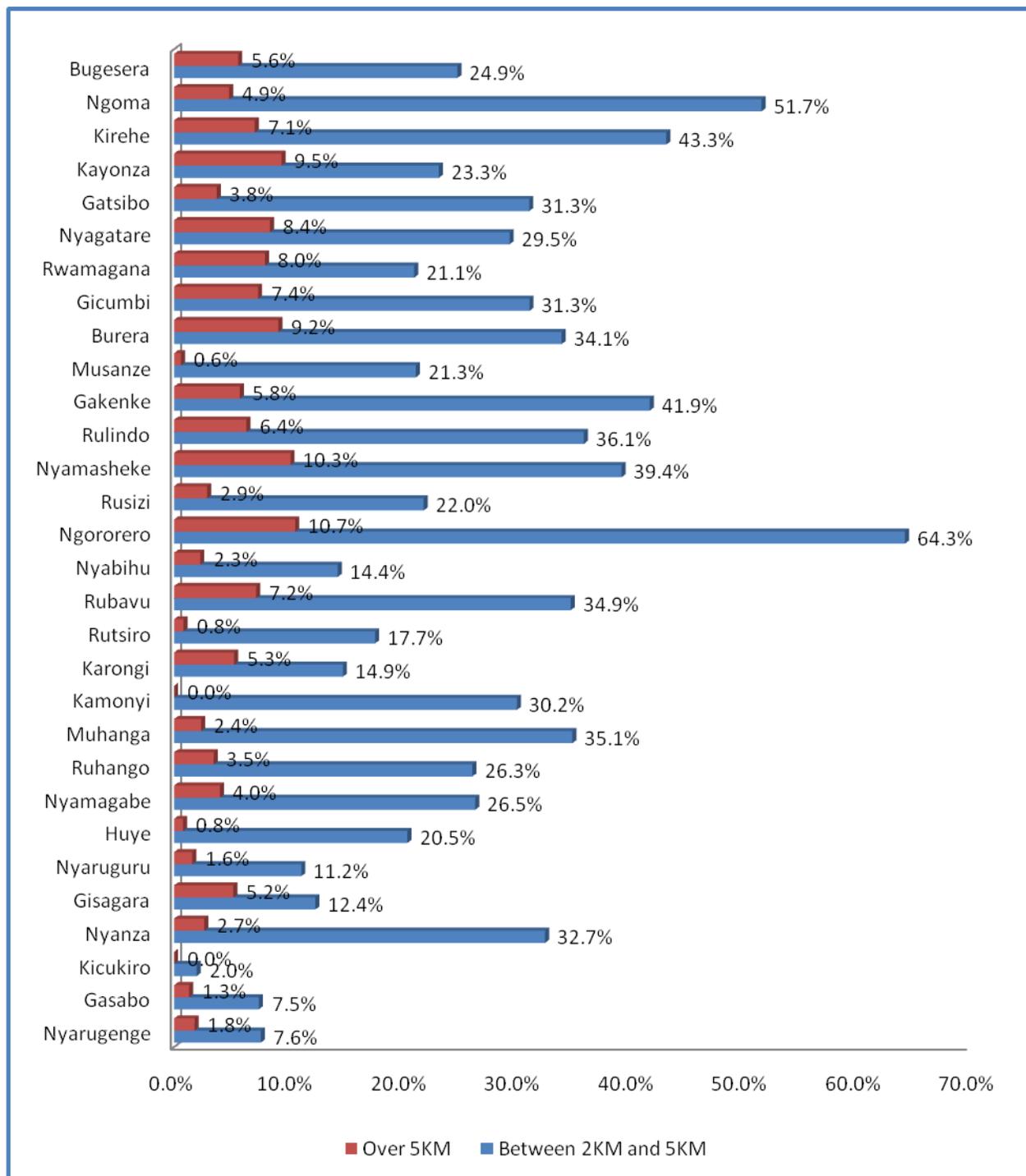


Figure 17: Comparison of distances covered to get to school according to districts (2-5km & over)



Source: RGB-CRC 2013 Survey primary data

Figure 18 shows the comparison of all districts considering distances between 2km and 5km as well as over 5km. Concerning distances between 2km and 5km, Ngororero with 64.3% has the highest percentage, followed by Ngoma with 51.7%; Kirehe with 43.3%; Gakenke with 41.9%; Nyamasheke with 39.4%; Rulindo with 36.1% and Muhanga with 35.1%. These are highly significant percentages as they significantly impact on more than the third of the citizens.

As for distances over 5km, Ngororero, Nyamasheke, Kayonza, Burera, Nyagatare and Rwamagana have significant percentages, ranging between 8 and 10.7%.

Highlights for distances traveled to get to school:

A high proportion of school children (about 68%) travel less than 2 km to get to their schools;

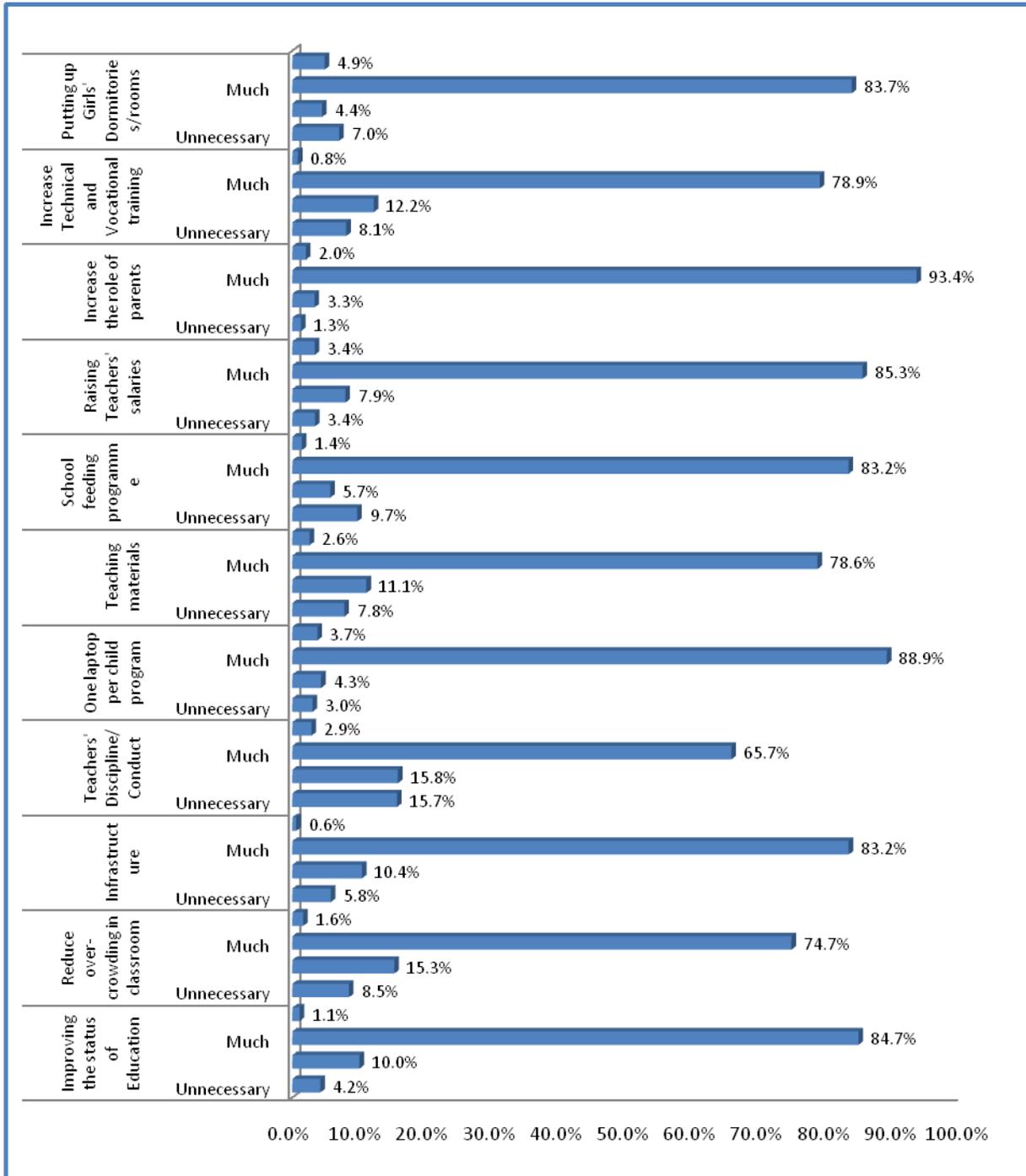
Significant differences were found in districts about distance travelled to get to school:

In the City of Kigali, districts seem to have the highest proportions which make the lowest distance (*i.e.* >500m, 500m to 1km, and 1km to 2km).

Ngororero District in the Western Province seems to have the highest proportion of school children who have to cover long distances to get their schools. In the same province, however, Nyabihu District seems to be in a very good position (66.6% traveling a distance shorter than 500 m).

2.2.5. Areas where more effort is needed in education services

Figure 18: More effort needed



Source: RGB-CRC 2013 Survey primary data

Figure 19 above indicates the overall, general views and perceptions of the citizens concerning various areas in education services in which more effort is needed in order to improve education standards. First, it is worth noting that a vast majority of respondents of 93.4% responded that more effort was needed to increase the role of parents'. It is followed by the 'One Laptop per Child' project, with 88.9% of the respondents who perceived it as needing more effort to be put in.

With the exception of Teachers' Discipline/Conduct that still had a respectable 65.7% of respondents for more effort needed, five of the indicated areas had between 83.2% to 85.3% of respondents recommending that much effort was needed, while three areas had between 74.7% and 78.9% of respondents whose perception was of more effort being needed.

However, there are some citizens who viewed more effort in these service/activity areas of education as either "not necessary" or "not much", while the minority indicated ignorance. The causes of these negative perceptions ought to be researched by relevant authorities to find reasons and solutions.

2.3. Conclusions and Recommendations

It can be inferred from the information in this section that, at the national level, 62.9% of the respondents rated the level of satisfaction with education services as good, 6.2% of respondents rated it as very good while 25.4% rated the level of satisfaction of education services as average. This brings those who rated the level of satisfaction with education services as good and very good to 69.1% of the respondents. 4.6% of the respondents rated their satisfaction as poor and very poor, and 25.4% of the respondents rated their satisfaction as average. Their reasons ought to be analysed and then explanations for their dissatisfaction to be given.

The role played by the citizens in planning education services is depicted as quite big, given that 66.9% of the respondents indicated that their role was "big" (56.3%) or "very big" (10.6%). A small percentage responded that the role they played was none (1.0%) or little (3.7%), which ought to be looked into by relevant authorities.

Most children travel between 2km and 5km with 27.6% while the last category is those who travel over 5km at 4.9%. It is worth noting that those who travel less than 500m up to 1km are about 45% of the respondents, which is a significant percentage and a good indicator with regard to distance travelled to get to school.

From the findings of this study, it is recommended that:

- Parents-Teachers associations should sensitize and increase the parents' role in the education of their children;
- The Government through the Ministry of Education should increase effort of providing One Laptop per Child;
- All stakeholders in education sector (PTA, JADF, etc..) should build more classrooms and other educational infrastructure needed;
- The Government through the Ministry of Trade and Commerce should provide incentives to private sector individuals to invest in private schools make formal education more accessible to the poor;
- The Ministry of Education should provide more school equipment where they are needed most;
- The Government through the Ministry of Education should increase technical and vocational training centres.

CHAPTER 3: SERVICE DELIVERY IN THE AGRICULTURE AND LIVESTOCK SECTOR

3.1. Background

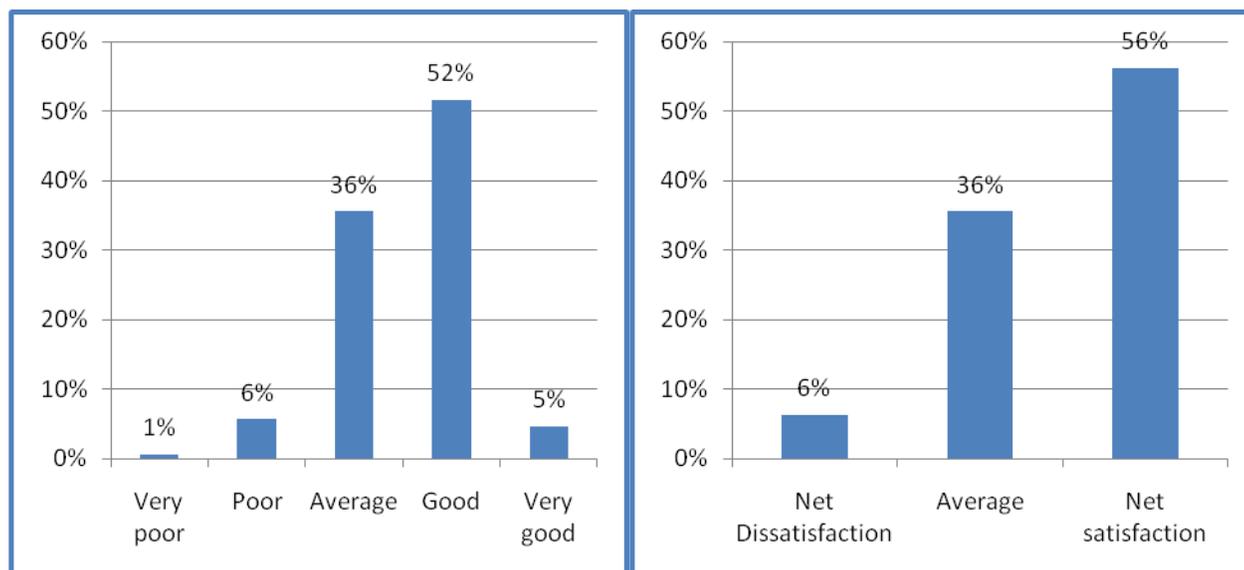
The Ministry of Agriculture and Animal Resources (MINAGRI) is the ministry in charge of agriculture policy in Rwanda. The main policy of MINAGRI is to increase production, modernize farming, reduce poverty, ensure food security and have surplus for the market.

3.2. Findings in the agriculture and livestock sector

The questions related to the agriculture & livestock section are concerned with (i) the request for agriculture and livestock services, (ii) the assessment of the services in the agricultural and livestock sector, (iii) the implementation of one cow per family and (iv) the use of agriculture and livestock services. The responses to these questions are analysed in the following paragraphs.

3.2.1. Level of satisfaction with delivery of agricultural and livestock services

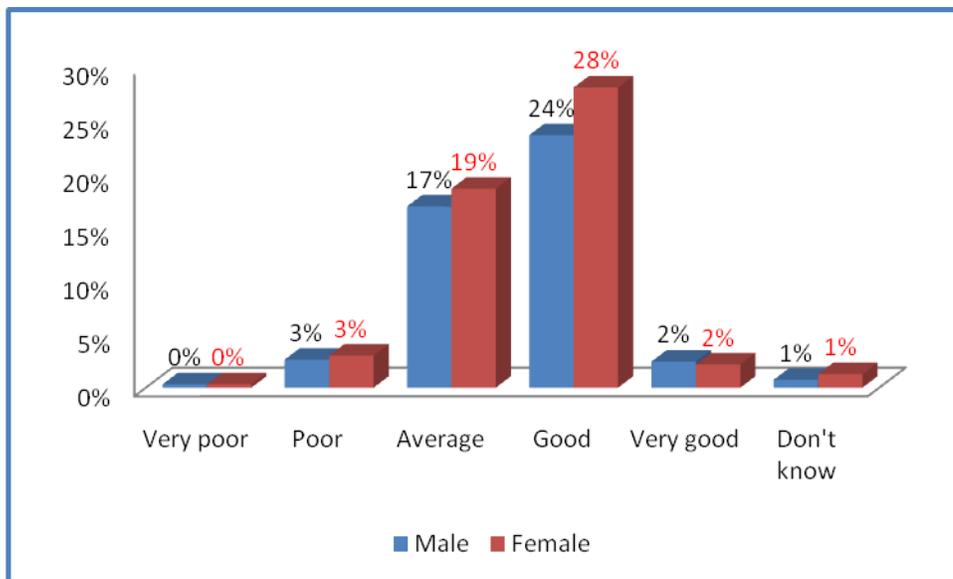
Figure 19: Extent of citizens' satisfaction with services provided in agriculture and livestock sector.



Source: RGB-CRC 2013 Survey primary data

Figure 20 above shows that the majority of the population perceives the service delivery in this sector as either good (52%) or as very good (5%), giving a net satisfaction of 56%. Those who perceive the services in this sector as average were 36% while the net dissatisfaction was 6%. It is important to note that a significant percentage appreciate services in this sector because it is an important sector where a very big percentage of the citizens are employed.

Figure 20: Level of satisfaction with agriculture and livestock services by sex



Source: RGB-CRC 2013 Survey primary data

Figure 21 shows the overall levels of the population’s satisfaction with agriculture and livestock service delivery by gender. It is clearly depicted that the majority of both females and males appreciate the services in this sector as either good (52%) or very good (4.0%), what makes 56.0%. In addition to the average perceptions (36 %,) the rest of the indicators also add up to 8% for poor and don’t know perceptions. This implies that the citizens still indicate a significant overall level of dissatisfaction with agriculture & livestock services delivery.

Table 6: Satisfaction with agriculture and livestock services by citizens in districts

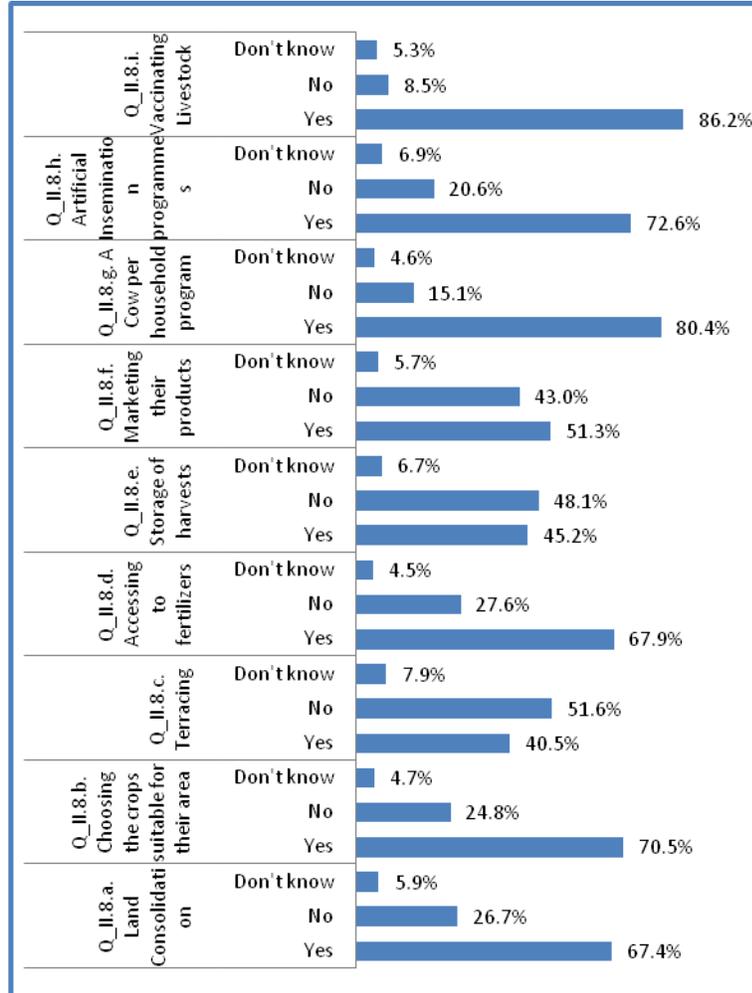
Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Ngoma (83.7%) Burera (81.3%) Kirehe (75.3%) (3 Districts)	Gicumbi (72.0%) Karongi (70.7%) Gisagara (70.5%) Gakenke (67.3%) Nyanza (65.8%) Rutsiro (65.7%) Bugesera (62.8%) Huye (62.3%) Rwamagana (61.5%) Rulindo (60.3%) Kayonza (56.3%) Ruhango (53.6%) Nyagatare (52.9%) Nyabihu (51.0%) (14 districts)	Kamonyi (49.8%) Gasabo (49.6%) Nyaruguru (49.6%) Muhanga (49.4%) Ngororero (48.0%) Musanze (48.0%) Gatsibo (47.9%) Kicukiro (46.4%) Nyarugenge (40.1%) Rusizi (38.8%) Rubavu (32.0%) Nyamasheke (30.5%) Nyamagabe (30.2%) (13 districts)	Gatsibo (17.1%) Rusizi (14.6%) Nyamasheke (13.7%) Kayonza (12.5%) Ngororero (11.3%) Nyagatare (11.2%) Rulindo (10.1%) 7 Districts

Source: RGB-CRC 2013 Survey primary data

Table 6 depicts levels of satisfaction with agriculture and livestock services by citizens. The table shows that only 3 districts were satisfied with services in this sector at more than 75%, 14 districts appreciated services in this sector at 50%-75% and 13 more districts rated this sector at 25% -50%. This shows that the highest number of districts are in the last two clusters of ranking. It is important to note that 7 districts indicated a significant level of dissatisfaction above 10%. 3 districts of the 7 are in the Eastern Province, 3 are in the Western Province while only 1 district is in the Northern Province. The national illustration is found in the map below.

3.2.2. Levels of citizens' participation in agriculture and livestock services

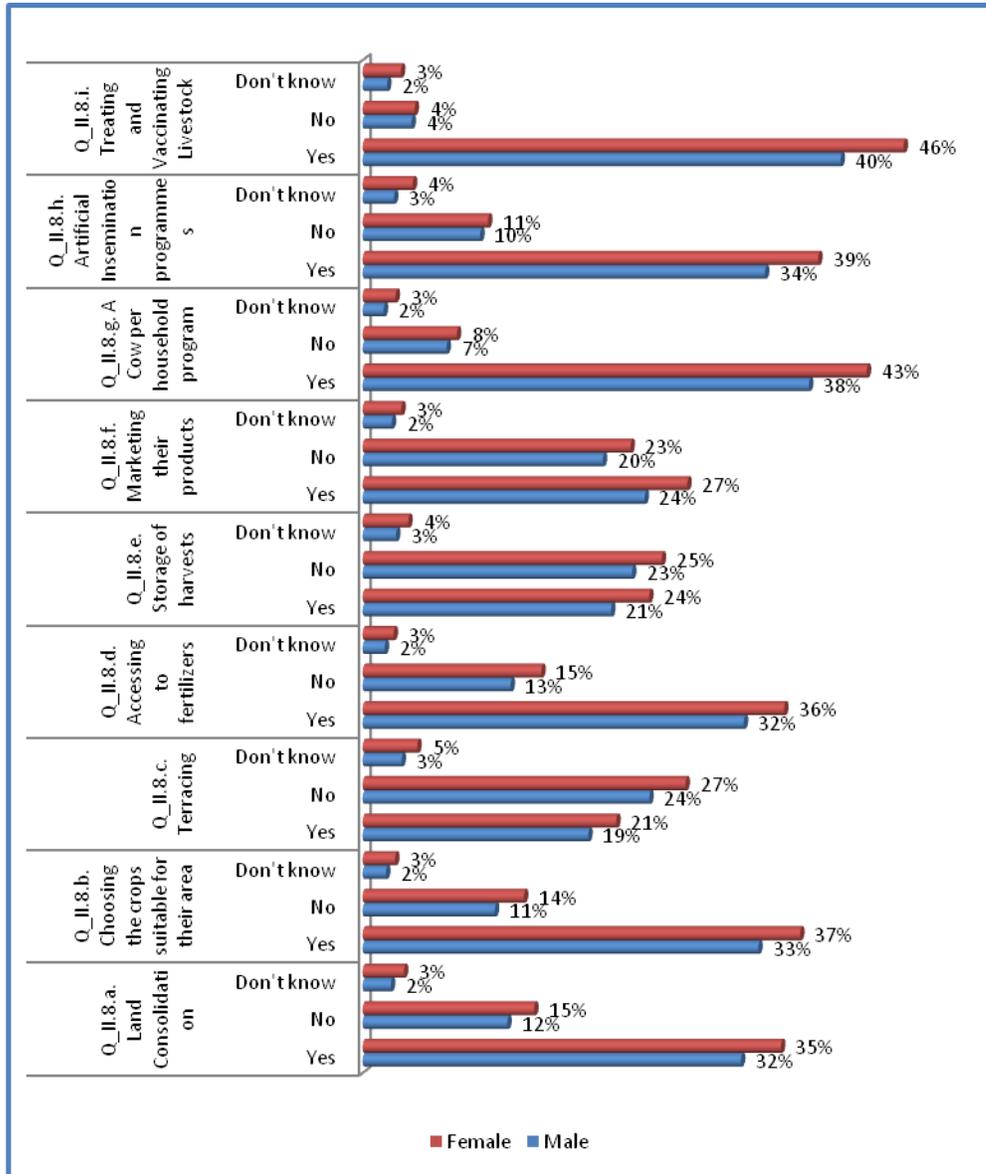
Figure 21: Citizens' participation in agriculture and livestock activities



Source: RGB-CRC 2013 Survey primary data

Figure 22 shows the overall levels of the citizens' participation in agriculture and livestock activities from a national perspective. Apart from terracing and storage of harvests activities in which the citizens responded with "no" as to whether they participate, significant with rates of 51.6% and 48.1% respectively, a very big majority of the citizens were affirmative, responding with "yes" regarding their participation in seven of the nine indicative activities. Vaccinating livestock was rated highest at 86.2%, followed by the one cow per family program at 80.4%. The remaining five activities scored in high 60's and low 70's. Overall, therefore, this gives a national perspective of high levels of participation by citizens in agriculture and livestock activities.

Figure 22: Citizens' participation in agriculture and livestock activities by sex



Source: RGB-CRC 2013 Survey primary data

Figure 23 presents the overall view of citizens' participation in agriculture and livestock activities by sex from a national perspective. Out of the nine activities presented, only two indicate that a majority of citizens, though small, do not participate in agriculture and livestock activities. These are terracing, (total 51% for both sexes) and storage of harvests (total 48% for both sexes). The

affirmative responses were quite high in the remaining seven activities led by treating and vaccinating livestock (total: 86% for both female and male respondents), followed by the one cow per family program (total: 81% for both female and male respondents). The vital agriculture activity of marketing their products registered a low majority score of 51% for both females and males. The remaining four activities depict good affirmative participation ratings. It is also quite evident that in all the nine activities, the females' participation is always greater than the males'.

Table 7: Citizens' participation in agriculture and livestock programs by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Burera (87.3%) Ngoma (84.0%) Nyanza (83.6%) Gicumbi (80.6%) Gisagara (77.9%) Kirehe (76.0%) (6 Districts)	Gakenke (74.2%) Musanze (72.1%) Rutsiro (71.7%) Rulindo (71.5%) Muhanga (71.3%) Nyabihu (71.2%) Huye (70.2%) Karongi (68.9%) Rwamagana (65.5%) Kayonza (64.0%) Bugesera (63.2%) Ruhango (61.6%) Kamonyi (59.2%) Nyaruguru (54.8%) Nyagatare (53.6%) Nyamagabe (53.0%) Nyamasheke (52.1%) (17 Districts)	Rusizi (49.7%) Gasabo (49.5%) Ngororero (49.2%) Nyarugenge (40.1%) Rubavu (38.7%) Gatsibo (35.1%) Kicukiro (33.3%) (7 Districts).	Gatsibo (44.2%) Kicukiro (36.1%) Nyarugenge (29.6%). Gasabo (18.4%) Nyagatare (18.4%) Ngororero (16.4%) Rubavu (15.6%) Rusizi (15.5%) Rwamagana (13.8%) Kayonza (13.0%) Nyamagabe (12.8%) Nyaruguru (12.1%) (12 Districts)

Source: RGB-CRC 2013 Survey primary data

Table 7 above indicates the level of the citizens' participation in programs of the agriculture sector according to districts. The rating above indicates that the citizens in 6 districts rated their participation at more than 75%, while they rated their participation at 50%-70% in 17 districts, and between 25%- 50%.in 7 districts This shows that the majority of the districts appreciate the citizen's participation with 23 districts rating it at more than 50%. However, it is worth noting that a significant number of districts (12) indicated a reasonably big percentage of dissatisfaction above 10%.

Table 8: Level of satisfaction with participation in agriculture and livestock activities.

Terracing	Storage of harvests	Marketing their products	One Cow per Family program	Artificial Insemination programmes	Treating and Vaccinating Livestock
Gicumbi (76.1%)	Ngoma (80.6%)	Ngoma (78.6%)	Kamonyi (99.1%)	Ngoma (97.1%)	Kamonyi (99.5%)
Ngororero (71.3%)	Kamonyi (72.1%)	Gisagara (78.1%)	Bugesera (97.2%)	Bugesera (96.5%)	Muhanga (99.2%)
Karongi (69.3%)	Kirehe (70.7%)	Kamonyi (77.9%)	Ngoma (96.6%)	Rwamagana (95.7%)	Ruhango (98.5%)
Nyaruguru (69.2%)	Rwamagana (70.6%)	Ruhango (77.0%)	Muhanga (96.4%)	Muhanga (95.2%)	Ngoma (98.3%)
Rulindo (62.3%)	Bugesera (70.6%)	Rwamagana (74.3%)	Rwamagana (95.4%)	Kamonyi (94.6%)	Kayonza (97.6%)
Gakenke (59.2%)	Gisagara (59.5%)	Bugesera (71.5%)	Nyanza (95.3%)	Kirehe (91.6%)	Bugesera (97.6%)
Kayonza (54.4%)	Ruhango (57.0%)	Kirehe (71.3%)	Gisagara (94.5%)	Ruhango (91.3%)	Rwamagana (97.4%)
Nyabihu (52.2%)	Muhanga (55.0%)	Muhanga (66.1%)	Nyaruguru (94.4%)	Kayonza (89.5%)	Nyanza (97.3%)
Muhanga (49.4%)	Rutsiro (54.8%)	Huye (64.8%)	Huye (92.8%)	Gisagara (88.1%)	Kirehe (97.1%)
Rutsiro (48.9%)	Kayonza (53.7%)	Rutsiro (61.8%)	Gatsibo (91.8%)	Karongi (84.4%)	Gatsibo (94.9%)
Nyamagabe (48.7%)	Huye (50.7%)	Nyanza (61.7%)	Kirehe (89.8%)	Nyanza (83.3%)	Huye (94.7%)
Burera (44.7%)	Nyagatare (47.5%)	Kayonza (60.1%)	Nyamagabe (88.9%)	Nyagatare (82.1%)	Gisagara (94.0%)
Rwamagana (44.3%)	Rusizi (47.3%)	Nyabihu (59.7%)	Kayonza (87.5%)	Huye (80.5%)	Nyaruguru (93.2%)
Nyamasheke (44.1%)	Nyabihu (46.7%)	Ngororero (54.7%)	Musanze (86.9%)	Rutsiro (77.8%)	Nyabihu (92.5%)
Gisagara (43.3%)	Karongi (44.6%)	Musanze (54.7%)	Nyabihu (83.0%)	Gatsibo (76.3%)	Musanze (90.6%)
Gasabo (36.5%)	Nyanza (44.0%)	Karongi (51.9%)	Rutsiro (82.0%)	Nyabihu (70.3%)	Nyagatare (90.5%)
Ruhango (36.5%)	Nyamasheke (42.7%)	Nyamasheke (50.6%)	Karongi (81.4%)	Gakenke (69.7%)	Ngororero (88.0%)
Bugesera (35.3%)	Rubavu (42.4%)	Rusizi (49.8%)	Ruhango (80.3%)	Nyaruguru (69.6%)	Karongi (87.2%)
Huye (30.7%)	Ngororero (42.0%)	Nyagatare (48.9%)	Ngororero (80.3%)	Ngororero (67.7%)	Nyamagabe (86.1%)
Rubavu (30.7%)	Musanze (39.2%)	Burera (38.8%)	Burera (78.6%)	Gasabo (64.5%)	Nyamasheke (86.0%)
Nyarugenge (29.8%)	Gatsibo (33.9%)	Gatsibo (37.0%)	Nyagatare (78.5%)	Burera (63.5%)	Rutsiro (85.7%)
Rusizi (29.4%)	Nyarugenge (32.7%)	Nyarugenge (36.0%)	Gicumbi (74.4%)	Nyamasheke (61.8%)	Gakenke (85.5%)
Kirehe (29.3%)	Nyaruguru (32.4%)	Rubavu (35.9%)	Gakenke (71.7%)	Musanze (60.5%)	Rulindo (81.2%)
Nyagatare (20.3%)	Burera (31.1%)	Gasabo (35.5%)	Nyamasheke (68.8%)	Rulindo (56.0%)	Burera (80.7%)
Gatsibo (19.3%)	Gasabo (29.6%)	Gicumbi (32.1%)	Rulindo (64.2%)	Nyarugenge (54.5%)	Rusizi (74.9%)
Nyanza (19.0%)	Gakenke (29.2%)	Nyaruguru (31.6%)	Nyarugenge (62.9%)	Rubavu (49.9%)	Gicumbi (72.9%)
Kicukiro (18.8%)	Gicumbi (26.8%)	Gakenke (29.0%)	Gasabo (61.6%)	Nyamagabe (48.7%)	Gasabo (65.6%)
Kamonyi (13.1%)	Nyamagabe (21.7%)	Nyamagabe (22.7%)	Rubavu (60.6%)	Rusizi (47.8%)	Rubavu (63.6%)

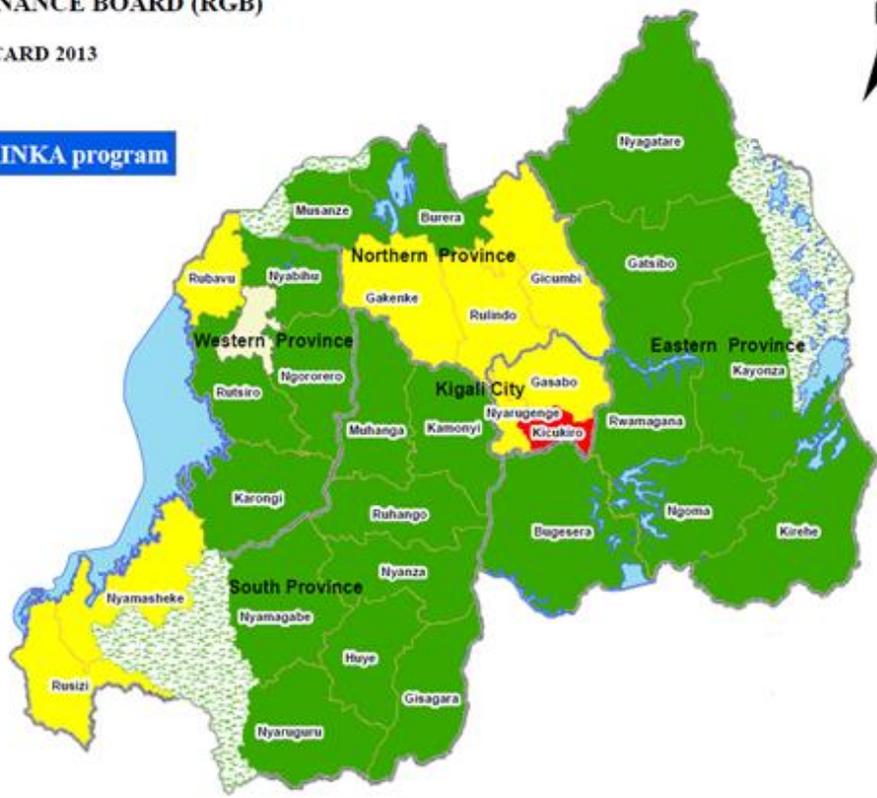
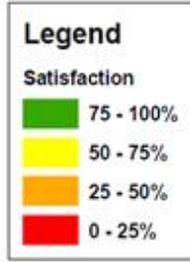
<p>Ngoma (13.1%) Musanze (7.6%)</p> <p>30 Districts</p>	<p>Rulindo (17.5%) Kicukiro (15.2%)</p> <p>30 Districts</p>	<p>Rulindo (21.0%) Kicukiro (16.4%)</p> <p>30 Districts</p>	<p>Rusizi (58.5%) Kicukiro (22.8%)</p> <p>30 Districts</p>	<p>Gicumbi (46.3%) Kicukiro (29.2%)</p> <p>30 Districts</p>	<p>Nyarugenge (57.5%) Kicukiro (31.2%)</p> <p>30 Districts</p>
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Source: RGB-CRC 2013 Survey primary data

RWANDA GOVERNANCE BOARD (RGB)

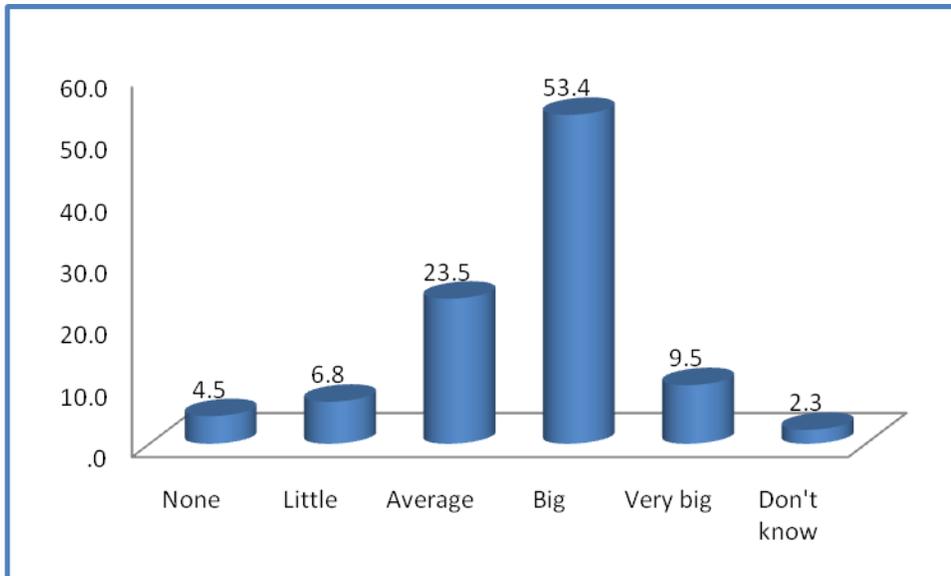
CITIZENS REPORT CARD 2013

Satisfaction in GIRINKA program



3.2.3. Citizens' role in planning agriculture and livestock services

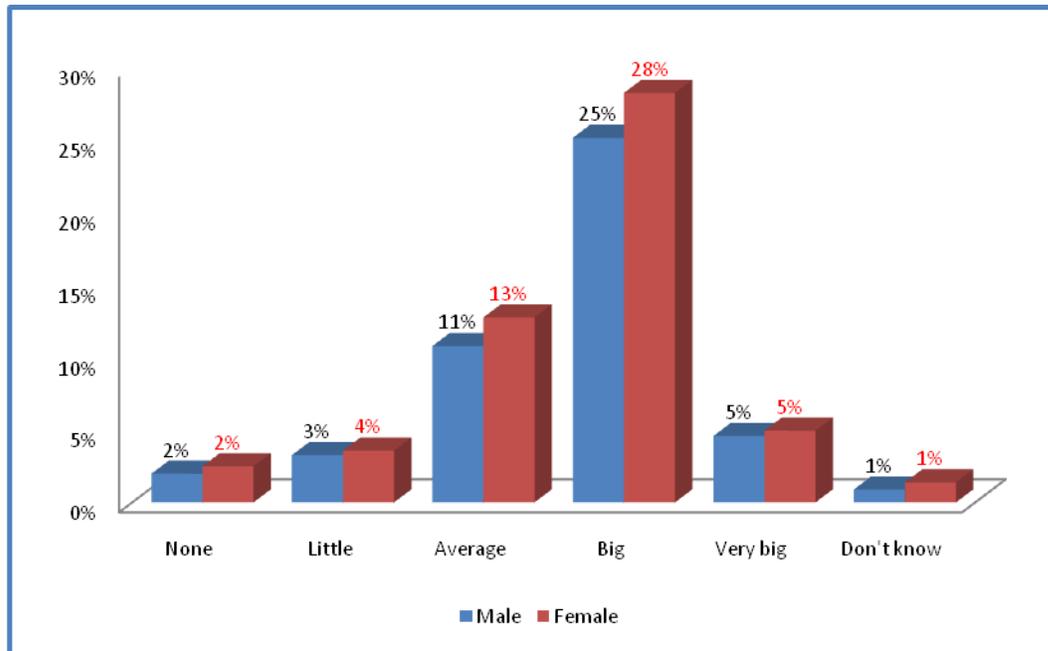
Figure 23: Citizens' role in planning agriculture and livestock services



Source: RGB-CRC 2013 Survey primary data

Figure 24 depicts the overall level of participation by citizens in planning agriculture and livestock services. It is clear that the majority of respondents viewed the citizens' participation or role as "big" (53.4%); or "very big" – 9.5%, totaling 62.9%. This indicates a positive national appreciation of the role played by the citizens in planning agriculture and livestock services. There remains the "average and other negative indicators of citizens' participation, totaling a significant 37.1% that needs a remedial action.

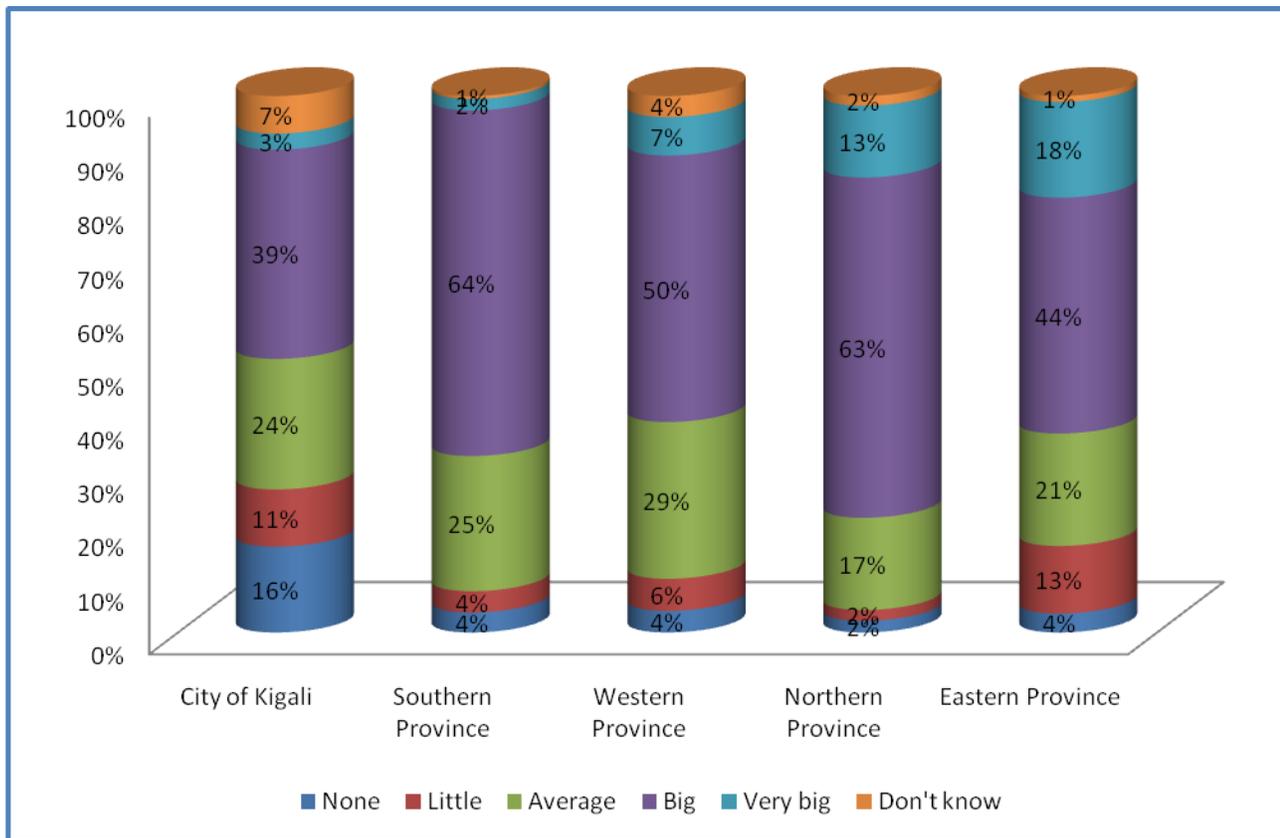
Figure 24: Level of the citizens’ role in planning agriculture and livestock services by sex



Source: RGB-CRC 2013 Survey primary data

Figure 25 above shows the overall level of participation by citizens in the planning of agriculture and livestock services by gender. Overall, the citizens’ role was rated as “big” (28% of participation by females and 25% by males, totaling 53%). The citizens’ participation was rated as “average” by 13% of females and 11% of males, totaling 24%). Both females and males were perceived to play an equal role of 5% each at the “very big” indicator of participation, totaling 10%. The big and very big levels of participation total 63%, indicating that the majority of the citizens participate in planning agriculture and livestock services.

Figure 25: Citizens' role in planning agriculture and livestock service delivery

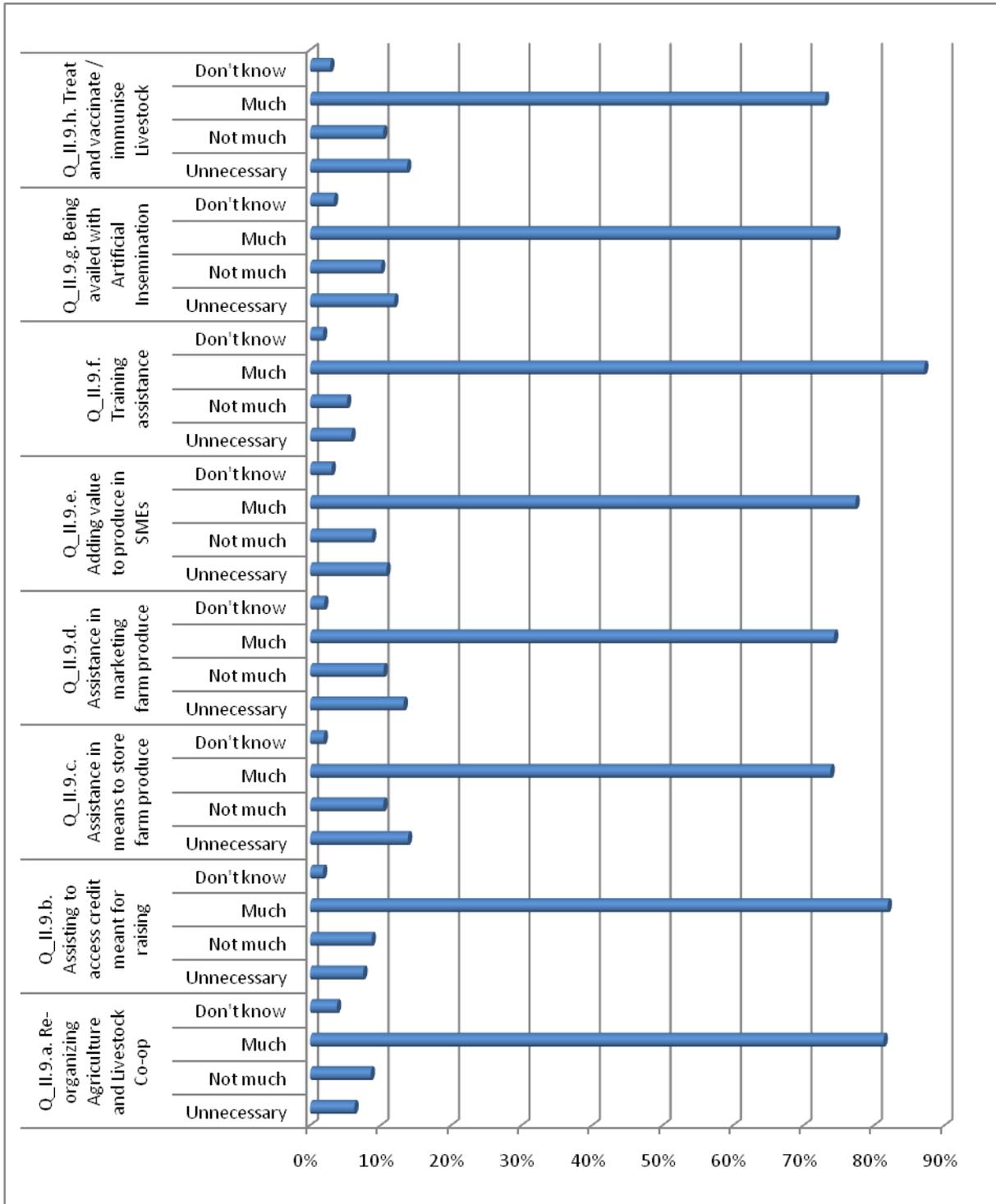


Source: RGB-CRC 2013 Survey primary data

Figure 26 depicts levels of the citizens' participation of the three districts in the City of Kigali in planning agriculture and livestock services. Generally, low levels of participation are indicated. Nyarugenge citizens indicated their participation is none at 25%, 25% for average and 25% for a big level of participation. 50% of Gasabo citizens responded somewhat more positively, with 50% for a "big" level of participation while only 25% of Kicukiro citizens indicated a "big" participation. The Northern Province shows a commendable high rating of 76% of good and very good, and the City of Kigali shows a poor rating, only 42%, probably because being a cosmopolitan province, agriculture is not a major economic activity.

3.2.4. Effort needed to improve agriculture and livestock services

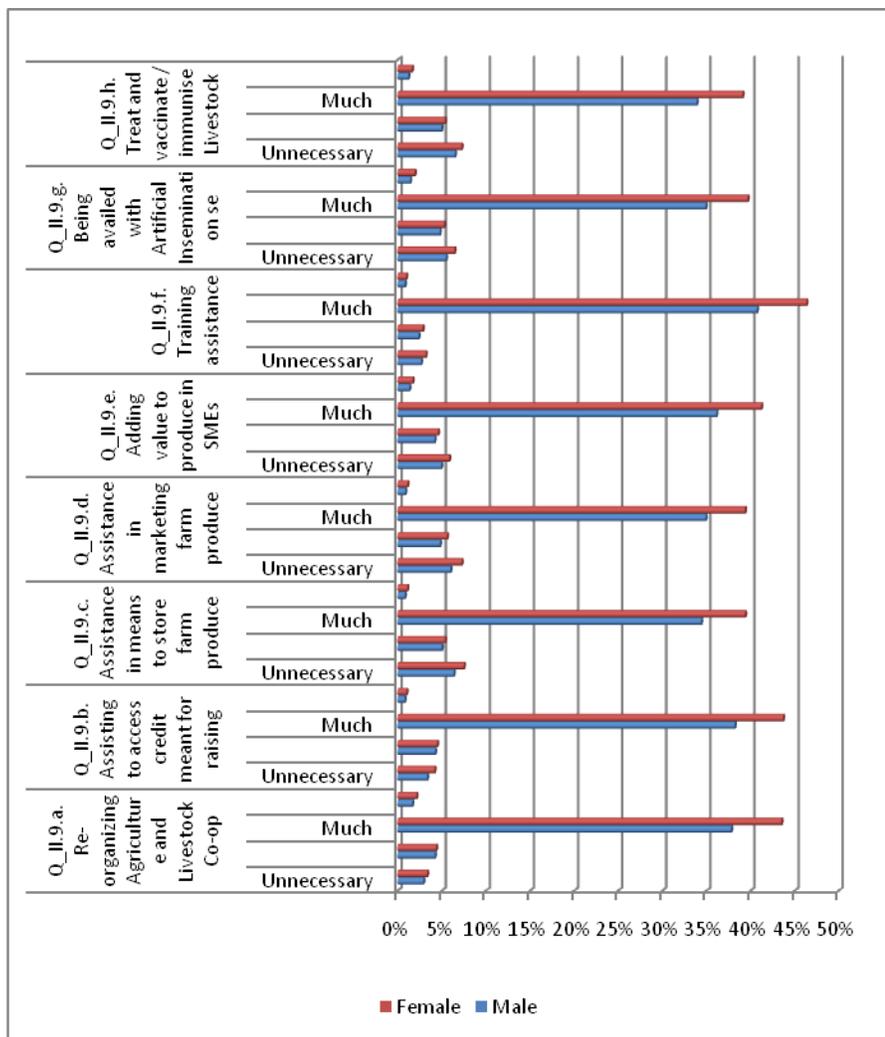
Figure 26: Areas where more effort is needed in the agriculture and livestock sector



Source: RGB-CRC 2013 Survey primary data

Figure 27 above illustrates the citizens' overall general views regarding their perception on areas where more effort should be put to improve the sector's overall performance results. The overall citizens' perception was that "much" effort is needed in all the eight segments targeted in the survey. The percentage scores indicating "much effort" is needed range from about 73% to 86%. The citizens identified "training assistance" at about 86% as an area where most effort is needed. Assistance to accessing credit and organizing agriculture and livestock cooperatives were also outstanding as areas in which "much effort" should be put. The rest of the respondents' views are rated mainly at or below 10% because they do not probably participate in this sector of economic activity.

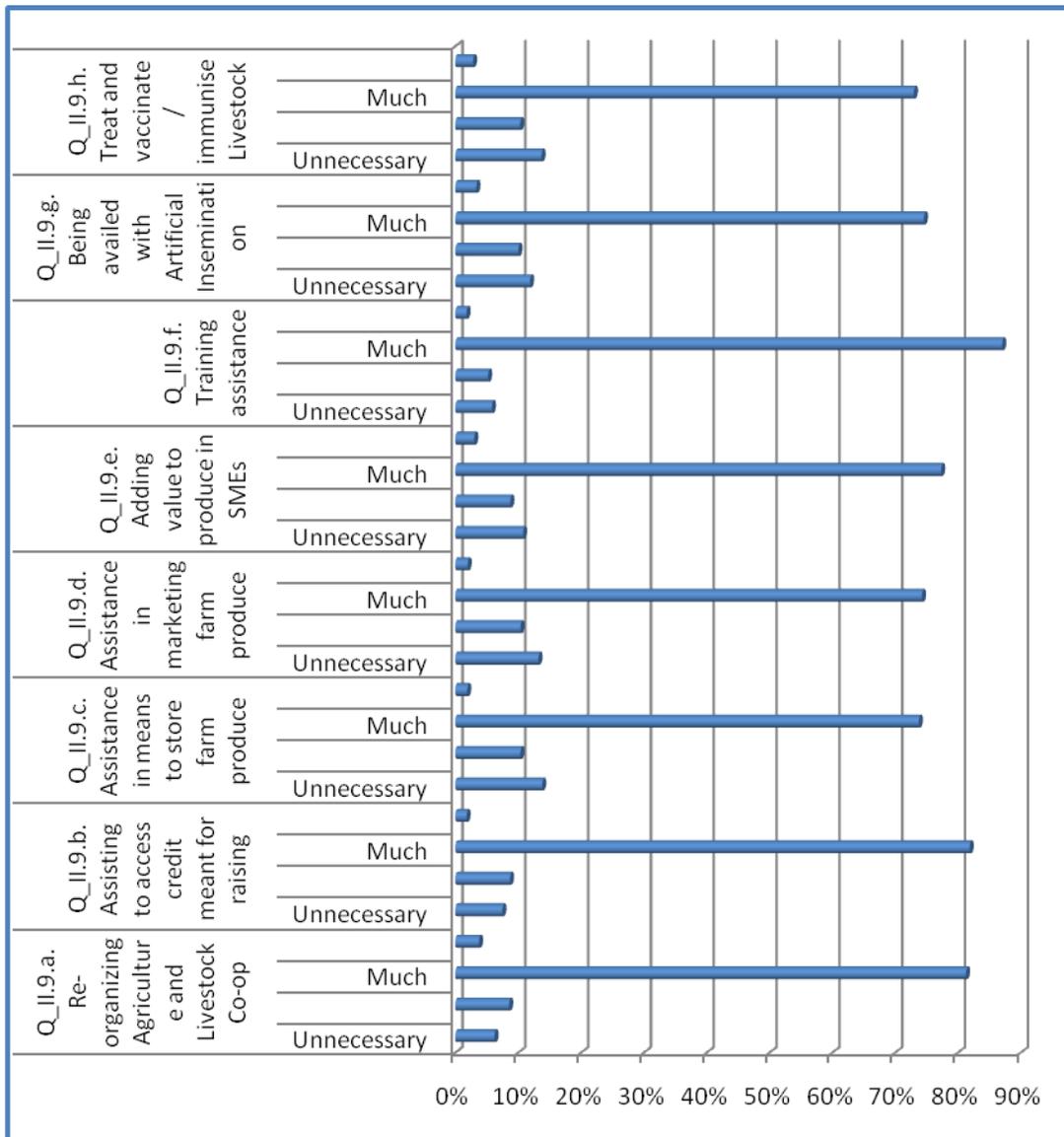
Figure 27: Areas where more effort is needed in the agriculture and livestock sector by sex



Source: RGB-CRC 2013 Survey primary data

Figure 28 shows the citizens' overall views by gender regarding their perception on various segments of agriculture and livestock plans where more effort is needed so as to improve the sector's performance results. It is quite evident that both sexes were overwhelmingly of the view that in all the segments in the sector, "much effort" is needed. Training Assistance is prominent with both sexes perceiving it as needing "much effort" to be made. All the other segments are also highly perceived as needing "much effort" to be made. It is also worth noting that females' responses/perceptions are consistently higher than the males' responses. Percentages for "don't know", "not much" and "unnecessary" are mostly under 10% for female respondents.

Figure 28: Areas where more effort is needed in the agriculture and livestock sector provision



Source: RGB-CRC 2013 Survey primary data

3.3. Conclusions and Recommendations

The majority of the population perceives service delivery in this sector as either good (51.64%) or very good (4.6%), totaling 56.24%. Apart from the average perception (also significant at 35.52%), the rest of the perceptions, even combined, only total 8.25%. This means that overall, the citizens perceive agriculture and livestock services as satisfactory, and therefore more effort is needed.

The overall level of the citizens' participation in agriculture and livestock activities from a national perspective is as follows: Apart from terracing and storage of harvests activities in which a small majority of the citizens responded "no" as to whether they participate (51.6% and 48.1% respectively), a very big majority of the citizens were affirmative ("yes") regarding their participation in seven of the nine activities presented. Vaccinating livestock scored highest at 86.2%, followed by One Cow per Family program at 80.4%. The remaining five activities scored in high 60's and low 70's. Overall, therefore, this gives a perspective of a high level of the citizens' participation in agriculture and livestock activities.

In general, the overall level of citizens' participation in planning agriculture and livestock services is as follows: The majority of respondents viewed the citizens' participation or role as "big" – 53.4%; and "very big" – 9.5%, totaling 62.9%. This indicates a positive appreciation of the role citizens play in planning agriculture and livestock services.

However, findings from this study in this sector showed the following concerns by the citizens:

- Less involvement of farmers in agriculture programs;
- Lack of/poor loan facilities, especially the short repayment period;
- Lack of markets for farmers' products;
- Poor access to fertilizers and selected seeds, deemed to be expensive and/or arrive late;
- Poor appreciation of the land consolidation and "One Crop" policies by farmers;
- Lack of capacity and low levels of knowledge and understanding regarding modern farming methods;
- Fluctuating climate conditions that cause drastic losses to farmers;
- Lack of adequate veterinary services (they are very expensive when and where available);
- Lack of marketing logistics for livestock products, especially milk, with insufficient dairies and milk preservation facilities;
- Poor implementation of the "GIRINKA" program in some areas;
- Ineffective artificial insemination in some cases.

The citizens therefore recommended that the following actions should be done, among others by relevant authorities:

- Training assistance and sensitization programs were urgently needed to improve the overall performance in agriculture and livestock sector;
- Assistance with accessing affordable loan, fertilizers and veterinary services;
- Assistance in organizing agriculture and livestock co-operatives (as these would take a long way to address the above mentioned constraints).

Districts that had a score of good/very good were less than 50%. These were: Gatsibo, Nyagatare, Nyamasheke, Kamonyi, Muhanga, Ruhango, Nyamagabe and Nyanza.

Recommendations to deal with issues raised above include:

- MINAGRI and Institutions especially RAB including those in charge of specific services, provinces and districts, should endeavor to improve those areas they badly perform as to meet the citizens' expectations;
- MINAGRIC should carry out an assessment in those areas with poor performance to establish causes and find adequate solutions.

CHAPTER 4: SERVICE DELIVERY IN THE LOCAL GOVERNMENT

4.1. Background

Since the introduction of the national decentralization policy in 2000, Rwanda has continued to reinforce the decentralized governance. Decentralization has been one of the strategies most used to channel and sustain transformative initiatives. The Central Government has increasingly delegated powers to the local government to carry out various responsibilities for better service delivery aiming to enhance accountability and responsiveness in delivering services. The country's middle term planning, the Economic Development and Poverty Reduction Strategy (EDPRS II) mainly focuses on accountable governance. Therefore, to achieve the needed accountability, certain level of citizens' empowerment is needed as a means of overcoming poverty and promoting citizens' participation in many areas. In the same way, a strive towards sustaining the momentum and creating lasting impact of decentralization can only be ensured through the creation of stronger and more autonomous local governments, capable of sustaining the democratization process and fast-tracking the socio-economic transformation by harnessing the people's creative potential and resource endowments.

Rwanda's administrative entities are divided into 4 Provinces (*Intara*) and Kigali City; 30 Districts (*Uturere*), 416 Sectors (*Imirenge*), 2,148 Cells (*Utugari*) and 14,575 Villages (*Imidugudu*). These administrative entities have varying obligations, all aimed to ensure good service delivery. The Government believes that reducing the distance between public service providers and users would politically, economically and socially empower the citizens through participation in planning and management of the development process within their communities (MINALOC, 2000). It is important to receive feedback from service beneficiaries on satisfaction levels and the quality of the services delivered (MINALOC, 2011)—which purpose the CRC serves. The 2013 CRC survey explores among others the citizen's satisfaction with services provided by local authorities and citizens' participation in government activities.

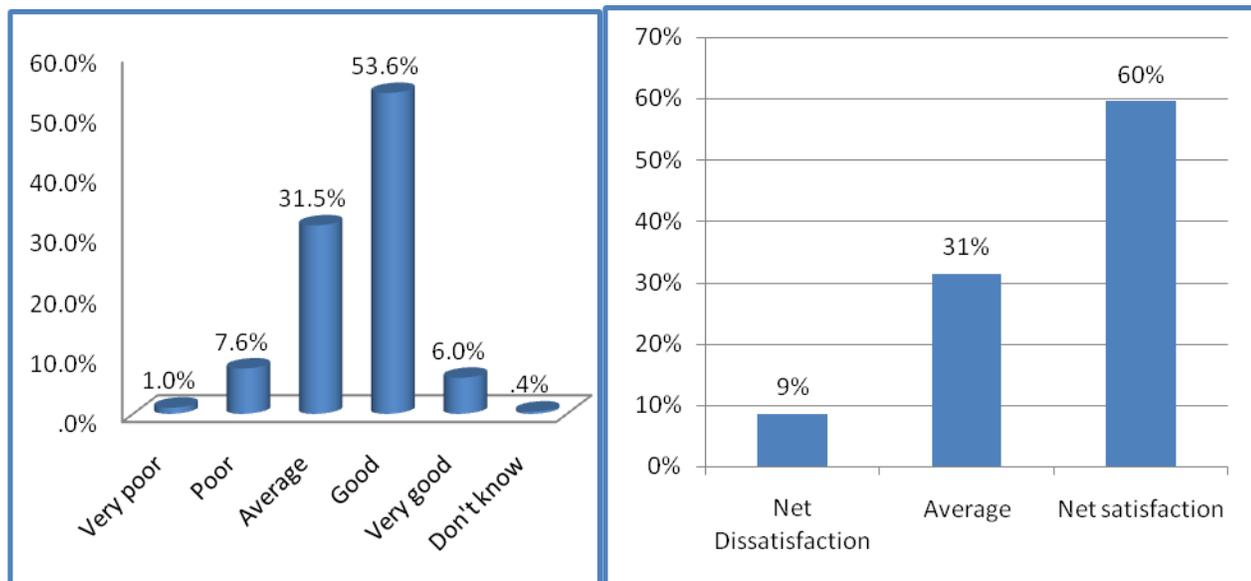
4.2. Findings in the local government

Rwanda's Local Administration is a mechanism with varying mandates at different levels but all aiming to promote good public service delivery and relatively easy access of the population to their leaders. As a result, the 2013 CRC measures respondents' level of satisfaction with the services delivered by the Local Government leadership.

4.2.1. Level of satisfaction with services provided by the local government

The National Decentralization Policy was established as a mechanism to bring services closer to the citizens. It is against this background that the 2013 CRC survey included among others, questions that established the extent to which citizens were satisfied with services provided by the Local Government. In comparison to the previous CRC, the question enables one to know how devolved services are being used and appreciated by giving a ranking between poor and very good which is narrowed down into net satisfaction and net dissatisfaction. Therefore, the figure below illustrates highest and lowest levels of satisfaction registered.

Figure 29: Level of satisfaction with services provided by the local government



Source: RGB-CRC 2013 Survey primary data

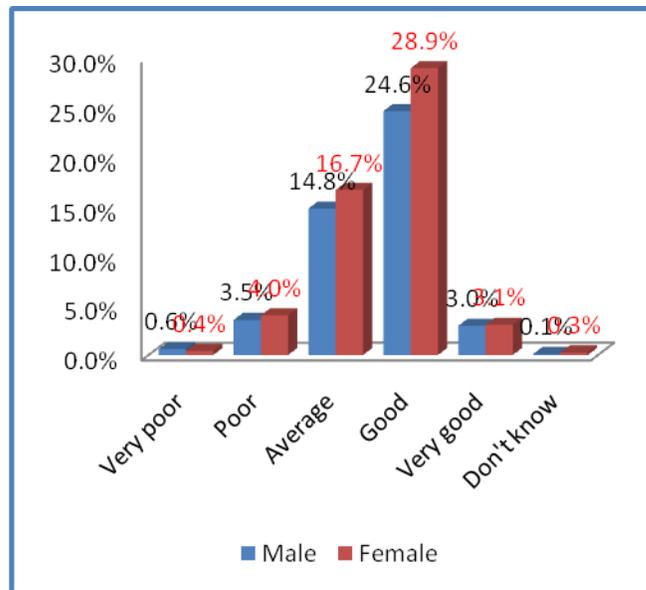
As illustrated above, citizens have varying perception towards the way they were satisfied with the services provided by the Local Government. Considering the net dissatisfaction at 9% and the net satisfaction at 60%, the majority of the population perceives services from the local government as good followed by those who think it is average, with 31.5%.

According to focus group discussions, the Local Government is appreciated for its ability to resolve complaints of the citizens and the services provided in general. However, it was noted that services provided at the Village level (*Umudugudu*) were below expectation, which might be due to the fact that those service providers are volunteers, and to some extent it might be as the result of their lack of capacity. Citizens were not happy with the way local government leaders manage their appointments or programs without prior communication to them, what was described as a waste of

time. Complaints were raised concerning many procedures in seeking for marital status documents; land documents and *mutuelle de santé* services. In the same way, services provided by local leaders were said to be hindered by limited use of ICT to enable citizens easily access services. People expressed the need to reduce land registration fee, procedures and requirements for land registration, land transfer and issuing of land documents.

Various levels of satisfaction also surfaced differently among women and men, provinces and districts as below.

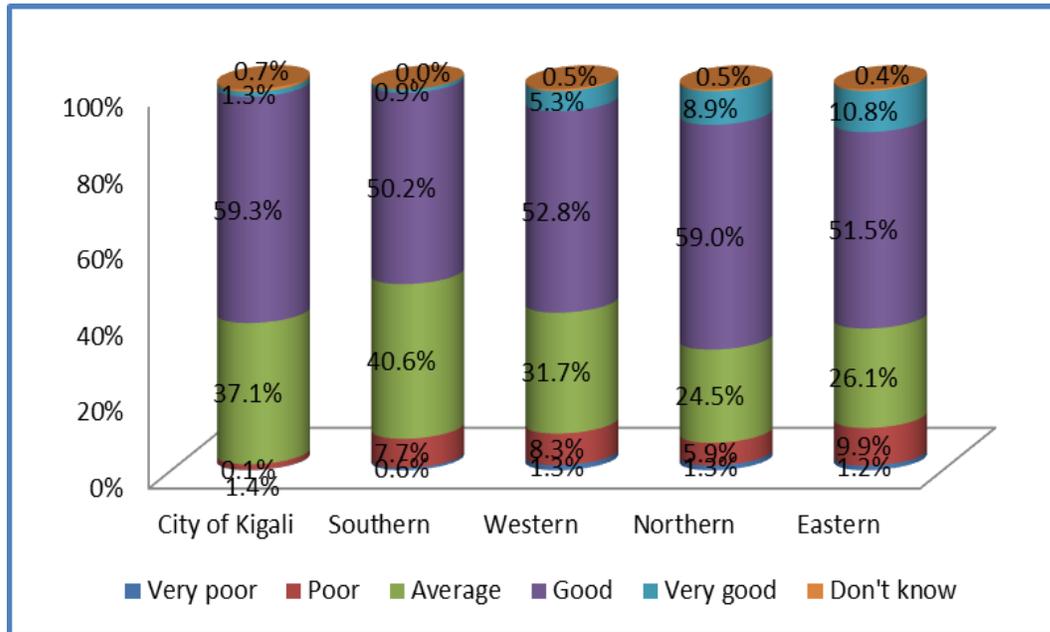
Figure 30: Level of satisfaction with services provided by the local government by sex



Source: RGB-CRC 2013 Survey primary data

Disaggregation by sex indicates that on average, women are more satisfied by the services they receive from local government leaders than their male counterparts. 32% of women say services delivered by local leaders are good compared to 27.6% of men who appreciate them. The difference is not significant just like the two groups do not significantly differ when it comes to those that think services are averagely or poorly delivered.

Figure 31: Level of satisfaction with services provided by the local government by province



Source: RGB-CRC 2013 Survey primary data

Disaggregation by province shows that all the provinces scored above the average between 50.2 and 59.3, which implies a slight variation in perception of the way citizens consider services delivered to them by Local Government leaders. The net satisfaction for each province places the Northern Province at the lead position with 67.9%, followed by the Eastern Province with 62.3 percent, Kigali City with 60.6%, the Western Province with 58.1% and the Southern Province. The majority of the citizens in the Southern Province (40.6%) are on average satisfied with services delivered to them compared to other provinces, followed by Kigali City (37%), the Western Province (31.7%), the Eastern Province (26.1%) and the Northern Province (24.5%). The percentage of respondents who considered services delivered to them as poor or very poor varied in the same proportions across provinces with a score of 11.1% for the Eastern Province followed by 9.6% for the Western Province, 8.3% for the Southern Province and a low score of 7.2% for the Northern Province.

To further understand the citizen’s perception in terms of satisfaction and participation in services delivered by the Local Government, the data was disaggregated by districts. The disaggregation and presentation of data mainly focused on Net Satisfaction and Net Dissatisfaction without considering the average which was part of the used variables as will be shown in all the findings.

Table 9: Level of satisfaction with services provided by the local government by district

Districts with Net Satisfaction above 75%	Districts with Net Satisfaction between 50% and 75%	Districts with Net Satisfaction between 25% and 50%	Net Dissatisfaction above 10%
Ngoma (80.9%) Kirehe (78.0%) Burera (75.1)	Gisagara (67.4%) Gicumbi (67.0%) Rulindo (66.0%) Gakenke (65.5%) Rubavu (65.1%) Musanze (65.0%) Bugesera (64.9%) Karongi (64.5%) Rwamagana (64.3%) Kayonza (62.8%) Gasabo (62.7%) Rutsiro (62.4%) Nyarugenge (61.1%) Rusizi (59.6%) Huye (58.9%) Kicukiro (57.2%) Ngororero (57.0%) Nyabihu (55.6%) Nyaruguru (53.2%)	Ruhango (48.0%) Nyagatare (47.7%) Nyamagabe (47.5%) Muhanga (46.2%) Gatsibo (43.7%) Nyamasheke (43.6%) Kamonyi (40.1%) Nyanza (39.0%)	Gatsibo (19.5%) Nyanza (18.3%) Nyagatare (15.8%) Nyamasheke(15.%) Nyamagabe (13.9%) Bugesera (13.4%) Kayonza (12.5%) Nyaruguru (12.0%) Ngororero (11.0%) Rulindo (10.9%) Rusizi (10.5%) Nyabihu (10.1%)
3 Districts	19 Districts	8 Districts	12 Districts

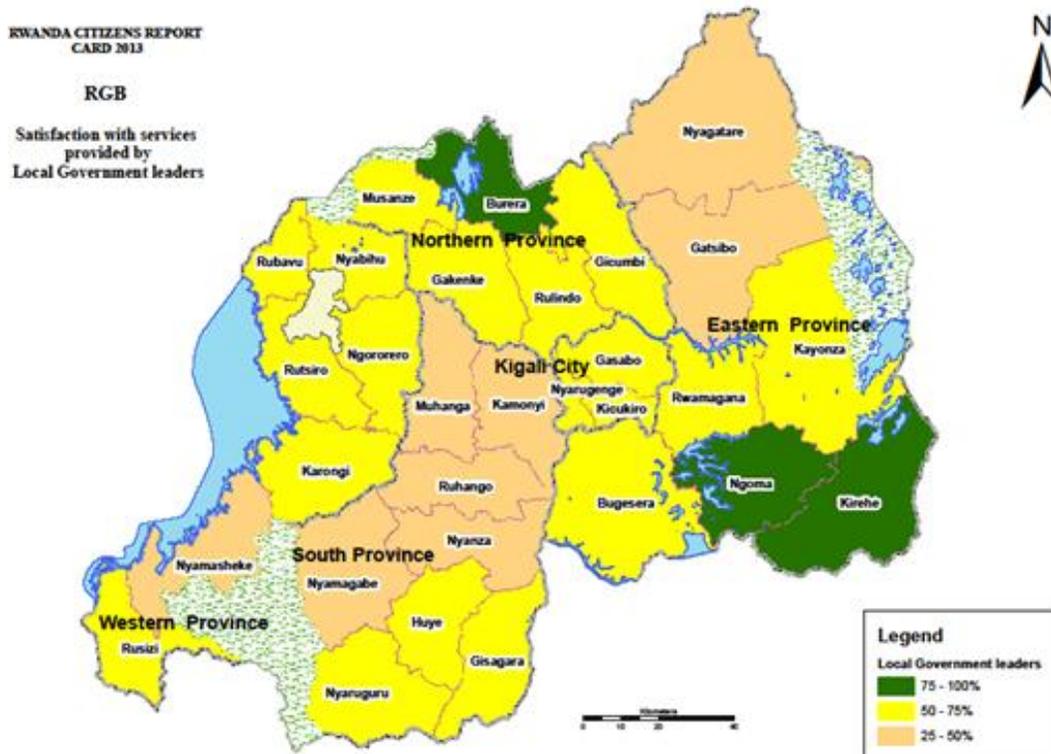
Source: RGB-CRC 2013 Survey primary data

The above table shows variations in citizens' satisfaction among the 30 districts of the country. There was no significant difference in the level of satisfaction among citizens in the 30 districts. Only 8 districts scored below 50% net satisfaction: Gatsibo, Nyagatare, Nyamasheke, Kamonyi, Muhanga, Ruhango, Nyamagabe and Nyanza which scored 39.0%. However, all districts performed well since the average was above the net dissatisfaction. Gatsibo had the highest level dissatisfaction with 19.5%, followed by Nyanza with 18.30%, Nyagatare with 15.8%, Nyamasheke with 15.4%, Nyamagabe with 13.9%, and Kayonza with 12.5%.

Through focus group discussions, citizens expressed appreciation of services delivered at all levels of the local government. They noted that cases were well handled and resolved at village level (*Umudugudu*), and when deemed necessary referred to a higher level of administration, until a remedy was found. However, the challenge was still on the limited competence and sometimes

corruption noted in some authorities. Another issue raised related to services delivered by the Local Government was due to the merging of districts where some districts lost archives and details of personal information of residents whereby some information is not traceable.

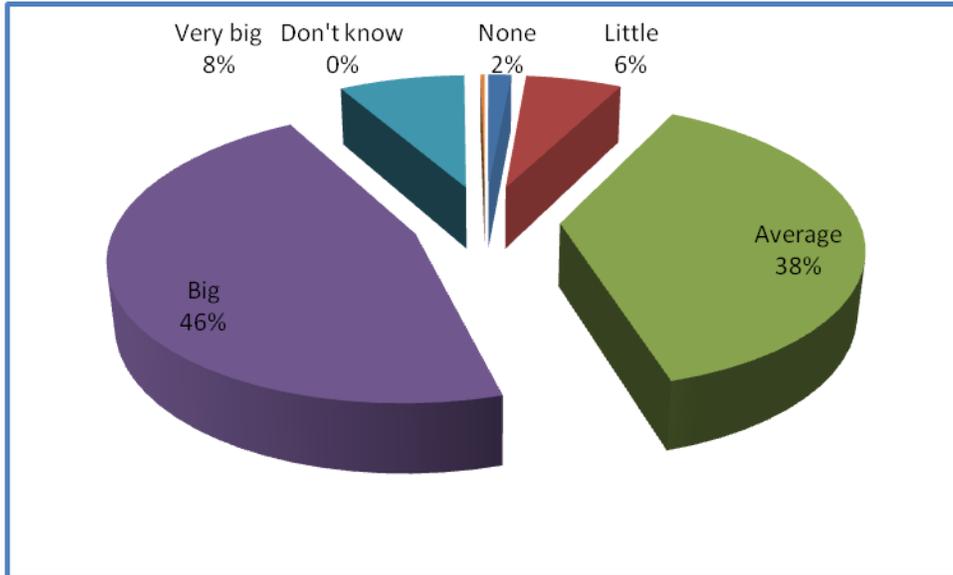
The national illustration is found in the map below.



4.2.2. Citizens’ participation level in local government programs

In relation to services delivered by Local Government leaders, the 2013 CRC survey also looked at the way citizens get involved in local government programs and below are the findings.

Figure 32: Citizens' participation level in local government programs



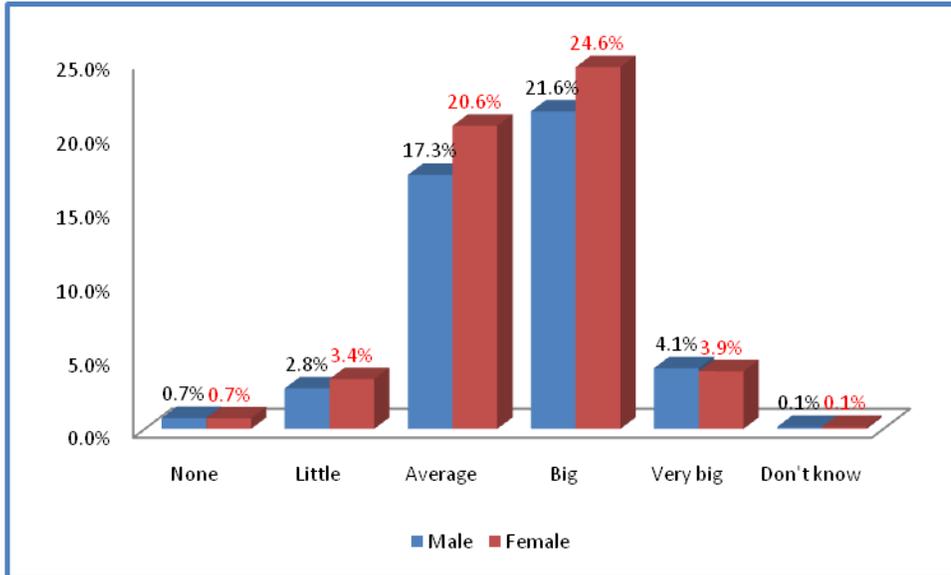
Source: RGB-CRC 2013 Survey primary data

With high level of community and citizen involvement in government activities, service delivery tends to be better and of higher quality. The participation involves citizens, communities and civil society organisations, and is a mechanism used to hold government officials, bureaucrats and service providers accountable (CRC 2012). The citizens' participation includes the role of the public in policy making, participatory budgeting, public expenditure tracking, citizen monitoring of public service delivery, lobbying and advocacy. These efforts aim to strengthen the political power of the local government and the citizens in relation to the Central Government.

It was established that to some extent, local government leaders do not organize meetings and seek the citizens' opinion only when a particular activity is to be carried out. This sometimes has led to lack of cooperation in the process of implementing programs/activities that are carried out in this way.

This survey also wanted to know whether there were variations between men and women in the way they thought they participated in the local government programs and the figure below displays the findings.

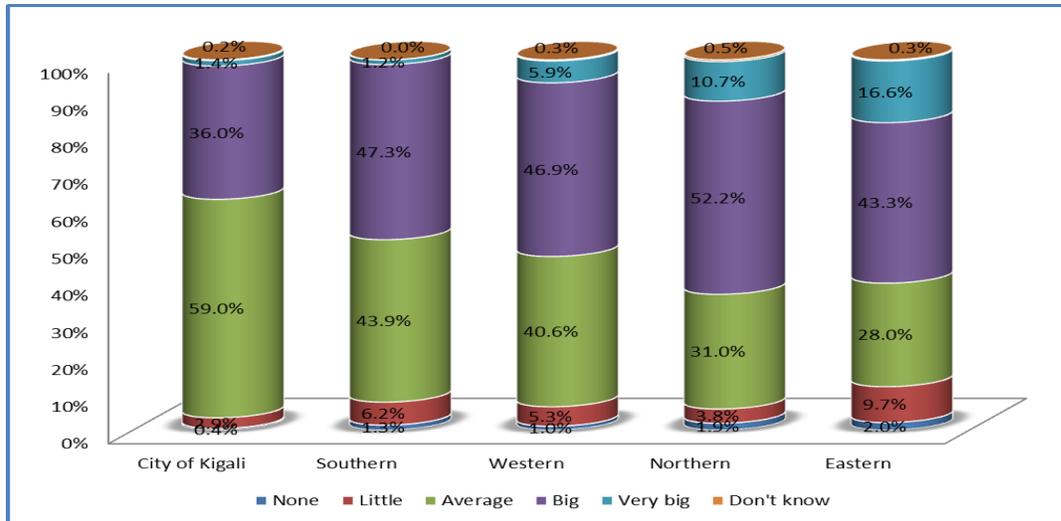
Figure 33: Citizens' participation level in local government programs by sex



Source: RGB-CRC 2013 Survey primary data

Disaggregation by sex in terms of perception towards the way citizens participate in local government programs show that 4.2% of females perceive their participation in local government programs as little compared to 3.5% of their male counterparts. Similarly, 28% of women believe that their participation in local government programs is big compared to 26% of their male counterparts. Citizens appreciated the fact that they are consulted before activities and programs are designed noting that this enables them to support the implementation of these programs.

Figure 34: Citizens' participation level in local government programs by province



Source: RGB-CRC 2013 Survey primary data

Disaggregation of data by Province shows that only three provinces had a score 50% and above of citizens who think they had big participation in the government programs. Provinces performed differently in this area from the highest score to the lowest as follows: Northern Province with 62.9%, Eastern Province with 59.9%, Western Province with 52.8%, Southern Province with 48.5%, and Kigali City with 37.4%. The majority of the citizens who perceived their participation as average from the highest score to the lowest was: Kigali City with 59.0, Southern with 43.9, Western with 40.6%, Northern with 31.0 and Eastern with 28.0%.

Citizens appreciated their participation at all levels of administrative entities, from *Umudugudu (village)* up to district level despite some respondents that think that generally their participation is not impressive. Some of the services cited as well delivered at various administration levels include the conflict resolution.

For additional analysis of the way citizens perceived their participation in government programs, disaggregation by district was carried out as below.

Table 10: Level of citizens' participation in local government programs by district

Districts with net satisfaction above 75% Ngoma (78.6%) Rwamagana (72.9%) Kirehe (71.3%) 3 districts	Districts with net satisfaction between 50% and 75% Nyabihu (69.7%) Musanze (69.3%) Burera (65.2%) Gisagara (64.4%) Gicumbi (64.1%) Rubavu (61.1%) Ngororero (60.7%) Gakenke (59.9%) Huye (58.9%) Rulindo (56.5%) Kayonza (55.7%) Bugesera (55.5%) Karongi (54.4%) Nyanza (53.0%) Nyaruguru (52.0%) Rutsiro (50.3%) 16 districts	Districts with net satisfaction between 25% and 50% Gatsibo (47.5%) Gasabo (46.1%) Nyagatare (44.5%) Nyamagabe (43.9%) Rusizi (43.9%) Ruhango (40.3%) Muhanga (37.8%) Nyamasheke (35.7%) Kicukiro (34.0%) Nyarugenge (28.7%) Kamonyi (27.5%) 11 districts	Dissatisfaction above 10% Gatsibo (27.7%) Nyamagabe (22.2%) Kayonza (14.9%) Nyaruguru (14.8%) Bugesera (14.6%) Nyagatare (13.3%) Rulindo (10.3%) 7 districts
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Source: RGB-CRC 2013 Survey primary data

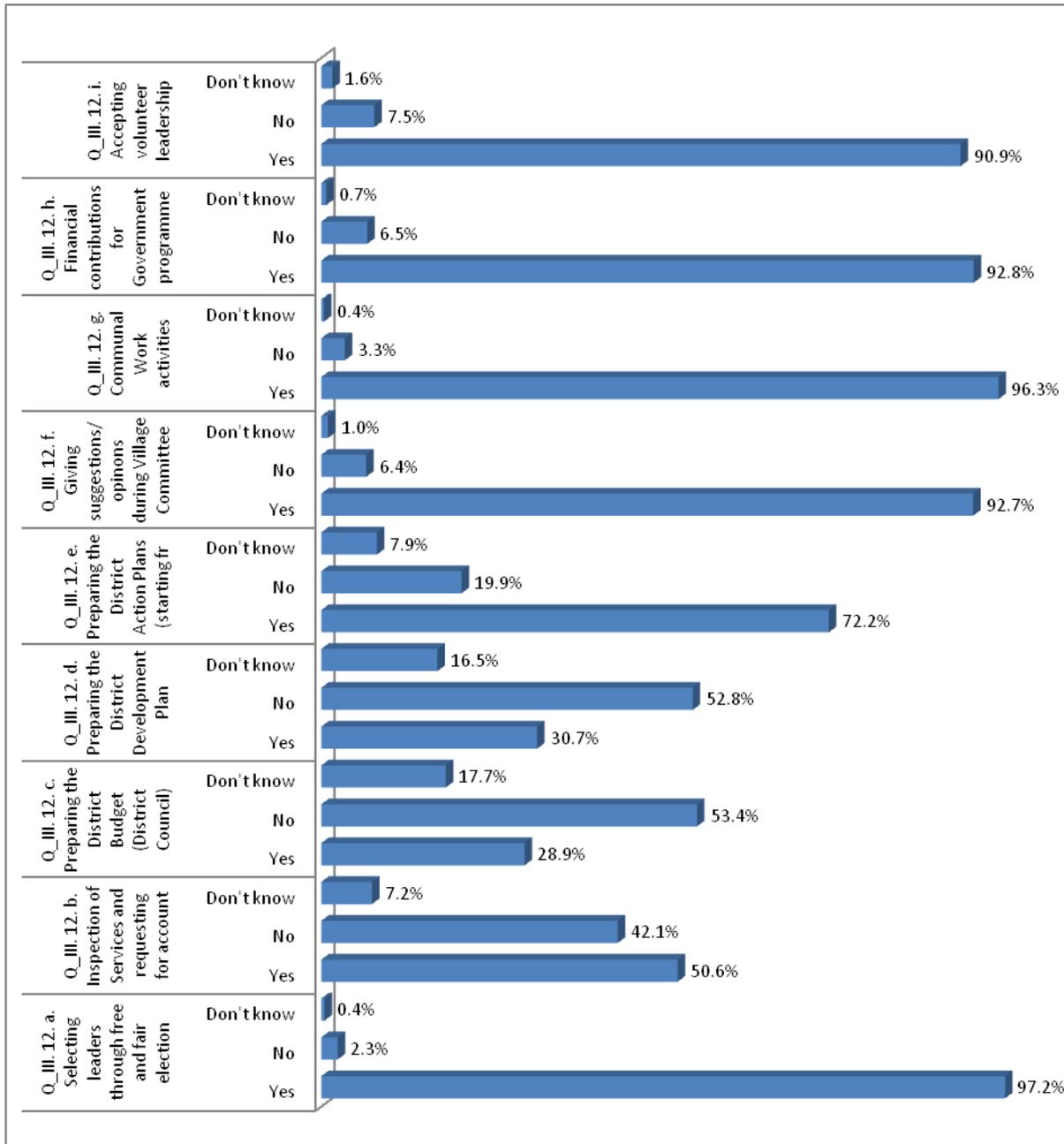
As the table above shows, the highest percentage is 87% while the lowest is 26.1% in Kamonyi District, thus a significant difference between the highest and the lowest of 52.4%.

Citizens through focus group discussions said that services provided were generally appreciated as the decentralization brought the local administration closer to them. They expressed that they participated in local administration through activities such as *umuganda* and meetings organized by the administration where they take part in the construction of houses for the vulnerable and ensure security through night patrols (*Amarondo*). However, some of the challenges raised related to the citizen's participation in government programs included poor service delivery especially at the *umudugudu* level. It was also pointed out that the categorization of people in *Ubudehe* program was not well conducted. Some citizens also noted that local government leaders were given instructions

on how to handle local complaints, and a group of people from districts had been instituted to follow on service delivery at the grassroots level through visits aimed at verification of compliance.

4.2.3. Citizens' role in local government programs

Figure 35: Level of citizens' participation in local government programs



Source: RGB-CRC 2013 Survey primary data

As the figure above shows, the majority of the citizens believe that their role in selecting leaders through free and fair elections, communal work, financial contribution for government programs, accepting volunteer leadership, suggesting an opinion during district committees, preparing District Action Plan is over 70%. In the areas of preparing district budget and district development plan, citizens perceive their role as below 50%. The citizens believe that their role in establishing plans, inspecting of services and requesting for activity reports from Local Government leaders is only 50.6%.

During focus group discussions, the citizens appreciated the facilitation given to them for instance when they requested a document from the cell level. They also lauded the participation of local people in electing their leaders and implementing programs initiated by their leaders and other government programs, citing examples of VUP and FARG programs where they participate fully at all stages. However, it was noted that in some areas, inefficiency in service delivery was a result of limited human resources especially cases of cells which do not have relatively enough staff. A number of other programs in which citizens played a role were the planning of performance contracts (*Imihigo*) and resolving issues in their villages as noted during focus group discussions. The national illustration is found in the map below.

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2013

Satisfaction with Local Government responsiveness and accountability

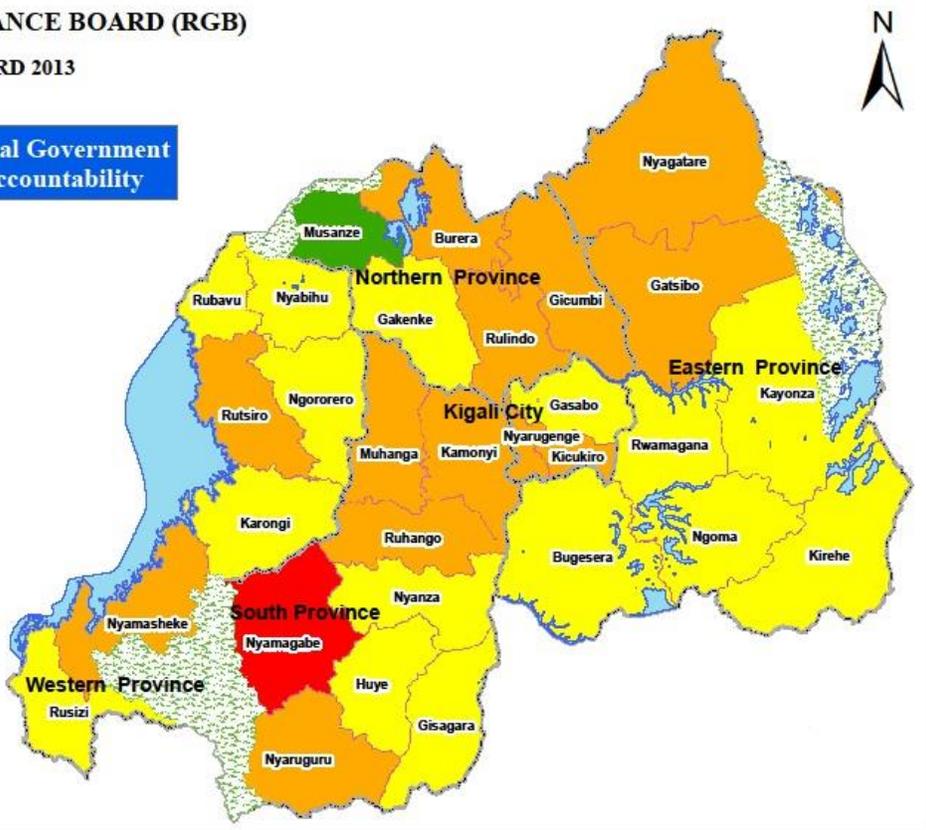
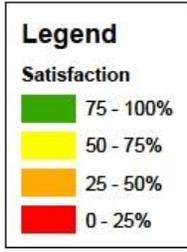
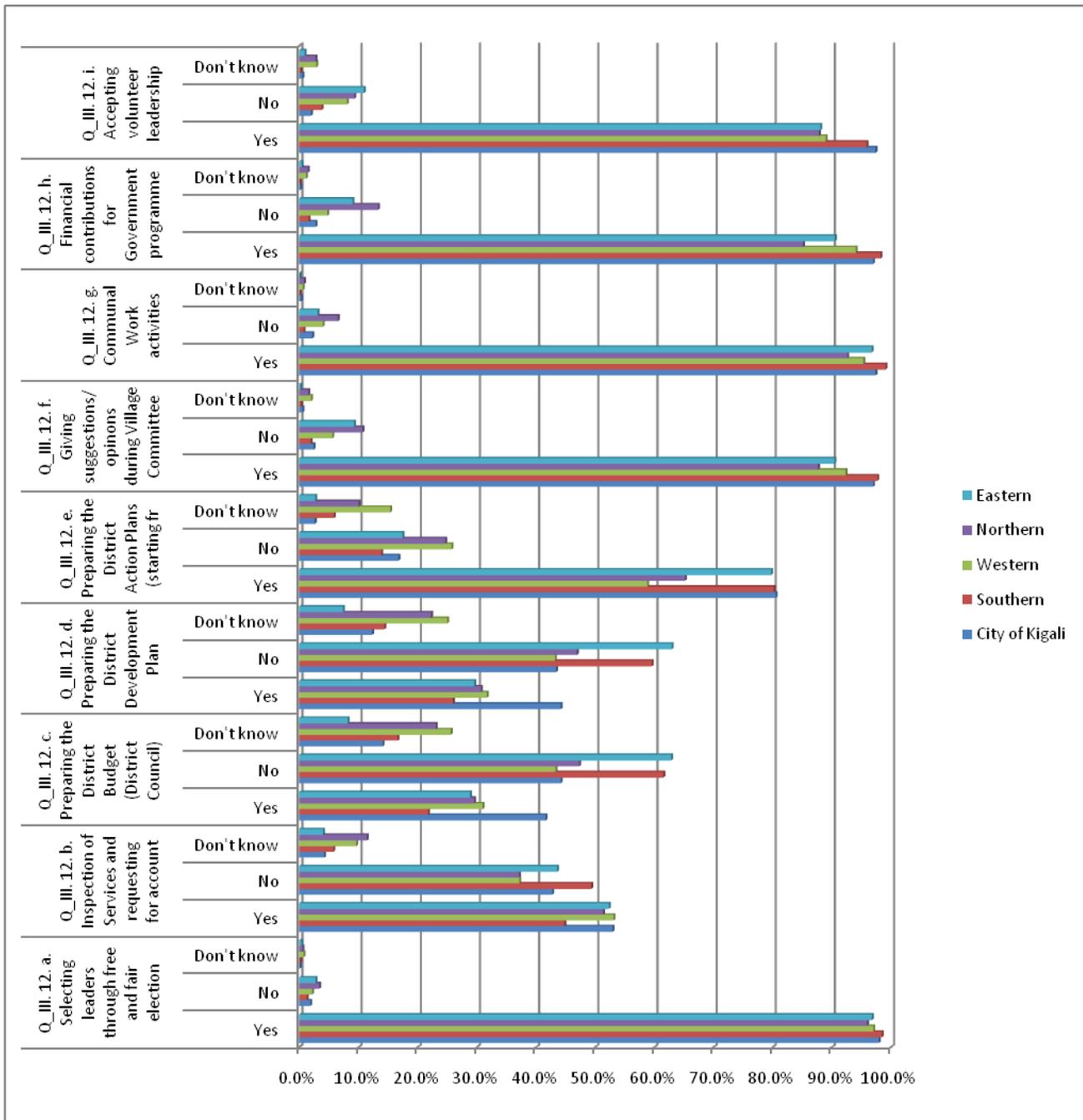


Figure 36: Level of citizens' participation in local government programs by province

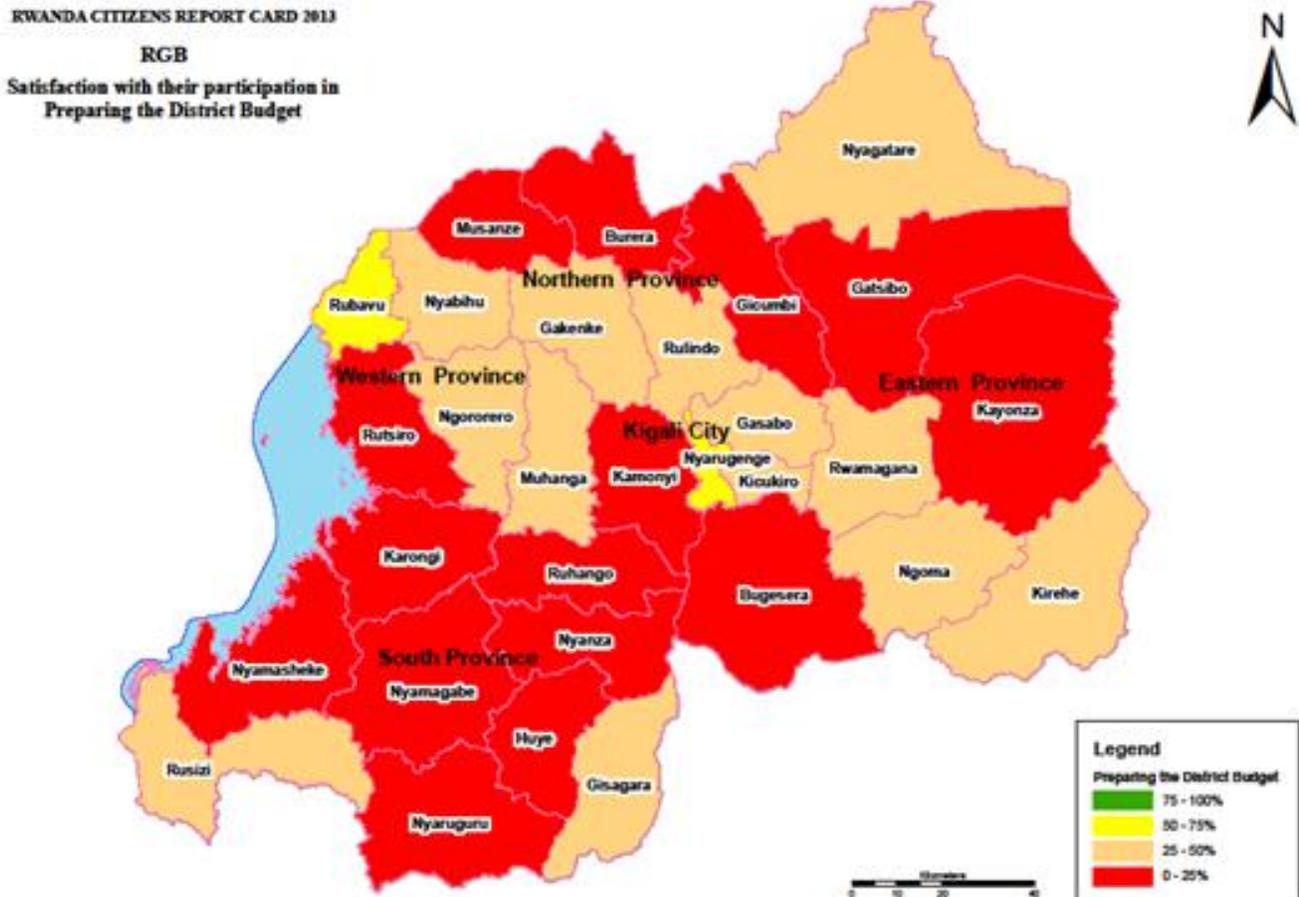


Source: RGB-CRC 2013 Survey primary data

Generally, the citizens believe that they participate in government programs, but through focus group discussions, some people expressed their concern that their role was insignificant and was only seen at the stage of implementing government programs. They expressed their wish to be consulted since most of the issues concern them and programs are meant to benefit them. They also

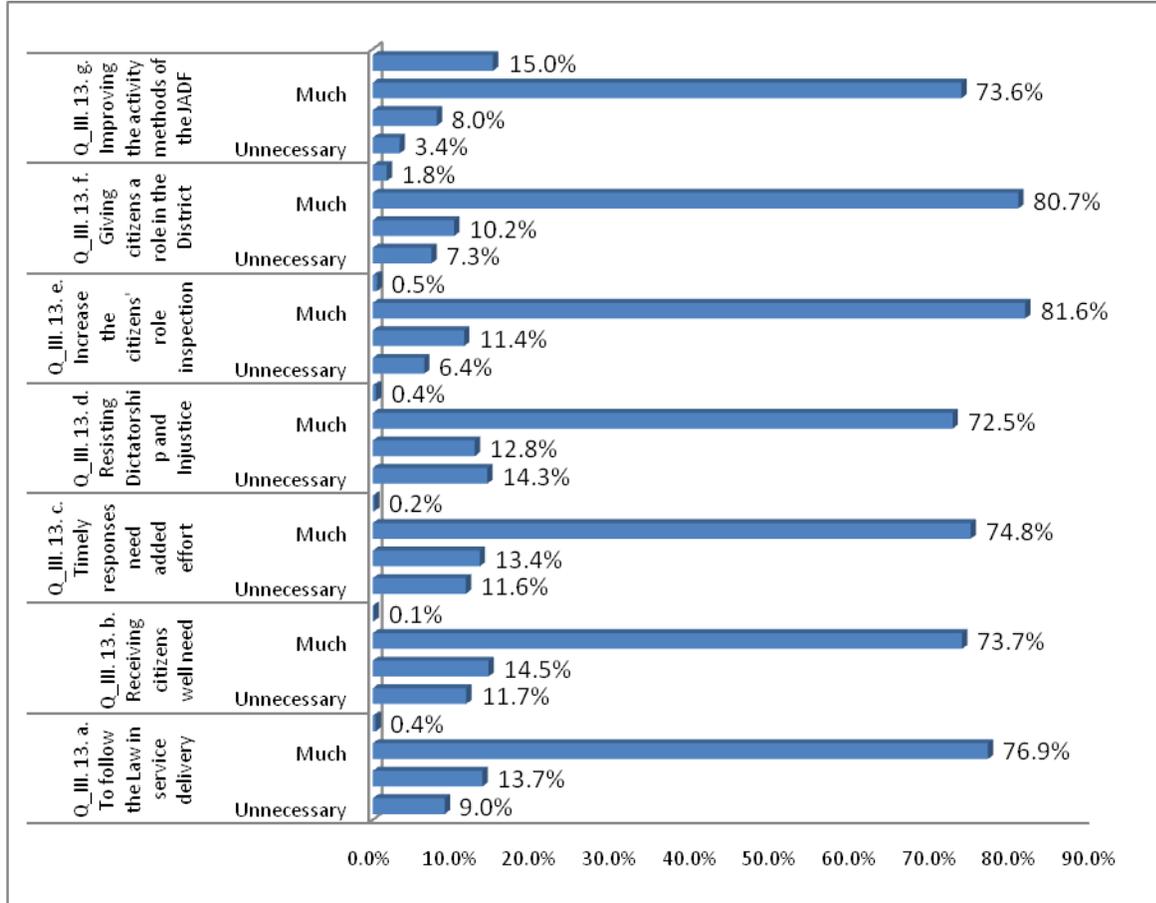
requested the concerned authorities to sensitize the population on their rights and ability to express dissatisfaction if they are not satisfied. Apart from *Umuganda* (Community work), *Imihigo* (Performance contract) as mechanisms for citizens' role in influencing Local Government Service delivery, citizens said that they use radio and TV to influence service delivery.

The national illustration is found in the map below.



4.2.4. Effort needed to improve service delivery in local government

Figure 37: Level of efforts needed to improve services provided by the local government



Source: RGB-CRC 2013 Survey primary data

From the figure above, 70% of the respondents think that much effort still need to be made in all the areas of service delivery in order to improve service delivery at the Local Government level. The citizens that thought it was unnecessary or not much effort was needed to improve service delivery in the Local Government were less than 15%. This was an indication of the need for more effort in all areas of service delivery.

4.3. Conclusion and Recommendations

Services provided by the Local Government are considered as relatively good 59.6%, but a varying satisfaction was also observed among women and men, provinces, and districts. The proportion of the population that considered service delivery by the Local Government as poor was minimal compared to the percentage of the citizens that perceived the services as good. Local Government

leaders were appreciated for their ability to address complaints of the citizens and the way services were provided in general. The way the citizens perceive their participation in local government services vary among provinces as well as districts. But an overview about poor performing provinces in this area is as follows: the Southern Province with 48.5% and Kigali City with 37.4%. The role played by the citizens in Local Government services was impressive since in every program, over 50% of respondents thought they had a role in it. However, more effort still needs to be made to aim higher.

There are areas in which the citizens' perception in service delivery was low at the Local Government level which needs more effort for improvement. There are planning, participation in service delivery, program and policy process. Performance of provinces and districts varied in terms of the citizens' perception of service delivery in the Local Government where some scored high and others low in net satisfaction and net dissatisfaction with regard to services provided by Local Government leaders. This is an indication that residents of those specific districts are not happy with the services they receive, hence the local leadership needs to improve its service delivery. The districts that had a net satisfaction of less than 50% were: Gatsibo, Nyagatare, Nyamasheke, Kamonyi, Muhanga, Ruhango, Nyamagabe and Nyanza which scored 39.0%. This means that there is a need for these districts to improve services provided by local leaders. In particular, there are some, challenges that need to be given attention:

- Services provided at the village(*Umudugudu*) level that were said to be below expectation especially due to unpaid and unmotivated worker/volunteer at cell level;
- Rescheduling of individual appointments or planned communal programs without timely communication about the changes, which makes people waste their time;
- Limited use of ICT in service delivery hinders efficiency, leads to bureaucracy and corruption, and unrealistic land registration fees, as well as procedures and requirements for land registration.

Recommendations to deal with issues raised include:

An assessment should be carried out in those areas with poor performance such as the citizen's participation in budgeting and planning to find appropriate solutions. This recommendation can be followed up by the Ministry of Finance and Economic Planning.

Provinces and districts should focus on those areas in which they perform poorly for improvement in services delivery. They should endeavour to improve in order to deliver to the citizens' expectations. This can be monitored by MINALOC;

Capacity building of local leaders on governance, values and ethics, people's rights and good customer care are important tools to fight bureaucracy and people's dissatisfaction in service delivery. This can be monitored by MINALOC;

More effort should be put in fighting corruption and injustice at the local government level by institutions involved, and the Ombudsman will take a lead;

Efforts should be made to address issues of postponing or rescheduling both individual appointments and communal activities by ensuring effective communication after deciding the changes for efficiency of service delivery, and establishing feedback mechanisms. This will be led by MINALOC;

MINALOC needs to mobilize and ensure that citizens participate in decision making, policy or program process as to enhance ownership of decisions made which leads to relatively easy implementation. In the same way, people should be aware of their rights and be sensitized to express dissatisfaction of services delivered to them— a mechanism to enhance accountable governance in particular;

MYICT should put more effort in the use of ICT by Local Government leadership to enable citizens who can use relevant technology easily access services and pay for them online. This reduces bureaucracy and minimizes corruption;

Rwanda Natural Resources Authorities need to look into the possibility of reducing procedures and requirements for land registration, land transfer and the hurdles experienced during the issuing of land documents by revising land law, establishing one-stop centre for every district and online registration. This will curb corruption, blockage and bureaucracy issues involved in the process.

CHAPTER 5: SERVICE DELIVERY IN THE JUSTICE SECTOR

5.1. Background

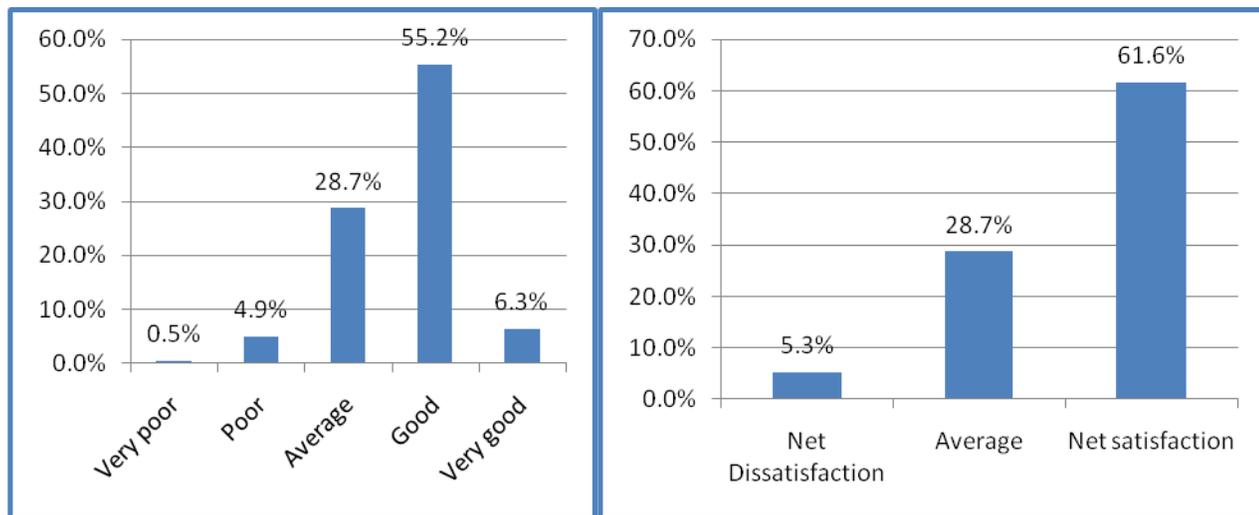
Among the many principles of governance, the rule of law and access to equitable justice are believed to be an enabler and outcome of development. Subsequently, Rwanda considers this to be one of the government's priority areas. The country's major recent reform in the justice sector was the Rwanda Law Reform Commission established in 2010. The institution is mandated to analyze the laws and provide recommendations to relevant authorities for their improvement, modernization and reform. All the efforts put in the sector aim to ensure effective delivery of legal services to the citizens. Reforms are made to help decongest the system, accelerate trials, facilitate access to justice, establish a stable environment for business development and investment promotion, strengthen respect for human rights, and decentralize the justice system (MINIJUST, 2008). The Ministry of Justice (MINIJUST) promotes and facilitates the rule of law efforts by putting in place a legal framework for good governance and ensuring effective delivery of legal services to the public as well as promoting reconciliation among Rwandans.

5.2. Findings on service delivery in the justice sector

In this chapter, CRC presents findings on how respondents are satisfied with the services delivered by the justice sector. The justice system encompasses various institutions with varying mandates but all aim at promoting the rule of law and access to equitable justice. Just as presented in the 2012 CRC, the 2013 CRC as well measures respondents' level of satisfaction with the services delivered by the justice sector as illustrated in the survey findings below.

5.2.1. Satisfaction with service delivery in the justice sector

Figure 38: Level of satisfaction with service delivery in the justice sector



Source: RGB-CRC 2013 Survey primary data

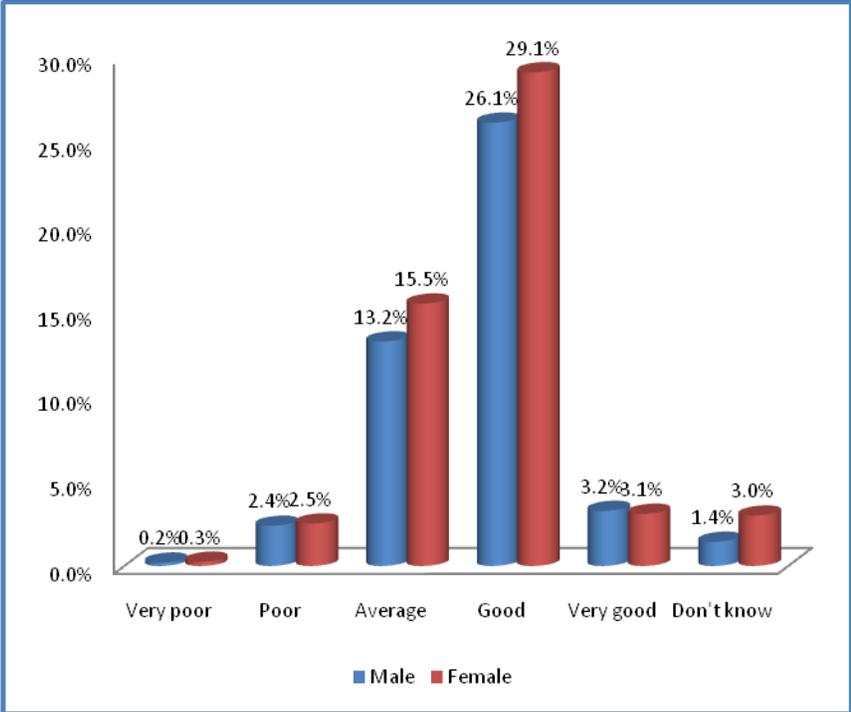
In general, service delivery in the Justice Sector was considered to be at 61.6% net satisfaction, compared to 5.3% net dissatisfaction as indicated in the graph above. The average score was higher than the net dissatisfaction which implies that there was a high possibility for improvement if the sector works hard while there was equally a possibility of lowered satisfaction if more efforts for improvement were not enhanced.

According to focus group discussions, citizens generally appreciate services delivered by the Justice Sector and it was said to be independent especially at the grassroots level. At this level, *Abunzi* are doing a commendable job despite some challenges such as issues related to the way they are appointed which was said not to be based on integrity, operational challenges like working without any allowance, lack of needed training, and follow up on *Abunzi* competence and functionality. *Gacaca* which closed its activities in 2012 was noted as a good mechanism to handle cases of the 1994 Genocide against the Tutsi and emphasized on justice instruments that have origins in Rwandan traditions. However, services provided by justice sectors were not appreciated due to delays in delivering justice and cases of corruption involved in it. There was also a problem of lack of advocates especially for the poor regarding cases at higher instances. It was also reported that some judges seemed to be unable to interpret laws, which led them to sometimes contradict themselves when taking decisions. The issues above might be the reasons behind the moderate performance of the sector.

Focus group discussions underlined that citizens were not well conversant with the judicial system as well as the laws. People said that they need to understand the way the sector works and the laws

that govern the country. Some citizens think that enforcing court decisions was not done effectively. Some other citizens also said that justice is said not to be independent since the staff are government employees—leading to complaints of delays, unfairness and inappropriate services provided in this sector. As a consequence, some people opt not to take their cases to courts. There were also issues related to the prosecution, whereby, due to inconsistencies in their services, the police sometimes carry out investigations after the crime has been committed a long time ago. Significant cases of land related conflicts were also mentioned as one of the areas that need special attention.

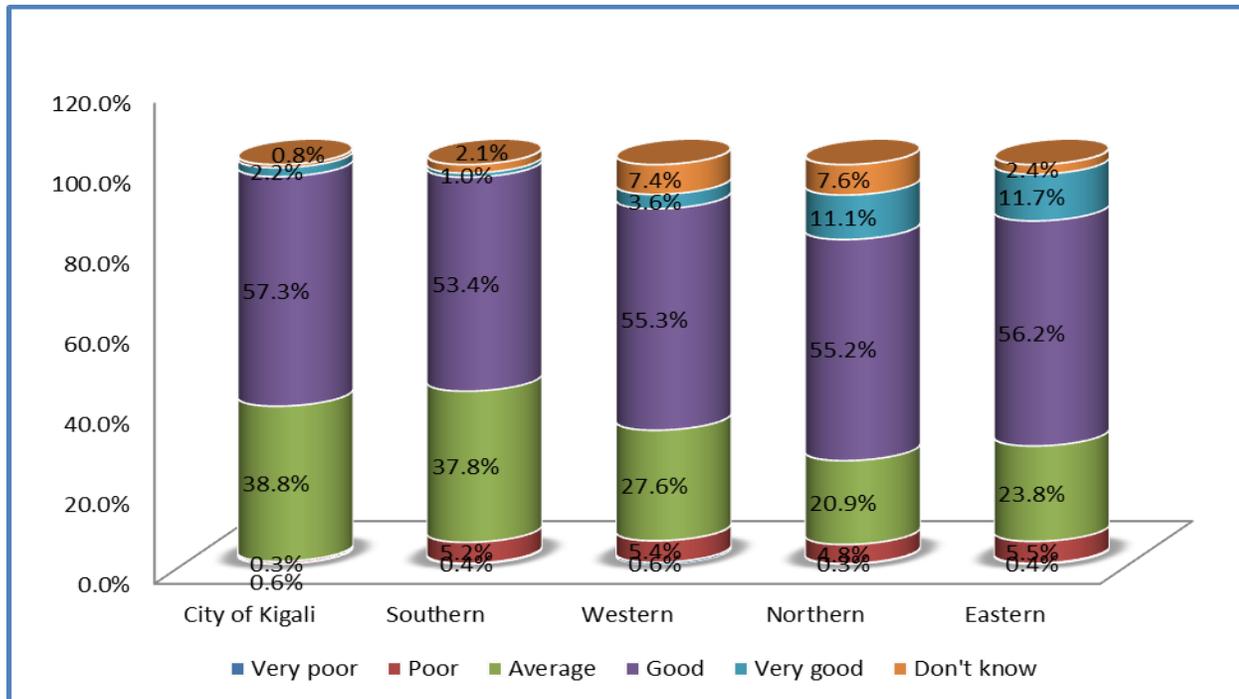
Figure 39: Level of satisfaction with service delivery in the justice sector by sex.



Source: RGB-CRC 2013 Survey primary data

Female respondents were the majority respondents in the 2013 CRC survey, this can be the possible reason they earned a majority count on all the variables. However, a relatively significant difference appears on how females perceive justice services with a 29.1% net satisfaction and average at 26.1% compared to their male counterparts at 26.1% and 13.2% respectively.

Figure 40: Level of satisfaction with service delivery in the justice sector by province



Source: RGB-CRC 2013 Survey primary data

Disaggregation by province indicates that the Eastern Province scored with a high percentage of net satisfaction on service delivery in the justice sector at 67.9%, the Northern Province at 66.3%, Kigali City at 59.5%, Western Province at 58.9% and the Southern Province at 54.4%. However, all provinces' net dissatisfaction score was less than 10%.

To further understand the citizens' perception in terms of satisfaction and participation in services delivered by the justice sector, the data were disaggregated by districts. The disaggregation and presentation of data mainly focused on net satisfaction and net dissatisfaction without considering the average which was part of the used variables as will be shown in all the findings.

Table 11: Level of satisfaction with service delivery in the justice sector by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts dissatisfaction above 10%
Ngoma (80.3%) Kirehe (79.3%) Burera (78.6)	Karongi (73.8%) Rutsiro (73.3%) Bugesera (69.6%) Rwamagana (69.4%) Gicumbi (67.7%) Kayonza (67.6%) Gasabo (66.1%) Gakenke (65.5%) Gisagara (63.9%) Rulindo (61.5%) Muhanga (61.4%) Kamonyi (61.3%) Ruhango (60.8%) Ngororero (60.7%) Nyagatare (58.9%) Rubavu (58.1%) Rusizi (56.1%) Kicukiro (55.6%) Musanze (55.3%) Nyarugenge (54.2%) Gatsibo (53.7%) Nyaruguru (53.6%) Nyabihu (53.3%) Huye (50.4%)	Nyamagabe (43.4%) Nyanza (43.0%) Nyamasheke (40.1%)	Nyamasheke (11.7%) Nyanza (11.3%) Kayonza (10.5%) Gatsibo (10.0%)
3 Districts	24 Districts	3 Districts	4 Districts

Source: RGB-CRC 2013 Survey primary data

Disaggregation by district shows that respondents who consider service delivery by the justice sector as lower than 50% net satisfaction are Nyanza, Nyamagabe and Nyamasheke. However, it is only Nyanza among these districts that appears among those districts that had a net dissatisfaction above 10%. This means that either the majority of the citizens in these districts do not freely express

themselves regarding whether they are dissatisfied with the services or people receive just average services—which can be interpreted as lack of expertise among service providers. The national illustration is found in the map below.

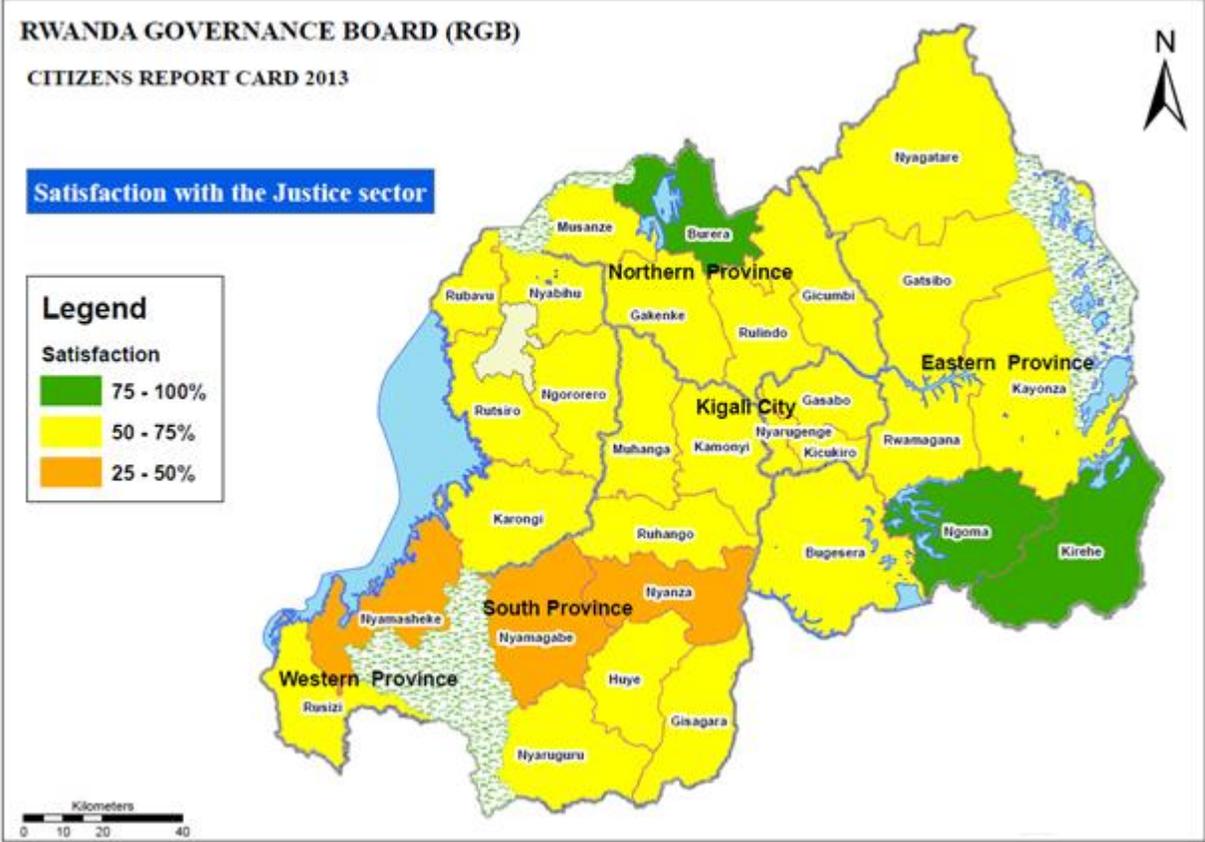


Table 12: Satisfaction with justice delivered without fear or favour

Districts with net satisfaction above 75% Burera (79.5%) Ngoma (76.3%) 2 Districts	Districts with net satisfaction between 50% and 75% Kirehe (74.0%) Bugesera (66.8%) Kamonyi (66.7%) Gicumbi (66.6%) Kayonza (64.9%) Rwamagana (64.6%) Muhanga (63.7%) Rulindo (61.5%) Rutsiro (61.2%) Gatsibo (58.5%) Gakenke (58.1%) Nyarugenge (54.5%) Musanze (53.8%) Gasabo (52.3%) Nyagatare (51.5%) Gisagara (51.0%) 16 Districts	Districts with net satisfaction between 25% and 50% Karongi (49.9%) Rusizi (49.3%) Rubavu (48.6%) Kicukiro (46.0%) Nyabihu (45.0%) Ruhango (44.0%) Ngororero (44.0%) Nyaruguru (41.6%) Huye (39.7%) Nyamasheke (39.2%) Nyamagabe (35.4%) Nyanza (32.3%) 12 Districts	Dissatisfaction above 10% Ngororero (15.7%) Nyanza (14.0%) Gatsibo (13.3%) Nyamasheke (12.4%) Nyamagabe (11.9%) Kayonza (11.1%) Rusizi (11.0%) Rulindo (10.1%) 8 Districts
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Source: RGB-CRC 2013 Survey primary data

According to focus group discussions, citizens said that the judiciary is independent but with challenges related to decentralization. These include among others the mandate that was given by the law to the Sector and Cell Executive Secretaries to execute court decisions which did not consider the fact that they have a lot of administrative and other official duties. This leads to delayed implementation of court decisions. Commercial and other courts at a minimal rate were singled out as not performing well.

The national illustration is found in the map below.

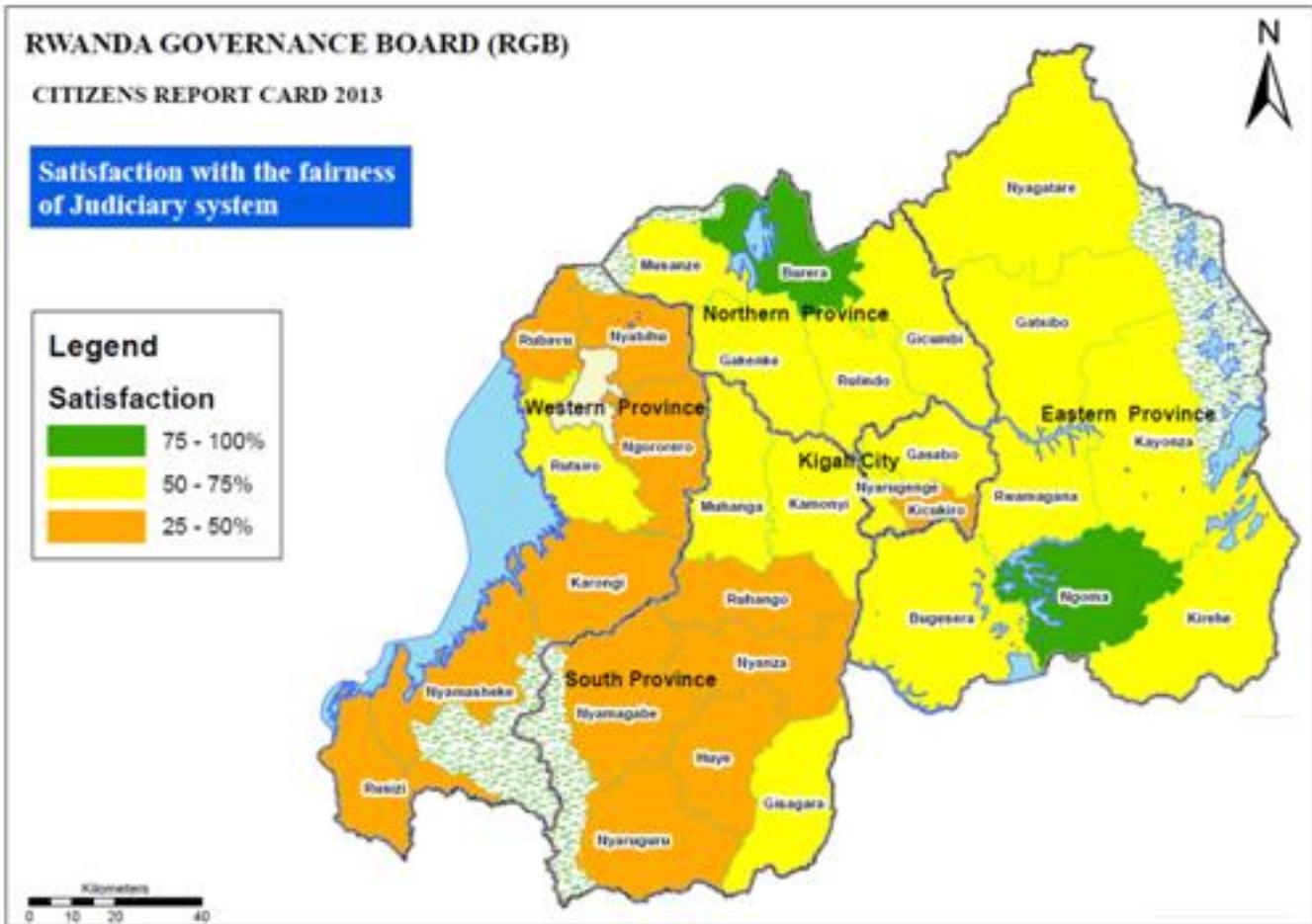
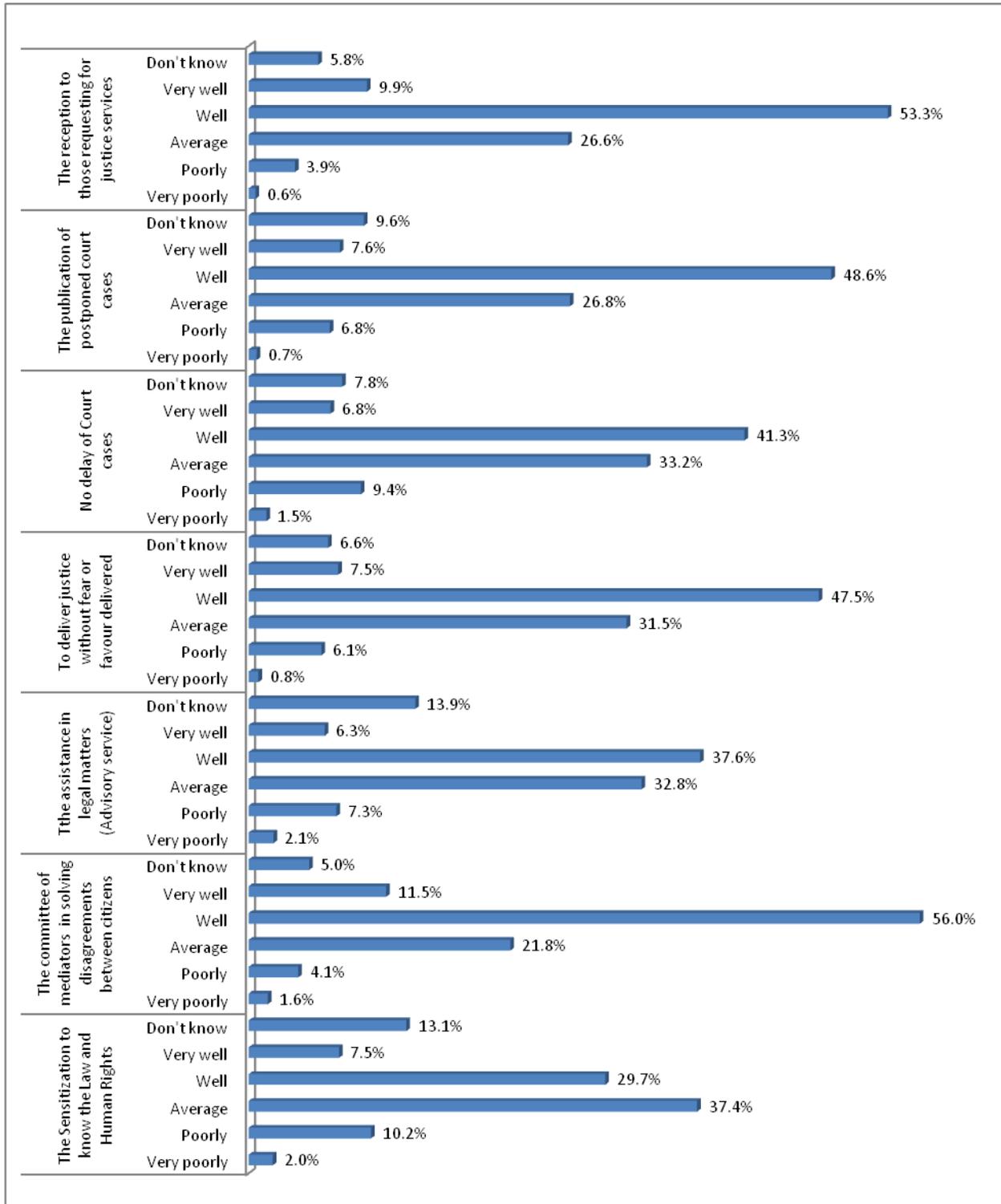


Figure 41: Level of satisfaction with service delivery in various justice sectors



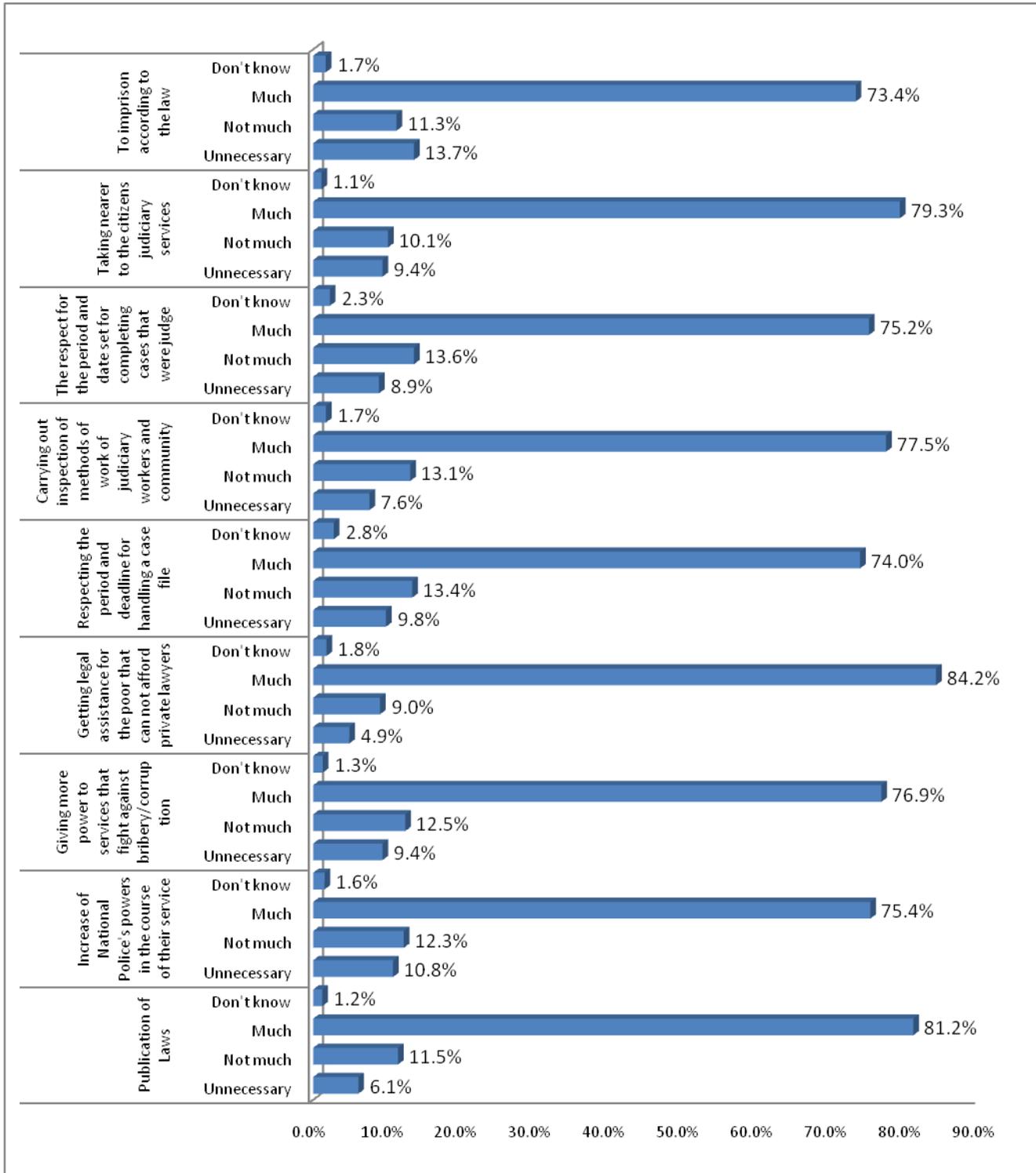
Source: RGB-CRC 2013 Survey primary data

According to the figure above, the highest percentage of respondents, i.e. 67.5% expressed that committees of mediators delivered their services well/very well, followed by reception to those requesting for justice services at 62.12%, publication of postponed court cases at 55.6%, delivery of Justice without fear or favour at 54.10%, and then a low score given to no delay of court cases at 47.11, assistance in legal matters (advisory service) at 43.9 and the lowest score to sensitization to know the law and human rights at 36.12%.

Respondents appreciated various services delivered in the justice sector especially due to the fact that cases were handled at first by grassroots leaders. When a given case was not resolved, it would be referred to *Abunzi*. However, challenges reported during focus group discussions include the fact that the local population is still ignorant of the provisions of the law, there is a lack of legal advisory service and issues of justice delivery delays —in addition to the high cost of lawyers, and as a result, many people cannot afford hiring them. Citizens do still find courts of law as being far from the people. Therefore, the focus group discussions explained the reasons for the low net satisfaction in the areas of: no delay of court cases, assistance in legal matters and sensitization to know the law and human rights as indicated in the figure above.

5.2.2. Effort needed in the justice sector

Figure 42: Level of efforts needed to improve services in the justice sector



Source: RGB-CRC 2013 Survey primary data

The citizens think that in the judicial sector much effort need to be made in the following areas: more to be done in getting legal assistance for the poor who cannot afford private lawyers at 84.2%, publication of laws at 81%, taking nearer to the citizens judiciary services at 79.3%, carrying out inspection of methods of work of judiciary workers and community arbitrators at 77.5%, give more power to services that fight against bribery/corruption in the judiciary at 76.9%, increase National Police's powers in the course of their service delivery at 75.4%, respect for the period and date set for completing cases that were judged at 75.2%, respecting the period and deadline for handling a case file at 74.0% , and finally to the imprisonment according to the law at 73.4%.

In varying services offered by the Justice Sector, citizens appreciated them as fair and law abiding, but denounced that there were too many cases that took so long to be concluded and some laws that need to be reviewed. The number of judicial staff was also mentioned as being low compared to their work load. There is still limited access to and knowledge about laws, which makes citizens not to claim for their rights. Courts are still considered as being far from citizens and the citizens' understanding of the judiciary system is still a challenge. People need to know and understand how the sector works as well as the laws in order to hold service providers accountable. At some levels of the judiciary sector or while seeking some services, there are issues of unfairness and corruption reported. Therefore, this explains the reasons for the need for improvement in some areas of the justice sector.

5.3. Conclusion and Recommendations

Citizens generally appreciate services delivered by the Justice Sector at all levels—with a level of independence and traditional relative judicial mechanisms. But they also pointed out some challenges that might affect the performance of the sector such as long delays and cases of corruption; lack of advocacy for cases at higher levels, lack of the citizens' awareness and sometimes lack of capacity within justice providers.

Based on how well citizens perceive judicial services, much effort needs to be made on improving the status of sensitization to know the law and human rights, which scored 36.12%, followed by assistance in legal matters (Advisory service) with 43.9%, and then delay of court cases with 47.11%. Some effort also needs to be made in those services that scored avelagely: publication of postponed court cases (55.6%), delivery of justice without fear or favour (54.10%). There is need to raise more specifically awareness of people through training on the legal process and laws that govern the country and provide legal assistance to the poor.

Results from the participants' level of satisfaction with the service delivery by Government's Judicial Departments by districts suggest that Huye with 49.9%, Nyamagabe with 43%, Nyanza with 43%, and Nyamasheke with 40% need to set up mechanisms to make better their judicial service delivery.

Based on the challenges raised and areas in which the citizens' appreciation was low, the following recommendations are made:

- The concerned provinces or districts should carry out an assessment of what is /not working as to set up relevant mechanisms for improvement;
- There is need to enforce punitive measures to corrupt officials in the justice system and establish a mechanism like a hotline to track the number of times a specific official, institution or a staff has been reported asking for any form of bribe.
- There is need to supervise *Abunzi* and build their capacity to ensure quality of what they are doing;
- There is need to revise laws in general and those that determine people who enforce court decisions and set up mechanisms to ensure proper enforcement of those laws;
- There is a need for more decentralized judicial system like the courts, increase the number of judges and train judicial staff and administration to ensure complementarity and to enforce the prosecution in order to handle cases in due time;
- Land issues need to be given due attention by revising land laws to fit all the land related complains;
- There is need to train judges on the interpretation of laws so as to have a uniform understanding and interpretation of the laws.

CHAPTER 6: SERVICE DELIVERY IN THE INFRASTRUCTURE SECTOR

6.1. Background

This section examines the respondents' responses on the following services: Water and Sanitation, Roads, Electricity, and Information & Communication Technology (ICT). Rwanda has made significant progress in setting up key infrastructure such as roads, electricity and water supply in different parts of the country.

6.2. Findings in water services

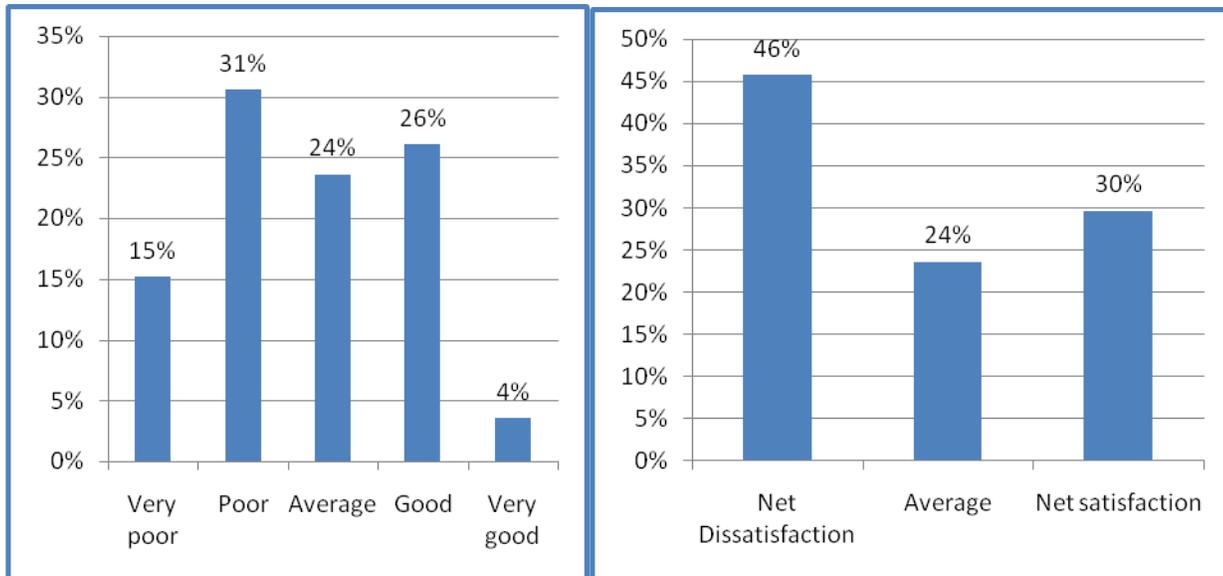
This section shows the findings on water service delivery in Rwanda. It explores the access to water, sources of water, the distance to get to the water source, services provided by institutions in charge of water services. It also presents an assessment of the performance of water service providers basing on the cost, quality and quantity of the received water. This section finally looks at the participation of citizens in the decision making process concerning the supply and distribution of water services in the country. According to the EICV report 2011, 74.2% of households in Rwanda have access to drinking water (mainly protected springs and public stand pipes).

6.2.1. Level of satisfaction with water services:

The citizen survey explored the respondents' opinions on the following areas:

The extent to which they were satisfied with service delivery in water activities and responsible agencies, the distance to the nearest water source (in meters) for those who did not have piped water in the house, participation of citizens in planning water activities, rating of service delivery by key agencies such as EWSA. The graphs below summarize the findings on water services delivery in the country.

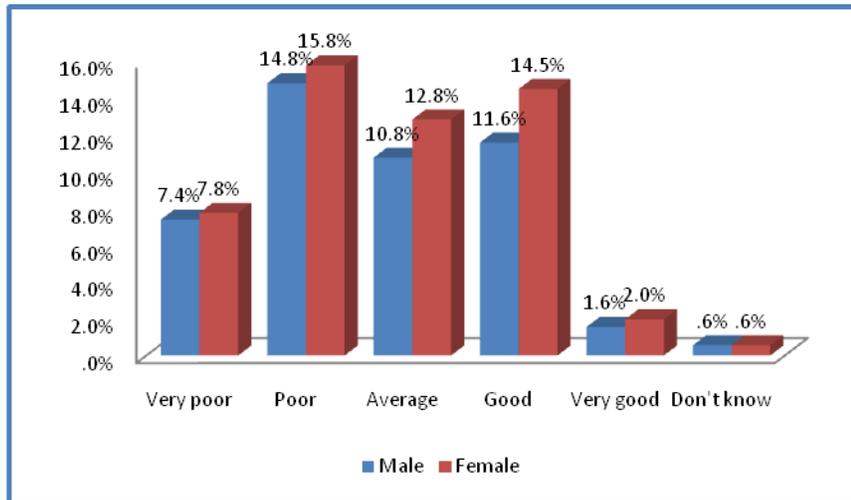
Figure 43 : Overall satisfaction with water services



Source: RGB-CRC 2013 Survey primary data

As illustrated above, citizens have varying perceptions towards the way they were satisfied with water services at national level. In consideration of the low and high end, those who considered services very poor and poor were 15% and 31% respectively, which indicates a net dissatisfaction of 46%. Those who considered services delivered as very good and good were 4% and 26%, giving a net satisfaction of 30%. Generally, the results show that the majority of the respondents (46%) perceive services to be poor. This rating calls for more effort to be made to rectify service delivery in the water sector.

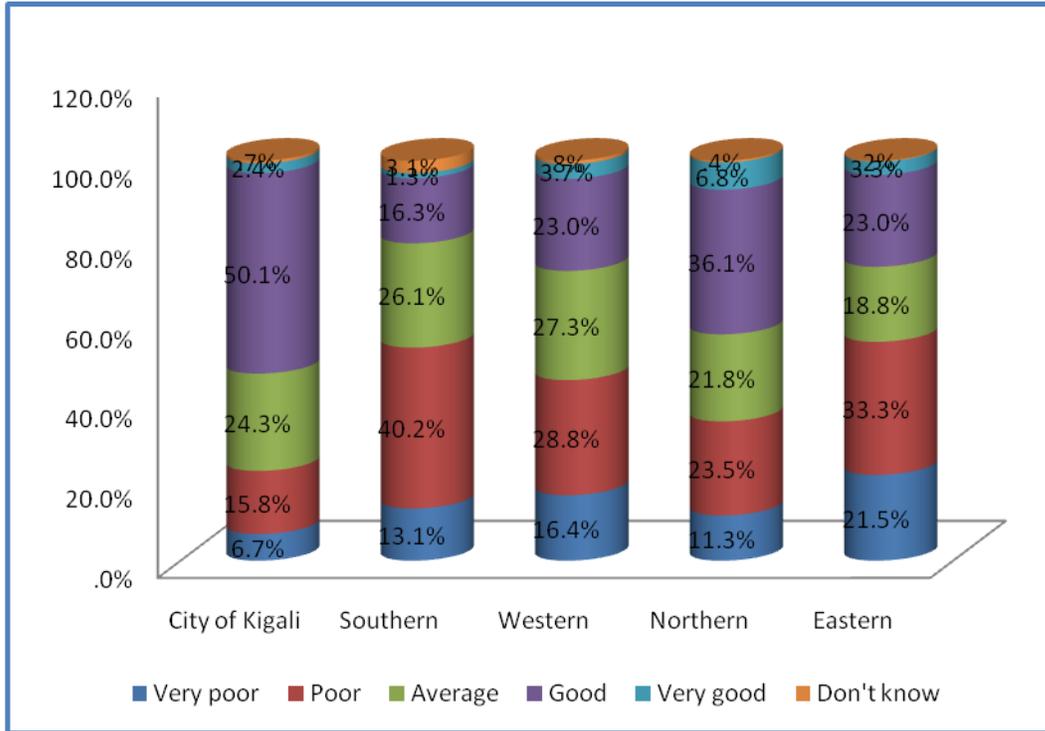
Figure 44: Satisfaction with water services by sex



Source: RGB-CRC 2013 Survey primary data

Figure 45 above shows the satisfaction of the respondents concerning the services in the water sector with the results disaggregated according to sex. The overall rating of both sexes does not show any significant difference in their rating of the service given to them. The only slight difference is indicated in their rating of the service as good where the females who rated the service as good were 14.5% while the males were 11.6%. It is also worth noting that those who consider the service given to them as poor are the majority within females rating it at 15.8% and males at 14.8% respectively.

Figure 45: Satisfaction with water services by province



Source: RGB-CRC 2013 Survey primary data

Figure 46 shows the satisfaction with water services by provinces. The rating of appreciation by citizens as indicated above shows that Kigali City has the highest percentage of 50.1% rating the service given to them as good compared to other provinces. The Southern Province has the lowest level of appreciation of services in the water sector rated at 16.3%. The Northern Province is second to Kigali City in terms of appreciation of services with 36.1% while both the Eastern and Western Provinces rated the sector at 23% as good.

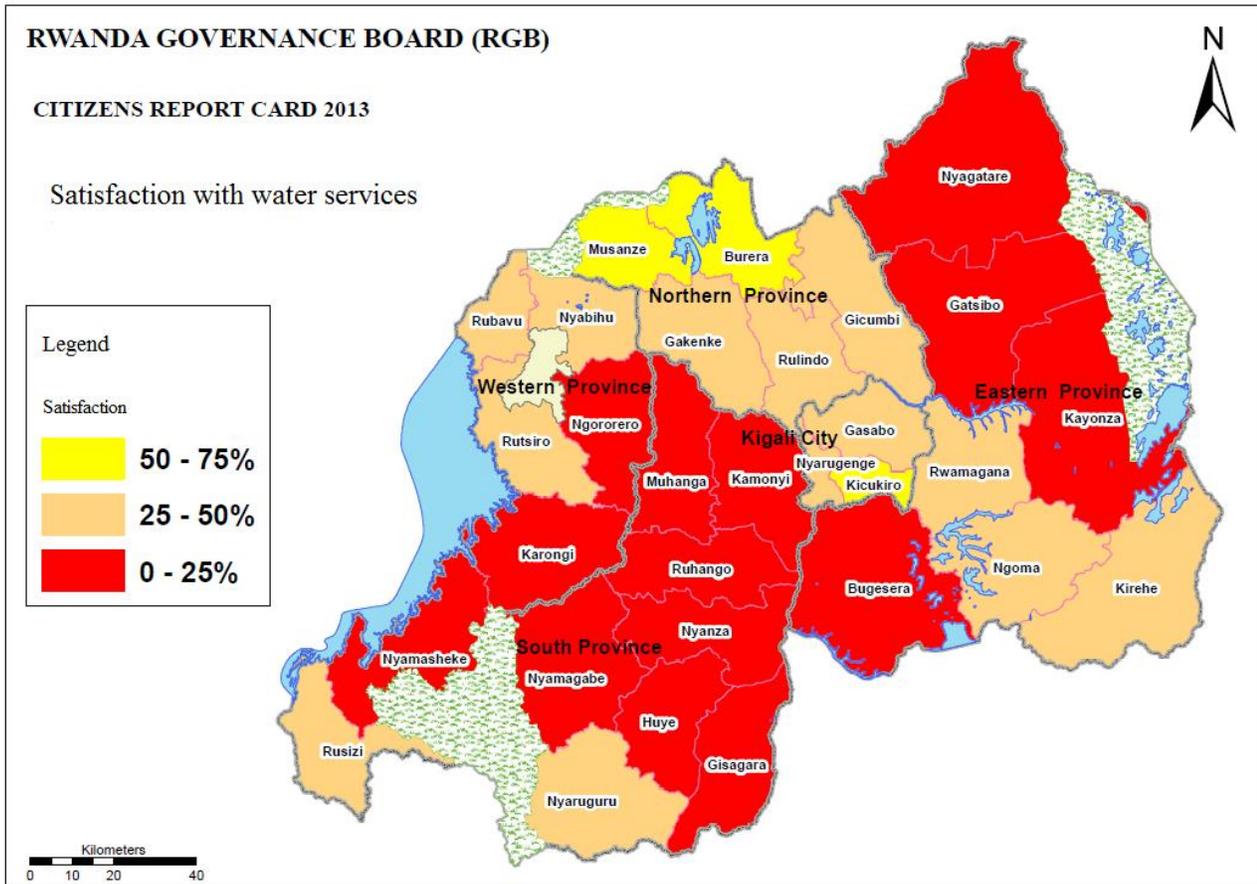
Table 13: Satisfaction with water services by district

Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 50%
Kicukiro (61.6%) Burera (56.0%) Musanze (55.6%) 3 Districts	Gasabo (49.3%) Nyarugenge (48.7%) Kirehe (46.0%) Nyaruguru (42.4%) Rutsiro (41.3%) Ngoma (40.6%) Rulindo (35.5%) Gicumbi (35.5%) Gakenke (35.4%) Rubavu (34.2%) Rwamagana (33.7%) Nyabihu (28.5%) Rusizi (26.0%) 13 Districts	Karongi (24.7%) Muhanga (23.1%) Gisagara (22.9%) Bugesera (22.6%) Nyagatare (21.3%) Ruhango (20.3%) Nyamasheke (16.3%) Kayonza (16.2%) Ngororero (16.0%) Huye (10.7%) Nyamagabe (10.1%) Nyanza (8.0%) Kamonyi (6.8%) Gatsibo (5.1%) 14 Districts	Gatsibo (88.9%) Nyanza (72.3%) Huye (70.1%) Kayonza (69.9%) Nyamagabe (61.9%) Gisagara (59.0%) Nyagatare (57.6%) Nyamasheke (56.9%) Bugesera (52.5%) 9 Districts

Source: RGB-CRC 2013 Survey primary data

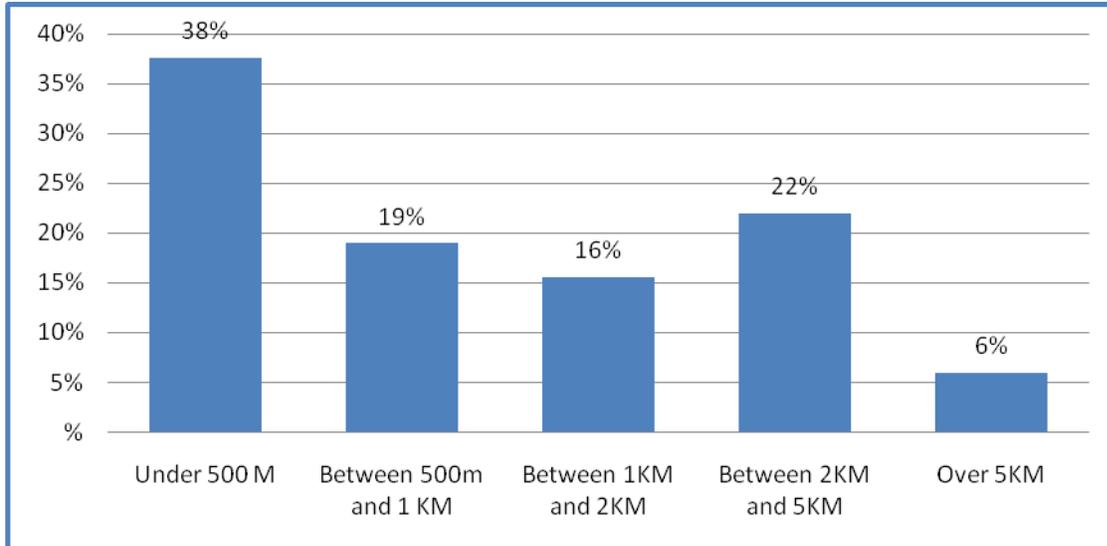
Table 13 above shows the level of satisfaction with services provided by water department according to the respondents. Findings in this sector indicate a high level of dissatisfaction of above 10% in all the districts (30), and 9 districts had a dissatisfaction of above 50%. While none of the thirty districts indicated a satisfaction above 75%, only 3 districts have a satisfaction between 75% and 50%, 13 districts indicated a satisfaction between 25% and 50% with 14 districts ranking the services in this sector below 25%. The findings above point to serious challenges in the water sector that need to be addressed to mitigate against high levels of citizens' dissatisfaction.

The national illustration is found in the map below.



6.2.2. Distance to the water source

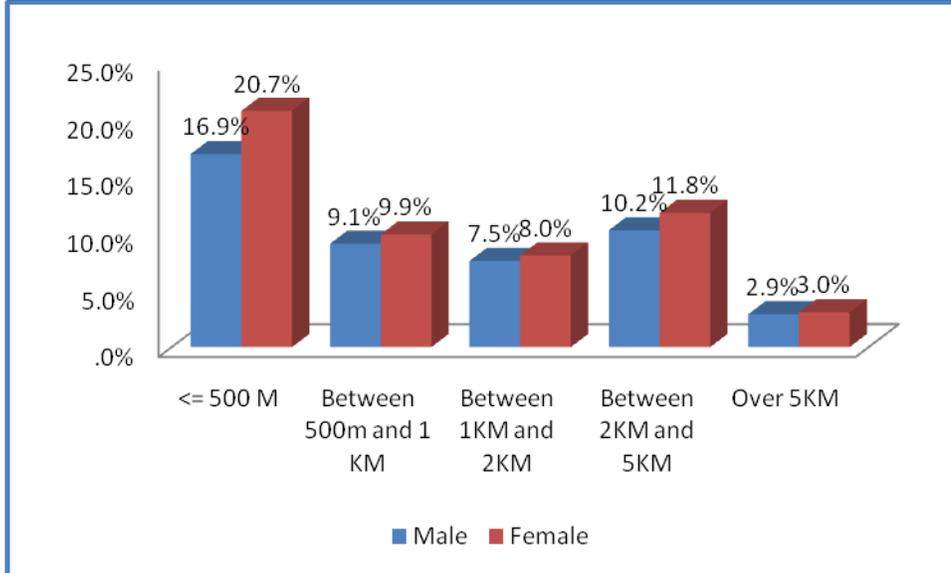
Figure 46: Rating of distance to water source at the national level



Source: RGB-CRC 2013 Survey primary data

The graph above shows the variation in the distance to the nearest water source where 38% of the citizens reported that it was within less than 500m while only 6% thought that the distance was over 5km. It can be observed that the distance varies within provinces and districts as shown in the following graphs.

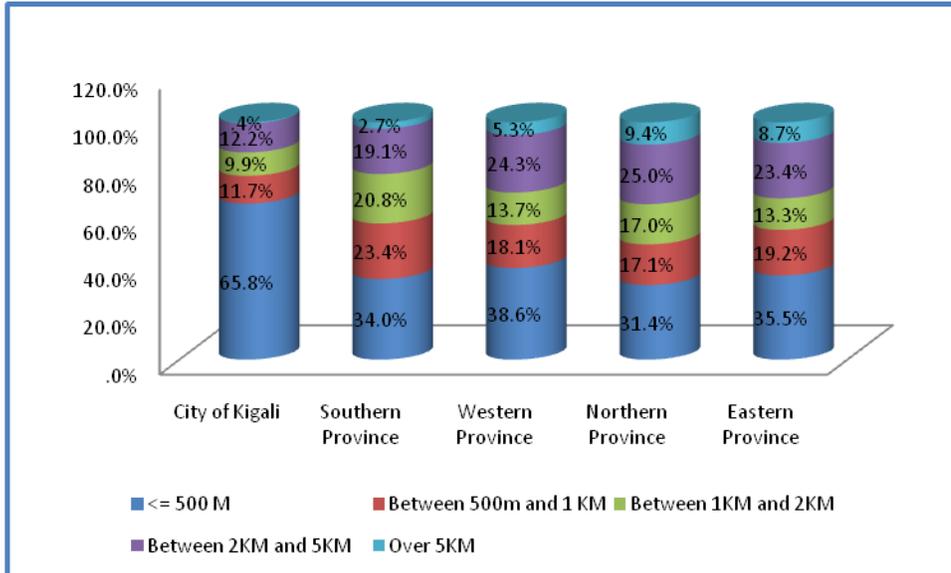
Figure 47: Rating of distance to water source by sex



Source: RGB-CRC 2013 Survey primary data

Figure 47 above shows the rating of distance to the water source with respondents segregated according to sex. The overall perception of both sexes to the distance was almost the same. The majority of the respondents (both females and males) indicated that they travel less than 500m to the water source, which is a good indicator for the water sector since distance is one of the challenges in terms of accessibility. Those who travel between 2km and 5km were also a big percentage of 10.2% and 11.8% for males and females respectively. This distance signals a very big challenge to the water sector because it is quite long.

Figure 48: Rating of distance to water source by province



Source: RGB-CRC 2013 Survey primary data

The figure 49 above shows the rating of distance traveled to the water source according to the provinces. As it can be seen, Kigali City has the highest percentage of people who travel less than 500 m to the water source, rated at 65.8% by the respondents. The Northern Province has the lowest percentage of people that travel less than 500m, rated at 31.4% by the respondents. The Northern Province also has the highest percentage of people who travel over 5km to the water source, rated at 9.4%. The Eastern Province rated the same distance traveled to the water source at 8.7%. The overall assessment of distance traveled to the water source in provinces shows that all provinces except Kigali City have a challenge of accessibility to water source. This is explained by high percentages of over 30% when distances between 1km-2km and 2km-5km are considered in each province.

Table 14: Rating of distance to water source at district level

Districts with less than 1 km distance traveled to source of water above 75%	Districts with less than 1 km distance traveled to source of water between 50% and 75%	Districts with less than 1 km distance traveled to source of water between 25% and 50%
Nyaruguru (83.6%) Nyabihu (83.0%) Kicukiro (80.8%) Musanze (80.2%) Gasabo (78.4%) 5 Districts	Nyarugenge (73.1%) Rwamagana (72.0%) Ruhango (66.8%) Rutsiro (66.0%) Muhanga (64.9%) Nyamagabe (64.1%) Bugesera (61.6%) Karongi (61.5%) Rusizi (61.2%) Kayonza (57.4%) Kirehe (56.4%) Rubavu (50.9%) Gatsibo (50.8%) Huye (50.7%) 14 Districts	Kamonyi (49.1%) Ngoma (48.3%) Burera (48.2%) Gisagara (46.3%) Nyamasheke (45.5%) Gicumbi (41.9%) Gakenke (41.0%) Nyagatare (40.7%) Rulindo (38.7%) Nyanza (37.3%) Ngororero (26.3%) 11 Districts (

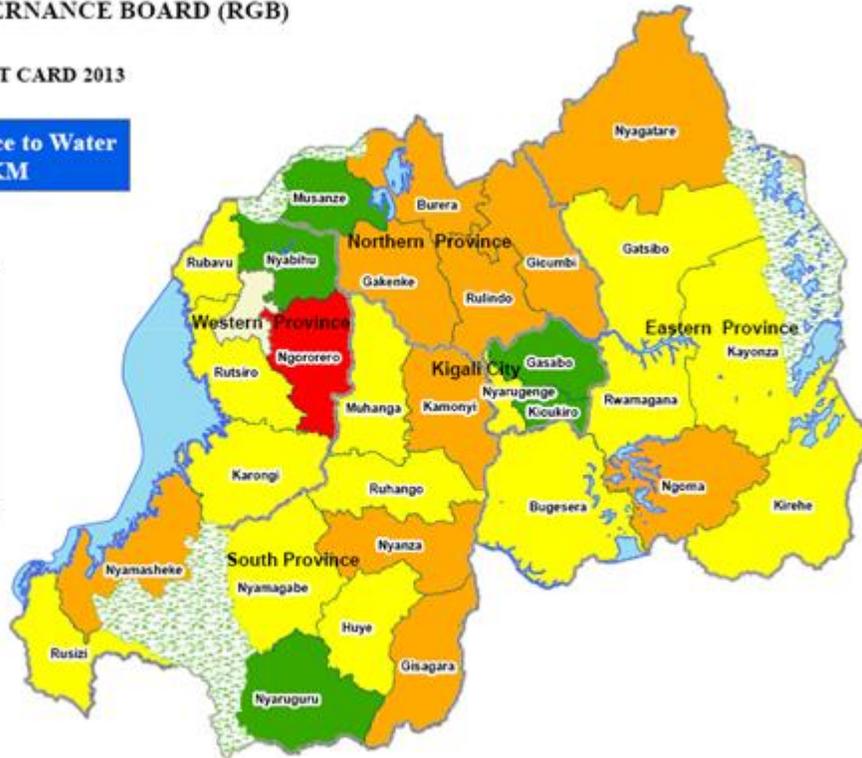
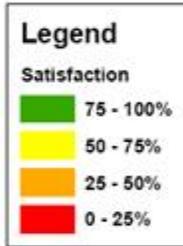
Source: RGB-CRC 2013 Survey primary data

The table 14 above shows the distance traveled to the water source by districts. Only the participants from 5 districts travel less than 1km to the water source with over 75% while between 50% and 75% from 14 districts indicated that they travel less than 1 km. The national illustration is found in the map below.

RWANDA GOVERNANCE BOARD (RGB)

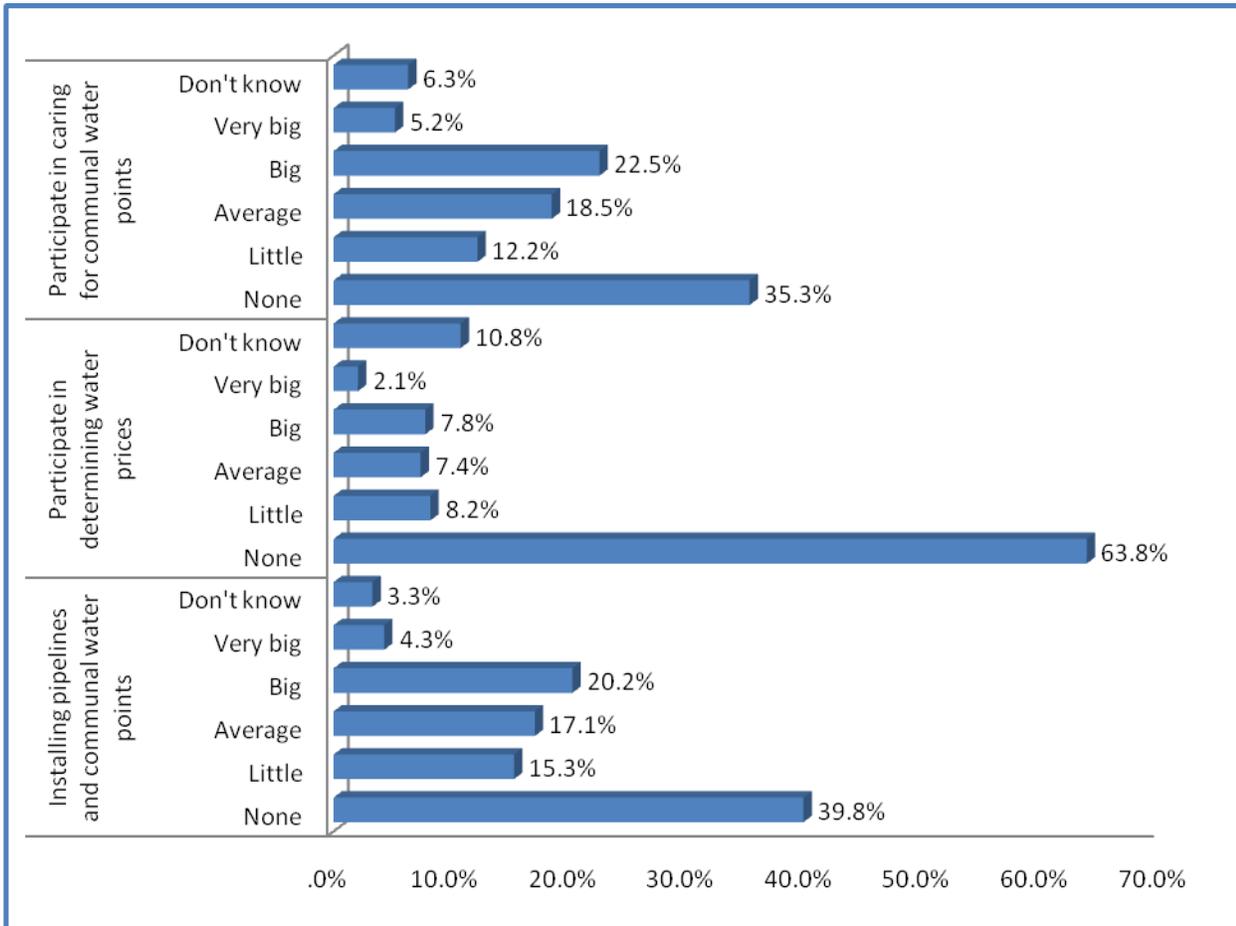
CITIZENS REPORT CARD 2013

Rating of distance to Water source under 1 KM



6.2.3. Level of citizens' participation in water services

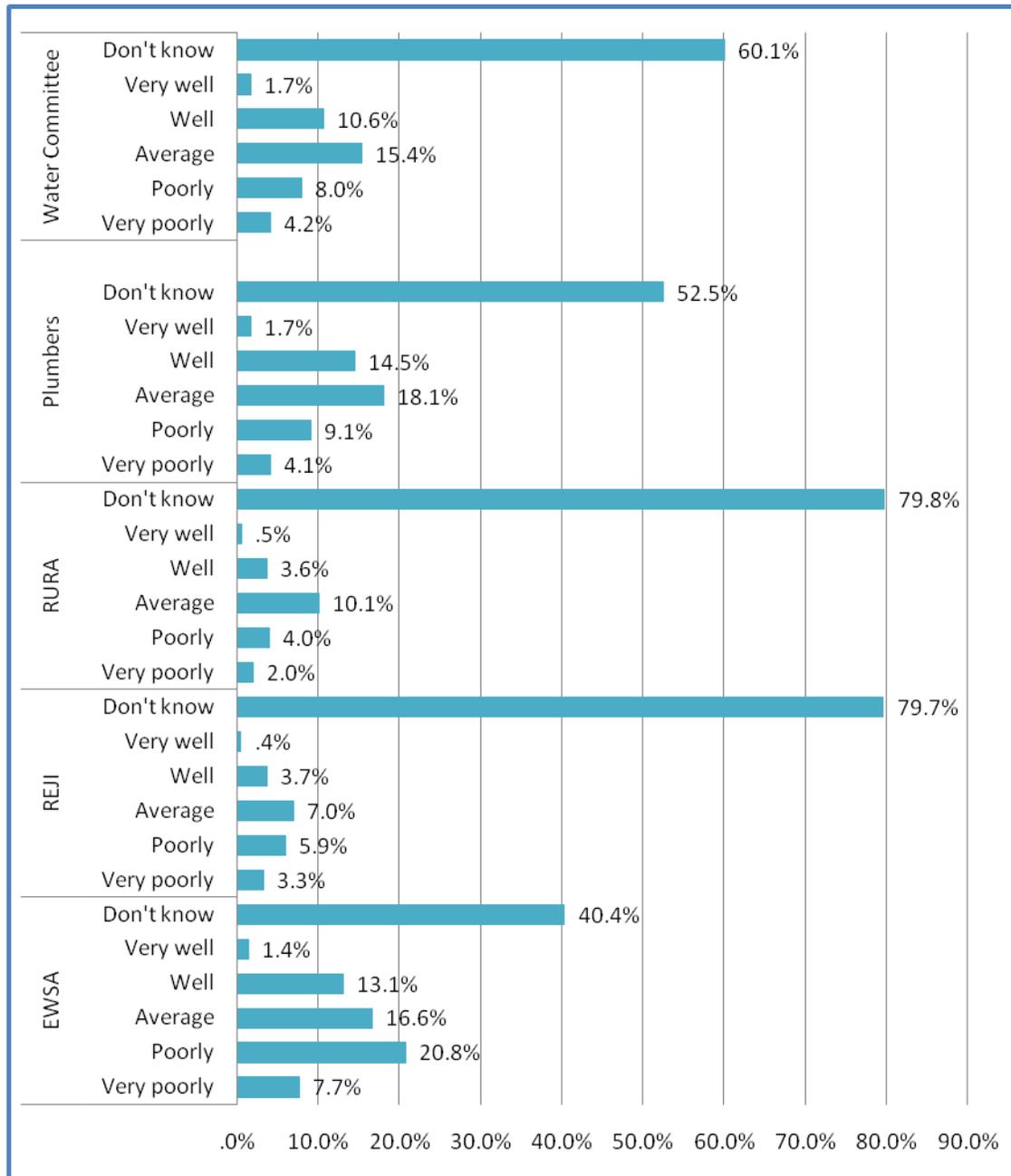
Figure 49: Citizens' participation in water services



Source: RGB-CRC 2013 Survey primary data

The graph above summarizes the citizen's views on their participation in water related activities at the national level. From the graph, it can be seen that most citizens do not participate in the distribution of water (39.8%), and in determining water prices (63.8%). It also shows that they play a relatively small role in maintaining water sources at 22.5%.

Figure 50: Citizens' opinion on water service delivery by various institutions



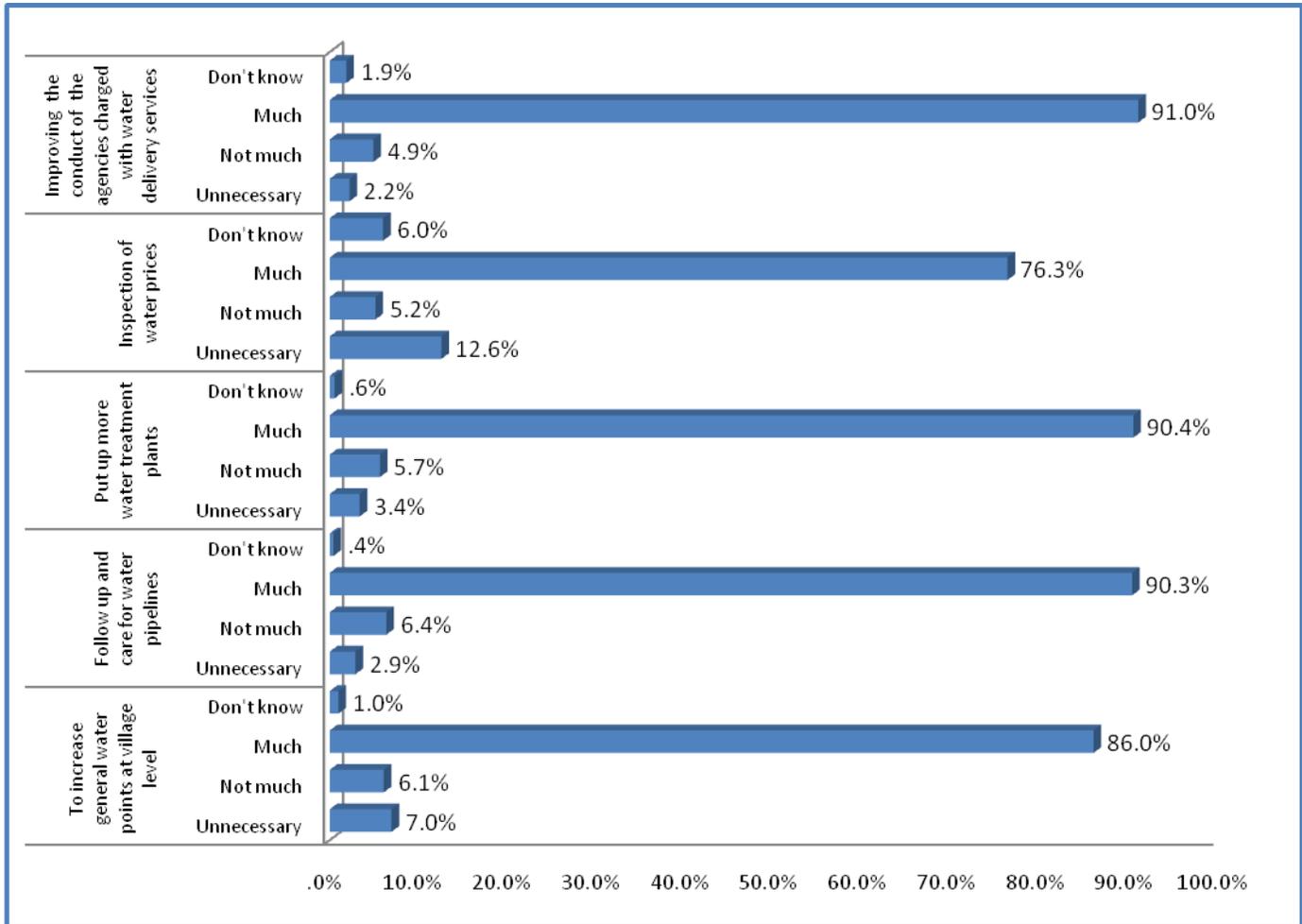
Source: RGB-CRC 2013 Survey primary data

The figure 51 above shows the assessment of services delivered in the water sector by the participants. Different service providers in this sector were rated as follows: EWSA was poorly rated

at 20% while 40% indicated that they did not know. The rest of the service providers in this sector were given a poor rating at less than 10%. It is important to note significant percentages that stated that they did not know.

6.2.4. Effort needed in water services

Figure 51: Areas where more effort is needed in water services



Source: RGB-CRC 2013 Survey primary data

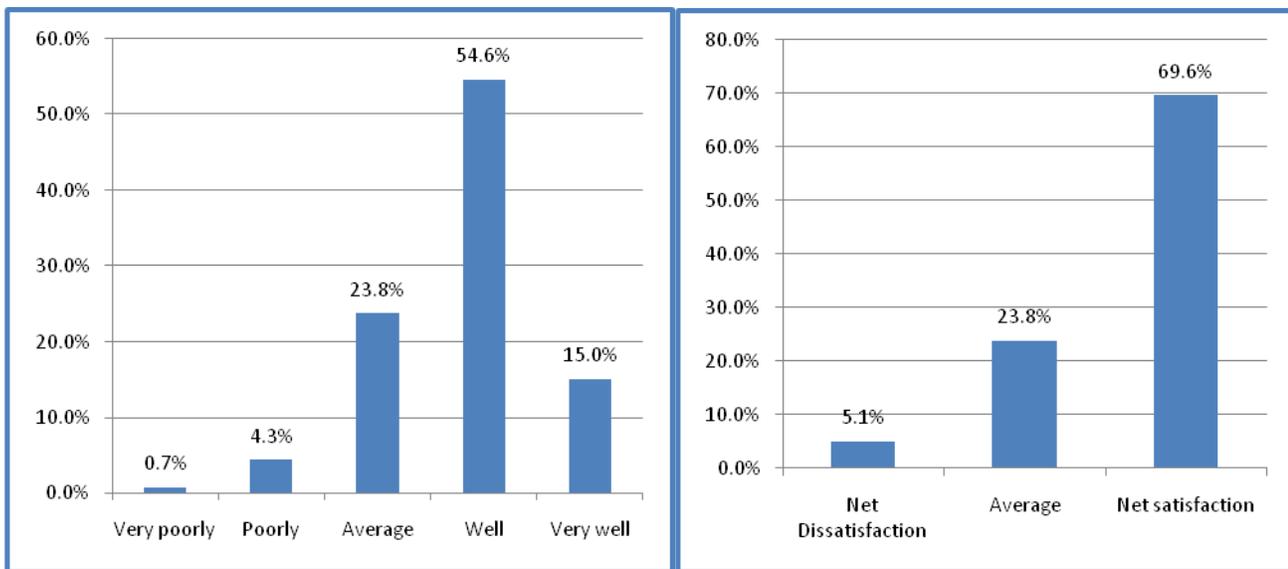
The figure 52 above shows that some areas need improvement in the water department as indicated by the respondents. Various areas that were examined in this sector needed improvement. However, it is important to note that there are areas that needed more improvement than others. These are maintenance of water pipelines, water treatment plants and agencies responsible for water delivery of services. All these areas needed to be improved at more than 90% according to the respondents

interviewed. It is important to note that the water department generally needs improvement with all the indicators surveyed at over 70%.

6.3. Findings in Sanitation

This mainly concerns the waste management in households. The survey findings reveal significant progress in the proper waste management in homes. The graph below shows various ways used to manage waste including the use of dust bins (85.3%), use of cooperatives that collect the waste from homes (4.9%), re-use of waste (3.8%).

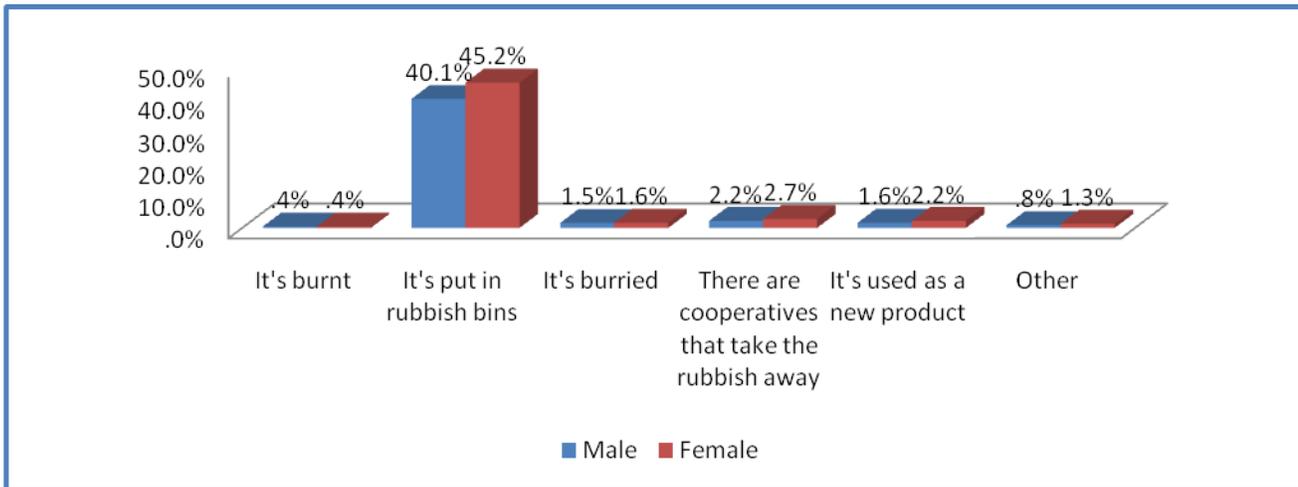
Figure 52: Perception on waste management in homes



Source: RGB-CRC 2013 Survey primary data

The figure 53 above shows that citizens had varying perceptions towards the way they were satisfied with waste management at the national level. In consideration of the low and high end, those whose perception was very poor and poor were 0.7% and 4.3% respectively, which indicates a net dissatisfaction of 5.1% while those whose perception was very good and good were 15% and 54.6%, giving a net satisfaction of 69.6%.

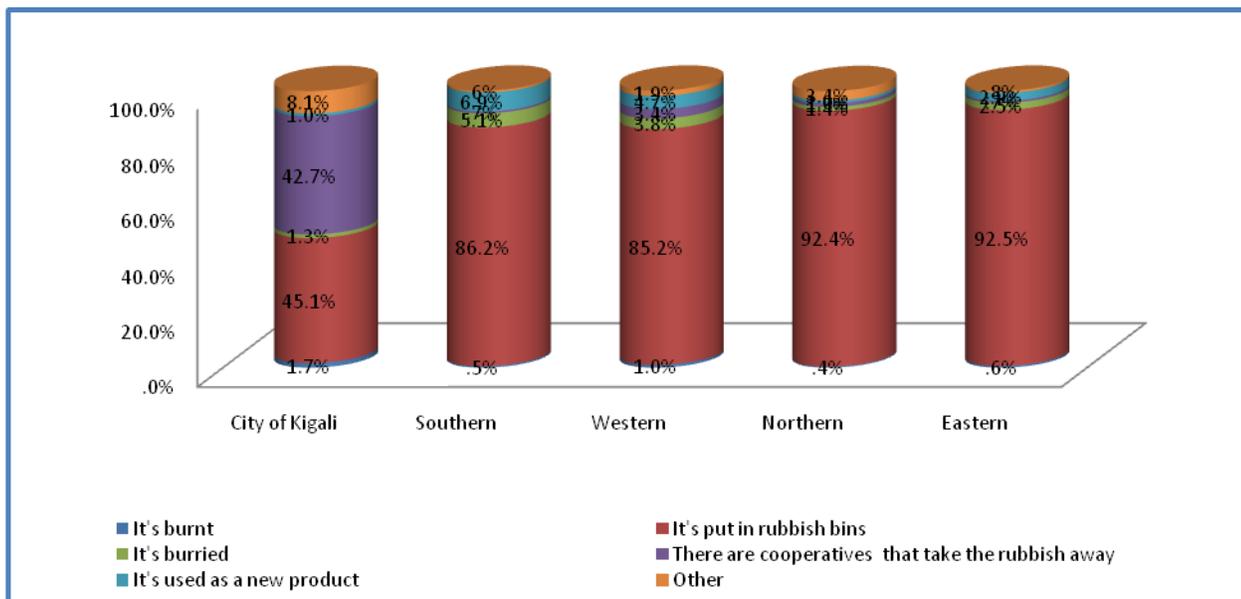
Figure 53: Different methods for waste management in homes by sex



Source: RGB-CRC 2013 Survey primary data

Figure 54 shows the different methods for waste disposal with data disaggregated according to sex. The majority of the respondents (females and males) indicated that the main method used to dispose of the waste from homes was the use of waste bins (40.1% for male and 45.2% for females). Other methods used were rated below 5%.

Figure 54: Different methods for waste management in homes by province



Source: RGB-CRC 2013 Survey primary data

The figure 55 shows different methods used to dispose of the waste according to provinces. The data above indicate that all the provinces, except Kigali City, dispose of the waste from homes into the waste bins at over 80%. Kigali is almost evenly split on the method used with 45.1% indicating that waste is disposed of into waste bins while 42.7% indicate that it is collected by cooperates who take it away.

6.3.1. Level of satisfaction with waste management

Table 15: Rating the satisfaction with waste management

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Gicumbi(93.0%) Kayonza(91.9%) Gisagara(90.8%) Bugesera(85.6%) Burera(85.4%) Huye(83.7%) Rwamagana(83.1%) Nyanza(80.7%) Nyaruguru(80.0%) Rulindo(78.2%) Gakenke(77.3%) Rusizi(77.1%) Nyamagabe(77.0%) Ngororero(76.0%) 14 Districts	Nyagatare(74.3%) Nyabihu(72.6%) Musanze(69.3%) Rubavu(67.1%) Karongi(65.7%) Ruhango(64.5%) Gatsibo(63.6%) Gasabo(59.5%) Rutsiro(57.9%) Nyamasheke(57.6%) Muhanga(52.2%) 11 Districts	Kicukiro(48.4%) Kamonyi(43.7%) Kirehe(36.9%) Nyarugenge(35.3%) Ngoma(31.7%) 5 Districts	Kirehe (20.7%) Ngoma (16.6%) Nyarugenge (10.9%) 3 Districts

Source: RGB-CRC 2013 Survey primary data

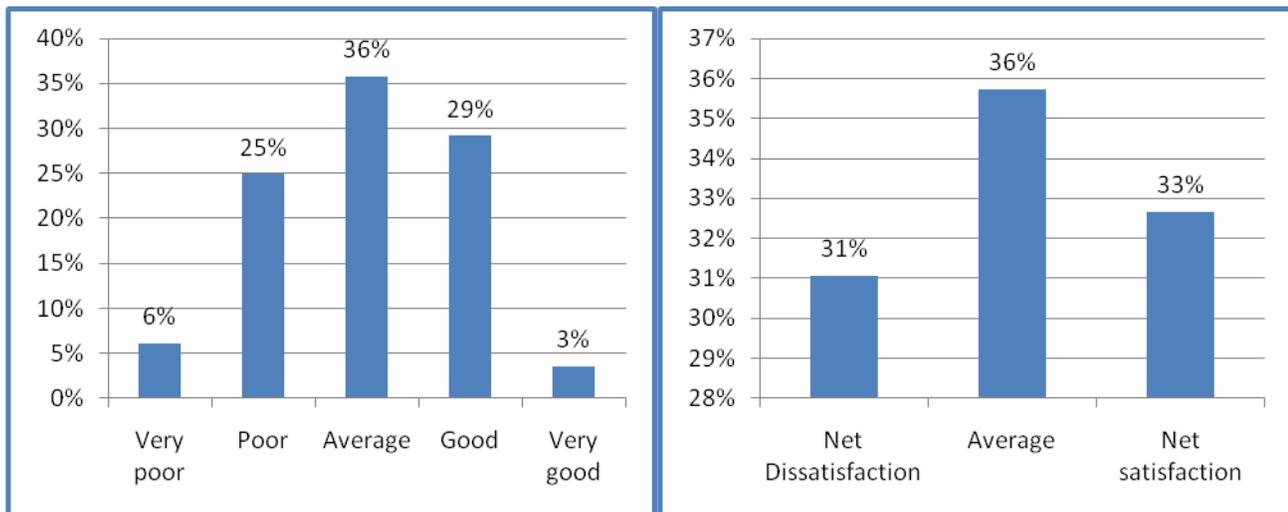
From table 15 above, most citizens rated well the waste management in homes with 14 districts having a level of satisfaction above 75% while 11 had between 75% and 50%. Only three districts had a significant level of dissatisfaction above 10%. This shows a good rating of waste management by citizens, and it is attributed to the fact that waste in rural districts is transformed into manure, and hence is easy to collect for this purpose.

6.4. Findings in roads services

The survey explored the respondent's opinions with regard to their satisfaction with the roads status/condition in districts, participation in road construction, rating of various institutions involved in the roads management, and views on areas for improvement.

6.4.1. Level of satisfaction with roads conditions

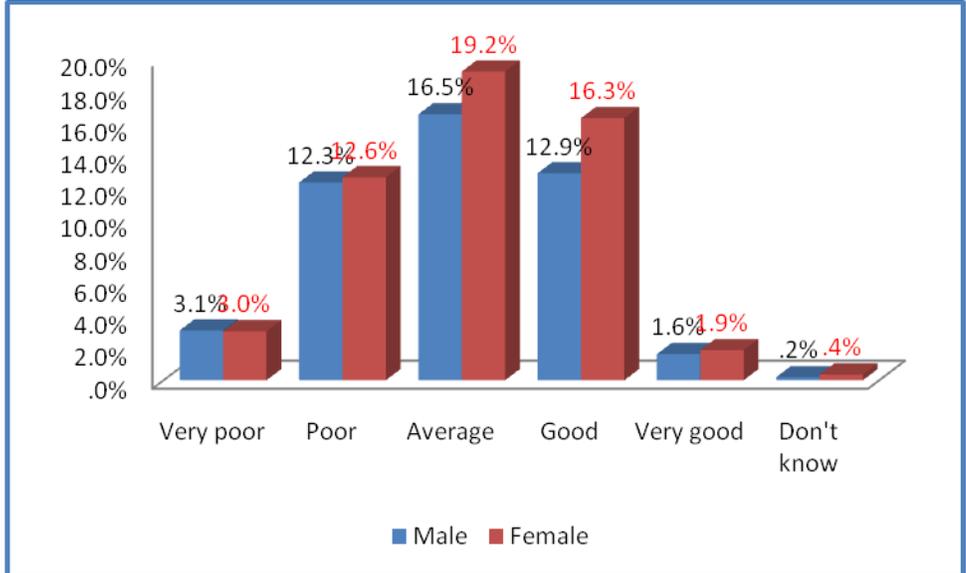
Figure 55: Satisfaction with roads status/condition



Source: RGB-CRC 2013 Survey primary data

The figure 56 above shows that a big percentage of the respondents did not appreciate roads conditions with a net dissatisfaction of 31% while the net satisfaction was only 33%. This rating indicates a big challenge in the road sector that needs to be addressed given the high levels of dissatisfaction and average expressed by the participants.

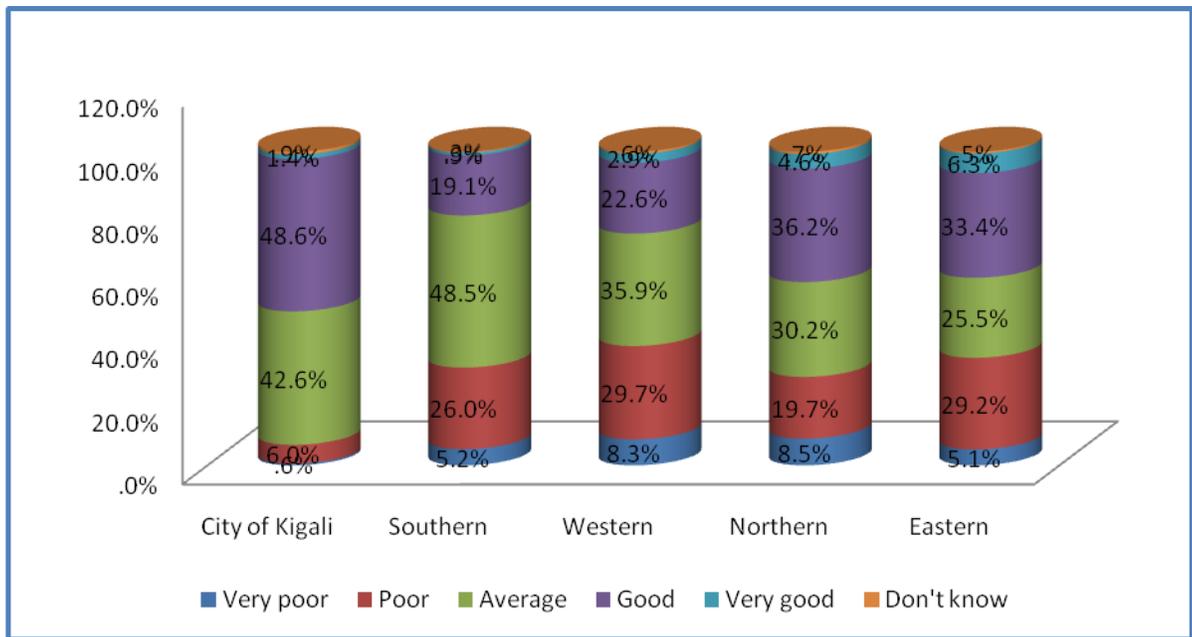
Figure 56: Satisfaction with roads status/condition by sex



Source: RGB-CRC 2013 Survey primary data

The figure 57 above shows the satisfaction with roads status/conditions with the results disaggregated according to sex. The overall rating of both sexes does not show any significant difference in their rating of roads conditions. It is also worth noting that those who regard roads conditions as average were the majority at 19.2% and 16.5% for both females and males respectively.

Figure 57: Satisfaction with roads status/conditions by province



Source: RGB-CRC 2013 Survey primary data

The rating of appreciation by citizens as indicated in the above figure shows that Kigali City has the highest percentage of 48.6% citizens rating roads conditions/status as good compared to other provinces. The Southern Province has the lowest appreciation level of the road sector rated as good at 19.3%. The Northern Province is the second to Kigali City in terms of appreciation of roads as good at 36.2% while The Eastern and Western Provinces gave a good rating of roads at 33.4% and 22.6% respectively. It is important to note that the Eastern Province had a slightly higher rating of 6.3% as very good.

Table 16: Satisfaction with roads status/conditions by district

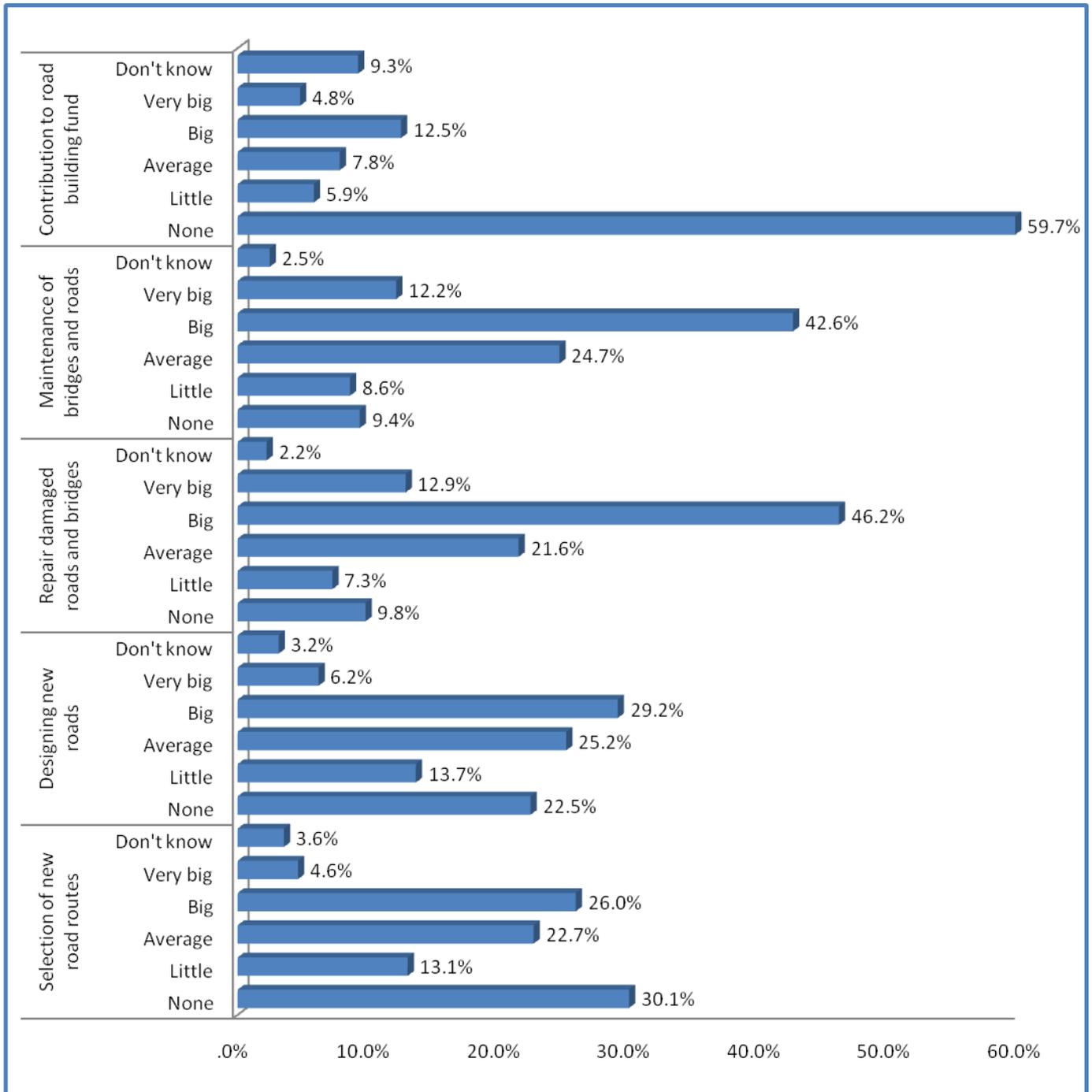
Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 50%
Bugesera (60.9%) Kicukiro (56.4%) Kayonza (56.4%) Ngoma (56.3%) Gasabo (54.9%) Rwamagana (52.3%) Gicumbi (51.4%) 7 Districts	Burera (48.7%) Kirehe (46.7%) Musanze (41.0%) Karongi (39.0%) Nyarugenge (37.5%) Rulindo (34.2%) Gisagara (34.1%) Ruhango (31.8%) Rutsiro (31.7%) Nyabihu (30.3%) Ngororero (28.7%) Gakenke (27.6%) Rusizi (25.1%) 13 Districts	Kamonyi (22.1%) Nyanza (20.3%) Nyamasheke (16.8%) Nyagatare (15.8%) Huye (15.2%) Muhanga (15.1%) Nyaruguru (12.0%) Rubavu (9.7%) Nyamagabe (5.3%) Gatsibo (4.2%) 10 Districts	Gatsibo (85.8%) Nyamagabe (64.4%) Nyagatare (63.1%) Rubavu (55.1%) 4 Districts

Source: RGB-CRC 2013 Survey primary data

The table above shows that only 7 districts were satisfied with roads status/conditions with a rating between 50% and 70%. 13 districts showed a net of satisfaction between 25% and 50% and 10 rated the status of roads below 25%. 4 districts showed a net dissatisfaction above 50% while 22 showed dissatisfaction above 10%. This rating indicates that the respondents were not satisfied with roads conditions/status in districts, which corresponds to the national findings in the road sector.

6.4.2. Citizens' role in roads services

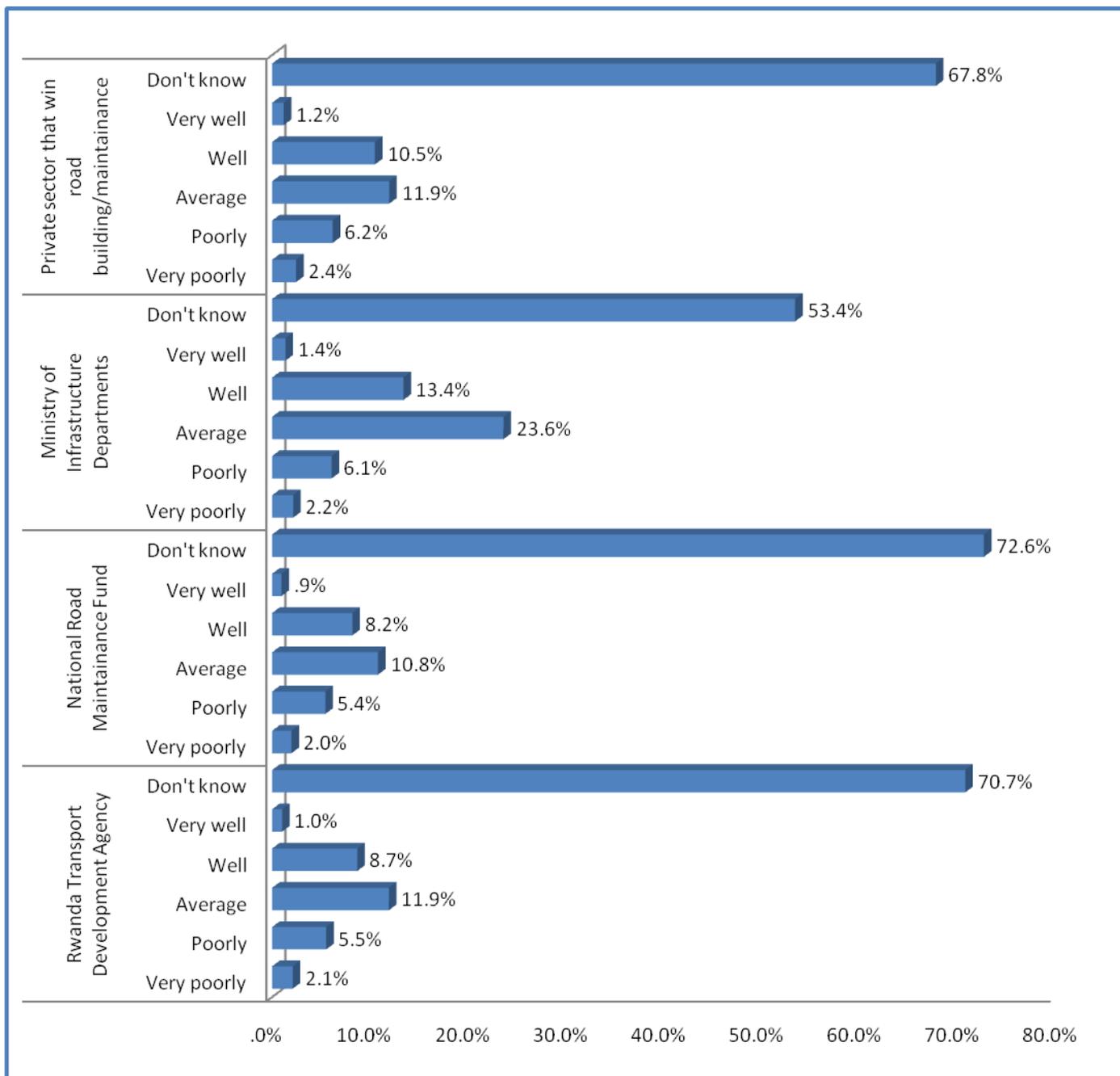
Figure 58: Citizens' role in roads services



Source: RGB-CRC 2013 Survey primary data

The figure 59 above shows the role played by the citizens in the roads sector. Different indicators examined above show that citizens play quite a small role in the roads sector with no participants playing a big role of above 50%.The only significant role played was in the repair of bridges and damaged roads where citizens indicated that they played a big role of 46.2%. It is also worth noting that citizens indicated that they played no role in road building fund with quite a big percentage of 59.7%.

Figure 59: Evaluation of roads services

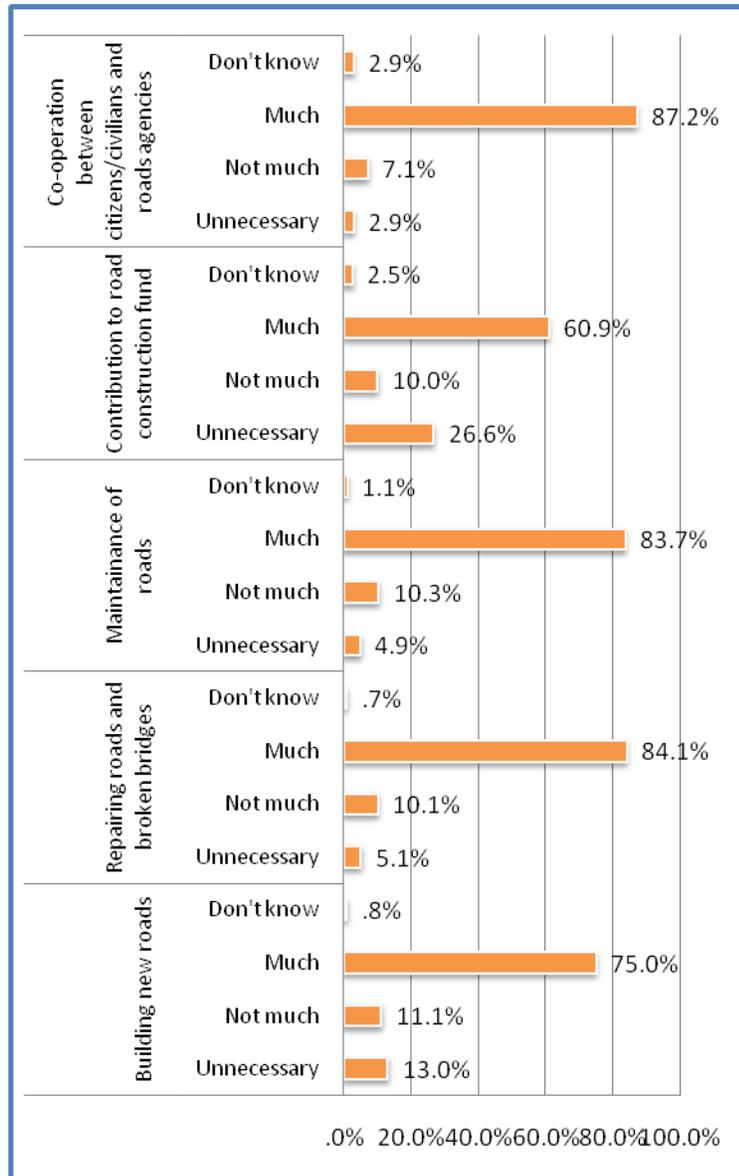


Source: RGB-CRC 2013 Survey primary data

The figure above shows the assessment of services provided in the road sector by the residents. Different stakeholders in this sector were poorly rated as follows: Rwanda Transport Development Agency at 5.5%, National Road Maintenance Fund at 5.4%, Ministry of Infrastructure Departments at 6.1% poorly and Private Sector Organisations at 6.2%. It is important to note significant percentages which claimed they did not know at more than 50% for all the stakeholders in the road sector.

6.4.3. Effort needed in roads services

Figure 60: Areas where more effort is needed in roads services



Source: RGB-CRC 2013 Survey primary data

The figure 61 above shows areas that need improvement in the roads sector as indicated by the respondents. Different areas that were examined in this sector needed improvement. However, it is important to note that some areas needed more improvement than others. These were: repairing roads and bridges, maintenance of roads and cooperation between citizens and road agencies. The needed improvement is at more than 80% according to the respondents interviewed. In general, the roads department needed improvement with all the indicators surveyed at over 60%.

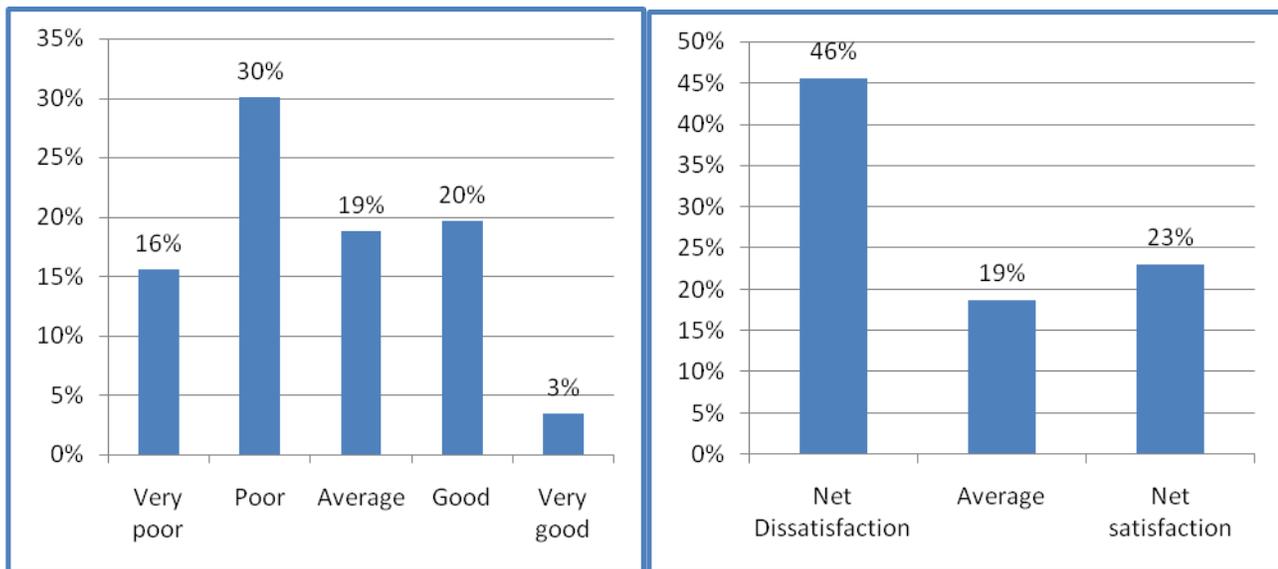
6.5. Findings in Electricity

The citizen survey explored the respondent's opinions on the following areas:

The citizen's satisfaction with government services in electricity works, participation in the electricity activities, rating of various institutions involved in the management of electricity, and views on areas for improvement.

6.5.1. Level of satisfaction with electricity services

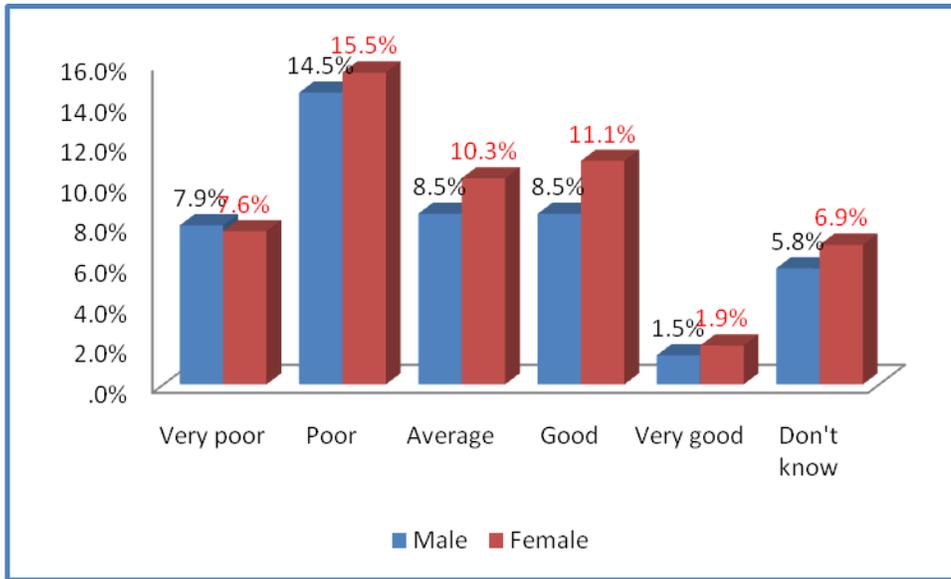
Figure 61: Satisfaction with government services in electricity works



Source: RGB-CRC 2013 Survey primary data

As it can be seen on the figure above, the majority of the respondents were not satisfied with the services given to them with 30% and 15% indicating that the services provided were poor and very poor respectively. The net dissatisfaction is 46% while the net satisfaction is 23%. This rating also indicates serious challenges in the electricity sector that need to be addressed.

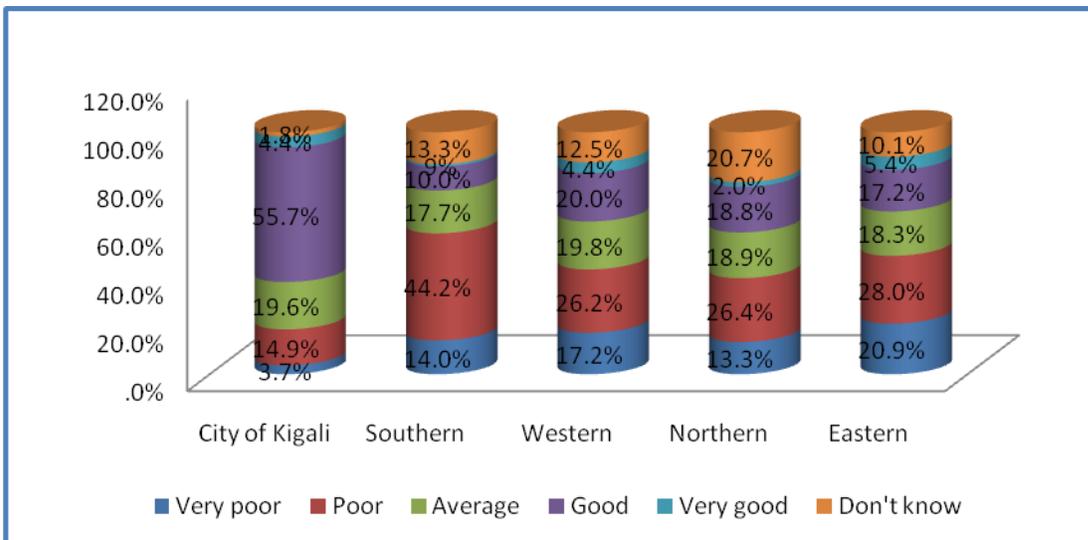
Figure 62: Satisfaction with government services in electricity by sex



Source: RGB-CRC 2013 Survey primary data

The figure above shows the satisfaction with the services provided in the electricity sector with the results disaggregated according to sex. The overall rating of both sexes does not show any significant difference in the electricity sector. It is also worth noting that those who regard the road conditions as poor were the majority at 15.5% and 14.5% for both females and males respectively.

Figure 63: Satisfaction with government services in electricity by province



Source: RGB-CRC 2013 Survey primary data

The rating of appreciation by citizens as indicated in the above figure shows that Kigali City has the highest percentage of respondents that rated electricity services as good compared to other provinces with a rating of 55.7%. The Southern Province has the lowest appreciation level of the electricity sector rated as good at only 10.0%. The Western Province is second to Kigali City with 20.0% while the Eastern and Northern Provinces rated the Electricity Sector as good at 317.2% and 18.8% respectively. It is also important to note that all the provinces, except Kigali City, rated very poorly services in this sector at above 10% with 20% of the Eastern Province, which is a significant percentage.

Table 17: Satisfaction with government services in electricity by district

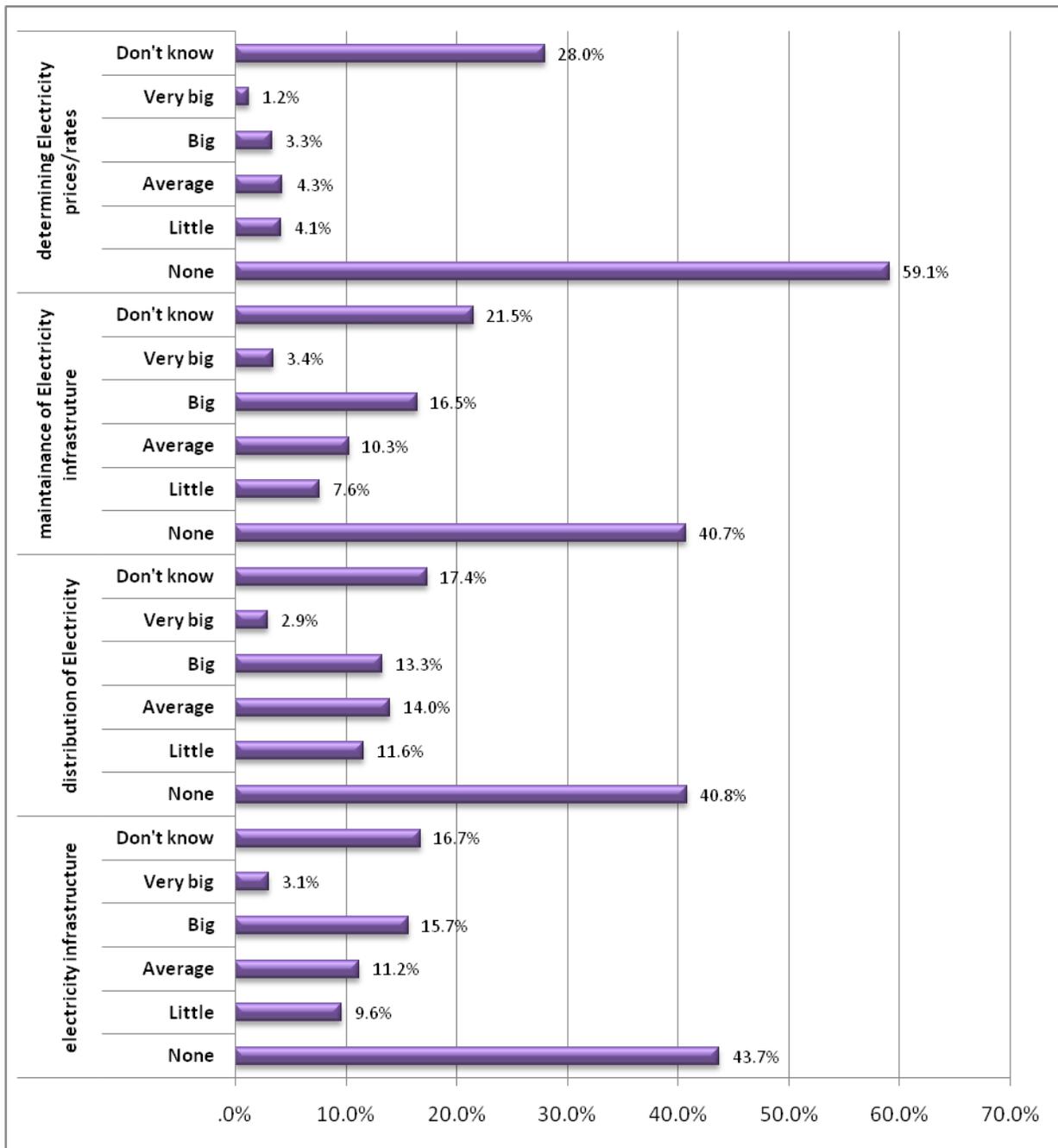
Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction Below 25%	Districts with net dissatisfaction above 50%
Kicukiro (81.6%) 1 District	Gasabo (57.6%) 1 District	Rusizi (44.4%) Nyarugenge (44.0%) Rwamagana (43.4%) Musanze (39.2%) Rubavu (30.9%) Kayonza (30.1%) Bugesera (29.4%) Nyaruguru (27.2%) 8 Districts	Nyabihu (24.2%) Ngororero (22.0%) Nyagatare (21.7%) Burera (20.5%) Nyamasheke (19.1%) Rulindo (18.8%) Kirehe (17.3%) Karongi (16.6%) Ngoma (16.3%) Gicumbi (15.6%) Ruhango (15.0%) Gakenke (14.5%) Muhanga (12.7%) Gisagara (10.7%) Kamonyi (9.9%) Rutsiro (9.3%) Huye (9.1%) Gatsibo (6.2%) Nyanza (4.3%) Nyamagabe (2.5%) 20 Districts	Gatsibo (76.3%) Nyanza (71.0%) Huye (66.7%) Muhanga (66.5%) Kamonyi (66.2%) Nyamagabe (62.6%) Nyagatare (57.6%) Karongi (53.7%) Rutsiro (53.1%) Nyamasheke (52.7%) Ruhango (50.8%) 11 Districts

Source: RGB-CRC 2013 Survey primary data

Only 1 district indicated a net satisfaction above 75% and 1 more district was satisfied at 50% -75%. 28 Districts were in the last two clusters of satisfaction, i.e, 25%-50% and 25 and below, which

6.5.2. Level of citizens' participation in electricity activities

Figure 64: Citizen's participation in electricity activities



Source: RGB-CRC 2013 Survey primary data

Different indicators examined above show that citizens play quite a small role in electricity activities with none of the indicators scoring a big role of above 20%. It is also worth noting that citizens indicated that they played no role with quite big percentages in nearly all the indicators examined at

more than 40%. The highest percentage indicated by citizens as having played a big role was in the maintenance of electricity infrastructure at 16.5%.

Table 18: Satisfaction with electricity service provided by EWASA

Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with a net satisfaction below 25%	Districts with net dissatisfaction above 50%
Kicukiro(64.8%) 1 District	Nyarugenge(40.4%) Rusizi(40.1%) Gasabo(38.4%) Rwamagana(37.7%) Musanze(31.3%) 5 Districts	Rubavu(22.7%) Bugesera(22.6%) Kayonza(22.3%) Nyabihu(21.9%) Ngoma(21.7%) Nyagatare(19.8%) Nyaruguru(19.6%) Nyamasheke(18.2%) Kirehe(15.8%) Burera(15.1%) Gicumbi(14.6%) Ngororero(11.0%) Ruhango(9.8%) Rutsiro(9.8%) Gakenke(9.8%) Rulindo(9.3%) Muhanga(8.4%) Karongi(8.3%) Gisagara(6.2%) Huye(6.1%) Gatsibo(6.0%) Nyanza(3.7%) Kamonyi(2.7%) Nyamagabe(1.8%) 24 Districts	Muhanga(68.1%) Ruhango(58.8%) Kamonyi(56.8%) 3 Districts

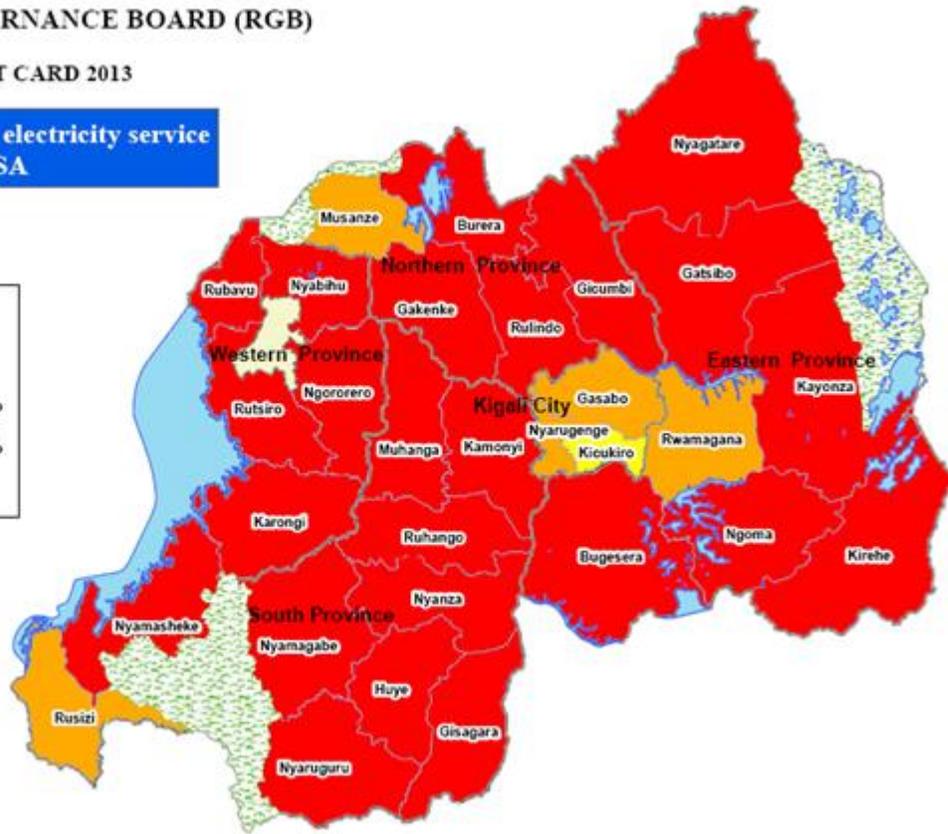
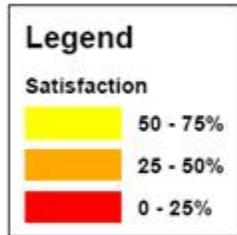
Source: RGB-CRC 2013 Survey primary data

Only 1 district rated electricity services provided by EWASA at 50% - 75%, 5 districts at 25%-50% while 24 districts rated the services at less than 25%. 3 districts indicated dissatisfaction above 50%. This level of dissatisfaction is a pointer to challenges that the energy sector has to address in order to meet the citizens' energy needs.

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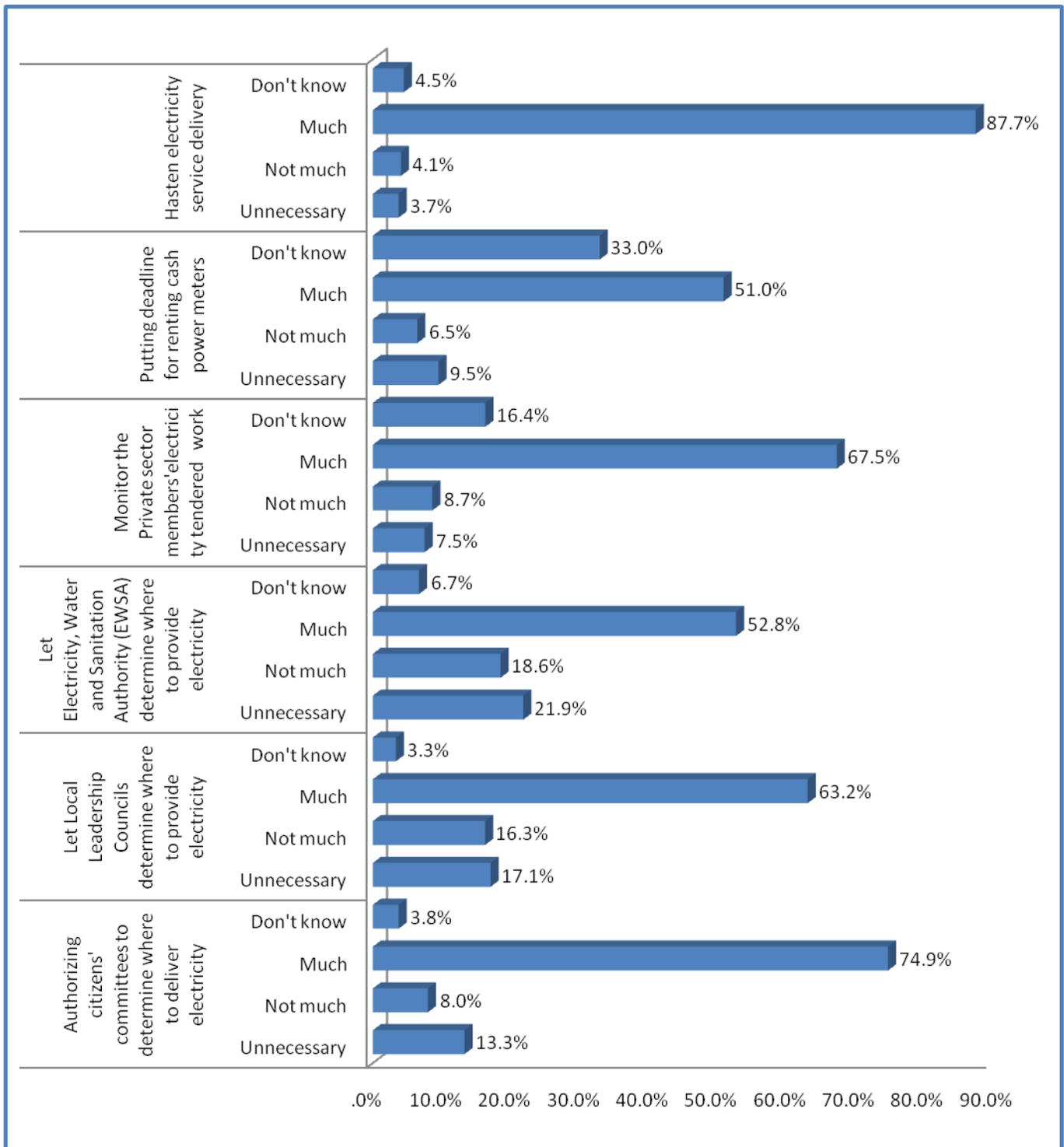
CITIZENS REPORT CARD 2013

Satisfaction with electricity service provided by EWSA



6.5.3. Efforts needed in electricity services

Figure 65: Areas where more effort is needed in electricity services



Source: RGB-CRC 2013 Survey primary data

Different areas that were examined in electricity services needed improvement. However, it is important to note that there are areas that needed more improvement than others. These were:

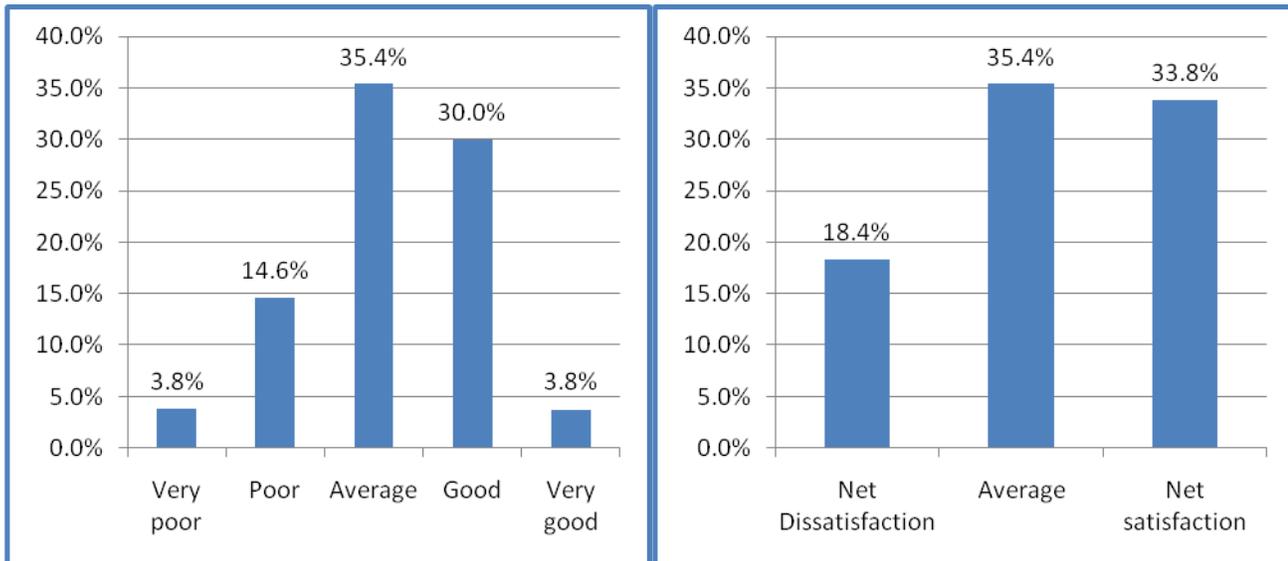
authorising citizens to determine where electricity should be installed, to hasten electricity delivery and to monitor the performance of agencies hired to provide electricity. All these areas were rated at more than 60%. On the whole, the electricity department with all the indicators surveyed needed improvement at over 50%.

6.6. Findings in Information and Communication Technology (ICT)

Within ICT, the citizen survey explored the respondent’s opinions on the following areas: Citizen’s satisfaction with ICT services in the country, participation in the set up of various ICT services, and views on areas for improvement.

6.6.1. Level of satisfaction with information and communication technology services

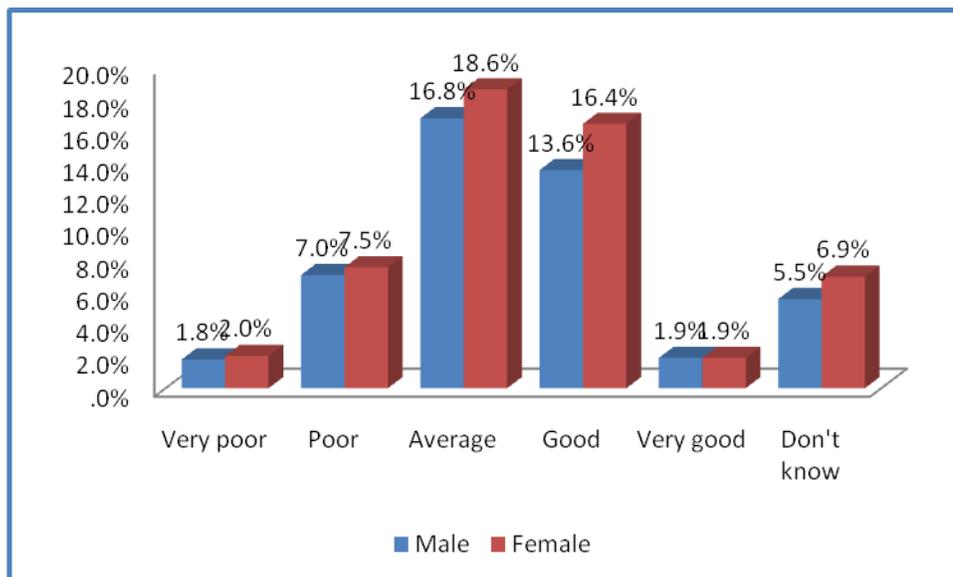
Figure 66: Satisfaction with information and communication technology services



Source: RGB-CRC 2013 Survey primary data

As the figure above shows, the majority of the respondents regard the services given to them as average with 35.4%. Quite a big percentage indicated that services provided were poor and very poor, and hence indicating a net dissatisfaction of 18.4%. The overall rating of the net satisfaction was 34%.

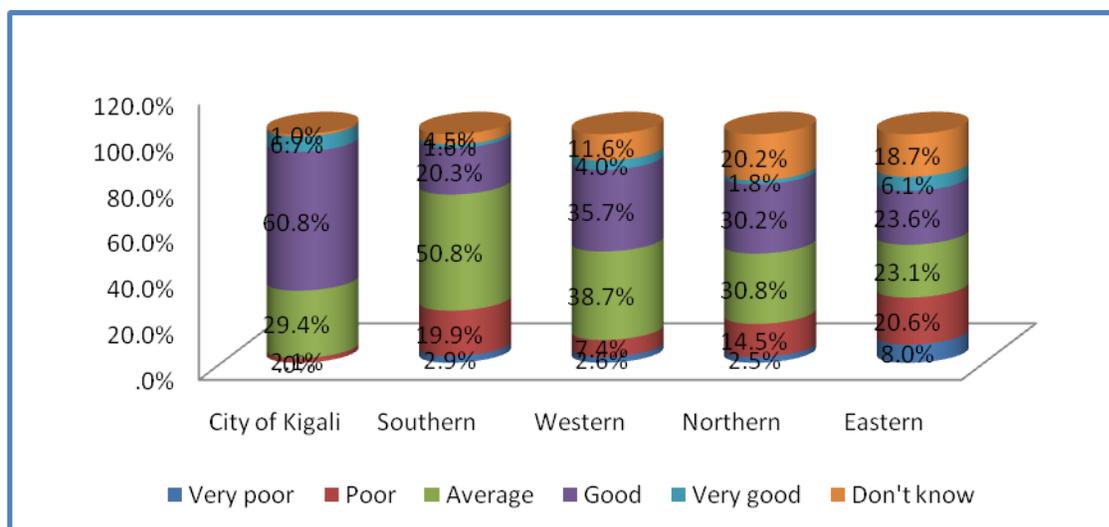
Figure 67: Satisfaction with information and communication technology services by sex



Source: RGB-CRC 2013 Survey primary data

The overall rating of both sexes does not show any significant difference in their rating of services in ICT Sector. It is also worth noting that those who regard the ICT as average were the majority at 18.6% and 16.8% for females and males respectively

Figure 68: Satisfaction with information and communication technology services by province



Source: RGB-CRC 2013 Survey primary data

The rating of appreciation by citizens as indicated in above figure shows that Kigali City has the highest percentage of respondents who rated the services in ICT as good compared to other provinces with a rating of 60.8%. The Southern Province has the lowest level of appreciation of the ICT Sector and rated it as good at 20.3%. The Western Province is second to Kigali City with a good rating s of 35.7% while the Eastern and Northern rated ICT Sector as good at 23.6% and 30.2% respectively.

Table 19: Satisfaction with information and communication technology services by district

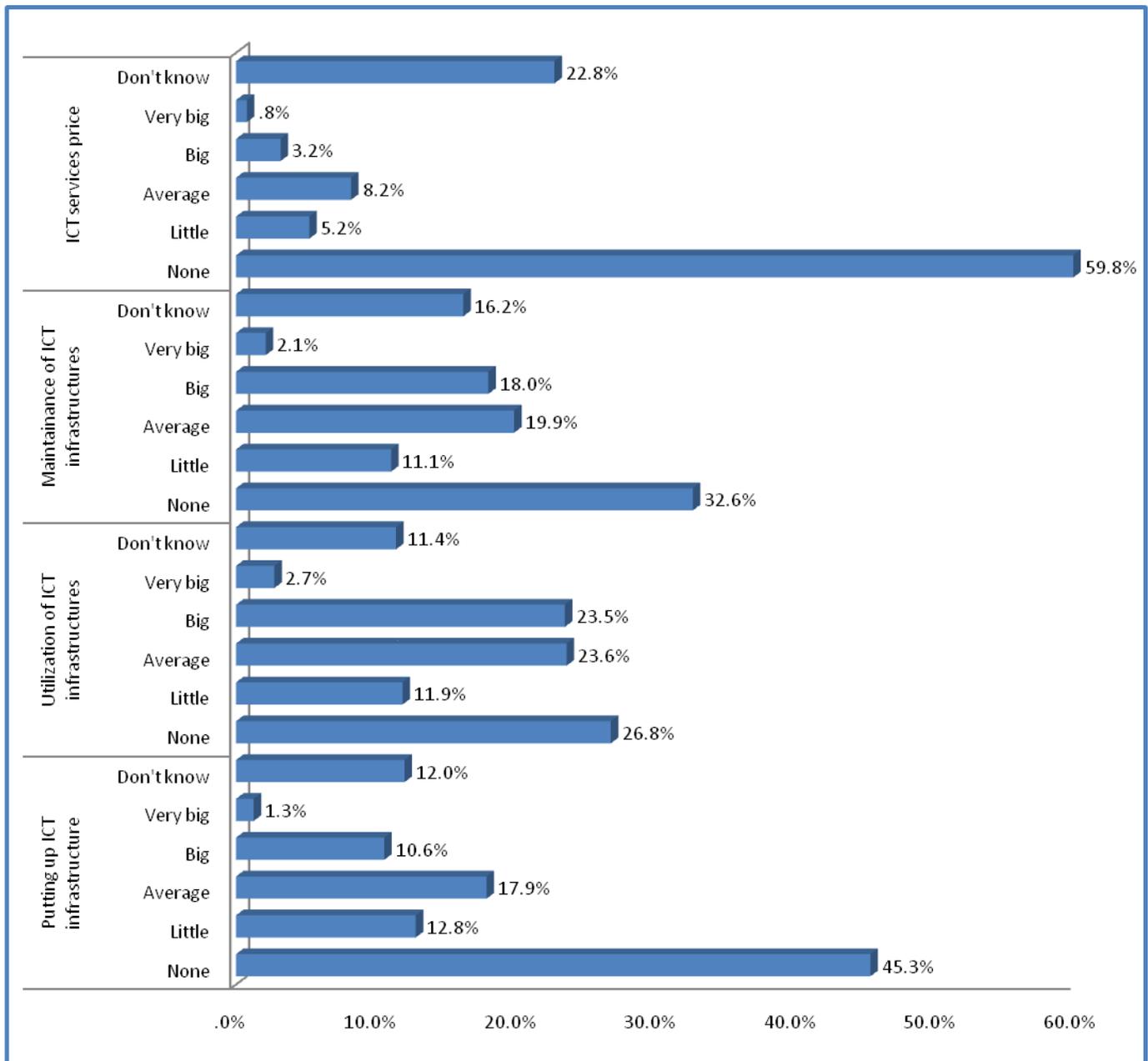
Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with a net satisfaction below 25%	Districts with net dissatisfaction above 50%
Kicukiro (75.2%) 1 District	Gasabo (68.5%) Kayonza (59.5%) Nyarugenge (58.9%) Rwamagana (56.3%) Musanze (55.3%) Ngororero (51.3%) 6 Districts	Bugesera (49.9%) Karongi (48.6%) Rubavu (46.9%) Nyabihu (41.5%) Rusizi (38.3%) Ruhango (37.5%) Gicumbi (32.1%) Rutsiro (28.7%) Ngoma (28.0%) Burera (27.8%) Rulindo (27.3%) Kirehe (26.7%) Nyamasheke (25.9%) Muhanga (25.5%) Kamonyi (25.2%) 15 Districts	Huye (24.8%) Nyanza (23.7%) Nyaruguru (23.2%) Gakenke (22.7%) Gisagara (14.9%) Nyagatare (4.0%) Nyamagabe (3.8%) Gatsibo (1.6%) 8 Districts	Gatsibo (63.9%) Nyagatare (59.7%) 2 Districts

Source: RGB-CRC 2013 Survey primary data

Only 1 district rated satisfaction with ICT services at more than 75%; 6 districts were satisfied with ICT services at 50%-75%; 15 districts rated ICT services at 25%-50% while 8 districts rated ICT services at less than 25%. 2 districts had a rate of more than 50%.

6.6.2. Citizens' role in ICT services

Figure 69: Citizens' role in ICT services

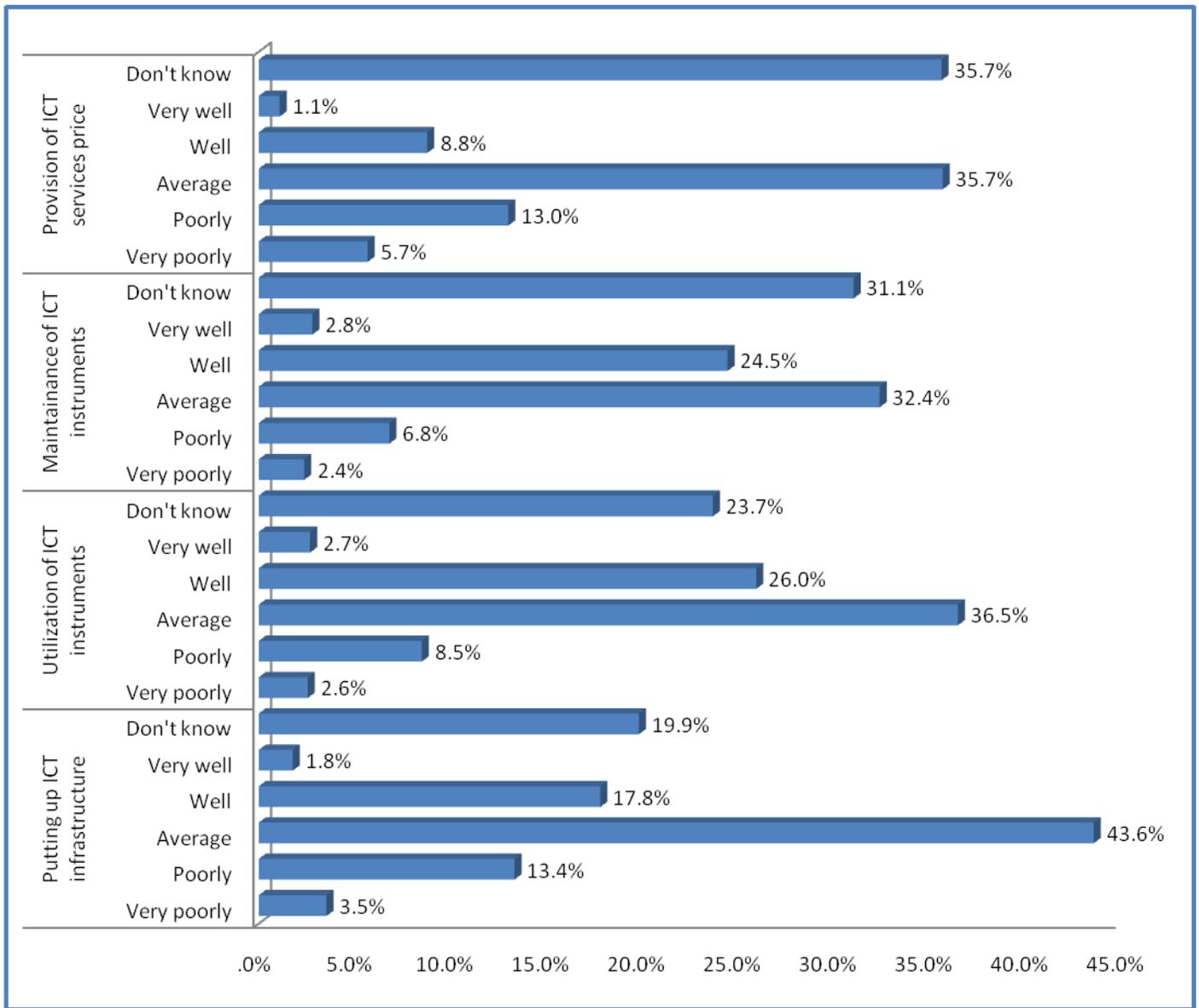


Source: RGB-CRC 2013 Survey primary data

Different indicators examined above show that citizens play quite a small role in ICT services with none of the indicators where the citizens play a big role of above 50%. It is also worth noting that the citizens indicated that they played no role with quite big percentage, with two of the three indicators

examined at more than 40%.The highest percentage indicated by the citizens as having played a big role was in the utilization of ICT infrastructure at 23.5%.

Figure 70: Evaluation of ICT services



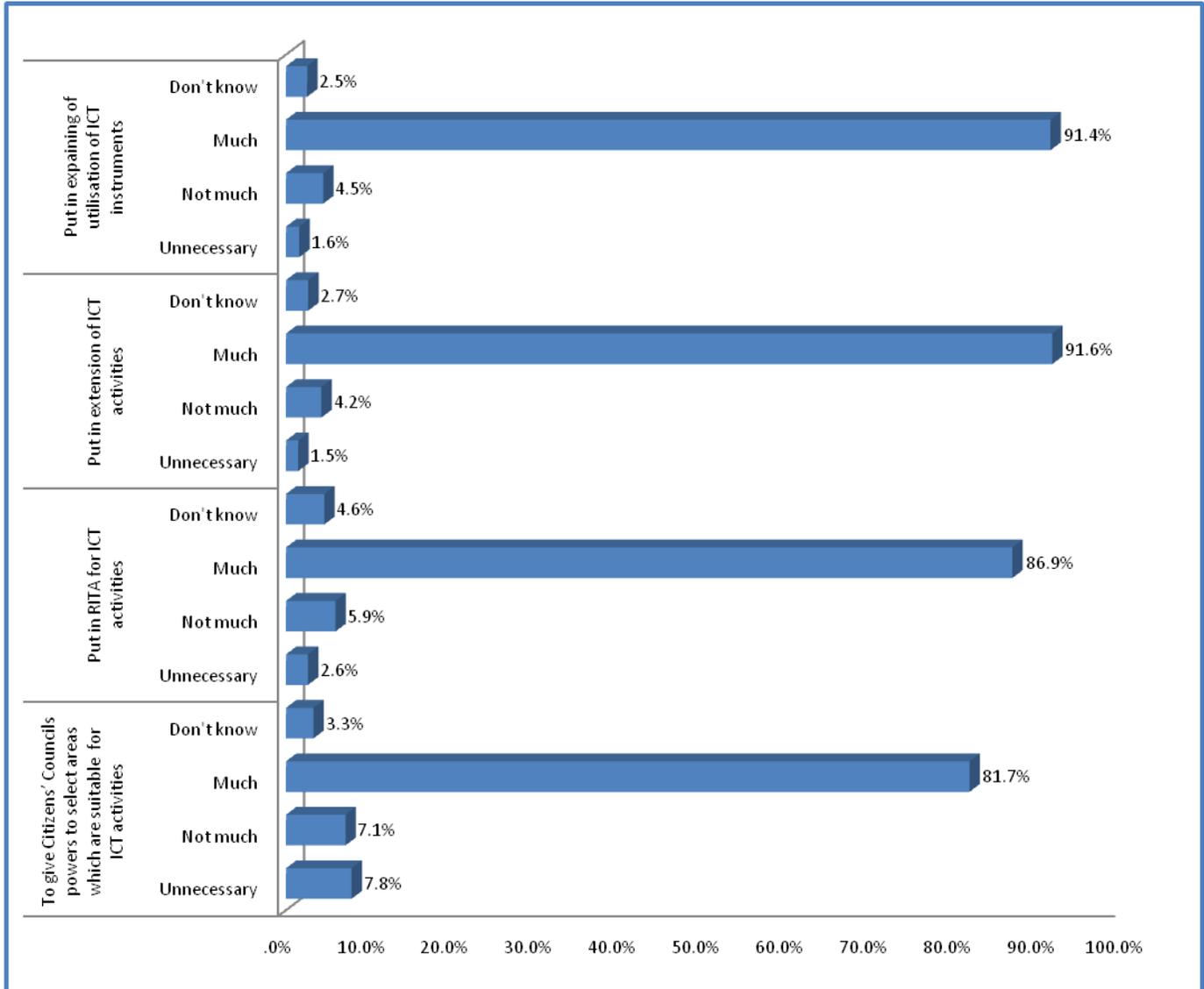
Source: RGB-CRC 2013 Survey primary data

Different indicators in this sector were examined and rated as follows: Putting up the ICT infrastructure at 13.4% poorly, Utilisation of ICT instruments at 8.5%, Maintenance of ICT instruments at 6.8% and Provision of ICT services at 13.0%. Utilisation and Maintenance of ICT were

well rated at more than 20%. It is important to note significant percentage of respondents who rated different indicators examined as average at more than 20%.

6.6.3. Effort needed in ICT services

Figure 71: Areas where more effort is needed in ICT services



Source: RGB-CRC 2013 Survey primary data

As it was indicated by the respondents, all the areas that were examined in this sector needed improvement. This is illustrated by the percentages of at least over 80% of the respondents indicating that this sector needed improvement.

6.7. Conclusions and Recommendations

WATER AND SANITATION

The citizens had varying perception towards the way they were satisfied with water services at the national level. In consideration of the low and high end, those who considered services as very poor and poor were 15% while those who considered services delivered as very good or good were 29%. Generally, the results show that the majority of the population (31%) perceives services to be poor and 24% rated services at average.

With regard to the variation in the distance to the nearest water source, 38% of the citizens reported that the distance was within less than 500m while only 6% said that the distance was over 5km.

Most citizens did not know how the various institutions involved in water delivery work. 60% could not rate services of water committees at the sector level: the rate was 52.5% for plumbers, 79.8% for RURA, 79.7% for REJI and 40.4% for EWSA. For those who had an idea of service delivery on the above institutions were generally rated average. Most citizens well rated the waste management in homes (54.6%), and another significant majority considered it average (23.8%) and very well (15%).

Recommendations

- The citizens recommended that Water and Sanitation Corporation, through the Ministry of Infrastructure should improve the maintenance of water pipelines, water treatment plants
- The citizens requested for more effort to increase the number of water points.

ROADS

The citizens acknowledged that they play a role in road and bridge repairs especially during community work. The rating of the roads status or conditions indicates that the majority of the respondents do not appreciate the roads conditions at 29.2% and 35.5% rating well and average respectively. Those who rated the roads conditions as poor were also a significant percentage of 24.9%.

As for the role played by the citizens in the roads sector, different indicators examined show that the citizens play quite a small role in the roads sector with none playing a big role at above 50%.The only significant role played was in the repair of bridges and damaged roads where the citizens indicated that they played a big role at 46.2%. It is also worth noting they played no role in road building fund with quite a big percentage of 59.7%.

The rating of services provided in this sector indicates that the majority of the respondents are not satisfied with the services given to them. 30% and 15% of the respondents stated that the services provided are poor very poor respectively. The overall rating of services provided in the road sector when poor and very poor are combined is 45% while good and very good is only 23%.

Recommendations

- The citizens recommended that Ministry of Infrastructure puts more effort in following up those private sector operators who undertake road constructions to ensure quality work ;
- The citizens recommended the strengthening of RTDA so as to enable it monitor the roads and bridges given to the private sector;
- The citizens recommended their involvement and cooperation with road construction companies with regard to issues related to roads and bridges repairing and maintenance.

ELECTRICITY

Different indicators examined in the Electricity Sector show that the citizens play quite a small role with no indicators scoring a big role of above 20%. The highest percentage indicated by citizens as having played a big role was in the maintenance of electricity infrastructure at 16.5%. The rating of services provided in this sector also indicates that the majority of the respondents regard them as average with 35% and a substantial number of 19% indicated that the services provided are poor and very poor. The overall rating of this service when good and very good are combined was 34%.

The citizens reported that they had no role in electricity activities. They further responded that electricity service delivery is good, but the challenge was incidences of EWSA staff who charge money in order to fix some electricity problems. Another challenge was the high price of cash power machines.

Recommendations:

- The citizens requested that Energy Utility Company through the Ministry of Infrastructure remove the cash power machine cost since the machine has a rental fee;
- The citizens requested the Energy Utility Company through the Ministry of Infrastructure to revise the cost of electricity;
- The citizens requested the Government through the Ministry of Infrastructure to increase electricity output;
- The citizens requested the Energy Utility Company through the Ministry of Infrastructure to authorise them to determine where electricity should be installed, to hasten electricity delivery and to monitor the performance of agencies hired to provide electricity.

INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT)

Different indicators examined in the ICT Sector show that the citizens play quite a small role with none of the indicators scoring a big role of above 50%. The highest percentage with a big role was in the utilization of ICT infrastructure at 23.5%. The citizens further reported that service delivery in ICT is generally good although some service providers are still disappointing.

Recommendations:

- The citizens recommended that RURA and ICT service providers ought to meet and devise means of lowering prices for ICT services especially the internet;
- The citizens requested that the MYICT to give power to the citizens' councils to select areas which are suitable for ICT activities, involve RITA in ICT activities and create extension services for ICT activities;
- The citizens recommended RURA to facilitate more connections that are lacking in many areas.

CHAPTER 7: SERVICE DELIVERY IN THE HEALTH SECTOR

7.1. Background

The Government of Rwanda has implemented primary health care since the 1980's as the key strategy for improving the health of the population. The Ministry of Health began making reforms in the health sector in 1995. These reforms were adopted by the Government in 1996. The new policy was based on the following strategies:

- Decentralization of the health system using the health district as the basic operational unit;
- Development of the primary health care system;
- Reinforcement of community participation in the management and financing of services.

The Ministry of Health laid down seven major policy objectives for the health sector:

- To improve the availability of human resources;
- To improve the availability of quality drugs, vaccines, and consumables;
- To expand geographical accessibility to health services;
- To improve financial accessibility to health services;
- To improve the quality of services in the control of disease;
- To strengthen national referral hospitals and research and treatment institutions; and
- To strengthen institutional capacity³.

In this study, a sample of 11,021 respondents randomly selected across the 30 districts of Rwanda expressed their opinions on services delivered by health institutions during the 12 months reference period. The citizens expressed their perception of the quality of treatment in the health services in general, their accessibility to health services and proposed measures for strengthening the quality of services delivered in this sector.

7.2. Findings

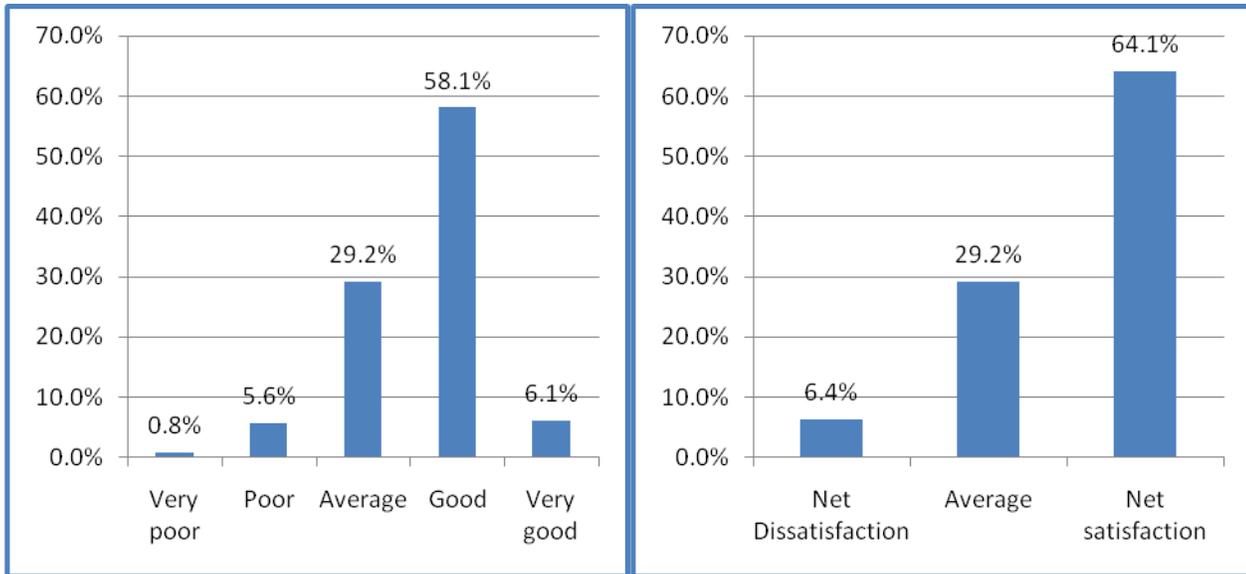
The findings in the health sector highlight the general perception of the service delivery of the health services, evaluation of services provided, distance to reach the nearest health facility and recommendations on how to improve health services.

³ RDHS, 2010, p4

7.2.1. General satisfaction with health services

The figure below shows the overall satisfaction of the citizens with services provided by health institutions at the national level. Overall, the net satisfaction with health services is around 64.1%, compared to only 6.4% of people who express their dissatisfaction.

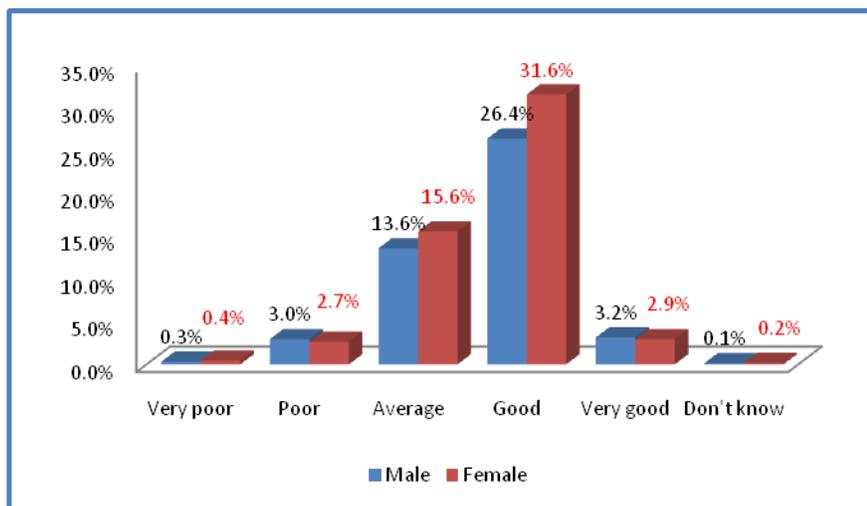
Figure 72: Satisfaction with health services



Source: RGB-CRC 2013 Survey primary data

This indicates that the services provided by health institutions are relatively well appreciated. A significant percentage of people rate services in this sector as average, which might indicate that the general level of satisfaction is in fact lower.

Figure 73: Satisfaction with health services disaggregate by sex

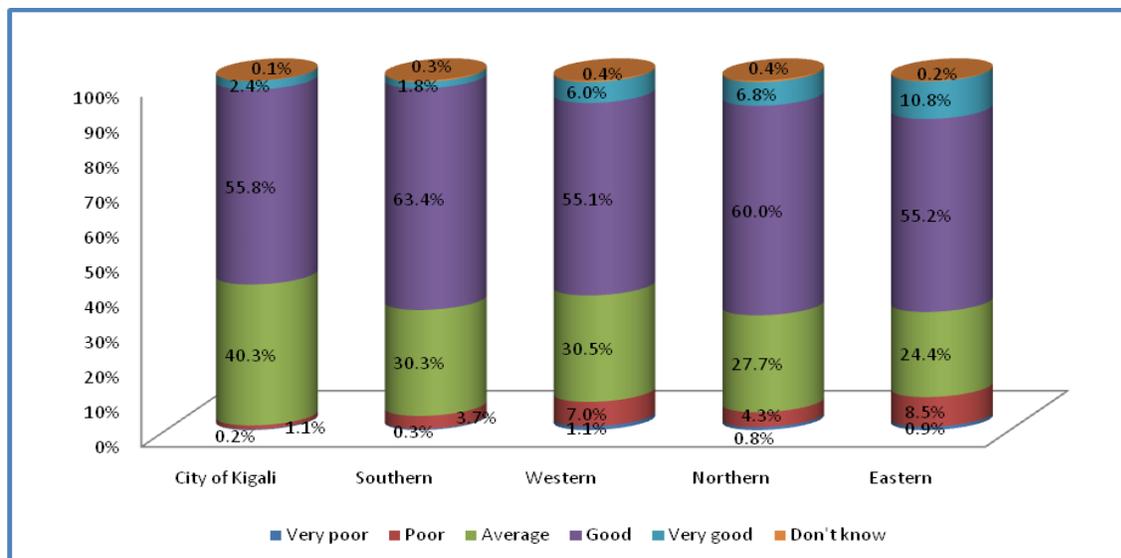


Source: RGB-CRC 2013 Survey primary data

Women are more positive about the performance of the services of the health sector. 34.5% of females are satisfied with health services against 29.6% of males.

At the provincial level, all provinces are satisfied with health services at more than 58%. The figure below shows the disaggregated level of satisfaction for the all five (5) provinces of Rwanda.

Figure 74: Satisfaction with health services by province



Source: RGB-CRC 2013 Survey primary data

As it can be seen on the figure above, the Northern Province is the mostly satisfied with health services with a proportion of 66.8% of the respondents who qualified health services as good or very good, followed by the Eastern Province with a proportion of 66.0%, the Southern Province with 65.2%, the Western Province with 61.1% and the City of Kigali with 58.2%. Comparatively, dissatisfaction with health services is high in the Eastern Province with a proportion of 9.4% of those who declared that services are poor or very poor, followed by the Western Province with 8.1%, the Northern Province with 5.1%, the southern Province with 4.0% and the City of Kigali with 1.2%. A significant proportion of more than 20% in each province don't express a clear view on the quality of the health services.

At the district level, health services provided to the population are classified as good or very good at the average of 64.1%. Ngoma District leads with net satisfaction at 85.4%. In contraru, Nyamasheke District ranks the last with net satisfaction only 31.7%.

The figure below shows more details in satisfaction of health services at the district level.

Table 20: Net satisfaction with health services by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction between 10% and 20%
Ngoma (85.4%) Karongi (83.6%) Kirehe (80.2%) 3 Districts	Ruhango (74.8%) Burera (74.4%) Gisagara (74.1%) Kamonyi(73.4%) Gakenke(72.4%) Rutsiro (71.9%) Gasabo (71.7%) Rulindo (70.0%) Nyabihu (69.5%) Muhanga (68.5%) Bugesera (68.5%) Ngororero (68.0%) Huye (67.5%)	Rusizi(49.6%) Gatsibo(47.7%) Nyanza(45.3%) Nyarugenge(42.5%) Nyamasheke(31.7) 5 Districts	Nyamasheke (20.0%) Nyagatare (13.9%) Gatsibo (13.3%) Rusizi (13.0%) Kayonza (11.5%) Bugesera (11.5%) 6 Districts

	Kayonza (65.5%) Rwamagana (65.1%) Nyaruguru (62.8%) Gicumbi (62.8%) Rubavu(61.1%) Kicukiro (55.2%) Nyamagabe (54.8%) Nyagatare (54.2%) Musanze (51.1%) 22 Districts		
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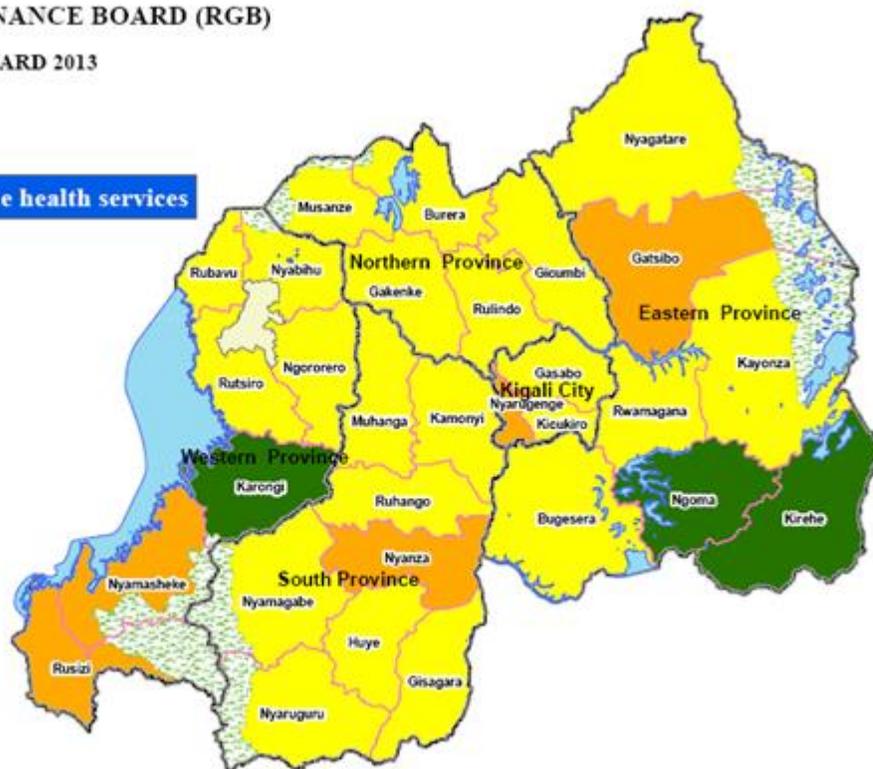
Source: RGB-CRC 2013 Survey primary data

Most districts reach the territory between 50 and 75% of net satisfaction. Altogether, 25 districts score at least over 50%. Citizens in only 5 districts rate services in the cluster of 25%-50%. Only 6 districts have a net dissatisfaction of above 10%. The relatively good performance in the health sector may be attributed to government programs such health insurance (mituelle de santé), decentralization of health services and the introduction of voluntary health councilors.

The national illustration is found in the map below.



Satisfaction with the health services



7.2.2. Access to health services

Table 21: Satisfaction with the access to health services in hospitals

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
Kamonyi(91.9%) Ruhango(84.3%) Kirehe(81.8%) Ngoma(80.9%) Rulindo(77.7%) 5 Districts	Muhanga(73.3%) Ngororero(71.7%) Gakenke(70.4%) Gisagara(67.9%) Karongi(67.8%) Rutsiro(65.7%) Burera(64.5%) Huye(63.5%) Kayonza(62.2%)	Musanze(43.5%) Kicukiro(30.4%) 2 Districts	Nyarugenge(24.4%) District	Nyabihu(17.0%) Nyamasheke(14.0%) Rusizi(13.0%) Musanze(12.8%) Nyanza(12.7%) Rwamagana(12.6%) Kayonza(12.2%) Gatsibo(11.8%) Bugesera(11.5%)

	Nyaruguru(60.8% Rwamagana(60.6% Bugesera(60.0% Nyabihu(59.9% Rubavu(58.9% Nyagatare(58.4% Nyamasheke(58.3% Nyanza(55.7% Nyamagabe(55.6% Gicumbi(53.1% Gatsibo(51.7% Gasabo(50.4% Rusizi(50.4% 22 Districts			Rubavu(11.2% Nyagatare(10.8% 11 Districts
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Source: RGB-CRC 2013 Survey primary data

Satisfaction with access to health services in health centres

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Karongi(79.8% Ngoma(77.1% 2 Districts	Kamonyi(74.8% Rulindo(73.7% Ngororero(71.7% Gakenke(71.7% Rutsiro(70.8% Gisagara(70.4% Kirehe(69.3% Nyamagabe(67.4% Nyaruguru(67.2% Muhanga(63.7% Burera(63.1% Gicumbi(63.0% Bugesera(62.1% Ruhango(61.5% Gasabo(61.1% Rwamagana(60.9% Huye(58.9% Nyabihu(58.5% Rubavu(58.1% Musanze(56.8% Kayonza(55.4% Rusizi(50.9% 22 Districts	Nyagatare(47.9% Kicukiro(45.6% Gatsibo(44.6% Nyamasheke(43.1% Nyanza(41.0% Nyarugenge(32.0% 6 Districts	Nyamasheke(28.9% Gatsibo(24.4% Nyagatare(22.6% Kayonza(20.3% Rwamagana(18.3% Bugesera(17.2% Nyabihu(15.6% Nyanza(14.7% Rusizi(13.5% Rubavu(12.5% 10 Districts

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Source: RGB-CRC 2013 Survey primary data

Satisfaction with access to health services in small health centres

Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
Karongi(66.5%) Ngororero(63.3%) Kirehe(62.7%) Gakenke(62.1%) Rutsiro(60.7%) Ngoma(55.4%) Bugesera(55.1%) Rubavu(54.6%) Rulindo(53.1%) Gasabo(52.3%) 10 Districts	Rwamagana(48.3%) Kayonza(48.3%) Rusizi(48.2%) Nyabihu(45.8%) Ruhango(42.3%) Huye(36.5%) Nyaruguru(34.8%) Gicumbi(34.0%) Gisagara(33.8%) Burera(33.4%) Muhanga(33.1%) Nyamagabe(32.8%) Musanze(32.5%) Kamonyi(32.4%) Nyagatare(30.8%) Nyanza(29.3%) Kicukiro(29.2%) Nyamasheke(25.2%) 18 Districts	Gatsibo(22.4%) Nyarugenge(13.5%) 2 Districts	Nyamasheke(20.0%) Gatsibo(17.1%) Nyagatare(16.7%) Nyabihu(14.4%) Rusizi(13.9%) Gisagara(12.7%) Bugesera(12.0%) Rubavu(10.5%) 8 Districts

Source: RGB-CRC 2013 Survey primary data

Satisfaction with access to health services in reproductive health centres

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Ngoma(83.7%) Kirehe(81.1%) Rutsiro(77.5%) Muhanga(76.1%) Karongi(75.3%)	Gakenke(73.3%) Kamonyi(73.0%) Ngororero(71.0%) Ruhango(70.0%) Burera(69.6%) Kayonza(69.3%)	Nyagatare(47.7%) Nyabihu(46.7%) Nyamasheke(43.1%) Nyarugenge(42.9%) Kicukiro(41.6%)	Bugesera(11.3%)

5 Districts	Gisagara(69.2% Rwamagana(69.1% Rulindo(69.0% Bugesera(65.6% Nyanza(59.7% Huye(58.4% Rusizi(56.7% Gasabo(55.5% Nyaruguru(54.8% Gicumbi(54.3% Gatsibo(53.4% Nyamagabe(52.3% Rubavu(50.9% 19 Districts	Musanze(34.0% 6 Districts	
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Source: RGB-CRC 2013 Survey primary data

The respondents were requested to rate their satisfaction with access to different health facilities. Concerning access to health services in hospitals, 5 districts indicate a net satisfaction rating above 75%. There are 22 districts with a net satisfaction between 50% and 75%. Districts with a net satisfaction between 25% and 50% are 2. Only one district (Nyarugenge) records net satisfaction below 25%. The net dissatisfaction with access to different health facilities above 10% is registered in 11 districts. Districts that rate access to health centres with a net satisfaction above 75% are only 2. Districts with a net satisfaction between 50% and 75% are 22 while those with a net satisfaction between 25% and 50% are 6. The net dissatisfaction above 10% is expressed by 10 districts.

Access to small health centres is appreciated by 10 districts with a net satisfaction between 50% and 75% while 18 districts have a net satisfaction between 25% and 50%. Districts with a net satisfaction below 25% were 2 while 8 districts had a net dissatisfaction above 10%.

Access to reproductive health centres is appreciated by 5 districts with a net satisfaction above 75%, districts with a net satisfaction between 50% and 75% are 19 while those with a net satisfaction between 25% and 50% are 6. The net dissatisfaction above 10% is registered in only district (Bugesera).

The national illustration is found in the map below.

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2013



Satisfaction with access to health services in Health Centres

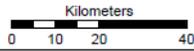
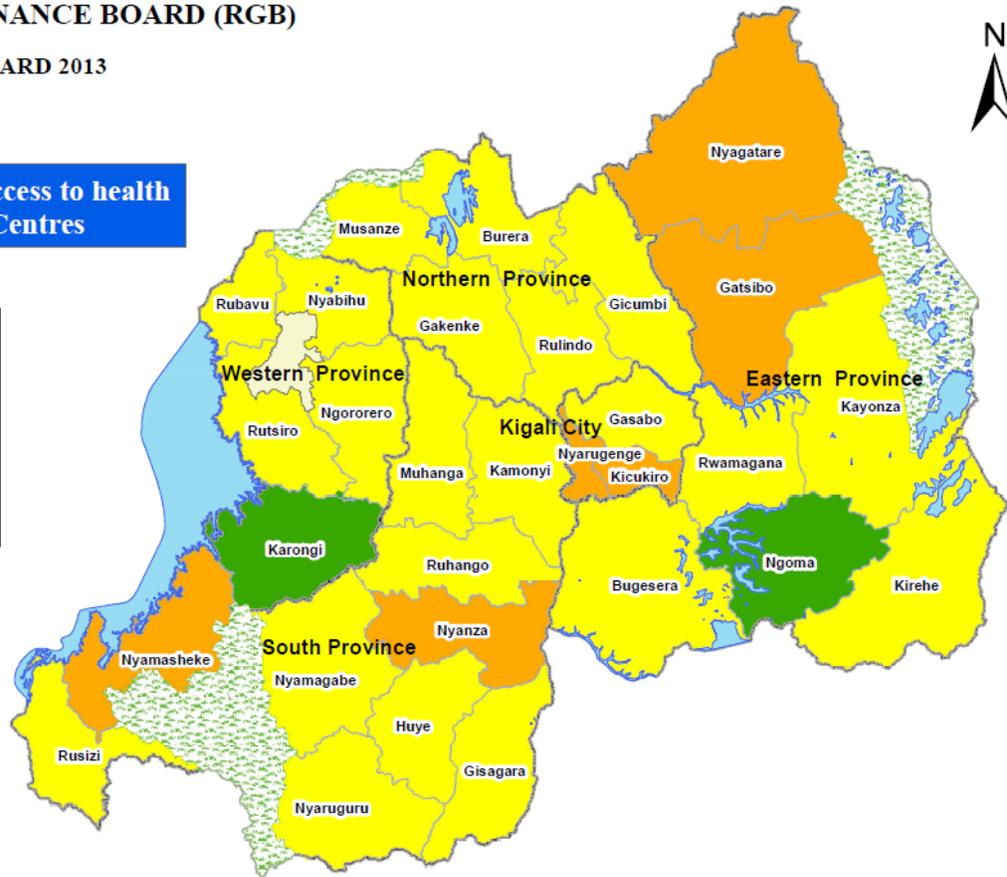
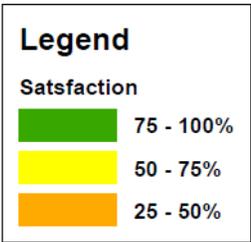
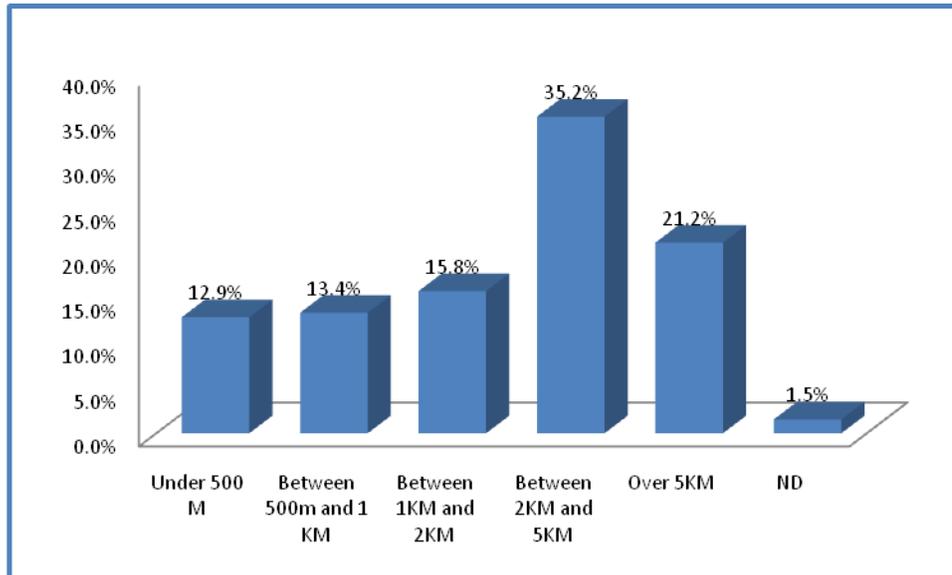


Figure 75: Distance traveled to reach a nearest health centre or hospital



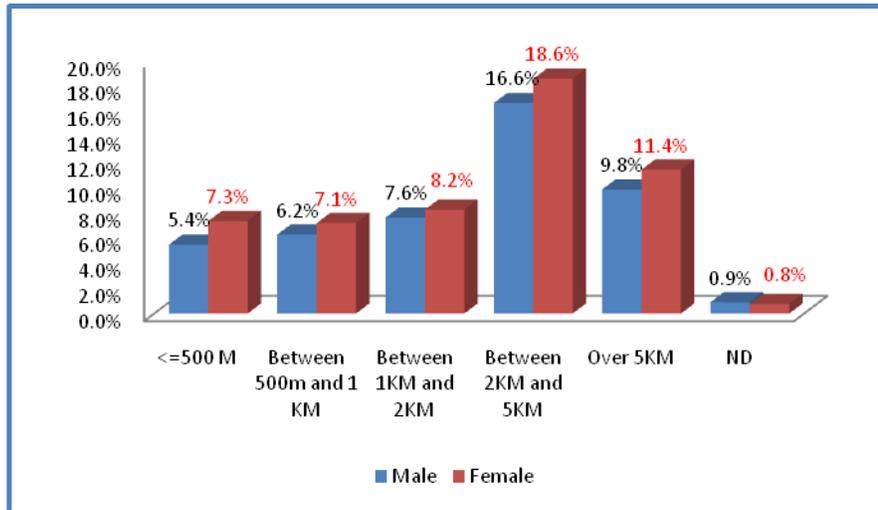
Source: RGB-CRC 2013 Survey primary data

The figure 76 above shows that 44.1% of the respondents travel 2 km and less to the nearest health centre/ hospital while 21.2% travel over 5km. In FGD, citizens suggest that there is a need to build more health posts and centers as there are still some cases of people making long distances seeking a medical help.

It is interesting to note that the EICV3 survey gave the average of reaching the health centre at 59.9 minutes per person⁴, the equivalent of 5 kilometers.

⁴ Main EICV3 Report, p. 85

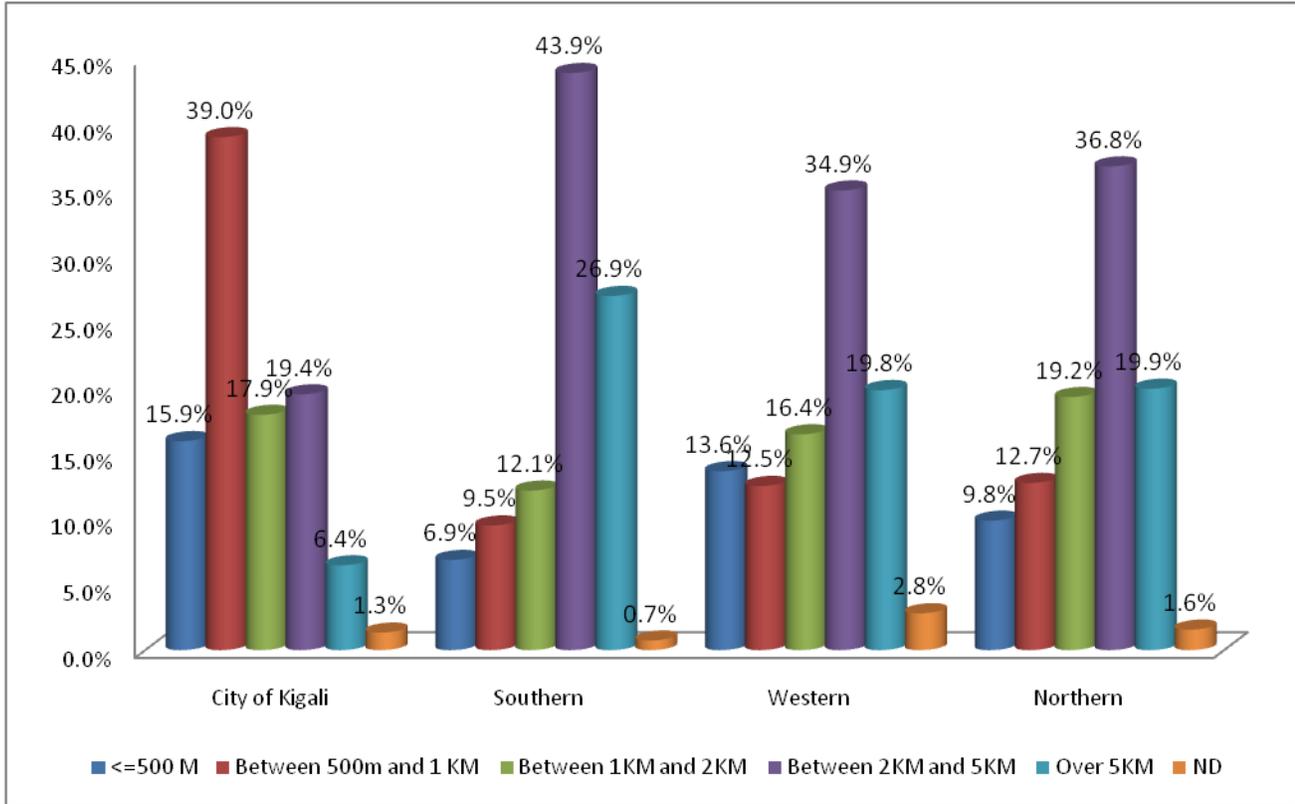
Figure 76: Distance traveled to reach a nearest health centre or hospital by sex



Source: RGB-CRC 2013 Survey primary data

Considering the gender aspect, there is no significant discrepancy between the responses of men and women.

Figure 77: Distance traveled to reach a nearest health centre or hospital by province



Source: RGB-CRC 2013 Survey primary data

On the provincial level, the City of Kigali has a big proportion of people who walk between 500m to 1km to reach the nearest health center or hospital with 39.0%, followed by the Northern Province with 12.7%. In the City of Kigali, the respondents reveal that more than 50% had to walk less than 2 km to reach the nearest health centre or hospital. The Southern Province has a big proportion of 26.9% among the respondents who indicate that they have to walk more than 5 km to reach the nearest health centre or hospital, followed by the Northern Province with 19.9%.

There is no contradiction with the ECV3 report because the participants had an average of 34.1 minutes to reach the nearest health centre or hospital in the City of Kigali and 56.5 minutes in the Northern Province⁵. The FGD reveal some challenges. A significant proportion of respondents still find the distance to the nearest medical help too long. The capacity of health centers is frequently perceived as unsatisfactory.

⁵ Main ECV3 Report, p.85

At the district level, some of the respondents declare to walk for a short distance to reach the nearest health centre or hospital, but others confirm walking more than 5 km.

Table 22: Perceived distance traveled to reach a nearest health centre or hospital by district

Districts with less than 1 km distance traveled to health facility	Districts with between 1-2 km distance traveled to health facility	Districts with over 2km distance traveled to the health facility
Kicukiro(69.6%)	Rusizi(24.7%	Nyamagabe(84.3%
Nyabihu(59.9%)	Nyarugenge(24.0%	Ngoma(83.1%
Gasabo(54.4%)	Rulindo(23.3%	Ngororero(82.0%
Gatsibo(47.5%)	Gisagara(22.1%	Muhanga(80.1%
Musanze(43.8%)	Gakenke(22.0%	Kirehe(78.2%
Nyarugenge(42.2%)	Nyagatare(21.1%	Ruhango(73.3%
Kayonza(39.5%)	Gicumbi(20.7%	Nyanza(72.7%
Bugesera(37.4%)	Rwamagana(20.6%	Kamonyi(72.5%
Karongi(34.0%)	Karongi(19.4%	Nyamasheke(71.1%
Nyagatare(32.3%)	Rutsiro(19.1%	Huye(69.6%
Rwamagana(32.0%)	Burera(18.1%	Burera(63.5%
Rusizi(31.8%)	Nyanza(17.7%	Rubavu(62.1%
Nyaruguru(28.0%)	Rubavu(17.5%	Gicumbi(60.9%
Gisagara(22.6%)	Huye(17.3%	Gakenke(60.8%
Rulindo(22.0%)	Nyamasheke(17.0%	Nyaruguru(59.6%
Ruhango(20.8%)	Gasabo(16.8%	Rutsiro(56.7%
Rubavu(19.5%)	Kayonza(15.5%	Gisagara(55.0%
Gicumbi(17.8%)	Bugesera(14.6%	Rulindo(51.7%
Burera(17.6%)	Kirehe(14.4%	Rwamagana(46.3%
Gakenke(17.1%)	Kicukiro(12.8%	Nyagatare(44.9%
Kamonyi(16.7%)	Nyaruguru(11.6%	Kayonza(44.3%
Rutsiro(16.6%)	Gatsibo(11.1%	Rusizi(43.5%
Muhanga(13.9%)	Kamonyi(10.4%	Bugesera(43.5%
Huye(12.5%)	Ngoma(10.3%	Karongi(42.6%
Nyamasheke(11.4%)	Musanze(10.0%	Musanze(41.6%
Nyanza(9.3%)	Ngororero(8.3%	Gatsibo(40.4%
Ngororero(9.0%)	Nyamagabe(7.1%	Nyarugenge(32.7%
Nyamagabe(8.3%)	Muhanga(5.6%	Nyabihu(28.5%
Kirehe(6.2%)	Nyabihu(4.6%	Gasabo(26.7%
Ngoma(5.7%)	Ruhango(3.5%	Kicukiro(17.2%

Source: RGB-CRC 2013 Survey primary data

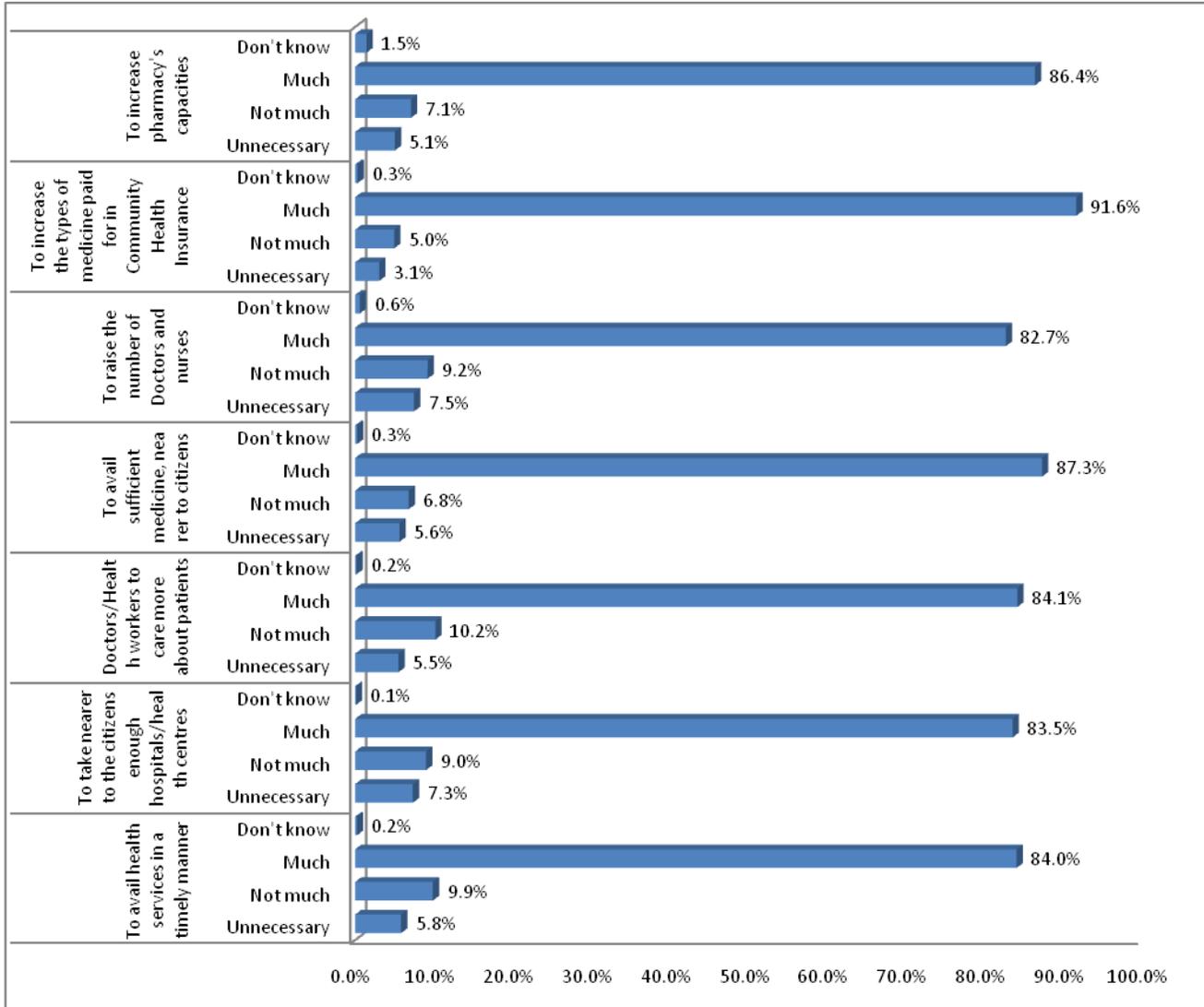
As it can be seen on the figure above, the districts where the respondents said that they walked for a short distance i.e. equal or less than 500 meters are Nyabihu with 56.5%, Gatsibo with 40.8%, Musanze with 38.6%, and Bugesera with 26.1%.

The districts where the respondents reported that they walked over 5 km are Muhanga with 46.6%, Nyamagabe with 39.4%, Ngororero with 36.0%, Ruhango with 35.0%, and Nyaruguru with 31.6%, etc.

In general, in the City of Kigali the respondents reveal that more than 50% citizens walk less than 2km to reach the nearest health centre or hospital. There is no significant difference with the EICV3 report where the average time to reach a health centre in Kigali is 34.1 minutes, the equivalent of around 2.5 km.

7.2.3. Effort needed in the health sector

Figure 78: Areas where more effort is needed in health services



Source: RGB-CRC 2013 Survey primary data

As it can be seen in the figure above, more effort is needed in increasing the types of medicine paid for in Community Health Insurance. 91.6% express much needed effort, followed by the need to avail sufficient medicine with 87.3%. Over 86.4% express much needed effort to increase pharmacy's capacities.

The FGD recommend the increase of the number of medical personnel within health centers. They also suggest that there should be sensitization programs on nutrition as there are still cases of malnutrition amongst children in many areas.

7.3. Conclusions and Recommendations

At the national level, 64.2 % of the respondents express their relative satisfaction with the general performance of the health sector. This indicates that services delivered by health institutions are relatively appreciated. Net dissatisfaction with the health services is only 6.4%. A significant proportion of the respondents (29.2%) indicate neither positive nor negative satisfaction. It would be interesting to analyse if this one third tends to rather positive or negative assessment.

Services provided by health counselors are appreciated by the population. 82.4% of the respondents rate them as well or very well. Services from the community insurance with 64.4% are second to be appreciated, followed by services from reproductive centres with 62.5%, hospitals with 62.0%, health centres with 60.8%, ambulance with 55.7% and lastly small health centres with 43.0%. This is further confirmed through the FGD where challenges raised included insufficient ambulance and poorly trained staff. Interestingly, residents of some areas have also formed associations of transporting the sick to health centers where the ambulance is not available or inaccessible.

Regarding the services not very appreciated by the respondents, the ambulance service is the most negatively rated with 12.6% respondents saying it is poor or very poor. This is followed by services of community insurance with net dissatisfaction of 10.5% and services within health centres with dissatisfaction of 9.7%. Services relatively unknown to the respondents are services from small health centres followed by services of reproductive centres.

From the findings of this study, the following recommendations are made:

- The performance of health centers in Nyamasheke (net dissatisfaction 20.0%), Nyagatare (13.9%), Gatsibo (13.3%), Rusizi (13.0%), Kayonza (11.5%) and Bugesera (11.5%) might need greater improvement given the levels of dissatisfaction ;

- Types of medicine paid for in community health insurance scheme should be increased;
- Avail sufficient medicine closer to the patients;
- The capacity of the personnel in pharmacies must be increased;
- The number of medical personnel at health centers shall be increased;
- Sensitization programs on nutrition for children must be conducted;
- Ambulant services need urgent improvement.

CHAPTER 8: SERVICE DELIVERY IN THE CITIZENS' SOCIO-ECONOMIC WELFARE

8.1. Background

This is a new sector introduced in CRC 2013. According to the national social protection strategy of January 2011 by MINALOC, a number of categories of the population are particularly vulnerable to poverty including older people, those living with disabilities, young children, female-headed households, genocide survivors and the historically marginalized groups. The Government of Rwanda's strategy therefore sought to assist these vulnerable groups by creating a basic social net and putting in place programs such as VUP (The Vision 2020 Umurenge program), a social protection program aimed at reducing extreme poverty in VUP target sectors, FARG (The genocide survivors support and assistance fund) that was initiated to support the vulnerable genocide survivors in education, health, shelter, social assistance and income generation as well as *UBUDEHE*, which is a traditional Rwandan practice of working together to solve community problems. This practice has been adopted by the government to reduce poverty by supporting villages to access funds for collective actions to solve local problems of their choice. These programs are designed to build a social protection system that tackles poverty and inequality and enables the poor to move out of poverty. This survey therefore examined the socio-economic welfare sector in order to establish the progress made with regard the above objective supporting the vulnerable and to eventually wean them off when they are able to sustain themselves.

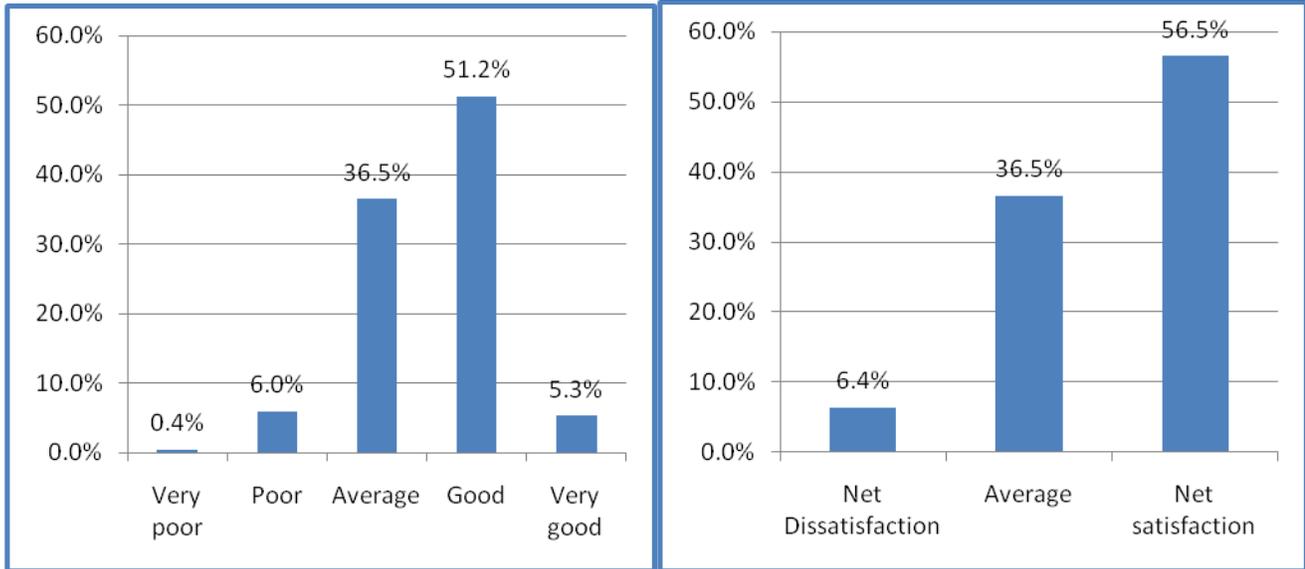
8.2. Findings in the socio-economic welfare sector

The findings in the socio- economic welfare sector concern the general appreciation of the socio-economic welfare, the role played by the citizens in programs particularly those aimed at promoting the socio-economic welfare. Activities considered in this survey include: the categorization of *Ubudehe*, VUP and FARG beneficiaries, selecting activities to be done in the mentioned programs and areas where effort is needed to improve the sector and recommendations and conclusions.

8.2.1. Satisfaction with socio-economic welfare services

The figure below shows the overall citizens' satisfaction with the services to promote the socio-economic welfare.

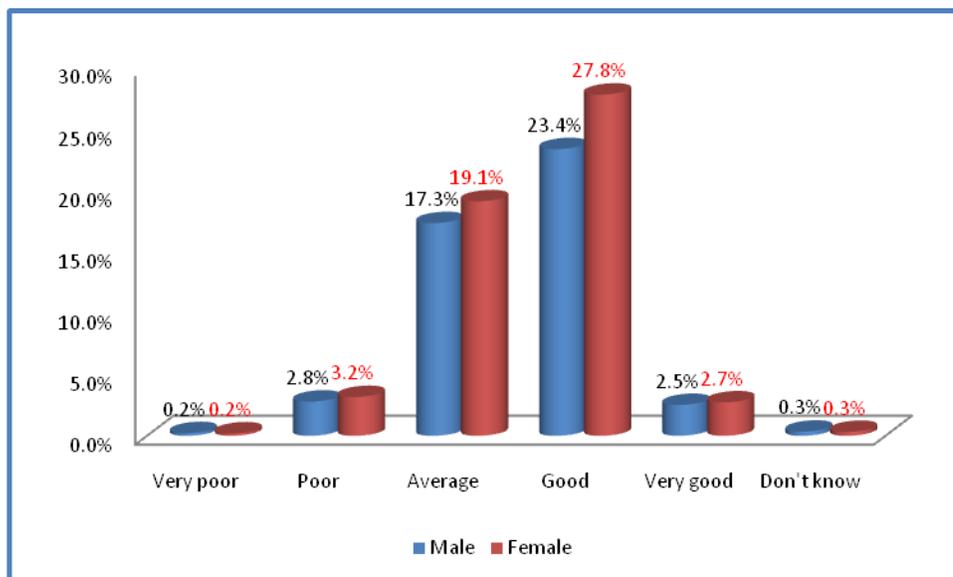
Figure 79: Satisfaction with services to promote the citizens' socio-economic welfare



Source: RGB-CRC 2013 Survey primary data

The rating of appreciation for services provided to the citizens in the socio-economic welfare sector at national level was relatively fair. 51.2% of the respondents described the service given to them as good while 5.3% described it as very good, with an overall net satisfaction of 56.5%. It is also worth noting that the poor and very poor rating give a net dissatisfaction of 6.4%. A significant percentage of 36.5% indicated that the provided services are of average quality.

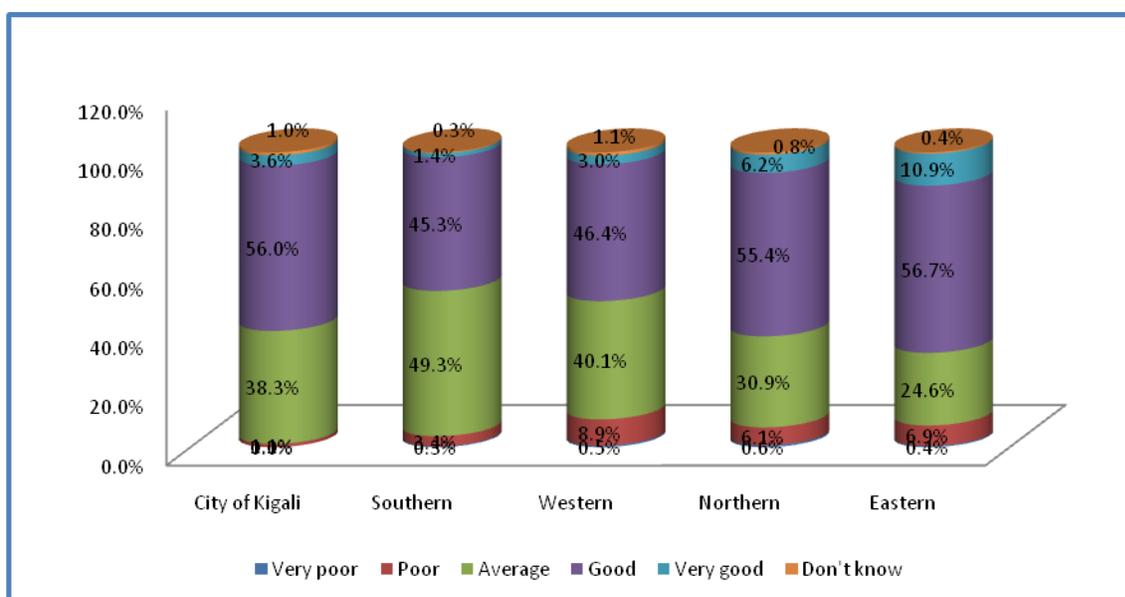
Figure 80: Satisfaction with services to promote the citizens' socio-economic welfare by sex



Source: RGB-CRC 2013 Survey primary data

The overall rating of both sexes does not show any significant difference in their rating of the service provided to them.

Figure 81: Satisfaction with services to promote the citizens' socio-economic welfare by province



Source: RGB-CRC 2013 Survey primary data

The trend of the citizens' rating of services given to them in this sector is almost the same in Kigali City, the Northern and Eastern Provinces who describe services as good at 56% and 55% respectively. In the Southern and Western Provinces, services were described as good at 49.3% and 40.1% respectively. It is important to note that the Eastern Province registered the highest percentage of very good at 10.9% while the Western Province registered the highest percentage of poor at 8.9%.

Table 23: Satisfaction with services to promote the citizens' socio-economic welfare by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Ngoma(86.0% Kirehe(79.3% Gicumbi(75.3% 3 Districts	Burera(72.7% Gasabo(70.4% Karongi(68.0% Rutsiro(67.4% Gisagara(65.9% Rwamagana(64.3% Bugesera(62.8% Nyagatare(62.7% Kayonza(60.1% Kicukiro(58.8% Gatsibo(58.5% Nyaruguru(55.6% Ngororero(54.3% Rulindo(52.3% Gakenke(52.1% Musanze(51.4% 16 Districts	Nyabihu(49.9% Ruhango(48.0% Rubavu(47.1% Nyarugenge(45.5% Nyanza(45.0% Huye(40.3% Rusizi(39.2% Nyamagabe(38.4% Kamonyi(37.8% Muhanga(37.5% Nyamasheke(25.9% 11 Districts	Nyamasheke(23.1% Rusizi(15.5% Gatsibo(13.7% Rulindo(13.0% Kayonza(12.2% Nyagatare(10.3% 6 Districts

Source: RGB-CRC 2013 Survey primary data

Findings indicate that 3 districts registered a net satisfaction at above 75%; 16 districts registered a net satisfaction at 50%-75% and 11 districts registered a net satisfaction at 25% -50%. Districts with a net dissatisfaction at above 10% were 6.

The national illustration is found in the map below.

8.2.2. Citizens' role to promote their socio-economic welfare

Table 24: Citizen's role in services to promote their socio-economic welfare

Participation in the selection of VUP beneficiaries

Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
Kirehe(37.1%) Rutsiro(35.4%) Nyaruguru(35.2%) Karongi(35.0%) Kayonza(33.8%) Nyarugenge(32.4%) Ngororero(28.7%) Gasabo(27.7%) Rulindo(26.8%) Nyamagabe(26.3%) Gisagara(25.9%) Gakenke(25.2%) 12 Districts	Kicukiro(24.8%) Gicumbi(24.7%) Rusizi(22.4%) Ngoma(22.3%) Huye(21.1%) Nyanza(20.0%) Burera(18.8%) Bugesera(17.4%) Rwamagana(16.3%) Nyamasheke(15.6%) Nyabihu(14.4%) Rubavu(13.2%) Ruhango(12.8%) Gatsibo(11.3%) Kamonyi(9.5%) Muhanga(8.8%) Nyagatare(8.2%) Musanze(7.6%) 18 Districts	Nyagatare(40.1%) Gatsibo(39.0%) Rusizi(28.5%) Gisagara(27.1%) Nyamasheke(26.3%) Muhanga(25.1%) Nyanza(23.7%) Ngororero(23.0%) Karongi(22.2%) Nyaruguru(21.2%) Huye(19.5%) Rutsiro(19.4%) Ruhango(19.0%) Nyamagabe(17.2%) Kirehe(16.7%) Gakenke(16.5%) Rulindo(16.2%) Nyabihu(15.9%) Kayonza(14.2%) Rwamagana(13.4%) Ngoma(13.1%) Gasabo(12.0%) Bugesera(10.4%) Rubavu(10.2%) 24 Districts

Source: RGB-CRC 2013 Survey primary data

Participation in the selection of VUP activities / donations

Districts with net satisfaction between 25% and 50%	Districts with satisfaction below 25%	Districts with net dissatisfaction above 10%
Kayonza(31.1%) Karongi(30.7%) Ngororero(25.3%) 3 Districts	Rutsiro(23.3%) Gisagara(22.9%) Gasabo(22.7%) Rulindo(22.3%) Nyaruguru(22.0%) Huye(21.6%) Gakenke(21.2%) Nyarugenge(19.6%) Kirehe(19.3%) Kicukiro(19.2%) Nyanza(17.3%) Bugesera(16.7%) Burera(16.0%) Nyamagabe(15.4%) Rwamagana(15.4%) Rusizi(15.2%) Gicumbi(15.2%) Nyabihu(13.0%) Rubavu(12.2%) Ngoma(12.0%) Kamonyi(10.4%) Nyagatare(10.1%) Nyamasheke(10.0%) Gatsibo(9.5%) Ruhango(9.0%) Muhanga(8.8%) Musanze(8.2%) 27 Districts	Nyagatare(39.7%) Muhanga(39.0%) Gatsibo(39.0%) Nyaruguru(37.2%) Kirehe(36.9%) Nyamasheke(35.4%) Nyanza(35.0%) Rusizi(34.8%) Kamonyi(32.9%) Nyamagabe(30.8%) Gisagara(29.9%) Ngororero(27.7%) Ngoma(25.7%) Ruhango(24.5%) Huye(22.4%) Karongi(22.2%) Gicumbi(20.7%) Rutsiro(20.5%) Gakenke(19.4%) Gasabo(18.4%) Rulindo(18.0%) Nyabihu(17.6%) Kayonza(16.2%) Rwamagana(14.0%) Bugesera(12.0%) Kicukiro(11.6%) Nyarugenge(11.3%) Rubavu(11.0%) Burera(10.4%)

Source: RGB-CRC 2013 Survey primary data

Participation in the selection of FARG beneficiaries

Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
Rwamagana(72.9%) Ngoma(71.1%) Gasabo(66.1%) Kicukiro(60.4%) Nyanza(59.7%) Nyarugenge(58.5%) Karongi(55.2%) Kayonza(50.7%) 8 Districts	Bugesera(48.5%) Huye(46.4%) Rutsiro(46.3%) Nyaruguru(44.8%) Rusizi(42.2%) Kirehe(41.6%) Nyabihu(40.1%) Gicumbi(37.8%) Muhanga(36.7%) Gakenke(36.5%) Gisagara(35.8%) Ruhango(35.8%) Nyamagabe(34.6%) Nyagatare(34.2%) Rulindo(32.9%) Nyamasheke(28.9%) Rubavu(28.2%) Kamonyi(27.9%) Ngororero(27.7%) Burera(26.8%) Musanze(26.7%) 21 Districts	Gatsibo(20.8%) 1 District	Gatsibo(45.0%) Ngororero(29.3%) Nyagatare(27.8%) Nyamasheke(21.7%) Rusizi(21.1%) Bugesera(20.0%) Kirehe(19.8%) Kayonza(17.2%) Musanze(15.8%) Nyabihu(14.7%) Rulindo(14.3%) Gisagara(12.7%) Gakenke(12.7%) Nyaruguru(12.4%) Nyamagabe(10.6%)

Source: RGB-CRC 2013 Survey primary data

Participation in the establishment of lists of the needy

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Ngoma(92.3%) Kirehe(80.7%) Nyanza(79.7%) 3 Districts	Burera(74.4%) Rwamagana(69.4%) Gicumbi(68.1%) Kayonza(67.9%) Kicukiro(65.6%) Gakenke(64.8%) Nyarugenge(62.5%) Gasabo(61.1%) Musanze(60.2%) Nyabihu(57.3%) Rulindo(56.8%) Rutsiro(56.2%) Bugesera(56.2%) Nyaruguru(55.6%) 14 Districts	Gisagara(54.7%) Karongi(54.7%) Nyagatare(51.1%) Huye(50.1%) Ngororero(49.0%) Rubavu(46.6%) Nyamagabe(45.2%) Rusizi(44.8%) Gatsibo(36.8%) Kamonyi(32.9%) Nyamasheke(32.6%) Ruhango(29.5%) Muhanga(27.5%) 13 Districts	Gatsibo(44.8%) Nyamasheke(37.1%) Rusizi(31.2%) Nyabihu(22.8%) Bugesera(20.9%) Nyagatare(20.7%) Rulindo(20.4%) Ruhango(19.8%) Ngororero(19.7%) Muhanga(15.5%) Kayonza(15.2%) Karongi(15.1%) Musanze(14.9%) Nyamagabe(14.6%) Gicumbi(14.6%) Rutsiro(14.3%) Gakenke(12.0%) Rwamagana(12.0%) Gasabo(11.7%) Rubavu(10.2%) 20 Districts

Source: RGB-CRC 2013 Survey primary data

Tables above indicate the role played by the citizens in different government programs that are meant to improve their socio-economic welfare. The respondents were requested to examine different government programs and determine their level of participation in those programs. These programs include: participation in the selection of VUP beneficiaries, participation in the selection of VUP activities / donations, participation in the selection of FARG beneficiaries, and participation in establishing the lists of the needy. With regard to participation in selection of VUP beneficiaries, this was not well rated with 12 districts indicating a net satisfaction between 25% and 50%, districts with a net satisfaction below 25% were 18 while there was no district in the first two clusters of the satisfaction at above 75% and 50% to 75%. The net dissatisfaction above 10% was registered in 24 districts. The selection of VUP activities/donations was also poorly rated with only 3 districts registering a net satisfaction between 25% and 50% while 27 districts registered a net satisfaction below 25%. Districts with a net dissatisfaction above 10% were 29. The participation in the selection

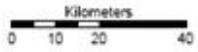
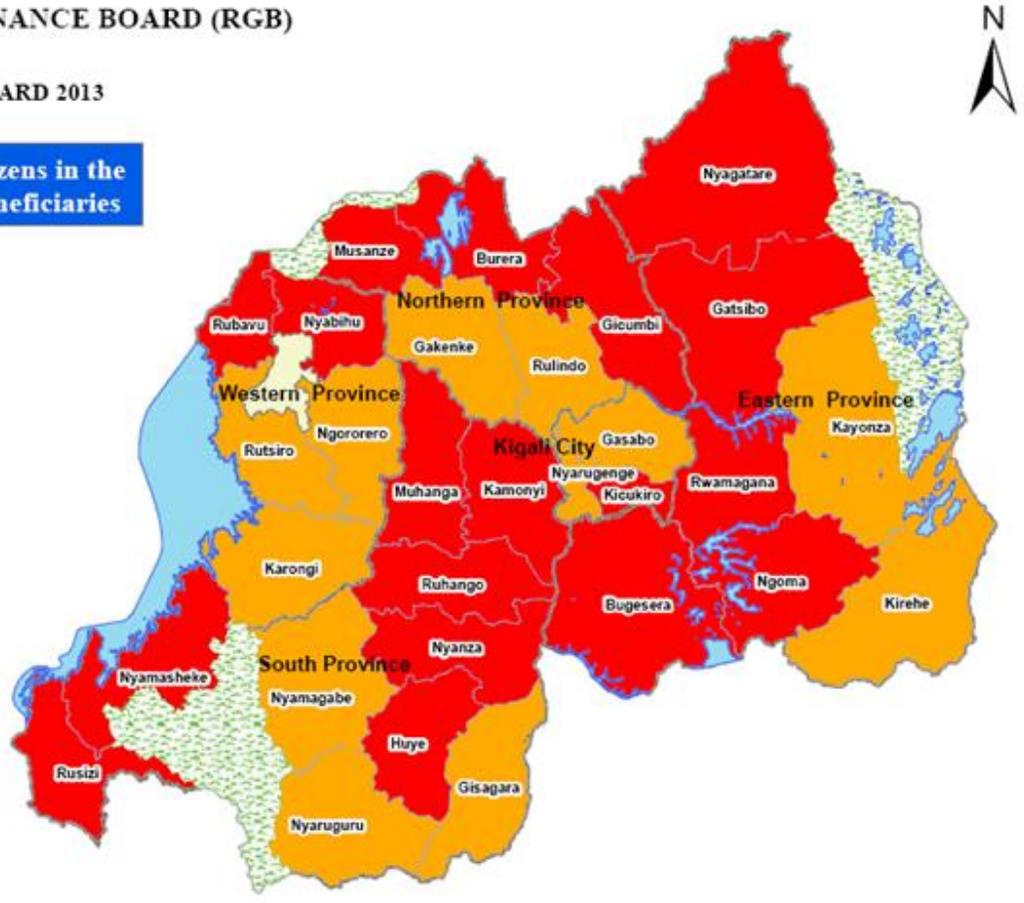
of FARG beneficiaries was rated with 8 districts registering a net satisfaction between 50% and 75% while 21 districts registered a net satisfaction between 25% and 50%. Only 1 district registered a net satisfaction below 25%. 15 districts registered a net dissatisfaction above 10%. Concerning the establishment of lists of the needy, only 3 districts registered a net satisfaction above 75%, 14 districts with a net satisfaction between 50% and 75% and 13 districts with a net satisfaction between 25% and 50. The net dissatisfaction above 10% was registered in 20 districts.

The national illustration is found in the map below.

RWANDA GOVERNANCE BOARD (RGB)

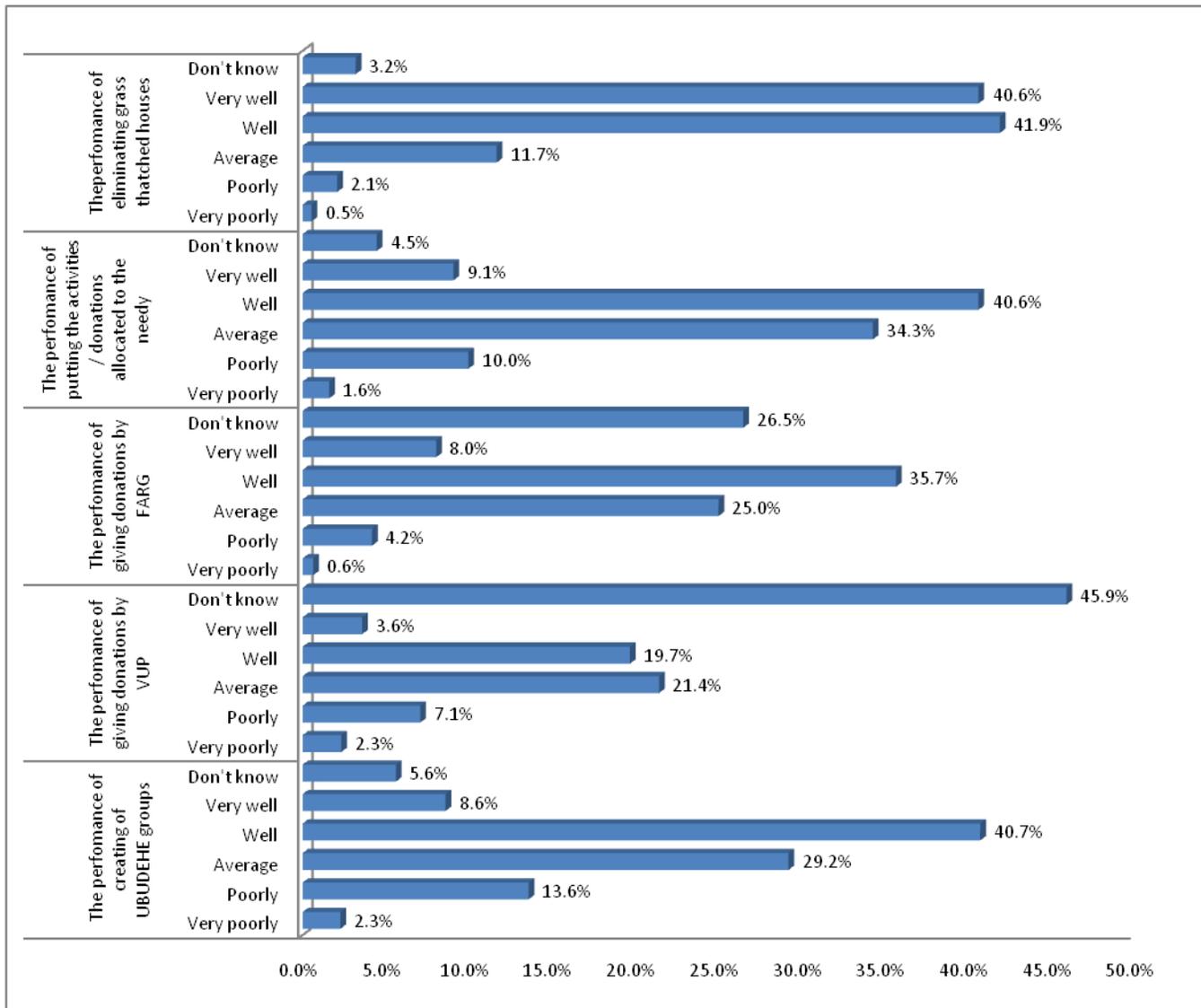
CITIZENS REPORT CARD 2013

Participation of citizens in the selection of VUP beneficiaries



8.2.3. Evaluation of service performance to improve the citizens' socio-economic welfare

Figure 82: Evaluation of service performance to improve the citizens' socio-economic welfare



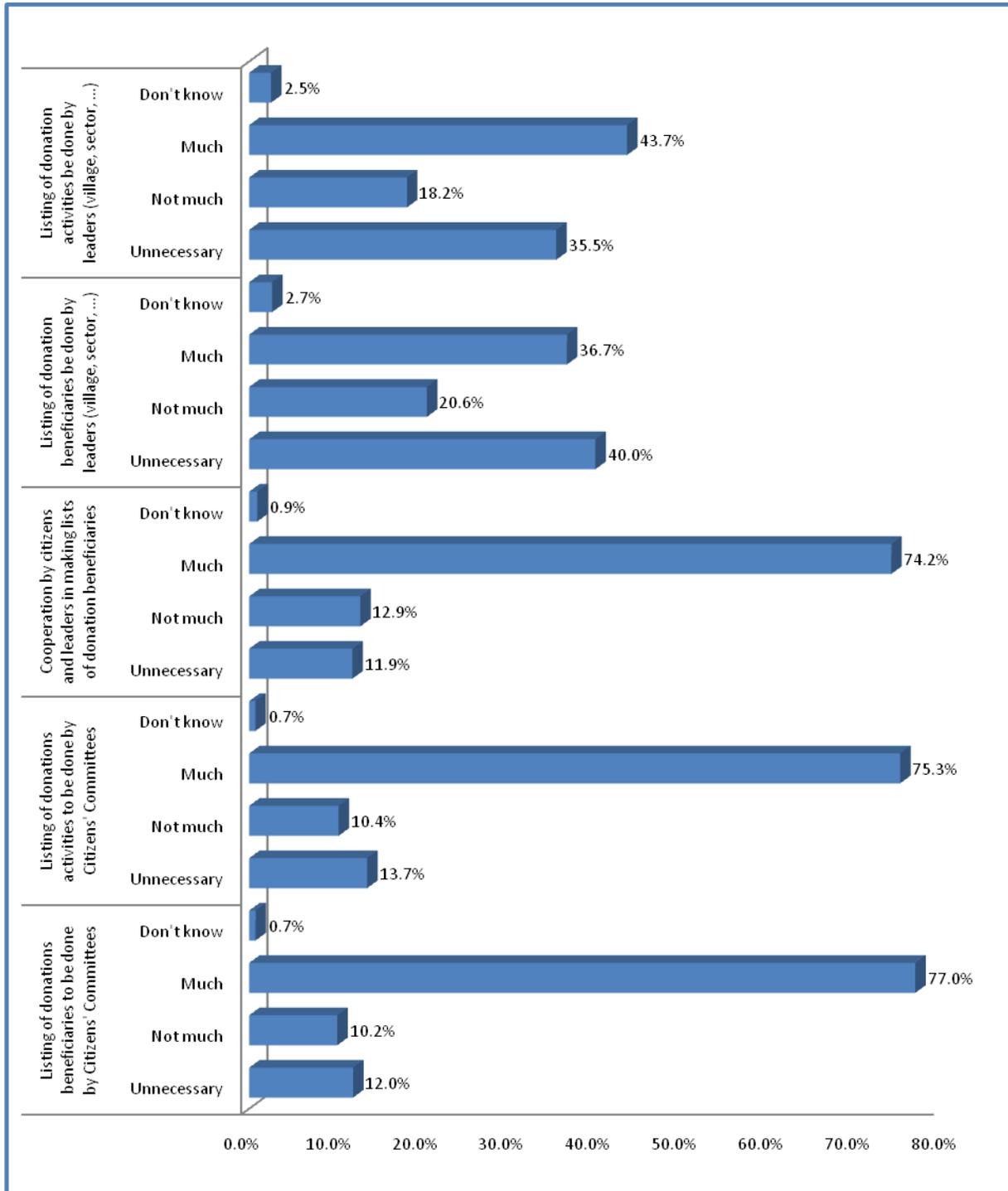
Source: RGB-CRC 2013 Survey primary data

The respondents were requested to examine different government programs and assess their performance. With regard to creating groups for *Ubudehe* program, the respondents indicated that this activity was well performed at 40.7%, which is a good percentage representing the majority of the respondents. 8.6% also indicated that this activity was very well done. Giving donations by the VUP program was rated well at 19.7% in addition to 3.6% who agreed that it was done very well.

However, this assessment indicated a low performance of this program, and the majority of the respondents said they did not know at a significant percentage of 45.9%. Another program assessed was giving support to FARG beneficiaries, The respondents indicated that it was well done at 35.7% and 8.0% said it was very well performed. There was still a significant percentage of 26.6% that claimed they did not know. The elimination of grass thatched houses was well appreciated by the citizens with 41.9% and very well with 40.6% which is quite impressive.

8.2.4. Effort needed to promote the citizens' socio-economic welfare

Figure 83: Areas where more effort is needed in the services to promote the citizens' socio-economic welfare



Source: RGB-CRC 2013 Survey primary data

Listing the beneficiaries to be supported done by the citizen committees was supported overwhelmingly by the respondents with 77% who wanted much more effort to put in this activity. The general trend of the responses on areas where more effort was needed was almost the same on all the activities with over 70%. Areas where the citizens indicated less effort include making lists of donations and making lists of beneficiaries. These activities are in the hands of leaders with no intervention of the citizens. As a consequence, these last two activities were not supported by the citizens in the same way as they did for other activities in this section.

8.3. Conclusions and recommendations

The appreciation rating by the citizens at the national level with regard to services provided to them in the socio-economic welfare sector is relatively fair. Indeed, 51% and 5% of the respondents describe services given to them as good and very good respectively. However, there is also a significant percentage of about 44% that are not satisfied, which calls for tangible improvements in the social welfare services. The recommendations include increasing the number of staff at decentralized entities to improve service delivery and to increase the number of other social amenities like schools, health centers and water. Another recommendation is to harmonize insurance programs (*Mutuelle de santé*, Rama, MMI etc) and review the procedures of *Mutuelle de santé* so that the insurance holder can access treatment everywhere in the country.

With regard to the citizens' participation in making groups for Ubudehe program, the respondents indicated that they played a big role and very big role with 43.9% and 7.6% respectively. This also indicates that another 50% was not satisfied with the way this exercise was done and therefore the need to improve this extremely important schem. The recommendation was that there was a need to improve the categorization of *Ubudehe* beneficiaries and creating a database as well as reviewing the selection criteria for Ubudehe categorization.

Concerning the selection of VUP beneficiaries, only 19.3% of the participants affirmed to have played a big role and a meager 2.7% indicated to have played a very big role. The majority of the respondents said they did not know the level of their participation with a significant percentage of 42.6%. This rating clearly indicates that this activity was performing below the expectation of the respondents and much more effort was needed to improve. The recommendation was to improve sensitization and mobilization of the citizens on self reliance programs and improve communication so that there is smooth flow of information across institutions up to the beneficiaries. It was also recommended to create more programs similar to Ubudehe and VUP that address poverty issues.

In the selection program of FARG beneficiaries, the respondents indicated they played a big role with 34.8% while 7.0% played a very big role. Still a significant percentage of 23.8% claimed that they did not know. The selection of FARG activities/donation was another issue that was assessed with regard to the citizens' participation. 26.6% and 6.3% agreed to have played a big role and a very big role respectively. Those who did not know were still high at 24.3%. The fact that the respondents indicated with quite significant percentages that they did not have sufficient or any knowledge with regard to the selection of FARG beneficiaries and activities implies the need to involve FARG beneficiaries in their programs. The recommendation was that the community and citizens should be at the center of choosing the beneficiaries for social assistance.

The overall appreciation of the citizens' role in making the list of the needy was slightly above 50% whereby 47.3% and 8.9% of the respondents agreed to have played a big role and a very big role respectively. The respondents' participation in the activities and donations meant for the needy was rated below average with 36.6% and 9.3% as playing a big role and very big role respectively. The recommendation was to strengthen local authorities and to give local people an opportunity to express their views on government programs. Another recommendation was to sensitize people to create job opportunities and overcome poverty.

Elimination of grass thatched houses was viewed positively by the citizens with a participation of 43.1% playing a big role and 39.9% a very big role. It is important to note that it is only within this program that the citizens affirmed to have played a significant role. It was recommended to initiate income generation projects for the vulnerable and coordinate support efforts to the vulnerable and form cooperatives.

Recommendations:

- The participation of citizens in the social welfare schemes needs to be significantly increased. Except the participation in elimination of the thatched houses, participation in income generation projects and social benefits schemes is not satisfactory;
- Harmonization of insurance programs (*Mutuelle de santé*, Rama, MMI etc) and review the procedures of *Mutuelle de santé* is needed;
- Local administrations need to be equipped with guidance and instructions on the greater facilitation of people's involvement in Ubudehe categorization;
- New innovative ways in sensitization of people to create job opportunities and overcome poverty must be promoted;
- Initiation of income generation projects for the vulnerable and coordination of support efforts to the vulnerable and formation of cooperatives must be better supported by the local administrations and promoted by the citizens.

CHAPTER 9: SERVICE DELIVERY IN THE LAND SECTOR

9.1. Background

There are serious challenges of land in Rwanda due to the geometric growth of the population while the land is not increasing in addition to the soil erosion and man's exploitation which are having a negative effect on land productivity. In order to manage the land issue, the government created a body known as Rwanda Natural Resources Authority (RNRA) whose preoccupation is to head the management and promotion of natural resources. The latter include land, water, forests, mines and geology. This body is entrusted with the supervision and monitoring, and ensuring the implementation of all issues related to the promotion and protection of natural resources. Particularly, RNRA is responsible for:

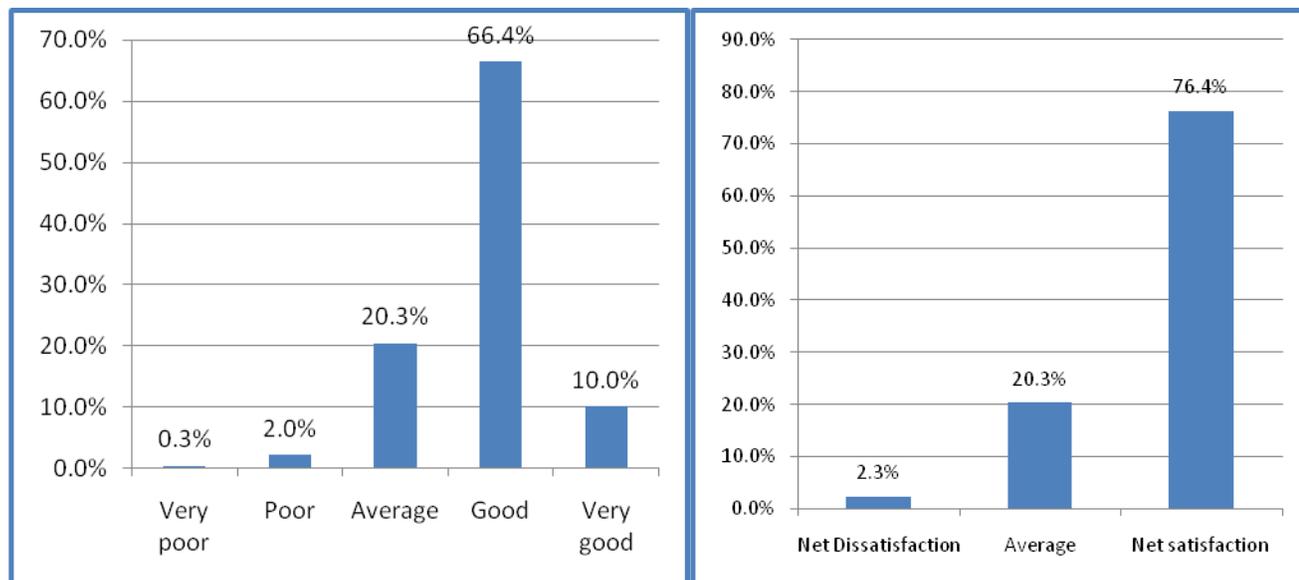
- Implementing national policies, laws, strategies, regulations and government resolutions in matters relating to the promotion and protection of natural resources;
- Making follow up and to implement international conventions Rwanda ratified on matters relating to natural resources management;
- Establishing cooperation and collaboration with other regional and international institutions with an aim of harmonizing the performance and relations on matters relating to management of natural resources;

It is within this framework that Rwanda Governance Board (RGB) would like to assess the population's feedback regarding services (the status of the respondents' land ownership as well as the documentation on the land, land allocation and resolution of disputes) provided by local authorities.

9.2. Findings in the land sector

9.2.1. Satisfaction with land services

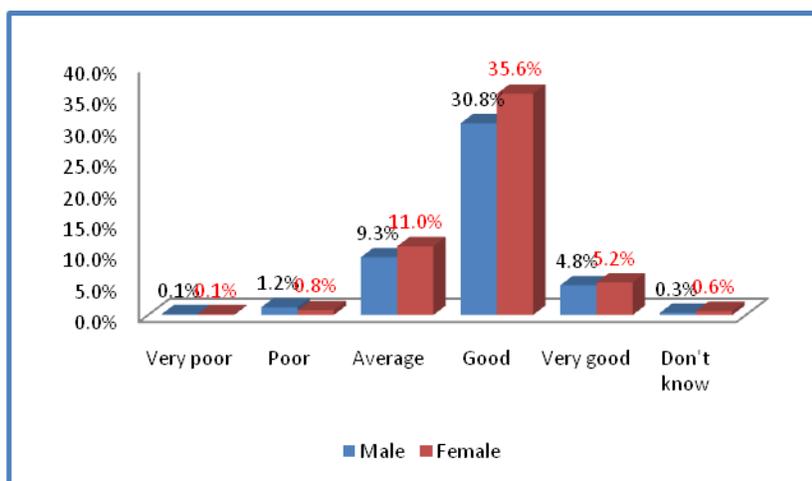
Figure 84: Satisfaction with land services



Source: RGB-CRC 2013 Survey primary data

The majority of the citizens, i.e. 66.4%, indicated their satisfaction with land services to be “good”, 10% rated the services as “very good”, which makes a net satisfaction of 76.4%.

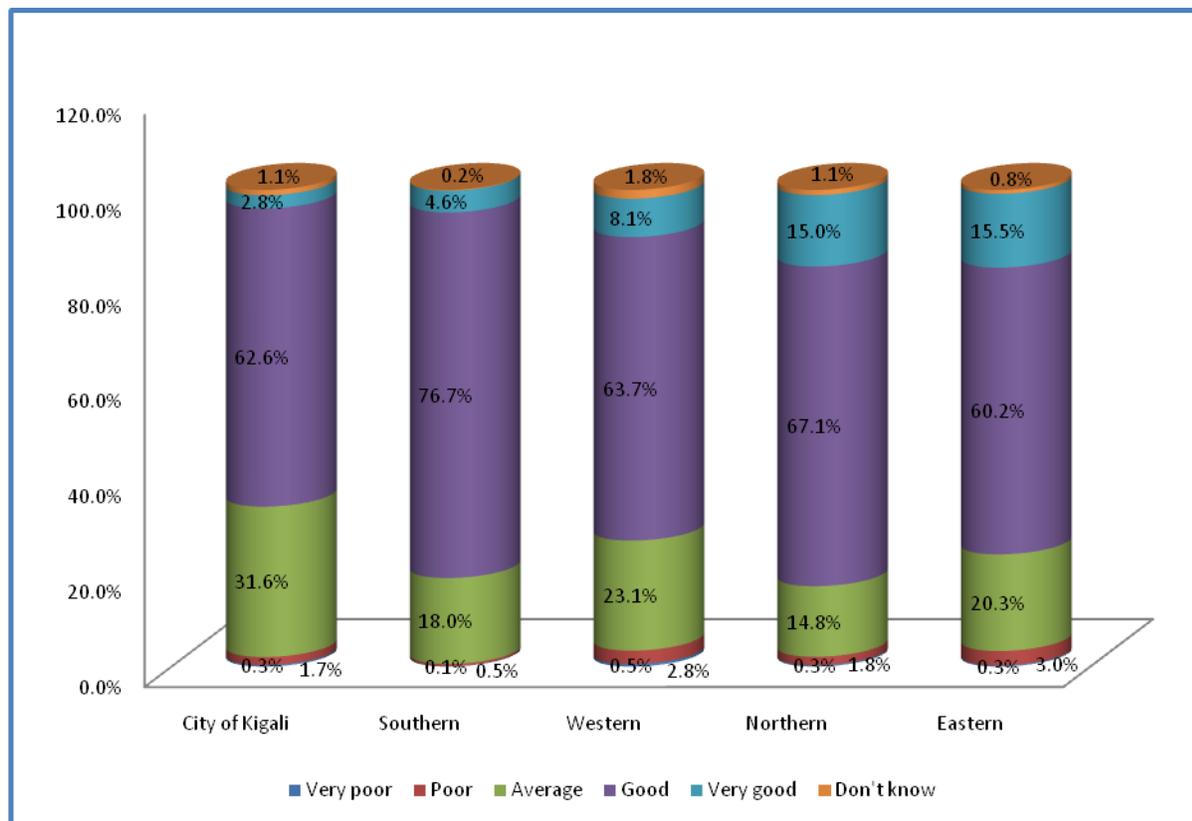
Figure 85: Satisfaction with land services by sex



Source: RGB-CRC 2013 Survey primary data

There was no major difference in the levels of satisfaction between males and females. Males indicated a net satisfaction of 35.6% while the females' was 41.8%.

Figure 86: Satisfaction with land services by province



Source: RGB-CRC 2013 Survey primary data

It is clear that in all the Provinces and the City of Kigali, the majority of the citizens are satisfied with land services at the level of “good”, with percentages between 60.2% - 76.7% giving a national average of 66.06%. The Southern Province has the highest satisfaction rate with 76.7% rating the services as “good”. Here below is the net satisfaction at the provincial level:

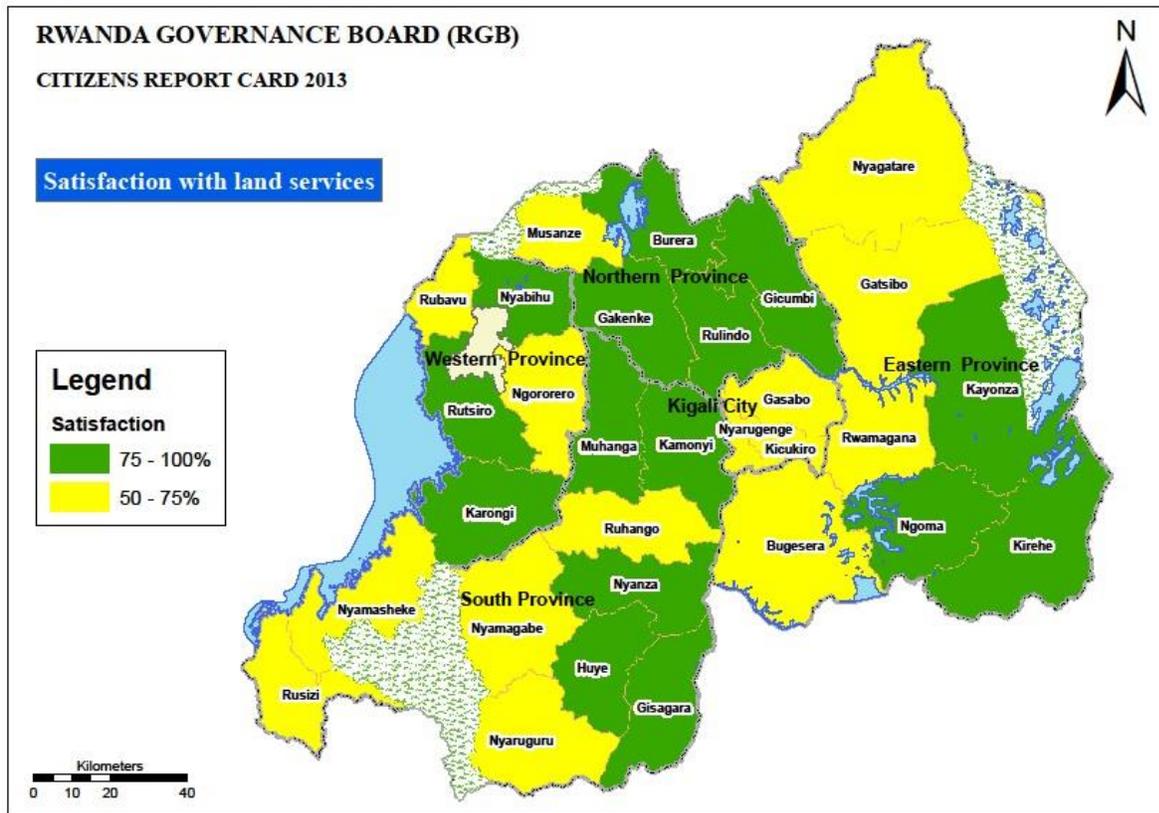
- *City of Kigali :- good, 62.6 + very good, 2.8 = 65.4%;*
- *The Southern Province: - good, 76.7+ very good, 4.6 = 81.3%;*
- *The Western Province:- good, 63.7+ very good, 8.1 = 71.8%;*
- *The Northern Province:- good, 67.1+ very good, 15.0 = 82.19%;*
- *The Eastern Province:-good, 60.2+ very good, 15.5 = 75.7%.*

Table 25: Satisfaction with land services by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%
Gisagara(93.8%)	Ruhango(74.3%)
Huye(92.8%)	Rwamagana(74.3%)
Nyanza(92.7%)	Bugesera(74.1%)
Ngoma(90.6%)	Gasabo(73.1%)
Burera(87.3%)	Musanze(72.0%)
Rutsiro(85.7%)	Rubavu(69.3%)
Gakenke(85.1%)	Ngororero(67.0%)
Kirehe(84.9%)	Nyagatare(66.0%)
Karongi(83.1%)	Nyamagabe(65.4%)
Muhanga(82.9%)	Gatsibo(64.7%)
Rulindo(82.8%)	Nyaruguru(64.0%)
Kamonyi(82.4%)	Kicukiro(63.2%)
Gicumbi(81.0%)	Rusizi(61.9%)
Kayonza(79.7%)	Nyamasheke(61.3%)
Nyabihu(76.9%)	Nyarugenge(56.7%)
15 Districts	15 Districts

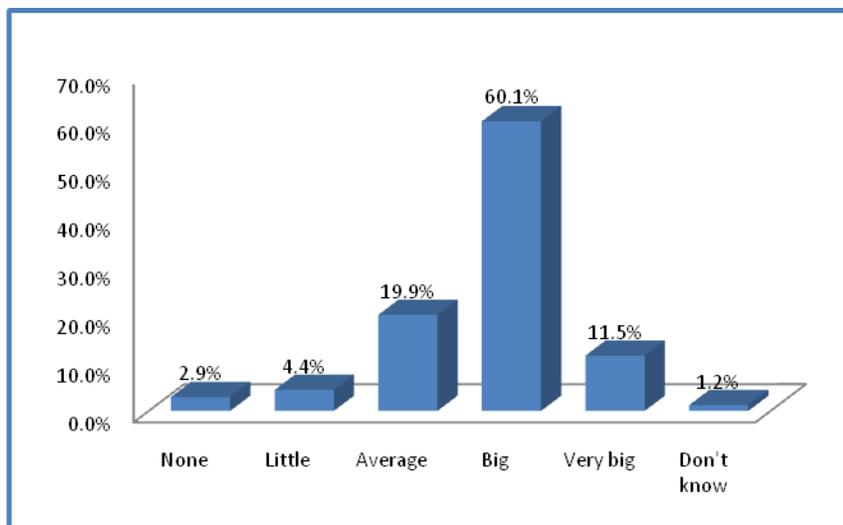
Source: RGB-CRC 2013 Survey primary data

The figure above shows that 15 districts had a net satisfaction of above 75% with land services while the remaining 15 districts had a net satisfaction of between 50% and 75%. The national illustration is found in the map below.



9.2.2. Citizens' role in planning of activities in the land sector

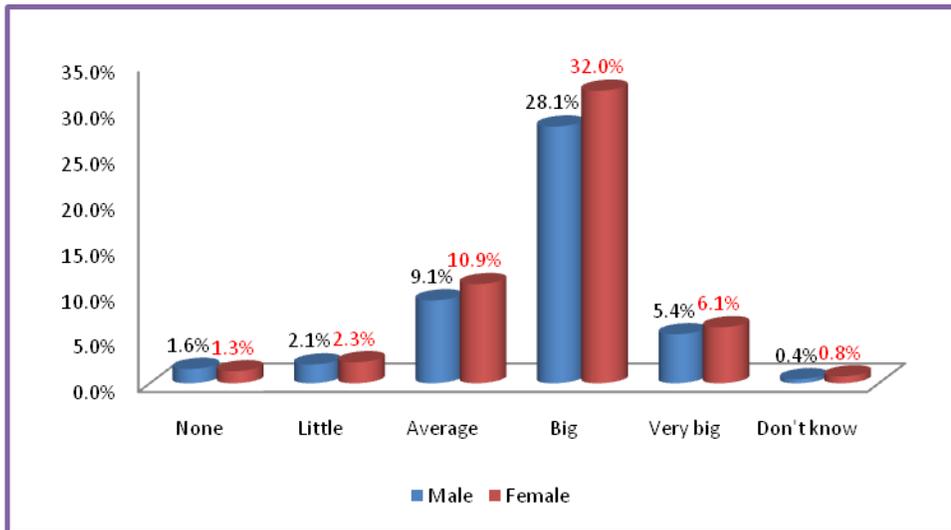
Figure 87: Citizens' role in planning activities regarding land service provision



Source: RGB-CRC 2013 Survey primary data

Overall, the citizens vowed to play a significant role in the planning activities regarding the provision of land services. 60.1% played a “big” role while 11.5% played a “very big” role, giving a net satisfaction of 71.6%.

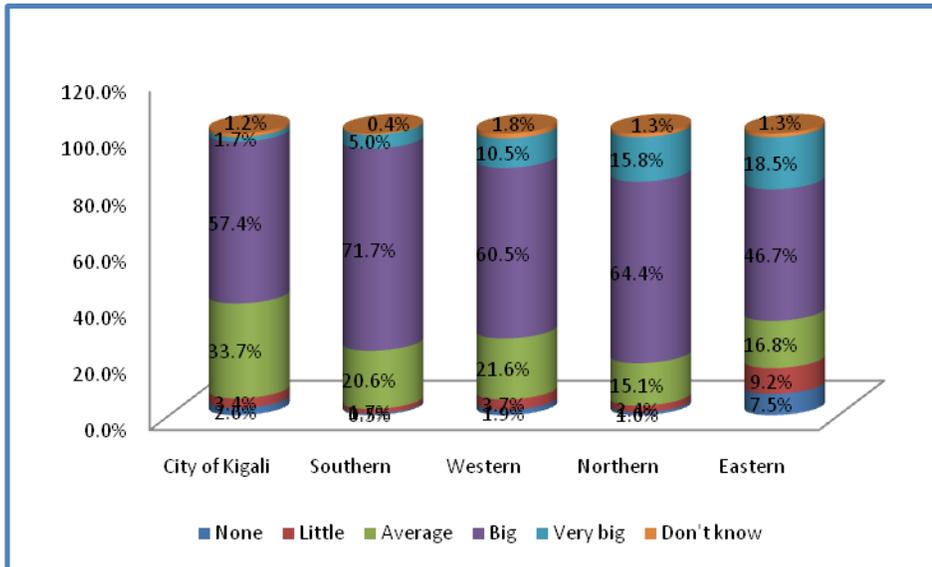
Figure 88: Citizens’ role in planning activities regarding land service provision by sex



Source: RGB-CRC 2013 Survey primary data

Females recorded 32% and 6.1% for big and very big rates of participation respectively against 28.1% and 5.4% for big and very big of the males’ participation.

Figure 89: Citizens’ role in planning activities regarding land service provision by province



Source: RGB-CRC 2013 Survey primary data

Judging by the figures, the citizens show that they play a “big” role in the said activities with all the Provinces registering high percentages, from 59.1% to 76.7% for rates of “big” and “very big”. The citizens of the Southern Province show the highest level of participation, at 71.7% for the rate “big” alone.

Table 26: Citizens' role in planning activities regarding land service provision by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Nyanza(94.0%) Huye(92.8%) Gakenke(90.4%) Gisagara(89.8%) Ngoma(88.6%) Rutsiro(87.1%) Burera(84.7%) Rulindo(83.3%) Kirehe(80.9%) Karongi(80.4%) Muhanga(78.5%) Rwamagana(76.9%) Gicumbi(76.7%) Kayonza(76.0%) 14 Districts	Nyamasheke(74.4%) Bugesera(71.3%) Nyabihu(70.9%) Rubavu(69.3%) Kamonyi(67.1%) Nyaruguru(64.4%) Nyamagabe(64.1%) Kicukiro(62.4%) Gasabo(62.1%) Musanze(62.0%) Ruhango(60.0%) Ngororero(58.3%) Rusizi(56.7%) Nyarugenge(52.0%) 14 Districts	Nyagatare(48.7%) Gatsibo(26.8%) 2 Districts	Gatsibo(57.9%) Nyagatare(28.1%) Ngororero(11.3%) Rusizi(10.8%) 4 Districts

Source: RGB-CRC 2013 Survey primary data

The table above shows that 14 districts had a net satisfaction of above 75%, 14 districts with a net satisfaction between 50% and 75%, 2 districts with a net satisfaction between 25% and 50% while 4 districts registered a net dissatisfaction above 10%.

9.2.3. Citizens' appreciation towards land services

Table 27: Satisfaction with land services

Surveying and mapping

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%
Ngoma(97.1%	Ngororero(74.7%
Nyanza(96.7%	Gatsibo(72.9%
Huye(96.0%	Nyarugenge(66.2%
Gisagara(95.8%	3 Districts
Muhanga(95.6%	
Kamonyi(91.9%	
Burera(90.8%	
Gakenke(90.6%	
Rulindo(90.2%	
Kirehe(89.8%	
Kayonza(89.2%	
Nyamagabe(87.4%	
Bugesera(87.3%	
Gicumbi(86.7%	
Rwamagana(86.0%	
Nyabihu(85.3%	
Rutsiro(85.1%	
Nyaruguru(84.4%	
Nyamasheke(84.1%	
Musanze(82.4%	
Karongi(81.6%	
Ruhango(81.3%	
Nyagatare(79.5%	
Rusizi(78.0%	
Gasabo(77.6%	
Rubavu(77.1%	
Kicukiro(76.0%	
27 Districts	

Source: RGB-CRC 2013 Survey primary data

Land registration

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%
Nyanza(93.0%)	Nyaruguru(74.0%)
Huye(92.5%)	Burera(72.5%)
Muhanga(91.6%)	Rubavu(72.1%)
Gisagara(91.3%)	Gicumbi(72.1%)
Nyabihu(88.2%)	Nyamagabe(71.2%)
Rwamagana(86.0%)	Gatsibo(71.0%)
Bugesera(84.7%)	Ngoma(70.9%)
Kayonza(84.5%)	Ngororero(70.7%)
Kamonyi(83.8%)	Kirehe(69.8%)
Rulindo(83.0%)	Gasabo(68.5%)
Gakenke(82.9%)	Karongi(68.3%)
Musanze(81.5%)	Rutsiro(61.8%)
Ruhango(79.8%)	Kicukiro(57.6%)
Nyagatare(76.4%)	Nyarugenge(53.8%)
Rusizi(76.2%)	
Nyamasheke(75.1%)	14 Districts
16 Districts	

Source: RGB-CRC 2013 Survey primary data

Land transfert

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Gakenke(89.1%) Rulindo(81.2%) Kayonza(76.7%) Rwamagana(75.1%) 4 Districts	Gisagara(73.6%) Nyagatare(72.4%) Bugesera(71.1%) Nyabihu(69.7%) Nyaruguru(66.8%) Rutsiro(66.0%) Gatsibo(65.2%) Gasabo(64.8%) Nyamasheke(64.6%) Karongi(63.0%) Muhanga(62.9%) Huye(62.7%) Nyamagabe(61.6%) Ngororero(60.7%) Burera(59.3%) Kirehe(58.0%) Kicukiro(57.2%) Ruhango(56.5%) Gicumbi(55.6%) Ngoma(55.1%) Rubavu(54.9%) Nyanza(54.0%) 22 Districts	Rusizi(49.8%) Musanze(47.7%) Kamonyi(46.4%) Nyarugenge(38.9%) 4 Districts	Nyarugenge(15.3%) Ruhango(12.5%) Gatsibo(10.4%) Rwamagana(10.3%) 4 Districts

Source: RGB-CRC 2013 Survey primary data

Land consolidation

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
<p>Gakenke(79.1%) 1 District</p>	<p>Rulindo(74.3%) Burera(70.1%) Gisagara(66.4%) Ngororero(62.3%) Musanze(62.3%) Nyabihu(61.4%) Gicumbi(61.3%) Kirehe(60.4%) Ngoma(60.3%) Huye(57.3%) Rwamagana(55.7%) Rubavu(52.6%) Nyanza(50.0%) 13 Districts</p>	<p>Bugesera(48.5%) Rutsiro(47.8%) Kayonza(46.6%) Karongi(44.3%) Rusizi(43.7%) Nyamasheke(39.6%) Nyaruguru(38.0%) Nyamagabe(33.3%) Gatsibo(29.7%) Muhanga(29.1%) Nyagatare(27.6%) 11 Districts</p>	<p>Ruhango(20.0%) Kamonyi(19.4%) Gasabo(15.5%) Kicukiro(15.2%) Nyarugenge(11.3%) 5 Districts</p>	<p>Gatsibo(22.2%) Nyamasheke(17.5%) Rusizi(14.8%) Muhanga(14.3%) Nyagatare(13.9%) Musanze(12.8%) Ngoma(11.4%) Nyaruguru(10.4%) 8 Districts</p>

Source: RGB-CRC 2013 Survey primary data

Cultivation of selected crops

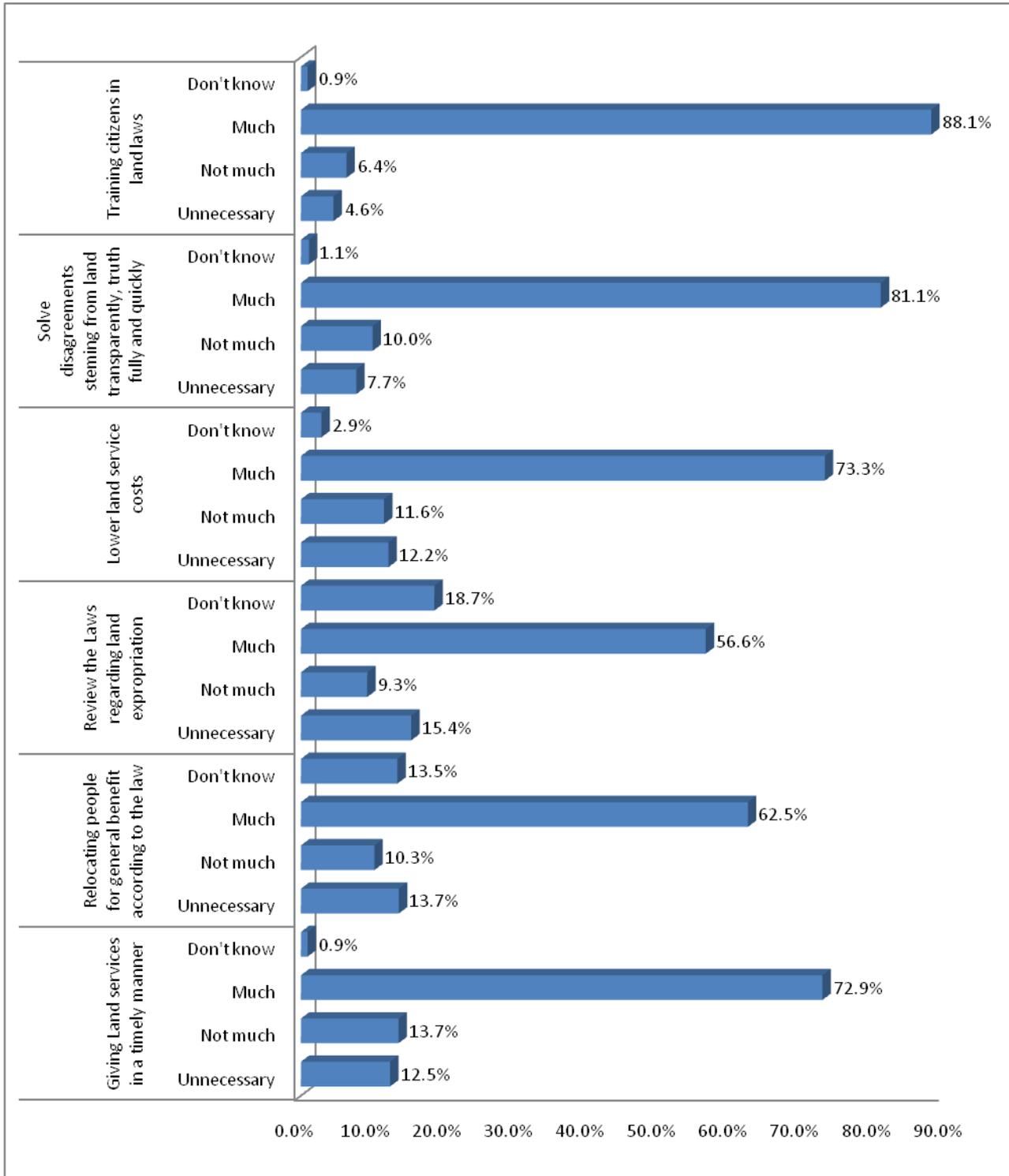
Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with satisfaction below 25%	Districts with net dissatisfaction above 10%
Burera(89.9%) Gakenke(89.3%) Rulindo(84.9%) Gicumbi(78.0%) Gisagara(75.4%) 5 Districts	Ngoma(74.3%) Kirehe(69.1%) Ngororero(68.3%) Nyabihu(65.7%) Rwamagana(65.4%) Huye(61.1%) Nyanza(61.0%) Musanze(60.8%) Rutsiro(58.7%) Karongi(58.4%) Kayonza(56.8%) Rubavu(51.6%) Bugesera(51.5%) 13 Districts	Rusizi(48.4%) Nyagatare(44.1%) Gatsibo(44.1%) Nyaruguru(41.6%) Nyamasheke(39.9%) Nyamagabe(38.1%) Muhanga(28.7%) Ruhango(26.8%) 8 Districts	Gasabo(24.5%) Kicukiro(21.6%) Nyarugenge(19.6%) Kamonyi(15.3%) 4 Districts	Gatsibo(20.4%) Nyagatare(16.5%) Nyamasheke(16.3%) % Rusizi(15.2%) Muhanga(15.1%) Kayonza(11.1%) Bugesera(10.4%) 7 Districts

Source: RGB-CRC 2013 Survey primary data

Tables above show general appreciation levels of land services based on different activities including surveying and mapping, land registration, land transfer, land consolidation and cultivation of selected crops. Surveying and mapping was generally well appreciated with 27 districts indicating a net satisfaction above 75% while on 3 districts indicated a net satisfaction between 50% and 75%. Land registration was appreciated with 16 districts rating it at above 75% and 14 districts between 50% and 75%. These two items were highly rated in the land sector and the possible causes for this may be the land registration exercise that was recently carried out by Rwanda Natural resources Authority. Land transfer was appreciated with 4 districts rating above 75% of the net satisfaction while 22 districts indicated a net satisfaction between 50% and 75%. 4 districts indicated a lower net satisfaction of 25% and 50% and 4 more registered a high net dissatisfaction. This activity is relatively well appreciated because there is no district with a net dissatisfaction below 25%. Land consolidation was not highly appreciated with only 1 district rating this activity at more than 75% while the majority (13 districts) rated this activity between 50% and 75%, and 11 more rated it between 25% and 50%. This activity also registered a relatively big number of districts (7) with a net dissatisfaction above 10%. The national illustration is found in the map below.

9.2.4. Effort needed in the land sector

Figure 90: Areas where more effort is needed in land services



Source: RGB-CRC 2013 Survey primary data

Clearly, the citizens highly recommended that “much” effort is needed without exception in all the six land activities outlined in the above figure. “Training citizens in land laws” is the highest recommended activity by the citizens at 88.1% for “much” effort needed. The review of the laws on land expropriation was recommended at a seemingly low rate of 56.6%, but the remaining four activities were recommended for “much” effort needed ranging from a respectable 62.5% to another very high 81.1% in the solving land disputes transparently, truthfully and expeditiously. However, there are noticeable sections of the citizens who either stated “don’t know” or “not much” effort is needed, or “unnecessary”.

9.3. Conclusions and Recommendations

The majority of the citizens (66.4%) indicated their satisfaction with land services to be “good” and 10% rated the services as “very good”, only 3.3% stated “don’t know, poor or very poor”.

The citizens confirm playing a significant role in activities planning regarding the provision of land services with 60.1% and 11.5% playing a “big” role and “very big” role respectively. A barely noticeable combined 8.5% fell into the three other categories, i.e. “little, none and don’t know”.

However, the appreciation for specific activities within the land area is generally much lower with large percentage indicating little knowledge. In activities concerning re-allocating people for reasons of general benefit, the citizens’ response as “don’t know” was very high at 35%. However, 32.9% appreciated at the level of “well” and 8.8% at the level of “very well”. The citizens’ responses as “poorly and very poorly” were very low at 3.5% and 1.4% respectively.

Demarcation stones for access to land titles are largely unknown to the respondents with 54.7% responding “don’t know”. Positive responses of “well and very well” were low at 23.5% and 4.3% respectively. In addition, 5.5% of the citizens viewed this activity as being performed either poorly or very poorly.

For activities regarding the cultivation of selected crops, the citizens’ appreciation was quite high with responses of well and very well at 44.0% and 11.5% respectively. 24.3% of the citizens rate their responses at the average level. Those who claimed no knowledge were a noticeable 13% while those who viewed the activities as poorly and very poorly performed were as low as 7.2% in total.

For land consolidation activities, the citizens’ appreciation was quite high at 38.5% for well and 8.9% very well. In addition, 25.9% appreciated the activities at the level of average. However, the citizens

who claimed poor knowledge (don't know) were a noticeable 18.7% while those that regarded land consolidation activities as poorly or very poorly performed were 8.1%.

For land registration and transfer activities, the citizens' appreciation was quite high, recording 49.2% for the level of well and 14.1% for very well. In addition, 18.9% respondents rate the service at the level of average. The citizens with "don't know" and those who judged the activities to be poorly or very poorly performed were noticeable at 12.3% and 5.5% respectively.

Regarding the land registration activities, the citizens' appreciation was also quite high with 61.1% for well and 15.6% for very well. An additional 19.4% appreciated these activities at the level of average. A minority of 1% showed that they were ignorant of the said activities while another minority of 2.6% for poorly and 0.2% for very poorly performed activities were registered.

Regarding the surveying/ land mapping (crop gardens, farms, plots) activities, the citizens' appreciation was very high at 66.9% and 18.3% respectively for the levels of well and very well performed activities. Only 1.7% expressed their appreciation at the levels of poorly and very poorly performed activities.

Recommendations:

- Training citizens in land laws and related guidelines is necessary for better service delivery in land management;
- The review of the laws on land expropriation is further recommended by the citizens;
- More activities and effort must be invested in land consolidation given relatively low levels of satisfaction with the services in the majority of the districts.

CHAPTER 10: GOVERNANCE ISSUES

10.1. Background

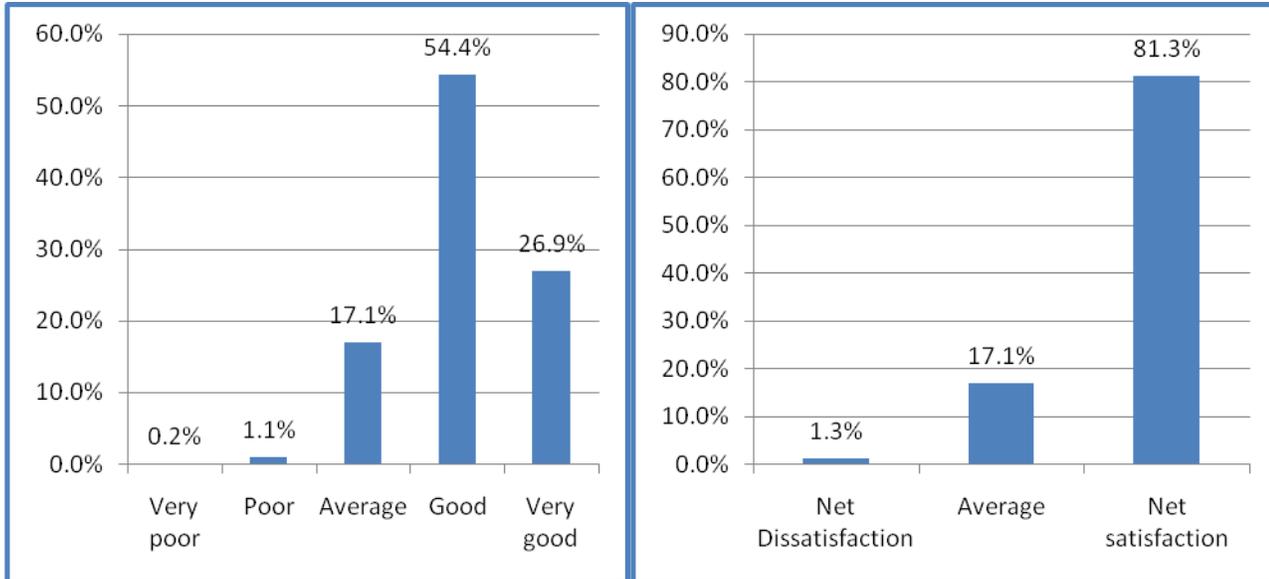
“Governance is the exercise of economic, political and administrative authority to manage a country’s affairs at all levels, comprising the mechanisms, processes, and institutions through which that authority is directed”. It also refers to the attributes that are most likely to promote development, human rights, justice and peace. Those attributes include: state capability; accountability; responsiveness; inclusiveness; fairness and legitimacy. In its Vision 2020, Rwanda views governance as one of the principal pillars of development, and the process of decentralization. Governance has been focusing not only on setting up structures for strengthening democracy and community development at grassroots level, but also on the relationship between local government officials and citizens, and good service delivery. Some of the major components of governance such as democracy, human rights, freedom of speech and thought, justice, and security were examined to gauge the extent to which they have been realized in the country and to highlight areas that needed improvement where necessary.

10.2. Findings in the governance sector

Findings in the governance sector focus on the general appreciation of services in the governance area, the role of the citizens in decision making for activities meant for them, the status of the governance, and areas that needed improvement.

10.2.1. Satisfaction with governance issues

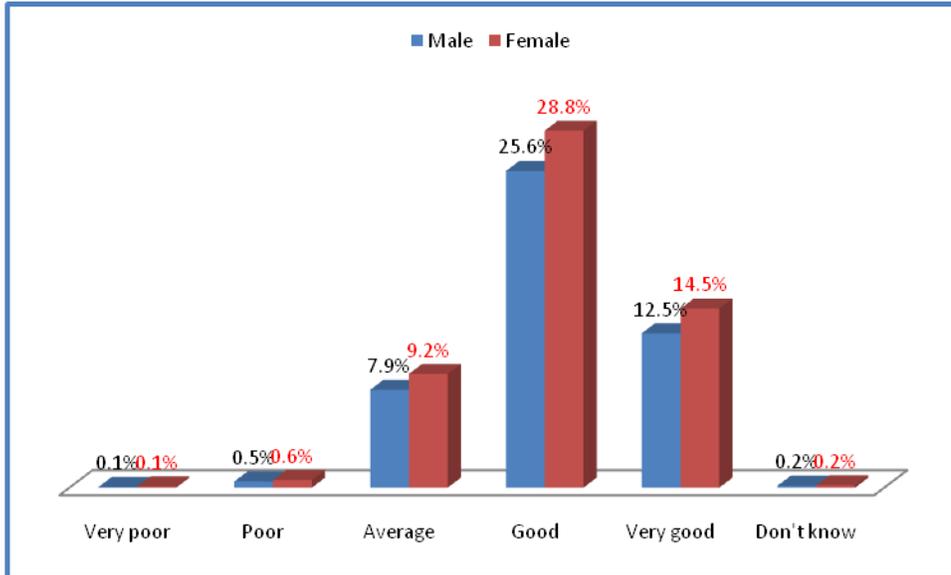
Figure 91: Satisfaction with governance issues in Rwanda



Source: RGB-CRC 2013 Survey primary data

The figure above shows the rating of the citizens' satisfaction at the national level concerning services provided to them in the governance area. This illustrates a good appreciation of services in the mentioned sector since 55% of the respondents rank it as good while 27% rank it as very good. The net satisfaction gives a sound rating of 81.3%. It is also worth noting that those who rate the governance as either poor or very poor total 1.3% of the respondents.

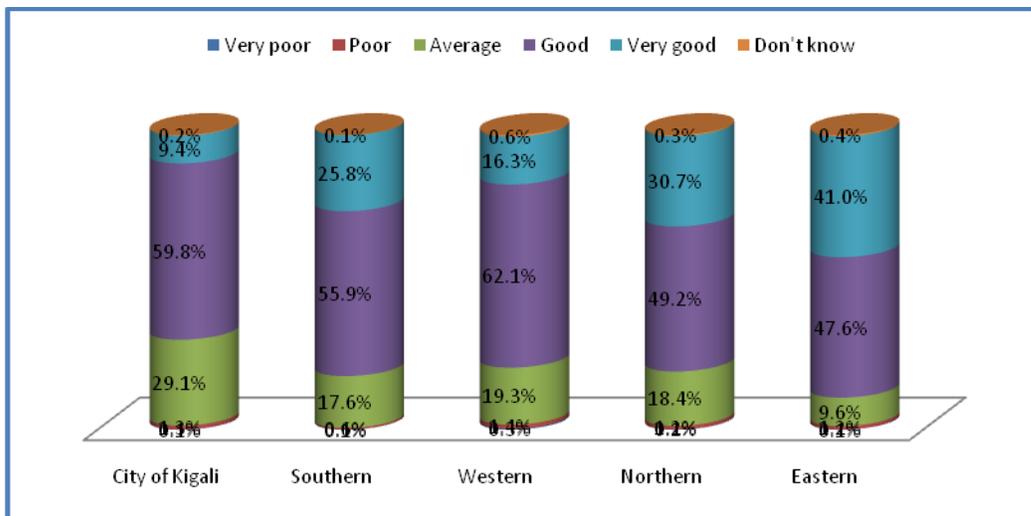
Figure 92: Satisfaction with governance issues in Rwanda by sex



Source: RGB-CRC 2013 Survey primary data

The overall rating of both sexes does not show any significant difference in their rating of the governance. The only slight difference is indicated in their rating of the governance as good where females rated it as good at 28.8% while males rated it at 25.6%. Those who rated the governance sector as very good are significant with percentages of 12.5% and 14.5% for both males and females.

Figure 93: Satisfaction with governance issues in Rwanda by province



Source: RGB-CRC 2013 Survey primary data

The trend in the citizens' rating of the governance sector is almost the same in Kigali City, Southern and Western Provinces with good ratings at 59.8 %, 55.9% and 52.1% respectively. The Northern and Eastern ratings as good were 49.2% and 47.6% respectively, which is slightly lower than the other provinces. However, it is important to note that the Northern and Eastern Provinces registered the highest percentage of very good at 30.7% and 41.0%.

Figure 94: Satisfaction with governance issues in Rwanda by district

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%
Gisagara(96.8%	Rusizi(71.3%
Musanze(95.7%	Rulindo(69.2%
Huye(95.5%	Gasabo(68.5%
Rutsiro(93.8%	Gakenke(68.2%
Gatsibo(93.3%	Muhanga(66.5%
Ngoma(92.6%	Ruhango(65.8%
Kirehe(92.4%	Kamonyi(65.3%
Nyabihu(89.6%	Kicukiro(61.2%
Nyagatare(87.3%	Nyamasheke(60.6%
Nyanza(87.0%	9 Districts
Burera(86.1%	
Kayonza(85.8%	
Bugesera(85.2%	
Nyamagabe(84.3%	
Karongi(83.9%	
Gicumbi(82.9%	
Rwamagana(82.3%	
Nyaruguru(81.6%	
Rubavu(78.1%	
Nyarugenge(77.5%	
Ngororero(76.0%	
21 Districts	

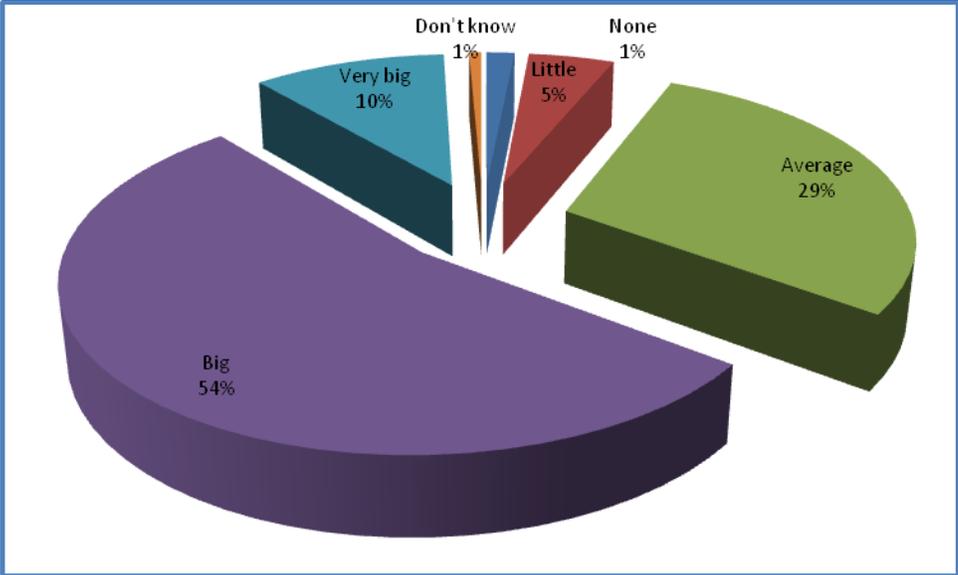
Source: RGB-CRC 2013 Survey primary data

Responses have been classified into four main satisfaction categories. These are the net satisfaction above 75%, net satisfaction between 50% and 75%, net satisfaction between, 25% and 50% and net satisfaction below 25%. Dissatisfaction was also examined looking at those districts that were dissatisfied with significant percentages. 21 districts appreciated services in the governance with a net satisfaction above 75% rating and 9 districts appreciated the services in the governance sector with a net satisfaction rating between 75% and 50%. No district rated services in the governance

sector below 50%, which indicates a very good level of appreciation; and this might be attributed to the decentralisation policy adopted by the government to address governance issues. It is also worth noting that no district was dissatisfied at more than 10% in the governance sector.

10.2.2. Citizens' role in decision making on activities meant for them

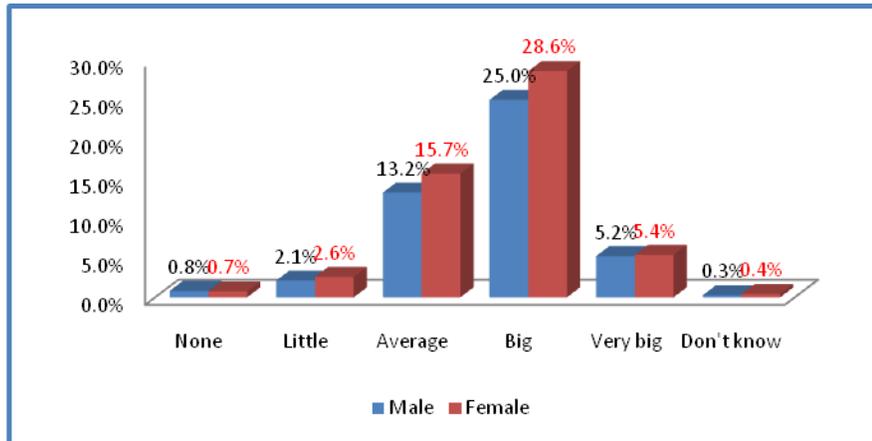
Figure 95: Citizens' role in decision making regarding major activities meant for them



Source: RGB-CRC 2013 Survey primary data

The figure above shows the rating of the citizens at the national level with regard to the role they play in decision making in the governance sector. The findings indicate a good appreciation and participation with 54% of the respondents rating their role as being good while 10% rated their role as very good. The overall rating gives a good rating of 64 %. It is also worth noting that those who rated their role as either poor or very poor total about 6%.

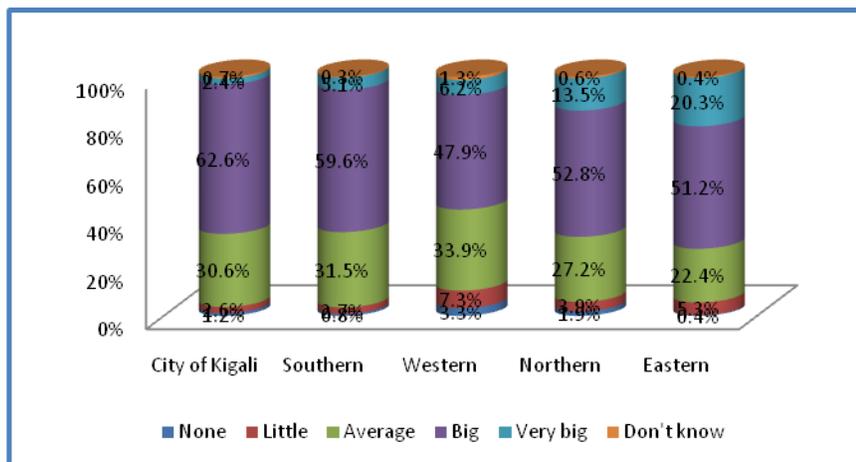
Figure 96: Citizens' role in decision making regarding major activities meant for them by sex



Source: RGB-CRC 2013 Survey primary data

The overall rating of both sexes does not show any significant difference in the rating of their role in decision making. The only small difference is indicated where females who rated their role as big were 28.6% while males were 25.0%. On the whole, those who regard their role as big are the majority, which gives an overall appreciation of the citizens' role in decision making of activities meant for them.

Figure 97: Citizens' role in decision making regarding major activities meant for them by province



Source: RGB-CRC 2013 Survey primary data

The trend in rating the citizens' role in this sector is in the same range across all the provinces except the Western Province. Respondents in the Eastern, Northern, Southern Provinces and Kigali City indicated that they played a big role, rating it above 50%. In the Western Province, they indicated that they played a big role with a slightly lower percentage compared to other provinces with 47.9%.

The Eastern Province had the highest percentage of very good with 20.3% while Kigali City had the highest percentages of good with 62.6%.

Table 28: Citizens' role in decision making regarding major activities meant for them by district

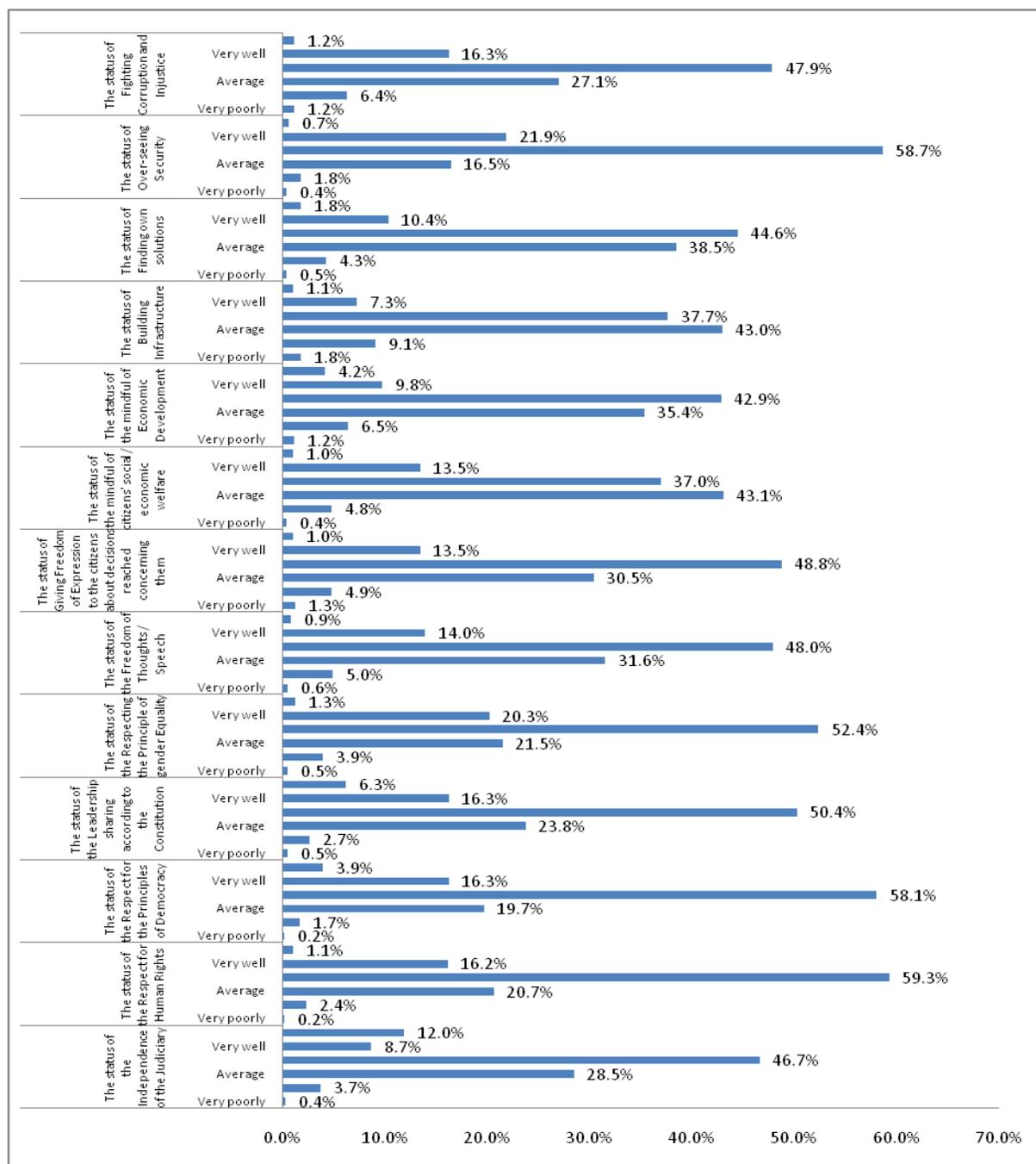
Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Gisagara(88.6% Huye(85.6% Ngoma(82.0% Karongi(77.1% Nyanza(77.0% Gakenke(75.3% 6 Districts	Burera(73.6% Kirehe(72.2% Bugesera(71.1% Kayonza(69.6% Gatsibo(69.4% Nyagatare(68.8% Nyarugenge(68.7% Rwamagana(68.6% Rutsiro(68.5% Rulindo(66.8% Gasabo(64.0% Kicukiro(62.4% Nyabihu(58.8% Gicumbi(58.8% Ngororero(57.7% Rubavu(55.6% Muhanga(55.0% Musanze(54.7% Nyamagabe(52.0% Kamonyi(50.0% 20 Districts	Nyaruguru(48.8% Ruhango(48.5% Rusizi(37.2% Nyamasheke(31.0% 4 Districts	Rusizi(22.2% Nyamasheke(17.5% Nyamagabe(11.4% Rubavu(10.7% Nyaruguru(10.4% Ngororero(10.0% 6 Districts

Source: RGB-CRC 2013 Survey primary data

Responses have been classified into four main satisfaction categories, i.e. net satisfaction above 75%, net satisfaction between 50% and 75%, net satisfaction between, 25% and 50% and net satisfaction below 25%. Dissatisfaction was also examined looking at those districts that were dissatisfied with significant percentages. From the figure above, 6 districts appreciated their role in the governance with over 75% while 20 appreciated had with a rating between 75% and 50%. 6 more districts rated the governance sector between 25% and 50%. This indicates a relatively very good level of

appreciation and might be attributed to the decentralisation policy adopted by the government to address governance issues. Only 6 districts were dissatisfied with a net dissatisfaction of 10% and above in this sector.

Figure 99: Status of governance issues



Source: RGB-CRC 2013 Survey primary data

Table 29: Status of governance issues

Respect for human rights in the governance sector

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%
Gisagara(91.0%	Nyanza(74.7%
Burera(89.4%	Ruhango(73.8%
Muhanga(85.7%	Kayonza(73.6%
Huye(83.5%	Rulindo(71.6%
Gatsibo(82.5%	Nyarugenge(70.9%
Kamonyi(82.4%	Gakenke(70.2%
Gicumbi(82.2%	Rusizi(70.0%
Ngoma(81.7%	Nyamagabe(69.9%
Kirehe(79.1%	Gasabo(68.5%
Nyabihu(79.0%	Rubavu(68.3%
Karongi(77.8%	Nyaruguru(65.6%
Musanze(77.2%	Ngororero(65.3%
Nyagatare(75.9%	Nyamasheke(63.4%
Bugesera(75.5%	Kicukiro(59.6%
Rwamagana(75.4%	14 Districts
Rutsiro(75.0%	
16 Districts	

Source: RGB-CRC 2013 Survey primary data

Freedom of expression in decisions concerning the citizens

Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Gisagara (84.6%) Kirehe(74.0%) Huye(73.6%) Karongi(73.6%) Rutsiro(73.3%) Rwamagana(73.1%) Ngoma(73.1%) Bugesera(72.7%) Burera(72.0%) Kayonza(72.0%) Rulindo(66.6%) Gatsibo(66.1%) Rubavu(65.1%) Nyanza(65.0%) Gakenke(64.6%) Gicumbi(63.0%) Ngororero(61.7%) Nyabihu(60.8%) Nyagatare(58.4%) Gasabo(57.9%) Ruhango(56.0%) Musanze(54.4%) Kicukiro(52.8%) 23 Districts	Muhanga(49.4%) Nyamagabe(48.7%) Nyaruguru(48.0%) Kamonyi(47.7%) Nyarugenge(46.9%) Rusizi(43.0%) Nyamasheke(32.6%) 7 Districts	Nyamasheke(18.2%) Rusizi(17.0%) Gakenke(13.4%) Ngororero(12.0%) Kayonza(11.5%) Rwamagana(10.3%) Bugesera(10.1%) 7 Districts

Source: RGB-CRC 2013 Survey primary data

Mindful of citizens' social / economic welfare (education, health, infrastructure)

Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
Rwamagana(66.3% Bugesera(65.2% Kayonza(62.5% Gisagara(61.9% Kirehe(61.1% Karongi(60.5% Gicumbi(59.6% Burera(58.6% Huye(57.9% Gatsibo(56.3% Rubavu(55.1% Rutsiro(54.8% Gasabo(54.7% Ngororero(53.7% Ngoma(52.9% Musanze(52.3% Nyanza(51.3% Nyabihu(51.3% Rulindo(51.2% 19 Districts	Gakenke(49.9% Nyagatare(44.5% Ruhango(42.0% Nyaruguru(40.0% Rusizi(37.9% Nyamagabe(37.4% Kicukiro(35.6% Nyarugenge(33.1% Muhanga(31.1% Kamonyi(28.4% 10 Districts	Nyamasheke (24.2%) 1 District	Nyamasheke(17.9% Rusizi(11.4% Ngororero(10.0% 3 Districts

Source: RGB-CRC 2013 Survey primary data

Building infrastructure

Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
Ngoma(69.4%) Bugesera(67.5%) Rutsiro(65.4%) Karongi(58.2%) Kayonza(58.1%) Rwamagana(58.0%) Nyarugenge(56.7%) Kirehe(56.4%) Gasabo(55.7%) 9 Districts	Kicukiro(54.0%) Rubavu(49.9%) Gatsibo(49.4%) Nyabihu(48.4%) Gakenke(46.8%) Musanze(45.6%) Burera(45.4%) Ngororero(44.3%) Rulindo(42.2%) Gisagara(39.8%) Gicumbi(39.3%) Huye(37.9%) Nyagatare(37.1%) Rusizi(35.4%) Ruhango(28.5%) Nyaruguru(28.4%) Kamonyi(27.0%) Nyanza(25.7%) Muhanga(25.5%) Nyamasheke(25.2%) 20 Districts	Nyamagabe (21.2%) 1 District	Gisagara(29.6%) Nyamasheke(28.2%) Nyanza(27.3%) Huye(26.9%) Rulindo(17.5%) Nyamagabe(15.9%) Rusizi(15.7%) Gicumbi(13.7%) Gakenke(13.1%) Nyagatare(12.9%) Ngororero(11.0%) Kayonza(10.5%) 12 Districts

Source: RGB-CRC 2013 Survey primary data

Finding own solutions

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net satisfaction below 25%	Districts with net dissatisfaction above 10%
Kirehe(78.4%) Gatsibo(76.5%) 2 Districts	Ngoma(74.3%) Bugesera(71.5%) Rutsiro(70.5%) Kayonza(68.9%) Rwamagana(67.4%) Nyagatare(67.1%) Karongi(62.2%) Gakenke(61.0%) Burera(60.5%) Rulindo(60.2%) Nyabihu(59.9%) Rubavu(57.9%) Musanze(56.5%) Nyaruguru(52.0%) Huye(51.5%) Gasabo(50.1%) 16 Districts	Gisagara(49.3%) Ngororero(48.7%) Gicumbi(48.6%) Kicukiro(44.8%) Nyamagabe(44.7%) Nyanza(40.3%) Nyamasheke(38.2%) Nyarugenge(37.8%) Rusizi(35.4%) Ruhango(30.5%) 10 Districts	Muhanga(23.9%) Kamonyi(23.0%) 2 Districts	Nyanza(14.3%) Gisagara(11.2%) 2 Districts

Source: RGB-CRC 2013 Survey primary data

Fighting corruption and injustice

Districts with net satisfaction above 75%	Districts with net satisfaction between 50% and 75%	Districts with net satisfaction between 25% and 50%	Districts with net dissatisfaction above 10%
Burera(80.7% Gisagara(80.1% Gakenke(79.1% Rutsiro(77.0% Huye(76.5% Kirehe(76.2% 6 Districts	Bugesera(73.6% Nyanza(73.0% Rulindo(72.9% Rwamagana(70.6% Kayonza(70.6% Gicumbi(70.4% Karongi(69.3% Ngoma(67.7% Gatsibo(66.3% Gasabo(66.1% Rubavu(62.3% Nyagatare(60.1% Nyabihu(58.2% Ruhango(57.0% Musanze(56.8% Rusizi(53.4% Nyamagabe(51.8% Muhanga(51.0% 18 Districts	Kicukiro(48.8% Nyarugenge(48.0% Nyamasheke(47.6% Ngororero(45.0% Nyaruguru(41.6% Kamonyi(33.8% 6 Districts	Ngororero(19.7% Nyamasheke(17.9% Rusizi(17.3% Nyaruguru(15.2% Kayonza(12.2% Nyabihu(11.8% 6 Districts

Source: RGB-CRC 2013 Survey primary data

In trying to establish the governance status, five major issues in this sector were examined. These are: human rights, freedom of expression about decisions concerning the citizens, mindful of citizens' social / economic welfare (education, health, and infrastructure), building infrastructure, and finding own solutions and fighting corruption and injustice.

Concerning the human rights, 16 districts rated this activity with a net satisfaction above 75%, and 14 more rated it with a net satisfaction between 50% and 75%.

With regard to freedom of expression on decisions concerning the citizens, 23 districts were satisfied with a net satisfaction between 50% and 75%, and 7 districts expressed a net satisfaction between 25% and 50%. 7 districts expressed a net dissatisfaction above 10%.

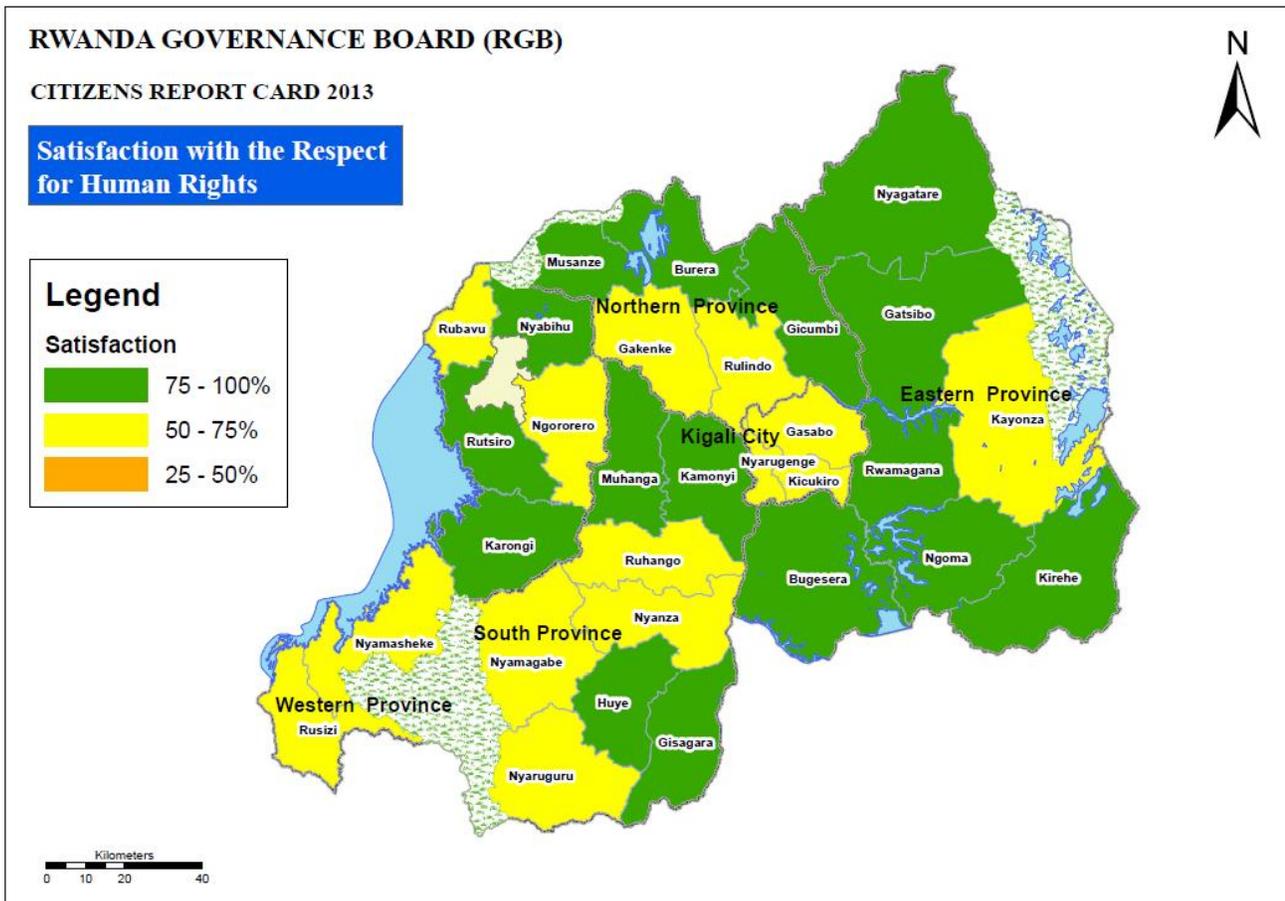
Concerning the social economic welfare issue, 19 districts rated this activity with a net satisfaction between 50% and 75%, 10 rated this activity with a net satisfaction between 25% and 50% while 1 district had a net satisfaction below 25%. 3 districts expressed a net dissatisfaction above 10%.

Concerning the building infrastructure issue, 9 districts rated this activity between 50% and 75% as their net satisfaction and 20 more had a net satisfaction between 25% and 50% ,1 district rated it at less than 25% of net satisfaction.12 districts indicated a net dissatisfaction above 10% .

Concerning the finding own solutions issue, 2 districts indicated a net satisfaction above 75% and 16 more indicated a net satisfaction between 50% and 75%. 10 districts had a net satisfaction between 25% and 50% while 2 districts indicated a net satisfaction below 25%. Districts that expressed a net dissatisfaction above 10% were only 2.

As for fighting corruption and injustice, 6 districts expressed a net satisfaction above 75% while 18 were satisfied at 50% to 75%.6 districts indicated a net satisfaction between 25% and 50%. 6 districts indicated a net dissatisfaction above 10%.

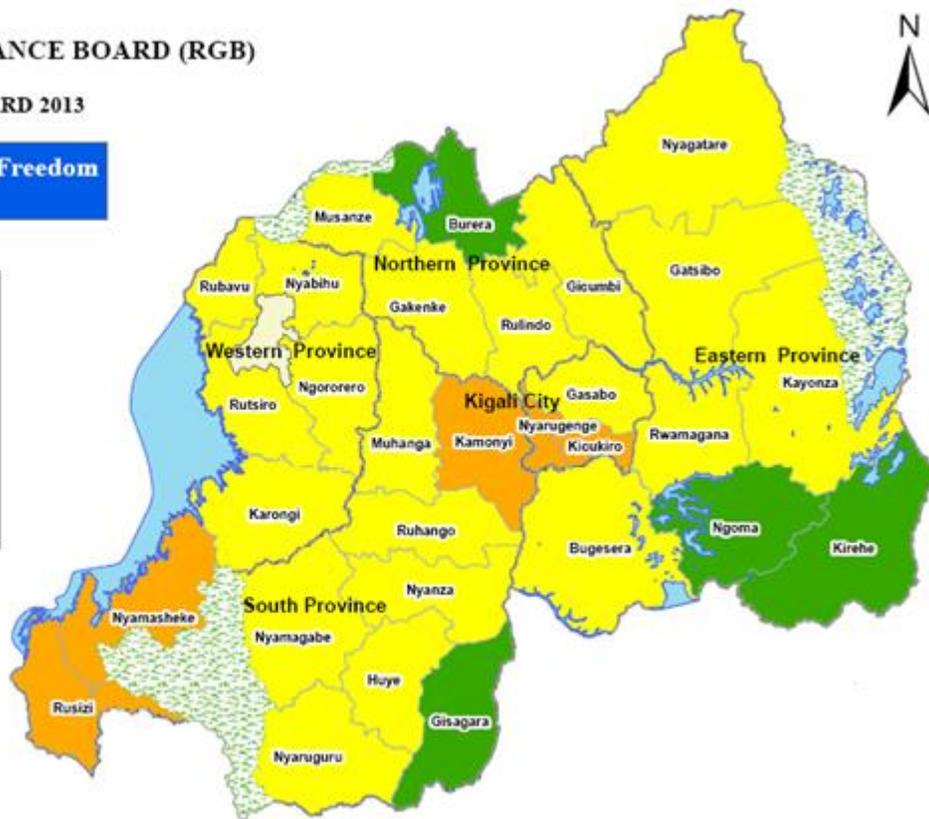
The national illustration is found in the map below.



RWANDA GOVERNANCE BOARD (RGB)

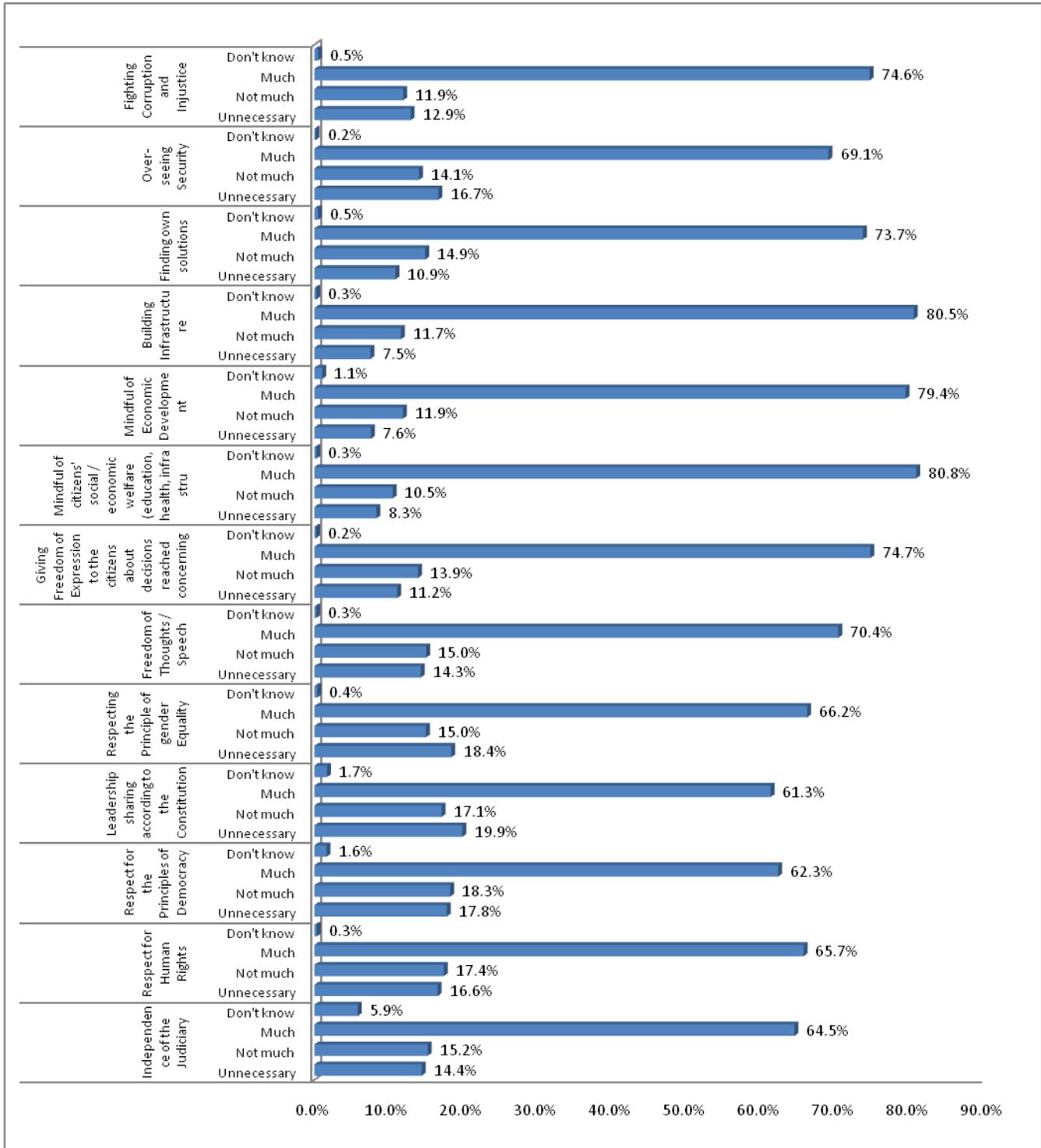
CITIZENS REPORT CARD 2013

Satisfaction with the Freedom of Thought/Speech



10.2.3. Effort needed in governance issues

Figure 98: Areas where more effort is needed in governance issues



Source: RGB-CRC 2013 Survey primary data

In trying to improve service delivery in this sector, the survey sought to know from the respondents areas that needed improvement as indicated in the figure above. These areas where much effort was needed can be put into two groups: there are areas where respondents indicated much effort was needed at more than 70%. These are: fighting corruption, finding own solutions, building infrastructure, supporting social economic activities (education, health and infrastructure), giving freedom to people in decision making and freedom expression and speech. The other group although at a relatively lower percentage of less than 70% includes the judiciary, human rights, democracy, leadership, constitution, gender equity and security.

This sector is well rated by the citizens with over 80% of the respondents appreciating service delivery as good and very good while percentages of poor and very poor were only 1%. Also those who rated this sector as average were as a small percentage of 17%. Areas that performed very well included security at 80%, human rights at 75.6%, democracy at 74.4% and gender equity at 72.7%.

The recommendations in this sector are in line with the findings of the survey, particularly areas indicated by the respondents in the survey as having challenges and needed much improvement. These areas include fighting corruption that needed much improvement with 74.4%. Possible solutions to this challenge include enforcing the law that punishes the culprits and working with institutions like the Office of Auditor General, the Parliament, the Prosecutor General's Office and the National Police to attain much improvement needed by the citizens. Finding own solutions needed much improvement with 73.7%. Possible solutions include: the citizens' sensitization by districts and the civil society guided by the Ministry of Local Government to identify areas where they can improve their livelihoods using local resources, supporting initiatives already in place such as Agaciro Development Fund, SACCOs at Sectors and vocational training centers for the youth.

The infrastructure development needed much improvement with 80.5%. Possible solutions include the coordination of actors responsible for roads, energy, water and telecommunications to efficiently use available resources, with the Ministry of Infrastructure leading the coordination and resource mobilization while districts implement the projects to attain the improvement required by the respondents.

The economic development needed much improvement with 79.4%. Possible solutions include the strengthening of existing poverty alleviation strategies like VUP, *Ubudehe* and *Girinka* programs and ensuring that these programs improve the livelihoods of the citizens. The socio-economic welfare with specific emphasis on education and health infrastructure were indicated by the respondents as needing much improvement with 80.8%. Possible solutions include mobilizing the citizens to participate in building and maintaining classrooms and health centers, mobilization of partners and

resources in the health and education sectors by Ministries of Health and Education to ensure that improvement desired by the respondents is attained.

Freedom of expression and the citizens' role in decision making needed much improvement at 74.7%. Possible solutions include strengthening forums in place like *Inteko y'Umudugudu* or Village Council where all the citizens are able to participate and ensure that their needs are taken into consideration. Districts, Sectors and other partners are better placed to ensure that this is implemented.

Recommendations:

- It is recommended that fighting corruption, especially petty corruption at the local level, must be further intensified;
- Infrastructure is still a major concern and must be improved in the areas of participatory planning of infrastructure projects and their effective implementation. The Ministry of Infrastructure shall spearhead this activity together with local administrations;
- - Finding solutions to people's own problems is highly rated but the knowledge amongst the citizen about specific ways to engage in income generation projects etc. is still poor. Ministry of Local Government together with districts need to provide better guidance on how to sensitize the citizens. Agaciro Development Fund, SACCOs at Sectors and vocational training centers for the youth activities might be further utilized for this purpose.

APPENDIX 1: LIST OF DOCUMENTS REVIEWED

No	TITLE
1	Citizen Report Card 2011 Survey Report
2	Citizen Report Card 2011 Survey Questionnaire
3	National Strategy for the Development of Statistics 2010
4	Demographic and Health Survey 2010 (DHS)
5	The Third Integrated Household Living Conditions Survey (EICV3)
6	Economic Development & Poverty Reduction Strategy 2008 - 2012

APPENDIX 2: LIST OF PEOPLE CONSULTED

Names	Title and address
Prof. Anastase SHYAKA	Chief Executive Officer of RGB E-mail: ashyaka@rgb.rw
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Mr. Daniel Mugorozi	dmugorozi@gmail.com

APPENDIX 3: CRC 2013 QUESTIONNAIRE



Rwanda Governance Board
Ikigo cy'Igihugu gishinzwe Imiyoborere
Office Rwandais de la Gouvernance



THE RWANDA CITIZEN REPORT CARD SURVEY

INTRODUCTION

The survey on service delivery is an activity prepared and put in action by Rwanda Governance Board (RGB) in order to gather the citizens' thoughts and feelings about how they view the services provided by various Government departments and agencies.

It has become evident that research based on citizens' thoughts is one of the best means of enlightening the citizens and enable them play a meaningful role in actions meant for them as a means of giving their views on how to improve service delivery.

It is in this regard that Rwanda Governance Board (RGB) once again thanked the citizens who continued to cooperate in promoting principles of good governance in Rwanda as a pillar of sustainable development.

RGB would like to reassure its partners in this activity that the outcome of this research will be open to the public and be discussed by all concerned parties, especially in putting into action the recommendations of the survey.

To provide the best service possible is everyone's responsibility just as to obtain the best service possible is everyone's right. Therefore, everyone, at all levels, is required to assume their responsibility so that we improve service delivery at all levels in order to raise the citizens' welfare and achieve sustainable development.

June, 2013

RESEARCHER'S INTRODUCTION

My name is.....

I have come from Rwanda Governance Board.

I am gathering information for a survey meant to find out the citizens' views about how services are provided by various bodies of the Government of Rwanda at various levels.

This study will focus on the following fields: Education, Health, Judiciary, Agriculture and Animal Husbandry, Services provided by local government leaders, Lands, Infrastructure, Governance Issues and Social/Economic Welfare.

Your answers will be kept confidential, and we will not ask for or use your name. Your views are very essential for this activity. Please be assured that this discussion will not take more than 40 minutes.

QUESTIONS FOR THE CITIZEN REPORT CARD SURVEY.

PART ONE: LOCALIZATION.

Province.....	/ / /
District	/ / / / /
Sector.....	/ / / / / / / /
Cell.....	/ / / / / / / / / /
Village.....	/ / / / / / / / /
Measurement of residence's location (GPS)	
Questionnaire code	/ / / / / / / /

Researcher's name.....

PART TWO: IDENTIFICATION OF RESPONDENT (*Put (X) in front of the answer*)

Identification		Answers	Code
1. Sex	1	Male (<input type="checkbox"/>)	/ /
	2	Female (<input type="checkbox"/>)	
2. Date of Birth (Year of Birth)		/ / /
3. Marital Status	1	Single (<input type="checkbox"/>)	/ /
	2	Married (<input type="checkbox"/>)	
	3	Widow/widower (<input type="checkbox"/>)	
	4	Divorced (<input type="checkbox"/>)	
	5	Separated (<input type="checkbox"/>)	

4. Education level	0	None (<input type="checkbox"/>)	/ <input type="checkbox"/> /
	1	Did not complete Primary School level (<input type="checkbox"/>)	
	2	Completed Primary School level (<input type="checkbox"/>)	
	3	Did not complete High School level (<input type="checkbox"/>)	
	4	Technical/Business training (Artisanal, CERAI, CFG , Familial, CERAR) (<input type="checkbox"/>)	
	5	Completed High School (D4, D5, D6, D7) (<input type="checkbox"/>)	
	6	University (A1, A0, Masters, PhD) (<input type="checkbox"/>)	
5. Religious affiliation	0	None (<input type="checkbox"/>)	/ <input type="checkbox"/> /
	1	Catholic (<input type="checkbox"/>)	
	2	Protestant (Anglican, Baptist, Pentecost...)(<input type="checkbox"/>)	
	3	Seventh Day Adventist (<input type="checkbox"/>)	
	4	Islam (<input type="checkbox"/>)	
	5	Traditionalist (<input type="checkbox"/>)	
	6	Other (mention)	
6. Employment	0	None (<input type="checkbox"/>)	/ <input type="checkbox"/> /
	1	Farmer (Agriculture / Livestock) (<input type="checkbox"/>)	
	2	Student (<input type="checkbox"/>)	
	3	Civil Servant (<input type="checkbox"/>)	
	4	Non-Governmental Organization (<input type="checkbox"/>)	
	5	Trader/Self Employed (<input type="checkbox"/>)	
	6	Politician (<input type="checkbox"/>)	
	7	Other (mention).....	

PART THREE: QUESTIONS BY FIELD OF SURVEY

I. EDUCATION:

1. How satisfied are you with the way education services are provided, and the status of education in general? *(Use the following answers: 5 = Very good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very poor, 9 = I don't know)*

/ _ / _ /

2. In your view, how much role, if any, does the citizen play in planning education services in your area, going by how they are provided?)

/ _ / _ /

3. Indicate where citizens play a part in the following education issues: *(Circle the number indicating the response)*

Activities	Code
a) Contributing to building of schools (1= Yes, 2=No, 9= Don't know)	/ _ /
b) Paying school fees (1=Yes, 2=No, 9=Don't know)	/ _ /
c) Giving incentive bonuses for teachers (1=Yes, 2=No, 9=Don't know)	/ _ /
d) Starting Private Schools (1=Yes, 2= No, 9=Don't know)	/ _ /
e) Suggestions through Parents' & Teachers' Association meetings (1=Yes, 2=No, 9= Don't know)	/ _ /
f) Any other (Mention-----)	/ _ /

4. What distance do your children travel to get to school? : meters-----

5. Where do you consider necessary to put more effort in order to improve education service provision in your area? *(Circle the number indicating the answer)*

Action focal areas	Code
a) Improving the status of Education (3= Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/ _ / _ /
b) To reduce over-crowding in school dormitories (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/ _ / _ /
c) Infrastructure (Buildings, Water, Electricity, --) (3 = Much, 2 = Not much, 1= Not necessary, 9 = Don't know)	/ _ /

d) Teachers' Discipline/Conduct (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
e) Program of one laptop per child (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
f) Teaching materials (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
g) School feeding programme (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/_/_/
h) Raising Teachers' salaries (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/_/_/
i) To increase the role of parents (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
j) To increase Technical and Vocational Schools (TVET) in rural areas (for training in practical knowledge) (3=Much, 2=Not much, 1= Not necessary, 9 = Don't know)	/_/_/
k) Putting up Girls' Dormitories/rooms (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
l) Any other (Specify)-----	/_/_/

II. AGRICULTURE AND LIVESTOCK

6. To what extent are you satisfied with the services provided in Agriculture and Livestock generally? (Use the following answers: 5 =Very Good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very Bad, 9 = Don't know) /_/_/

7. In your view, what role does a citizen have in planning the services of Agriculture and Livestock where you live? (Use the the following answers: 5 = Very big, 4 = Big, 3 = Average, 2 = Little, 1= None, 9 = Don't know))
 /_/_/

8. Indicate where citizens participate among the following Agriculture and Livestock related activities (Circle the number that indicates the answer):

Activities:	Code
a) Land consolidation (1 = Yes, 2 = No, 9 = Don't know)	/_/_/

b) Choosing the crops suitable for their area (1 = Yes, 2 = No, 9 = Don't know)	/_/_
c) Terracing (1 = Yes, 2 = No, 9 = Don't know)	/_/_
d) Accessing to fertilizers (1 = Yes, 2 = No, 9 = Don't know)	/_/_
e) Storage of harvests (1 = Yes, 2 = No, 9= Don't know)	/_/_
f) Marketing their products (1 = Yes, 2 = No, 9 = Don't know)	
g) Plan of a cow per household (1 = Yes, 2 = No, 9 = Don't know)	
h) Artificial Insemination programmes (1 = Yes, 2 = No, 9 = Don't know)	
i) Treating and Vaccinating Livestock (1 = Yes, 2=No, 9 = Don't know)	
j) Any other? (mention)-----	

9. In which of the following Agriculture and Livestock activities is more effort needed? (Circle the number indicating the answer)

Activities	Code
a) Re-organizing Agriculture and Livestock Co-operatives (3=Much, 2 = Little, 1 = Not necessary, 9 = Don't know)	/_/_
b) Assist to access credit meant for raising farm output/production (3 =Much, 2 = Little, 1 = Not necessary, 9 = Don't know)	/_/_
c) Assistance in means to store farm produce (3 = Much, 2 = Little, 1= Not necessary, 9 = Don't know)	/_/_
d) Assistance in marketing farm produce (3 = Much, 2 = Little, 1 = Not necessary, 9 = Don't know)	/_/_
e) Assistance in adding value to produce in SMEs (3 = Much, 2 = Not much, 1= Not necessary, 9 = Don't know)	/_/_
f) Be availed with Artificial Insemination services (3 =Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_

g) Treat and vaccinate/immunise Livestock (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
h) Training assistance (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
i) Any other (Mention.....)	/_/_/

III.SERVICES PROVIDED BY LOCAL GOVERNMENT LEADERS

10. To what extent are you satisfied with services provided by your Local Government leaders? (Use the following answers :5 = Very Good, 4 = Good, 3 = Average, 2 = Poor , 1 = Very Poor, 9= Don't know) /_/_/

11. How much do citizens participate in Local Government's programmes? (Use the following answers: 5 = Very much, 4 =Much, 3 = Average, 2 = Not much, 1 = None, 9 = Don't know) /_/_/

12. Indicate among the following, where citizens can play a role in Local Government service delivery (Circle the number for the answer given)

Programme	Code
a) Selecting leaders through free and fair elections (1 = Yes, 2 = No, 9 = Don't know)	/_/_/
b) Inspection of services and requesting for activity reports from Local Government leaders (1 = Yes, 2 = No, 9 = Don't know)	/_/_/
c) Preparing the District Budget (District Councillors) (1 = Yes, 2 = No, 9 = Don't know)	/_/_/
d) Preparing the District Development Plan (District Councillors) (1 = Yes, 2 = No, 9 = Don't know)	/_/_/
e) Preparing District Action Plans (starting from Family unit – Village, up to District) (1 = Yes, 2 = No, 9 = Don't know)	/_/_/
f) Giving suggestions/opinions during Village Committee meetings (1 = Yes, 2 = No, 9 = Don't know)	/_/_/
g) Communal work activities (1 = Yes, 2 = No, 9=Don't know)	/_/_/
h) Financial contributions for Government programmes (1=Yes, 2=No, 9Don't know)	/_/_/
	/_/_/
i) Accepting volunteer leadership (1=Yes, 2=No, 9= Don't know)	/_/_/
j) Any other (mention and state its importance).....	/_/_/

13. In order to improve service delivery at the Local Government level, which of the following need added effort?

Service	Code
a) To follow the Law in service delivery (without hindrance) (3=Much, 2= Not much, 1=Not necessary, 9=Don't know)	/__/
b) Receiving citizens well (3=Much, 2=Not much, 1=Not necessary, 9=Don't know)	/__/
c) Timely responses (3=Much, 2=Not much, 1=Not necessary, 9= Don't know)	/__/
d) Resisting Dictatorship and Injustice (3=Much, 2=Not much, 1=Not necessary, 9=Don't know)	/__/
e) Increase the citizens' role inspection of service delivery (3=Much, 2=Not much, 1=Not necessary, 9=Don't know)	/__/
f) Giving citizens a role in the District's Development Planning (3=Much, 2=Not much, 1=Not necessary, 9=Don't know)	/__/
g) Improving the activity methods of the Joint Action for Development Forum (JADF) (3 = Much, 2 = Much, 1 = Not necessary, 9 = Don't know)	/__/
h) ,Any other (Mention)	/__/

IV. THE JUDICIARY

14. To what extent are you satisfied with the service delivery by Government's Judicial departments? (Use the following answers: 5 = Very Good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very Poor, 9=Don't know) /__/

15. In your view, how well are the following Judiciary Service delivered? (Circle the number for the given response)

Service	Code
a) Sensitization to know the Law and Human Rights (5 =Very well, 4 =Well, 3=Average, 2 = Poorly, 1= Very poorly, 9 = Don't know)	/__/
b) Committee of Arbitrators in solving disagreements between citizens (5=Very well, 4 = Well, 3 = Average, 2= Poorly, 1 = Very poorly, 9=Don't know)	/__/
c) Assistance in legal matters (Advisory service) (5 = Very well, 4 = Well, 3=Average, 2 =Poorly, 1 = Very poorly, 9 = Don't know)	/__/

d) To deliver justice without fear or favour (5 = Very well, 4 = Well, 3=Average, 2 = Poorly, 1 = Very poorly, 9 = Don't know.)	/__/
e) No delay of court cases (5 = Very well, 4 = Well, 3 = Average, 2 = Poorly, 1= Very poorly, 9 = Don't know)	/__/
f) Publication of postponed court cases (5 = Very Well, 4 = Well, 3=Average, 2 = Poorly, 1 = Very poorly, 9 = Don't know)	/__/
g) Reception to those requesting for Justice services (5 = Very well, 4=Well, 3 = Average, 2 = Poorly, 1 = Very poorly, 9 = Don't know)	/__/
h) Any other (Mention it.....)	/__/

16. Where do you see that more effort should be added in the following Judiciary services? (Circle the number for response given)

Service	Code
a) Publication of Laws(3 = Much, 2 = Not much, 1 = Unnecessary, 9=Don't know)	/__/
b) Increase National Police's power in the course of their service delivery (3= Much, 2 = Not much, 1= Unnecessary, 9 = Don't know)	/__/
c) Give more power to services that fight against bribery/corruption in the judiciary (3 = Much, 2= Not much, 1 =Unnecessary, 9 =Don't know)	/__/
d) More to be done in getting legal assistance for the poor that can not afford private lawyers 3 =Much, 2 =Not much, 1 = Unnecessary, 9=Don't know)	/__/
e) Respecting the period and deadline for handling a case file (3 = Much, 2=Not much 1 = Unnecessary, 9 = Don't know)	/__/
f) Carrying out inspection of methods of work of judiciary workers and community arbitrators 3 =Much, 2 = Not much, 1 = Unnecessary, 9=Don't know)	/__/
g) Respect for the period and date set for completing cases that were judged (3 = Much, 2 =Not much, 1= Unnecessary, 9 =Don't know)	/__/
h) Taking nearer to the citizens judiciary services (3 = Much, 2 = Not much, 1= Unnecessary, 9 = Don't know)	/__/
i) To imprison according to the law (3 = Much, 2 = Not much, 1=Unnecessary, 9 = Don't know)	/__/
j) Any other (Mention -----)	/__/

V. INFRASTRUCTURE

V.a) WATER AND SANITATION

17. To what extent are you satisfied with the service delivery in the water activities and the agencies responsible? (Use the following answers :5 = Very good, 4 = Good, 3 = Average, 2 = Poor,1 = Very poor /_/)
18. If you don't have piped water in your home, how far is the nearest water to you? (meters) /_/_/_/_/
19. How much do citizens participate in planning the following water activities? (circle the number for the response given)

Water Activities	Code
a) Installing pipelines and communal water points (5 = Very much, 4 = Much, 3 = Average, 2 = Little, 1 = None, 9=Don't know)	/_/
b) Determining water prices (5 = Very much, 4 = Much, 3=Average, 2 = Little, 1 = None, 9 = Don't know)	/_/
c) Caring for communal water points (5 = Very much, 4 = Much, 3 = Average, 2 = Little, 1 = None, 9 = Don't know)	/_/
d) Any other (Mention)	/_/

20. What is your opinion of the standards of water service delivery by the following agencies? (circle the number for the response given)

Agencies	Code
a) EWSA (ex-Electrogaz) (5 = Very good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very poor, 9 = Don't know)	/_/
b) REJI (5 = Very good, 4 = Good, 3 = Average, 2 = Poor, 1= Very poor, 9 = Don't know)	/_/
c) RURA (5 = Very good, 4 = Good, 3= Average, 2 = Poor, 1 = Very poor, 9 = Don't know)	/_/
d) Plumbers (5 = Very good, 4 = Good, 3 = Average, 2 = Poor, 1=Very poor, 9 = Don't know)	/_/
e) Water Committee (5 = Very good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very poor, 9 = Don't know)	/_/

21. Which of the following Plans of Action need added effort so as get clean water and delivered to all citizens? (Circle the number for response)

Plan of Action	Code
a) To increase general water points at village level (3 = Much, 2 = Not much, 1 = Unnecessary, 9=Don't know)	/__/
b) Follow up and care for water pipelines (3 = Much, 2 = Not much, 1 = Unnecessary, 9=Don't know)	/__/
c) Put up more water treatment plants (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/__/
d) Inspection of water prices (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/__/
e) Improving the conduct of the agencies charged with water delivery services (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/__/
f) Any other (Mention.....)	/__/

22. What is done with the waste from your homes? (Mark with a circle where appropriate) /__/

1. It's burnt
2. It's put in waste bins
3. It's buried
4. There are cooperatives that take the waste away
5. It's used as fertiliser
6. Any other (Mention).....

23. In your view, how well does the method to remove waste from homes work? (mark with a circle the appropriate response: 5 = Very well, 4 = Well, 3 = Average, 2 = Badly, 1 = Very badly, 9 = Don't know) /__/

V.b) ROADS

24. Generally, to what extent are you satisfied with the state/condition of the roads in your District? (Use the following answers: 5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very Bad, 9 = Don't know) /__/

25. How big, in your view, is the citizens participation in the following road building and maintenance activities? (Circle the number for the appropriate answer)

Road Activities	Code
a) Selection of new road routes (5 = Very big, 4 = Big, 3 = Average, 2 = Not much, 1 = None, 9=Don't know)	/__
b) Designing new roads (5 = Very big, 4 = Big, 3 = Average, 2 = Not much, 1 = None, 9 = Don't know)	/__
c) Repair damaged roads and bridges (5=Very big, 4=Big, 3=Average, 2=Not much, 1=None, 9 = Don't know)	/__
d) Caring for bridges and roads (5 =Very big, 4 =Big, 3 =Average, 2 =Not much, 1 =None, 9=Don't know)	/__
e) Contribution to road building fund (5 =Very big, 4 =Big, 3 =Average, 2 =Not much, 2 = None, 9 = Don't know)	/__
f) Any other (Mention)	/__

26. How do you like the service delivery regarding roads by the following departments? (Use the following answers)

Department	Measure
a) Rwanda Transport Development Agency (5 = Very good, 4 = good, 3 = Average, 2 = Bad, Very bad, 9 =Don't know)	/__
b) National Road MaintenanceFund (5 =Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/__
c) Ministry of Infrastructure Departments (5 = Very good, 4 = Good, 3 =Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/__
d) Private sector that win road building/ maintenance tenders (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/__
e) Any other (mention it)-----	/__

27. Where do you think more effort should be put regarding the following road services (Circle the number for response given).

Road services	Code
a) Designing/building new roads (3 =Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/__/_
b) Repairing roads and broken bridges (3 = Much, 2 = Not much, 1 =Unnecessary, 9 = Don't know)	/__/_
c) Maintenance of roads (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/__/_
d) Contribution to road construction fund (3 = Much, 2 = Not much, 1 = Unnecessary, 9 =Don't know)	/__/_
e) Co-operation between citizens/civilians and roads agencies (3 = Much, 2 =Not much, 1 = Unnecessary, 9 = Don't know)	/__/_
f) Any other (Mention)	/__/_

Vc) ELECTRICITY

28. To what extent are you satisfied with the Government services in electricity works in general? (Use the following answers: 5 = Very good, 4 = Good, 3 = Average, 2 = Poor, = Very poor, Don't know)

/__/_

29. How much is the citizens' participation in the following electricity activities? Circle the number for the response given)

Activities	Code
a) Putting up Electricity infrastructure (5 = Very much, 4 = Much, 3 =Average, 2 = Not much, 1 = None, 9 = Don't know)	/__/_
b) Distribution of Electricity (5 = Very much, 4 = Much, 3 = Average, 2 =Not much, 1 = None, 9 = Don't know)	/__/_
c) Maintenance of Electricity infrastruture (5 = Very much, 4 = Much, 3 = Average, 2 = Not much, 1 = None, 9 = Don't know)	/__/_
d) Determining Electricity prices/rates (5 = Very much, 4 = Much, 3 = Average, 2 = Not much, 1 = None, 9 = Don't know)	/__/_
e) Any other (Mention)	/__/_

30. What is your evaluation of the Electricity service delivery by the following agencies? (Circle the number for the response given)

Agencies	Code
a) Electricity, Water and Sanitation Authority (EWSA) (5 = Very good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very poor, 9 = Don't know)	/_/_/
b) Spokespersons of Local level Government (District, Sector, etc) (5 =Very good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very poor, 9 = Don't know)	/_/_/
c) Private sector members that win electricity related tenders (5 = Very good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very poor, 9 = Don't know)	/_/_/
d) Any other (Mention)	/_/_/

31. In your opinion, where is more effort necessary in Electricity services ? (Circle the number for the response given).

Agency	Code
a) Authorizing citizens' committees to determine where to deliver electricity (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/_/_/
b) To let Local Leadership Councils determine where to provide electricity(3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/_/_/
c) Monitor the private sector members' electricity tendered work (3 Much, 2 = Not much, 1 = Unnecessary, 9 = don't know)	/_/_/
d) Putting deadline for renting cash power meters (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/_/_/
e) To hasten electricity service delivery (3 = Much, 3 = Not much , 1= Unnecesasary, 9 = Don't know)	/_/_/
f) Any other (Mention,)	/_/_/

Vd) INFORMATION & COMMUNICATION TECHNOLOGY (ICT)

32. To what extent are you satisfied with state of the services provided by the Information & Communication Technology (ICT) in general? *(Use the following answers : 5 = Very Good, 4 = Good, 3 = Average, 2 = Poor, 1 = Very Poor, 9 = Don't know)* /_/_/

33. How much participation do the citizens have in the following ICT activities? *(Circle the number for the response given)*

Activities	Code
a) Putting up infrastructure (5 = Very much, 4 = Much, 3 = Average, 2 = Not much, 1 =None , 9 = Don't know)	/_/_/
b) Utilization of infrastructures (5 = Very much, 4 = Much, 3 = Average, 2 =Not much , 1 = None, 9 = Don't know)	/_/_/
c) Maintenance of Infrastrutures (5 = Very much, 4 = Much, 3 = Average, 2 = Not much, 1 = None , 9 = Don't know)	/_/_/
d) ICT Price (5 = Very much 4 = Much, 3= Average, 2 = Not much, 1 = None, 9 = Don't know)	/_/_/
e) Any other (Specify)	/_/_/

34. What is your evaluation of the provision of the following services in ICT? *(Circle the number for the response given)*

Service	Code
a) Putting up infrastructure (5 =Very good, 4 = Good, 3 =Average, 2 =Bad , 1=Very , 9 =Don't know)	
b) Utilization of infrastructure (5 =Very good, 4 =Good, 3 =Average, 2 =Bad, 1 =Very bad, 9 = Don't know)	/_/_/
c) Maintenance of infrastructure (5 = very good, 4 = Good, 3 =Average, 2 = Bad, 1 =Very bad, 9 =Don't know)	/_/_/
d) ICT Price (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_/

e) Any other (Specify)	/_/_/
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35. In your opinion, where should more effort be put in ICT services? (Circle the number indicating the response).

Service	Code
a) To give Citizens' Councils powers to select areas which are suitable for ICT activities (3 =Much, 2 =Not much, 1 = Unnecessary, 9 =Don't know)	/_/_/
b) To let Local Government organs (District, Sector) identify areas suitable for ICT activities (3 =Much, 2 = Not much, 1 = Unnecessary, 9 = Don't know)	/_/_/
c) To let RITA identify areas suitable for ICT activities (3 = Much, 2 = Not much, 1 = Unnecessary, 9 = Unnecessary)	/_/_/
d) Any other (Mention)	/_/_/

VI. HEALTH

36. To what extent are you satisfied with the health services provided by Government bodies in general? (Use the following answers : 5 = Very Good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)

/_/_/

37. In your view, how well do citizens get access to health services? (Circle the number indicating the response)

Service	Code
a) Hospitals (5= Very good, 4 = Good, 3 = Average, 2 =Bad, 1 =Very bad, 9 = Don't know)	/_/_/
b) Health centres (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don,t know)	/_/_/
c) Small health centres (5 =Very good, 4 = Good, 3 =Average, 2 =Bad , 1 =Very bad, 9 = Don't know)	/_/_/
d) Reproductive centre (5 = Very good, 4 =Good, 3 = Average, 2 =Bad, 1 =Very bad, 9 Don' t know)	/_/_/
e) Community Health Insurance (Mutuelle de santé) (5 = Very good, 4 =Good, 3 = Average, 2 =Bad, 1 =Very bad, 9 = Don'know)	/_/_/

f) Health councillors (5 = Very good, 4 =Good, 3 =Average, 2 = Bad, 1 =Very bad, 9 = Don't know)	/_/_/
g) Ambulances (5 = Very good, 4 = Good, 3 =Average, 2 =Bad, 1 =Very bad, 9 =Don't know)	/_/_/

38. What distance do you travel to reach a Health Centre or Hospital near you? Metres

/_/_/_/_/_/_/_/_

39. Where should effort be added in order to provide better health services to the citizens? (Circle the number indicating the response)

Service	Code
a) To avail health services in a timely manner (3 =Much, 2 =Not much, 1 = Unnecessary, 9 =Don't know)	/_/_/
b) To take nearer to the citizens enough hospitals/health centres (3 = Much, 2 =Not much, 1 = Unnecessary, 4 = Don't know)	/_/_/
c) Doctors/Health workers to care more about patients (3 = Much, 2 = Not much, 1 =Unnecessary, 9 =Don't know)	/_/_/
d) To avail sufficient medicine, nearer to citizens (3 = Much, 2 =Not much, 1 =Not necessary, 9 =Don't know)	/_/_/
e) To raise the number of Doctors and nurses (3 = Much, 2 =Not Much, 1 =Not necessary, 4 =Don't know)	/_/_/
f) To increase the types of medicine paid for in Community Health Insurance (3 =Much, 2 =Not much 1 =Unnecessary, 9 =Don't know)	/_/_/
g) To increased nurses' abilities (3 =Much, 2 =Not much, 1 = Unnecessary, 9 = Don't know)	/_/_/
h) Any other (Mention).....	/_/_/

VI.CITIZENS' SOCIAL/ECONOMIC WELFARE

40. In general, to what extent are satisfied with the services to promote the citizens social/economic welfare provided by Government agencies? *(use the following answers: 5 = Very Good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very Poor, 9 = Don't know)*

/_/_/

41. What role do citizens play in the preparation of the following Government Plans? *(Circle the number indicating the response):*

Plan	Code
a) To classify citizens into groups for the UBUDEHE program (5 = Very big, 4 = Big, 3 =Average, 2 =Little, 1 =None, 9 = Don't know)	/_/_/
b) Selection of VUP activities/donations (5 =Very big, 4 =Big, 3 = Average, 2 = Little, 1 =None, 9 = Don't know)	/_/_/
c) Selection of FARG beneficiaries (5 =Very big, 4 =Big, 3 = Average, 2 =Little, 1 =None, 9 =Don't know)	/_/_/
d) Selection of FARG activities/donations (5 =Very big, 4 =Big, 3 =Average, 2 =Little, 1 =None, 9 =Don't know)	/_/_/
e) Making lists of the needy (5 =Very , 4 = Big, 3 = Average, 2 =Little, 1 =None, 9 =Don't know)	/_/_/
f) Putting the activities/donations allocated to the needy (5 =Very big, 4 =Big, 3 =Average, 2 =Little , 1 =None, 9 =Don't know)	/_/_/
g) Eliminating grass thatched houses (5 =Very big, 4 =Big, 3 =Average, 2 =Little, 1 =None, 9 =Don't know)	/_/_/
h) Any other (Mention/importance)	/_/_/

<p>42. What is your evaluation of the performance of the following Government plans regarding the socio/economic welfare of the citizens? <i>(Circle the number indicating the response)</i></p> <p>Plan</p>	<p>Code</p>
--	--------------------

a) Creating of UBUDEHE groups(5 =Very good, 4 =Good, 3 =Average, 2 =Bad, 1 =Very bad, 9 =Don't know)	/_/_
b) Giving donations by VUP (5 =Very good, 4 =Good, 3 =Average, 2 =Bad, 1 =Very bad, 9 =Don't know)	/_/_
c) Giving donations for FARG (5 =Very good, 4 =Good, 3 =Average, 2 =Bad, 1 =Very bad, 9 =Don't know)	/_/_
d)	/_/_
e) Elimination of grass thatched huts (5 =Very good, 4 =Good, 3 =Average, 2 = Bad, 1 =Very bad, Don't know)	/_/_
f) Any other (Mention/importance)	/_/_

43. Where should more effort be put so that the following services for social/economic welfare get better for the citizens? (Circle the number indicating the response:)

Service	Code
a) Listing of donations beneficiaries to be done by citizens' committees (3 =Much, 2 =Not much, 1 =Unnecessary, 9 =Don't know)	/_/_
b) Listing of donation activities to be done by citizens' committees (3 =Much, 2=Not much, 1 =Unnecessary, 9 =Don't know)	/_/_/_
c) Cooperation by citizens and leaders in making lists of donation beneficiaries(3 =Much, 2 =Not much, 1 =Unnecessary, 9 =Don't know)	/_/_/_
d) Listing of donation activities be done by leaders (village, sector? (3 =Much, 2 =Not much, 1 =Unnnecessary, 9 =Don't know)	/_/_
e) Listing of donation beneficiaries to be done by leaders (3 =Much, 2 =Not much, 1 = Unnecessary, 9 =Don't know,)	
f) Any other (Mention	/_/_/_

VIII. LAND

44. In general, to what extent are you satisfied with how land services are provided by Government bodies? (Use the following answers: 5 = Very Good, 4 = Good, 3 = Average, 2 =Bad, 1 = Very bad, 9 =Don't know) /_/_/
45. In your opinion, do citizens play a role in activities of Government plans regarding the provision of land services?(Use the following answers: 5 =Very big, 4 = Big, 3 =Average, 2 =Bad, 1 =Very bad, 9 =Don't know)
46. In your opinion, how are the following services regarding land activities given? (Circle the number indicating the response):

Service	Code
a) Surveying / Measuring land (farms, plots) (5 = Very good, 4 =Good, 3 Average,2 Bad, 1 =Very bad, 9 =Don't know)	/_/_/
b) Land consolidation (5 =Very good, 4 =Good, 3= Average, 2 =Bad, 1 =Very bad, 9 = Don't know)	/_/_/
c) Cultivation of selected crops (5 =Very good, 4 =Good, 3 = Average, 2 =Bad, 1 =Very bad, 9 =Don't know)	/_/_/
d) Land registration (5 =Very good, 4 = Good, 3 =Average, 2 =Bad, 1 =Very bad, 9 =Don't know)	/_/_/
e) Demarcation stones for land titles (5 =Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_/
f) Re-locating people for reasons general benefit (5 = Very good, 4 = Good , 3 = Average, 2	/_/_/
g) Land Title (5= Very good, 4 = Good, 3 = Average, 2 = Bad, 2 = Very bad, 9 = Don't know)	/_/_/

47. Which of the following plans need more effort in order to provide better land services for the citizens? (Circle the number that indicates the response):

Service	Code
a) Giving Land services in a timely manner (3 = Much, 2 = Not much, 1 = Not necessary, 9= Don't know)	/_/_/
b)Relocating people for general benefit according to the law (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know,)	/_/_/

c) Review the Laws regarding land expropriation (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
d) Lower land service costs (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
e) Solve disagreements stemming from land transparently, truthfully and quickly (3 = Much, 2 = Not much, 1 = Non necessary, 9 = Don,t know)	/_/_/
f) Training citizens in land laws. (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
g) Any other (specify-----)	/_/_/

b) GOVERNANCE ISSUES

48. To what extent are you satisfied with Governance Issues in Rwanda? (Use the following answers : 5 =Very Good, 4 = Good, 3 = Average, 2 = Bad,1 = Very bad, 9 = Don't know)
/_/_/

49. What is your view of the citizens' role in decision making regarding major activities meant for them? (Use the following answers : (5 = Very big, 4 = Big , 3 = Average, 2 = Not much, 1 = None, 9 = Don't know)

50. In your view, what is the status of the following activities in the district you live in? (Circle the number for the response)

Activities	Code
a) Independence of the judiciary (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_/
b) Respect for Human Rights (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 =Very bad, 9 = Don't know)	/_/_/
c) Respect for the principles of democracy (5= Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_/

d) Leadership sharing according to the constitution (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_
e) Respecting the principle of Equality (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_
f) Freedom of Thought/Speech (5 =Very good, 4 = Good, 3= Average, 2 = Bad, 1 = Very bad)	/_/_
g) Mindful of citizens' social/economic welfare (education, health, infrastructure-----) (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 2 = Very bad, 9 = Don't know)	/_/_
h) Over-seeing security (5 = Very good , 4 = Good, 3= Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_
i) Mindful of economic development (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_
j) Finding own solutions (5 = Very good , 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	/_/_
k) Fighting corruption and injustice(5 =Very good, 4 = Good, 3 = average, 2 = Bad, 1 = Very, 9 = Don't know)	/_/_
l) Building infrastructure (5 = Very Good, 4 = Good, 3 = Average, 2 = Bad, 1 = Very bad, 9 = Don't know)	
m) Giving freedom of expression to the citizens about decisions reached concerning them (5 = Very good, 4 = Good, 3 = Average, 2 = Bad, 1= Very bad, 9 = Don't know)	/_/_

51. Which of the following action plans need more effort to be added? (Circle the number indicating the response)

Activities	Code
a) Independence of the judiciary (3 = Much, 2 =Not much, 1 = Not necessary, 9 = Don't know)	/_/_/_
b) Respect for Human Rights (3 = Much, 2 = Not much, 1 = Not necessary, 9 =	/_/_/_

Don't know)	
c) Respect for the principles of democracy (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
d) Leadership sharing (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
e) Respecting the principle of equality (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
f) Freedom of speech (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
g) Giving freedom of expression to the citizens on decisions reached concerning them (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
h) Minding about the social economic welfare of the citizens (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
i) Minding about economic development and doing business (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
j) Building of infrastructures (3 = Much, 2 = Not Much, 1 = Not necessary, 9 = Don't know)	/_/_/
k) Solving our own challenges (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
l) Overseeing security (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/
m) Fight against corruption and injustice (3 = Much, 2 = Not much, 1 = Not necessary, 9 = Don't know)	/_/_/

The Citizen Report Card (CRC) is an annual publication of RGB with offers teh citizens' perspective. Its aim is to provide public on institutions and policy makers with systematic feedback from citiztens regarding the quality of services delivered to them. By collecting feedback on the quality and sufficiency of public services from the citizens' perspective, this report provides a barometer of how citizens perceive the quality of services received from leaders at different levels.

The CRC 2013 is covering nine sectors: Education, Agriculture and Livestock, Local administration, Justice, Infrastructure (water and sanitation, transport, energy and ICT), Health, Social protection, Land and Governance issues.

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