
CRC 2018

English Version

EXECUTIVE SUMMARY

Introduced in 2010 by the Rwanda Governance Board (RGB), the CRC has served as an invaluable tool for the collection and production of feedback from citizens in fifteen sectors grouped into three pillars (Social, Economic and Governance) as defined in the National Strategy for Transformation. This research is carried out countrywide with focus on citizens' participation and service delivery as core parts of governance. Its purpose is to enhance good governance practices and the quality of service delivery in Rwanda as perceived by the citizens; it assesses the citizens' satisfaction with the services so that service providers in both public and private sectors are able to see where there is need for improvement. The areas assessed by CRC are; Agriculture, Livestock, Infrastructure, Land and Private sector, Education, Health, Hygiene and sanitation, Social Welfare and Family issues and Gender Based Violence, Local Administration, Justice, Governance and respects of human rights, Security and Citizen Participation.

The CRC2018 findings indicated that, the overall citizens' satisfaction with service delivery in all the 15 sectors in the 30 districts of Rwanda stands at 69.3%. Each of the 15 sectors assessed is categories under the three pillars mentioned above and their ratings are summarized below:

Economic

The economic pillar is composed of the following sectors: Agriculture, Livestock, Infrastructure, Private sector and Land. The survey showed an overall citizens' satisfaction with Agriculture sector services of 49.41% and a dissatisfaction rate of 47.36%; infrastructure with citizens' satisfaction rate of 61.31% and dissatisfaction rate of 37.89%; livestock with citizens' satisfaction rate of 57.75% and a dissatisfaction rate of 37.62%; Land services with citizens' satisfaction rate of 63.41% and a dissatisfaction rate of 30.65% and lastly the private sector services with overall citizens' satisfaction rate of 64.42% and a dissatisfaction rate of 30.28%.

Social

The social pillar is composed of the following sectors: Education, Health, Hygiene and sanitation, Social Welfare, and Family issues Gender Based Violence. Under this pillar, the survey revealed an overall citizens' satisfaction rate of 64% in Education and a dissatisfaction rate of 30.30%; Health services with a satisfaction rate of 70.84% and dissatisfaction at 26.47%;

Social Welfare with a satisfaction rate of 68.21% and a dissatisfaction rate of 29.53%; Family Issues and Gender Based Violence with a satisfaction rate of 71.96% and a dissatisfaction rate of 22.09%.

Governance

The governance pillar is composed of the following sectors: Local Administration, Justice, Governance and respects of human rights, Security, and Citizen Participation. Local Administration recorded a satisfaction rate of 71.96% and a dissatisfaction rate of 22.09%; Justice Services with citizens' satisfaction rate of 76.44% and a dissatisfaction rate of 13.04%; Governance and Respect for Human Rights with a satisfaction rate of 87.50 % and a dissatisfaction rate of 7.52%; Security services with a satisfaction rate of 87.98% and a dissatisfaction rate of 10.68 % and finally Citizens' Participation with a satisfaction rate of 75.89% and a dissatisfaction of 22.68%.

Table 1: Citizen' Satisfaction sector specific ranking 2018

| N° | SECTOR | SCORE 2018 |
|----------------|---|-------------------|
| 1 | Security | 87.98% |
| 2 | Governance and respects of human rights | 87.50% |
| 3 | Justice | 76.44% |
| 4 | Citizen Participation | 75.89% |
| 5 | Local Administration | 71.96% |
| 6 | Family issues and GBV | 71.89% |
| 7 | Health | 70.84% |
| 8 | Hygiene and Sanitation | 68.22% |
| 9 | Social Welfare | 68.21% |
| 10 | Private Sector | 64.42% |
| 11 | Education | 64.00% |
| 12 | Land | 63.41% |
| 13 | Infrastructure | 61.31% |
| 14 | Livestock | 57.75% |
| 15 | Agriculture | 49.41% |
| OVERALL | | 69.3% |

Table 2: Citizens' satisfaction per Districts in CRC2018

| N° | DISTRICT | SCORE 2018 | CONTRIBUTION TO IMIHIGO (5%) |
|-----------|-----------------|-------------------|-------------------------------------|
| 1 | Rwamagana | 76.7% | 3.84 |
| 2 | Kamonyi | 74.2% | 3.71 |
| 3 | Rulindo | 74.0% | 3.70 |
| 4 | Burera | 72.5% | 3.63 |
| 5 | Gicumbi | 72.5% | 3.63 |
| 6 | Rubavu | 72.2% | 3.61 |

| | | | |
|-----------|----------------|--------------|-------------|
| 7 | Bugesera | 71.3% | 3.57 |
| 8 | Nyarugenge | 71.2% | 3.56 |
| 9 | Gisagara | 71.0% | 3.55 |
| 10 | Ngoma | 70.6% | 3.53 |
| 11 | Nyanza | 70.5% | 3.53 |
| 12 | Gakenke | 70.4% | 3.52 |
| 13 | Gasabo | 70.3% | 3.52 |
| 14 | Nyabihu | 69.9% | 3.50 |
| 15 | Huye | 69.7% | 3.49 |
| 16 | Kirehe | 69.1% | 3.46 |
| 17 | Nyaruguru | 69.0% | 3.45 |
| 18 | Kayonza | 69.0% | 3.45 |
| 19 | Gatsibo | 68.9% | 3.45 |
| 20 | Musanze | 68.8% | 3.44 |
| 21 | Kicukiro | 68.3% | 3.42 |
| 22 | Nyamasheke | 68.1% | 3.41 |
| 23 | Ruhango | 66.5% | 3.33 |
| 24 | Rusizi | 66.4% | 3.32 |
| 25 | Rutsiro | 66.3% | 3.32 |
| 26 | Muhanga | 66.2% | 3.31 |
| 27 | Nyagatare | 66.2% | 3.31 |
| 28 | Karongi | 63.8% | 3.19 |
| 29 | Ngororero | 61.4% | 3.07 |
| 30 | Nyamagabe | 59.6% | 2.98 |
| | OVERALL | 69.3% | |

METHODOLOGY

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*). It was made up of the administrative entities, each assigned with a number of households. A statistical formula to reach the sample size of 10,928 households and 733 villages.

Data collection Method

CRC 2018 used a questionnaire to collect data; the questionnaire covered fifteen sectors grouped into three pillars of Economic, Social and Governance and justice as earlier mentioned.

Quality Assurance for field work

- Data collectors were divided into 9 teams of five enumerators and each team was assigned a supervisor;
- Supervisors and data collectors were trained by RGB Research team;
- On the field, the questionnaires were filled using a tablet and the supervisors checked the completed questionnaires every day and sent the information to the RGB server;
- There were three call-backs if contact was not made on the first or second visit. Call-backs were made at different times of the day. Where contact was made with a member of the household but not the person to be interviewed, a time was elicited when the person was most likely to be at home/available;
- A Field Technical Report was produced every day and shared with the research team of RGB

Questionnaire Pretesting

- The questionnaire was piloted; the pilot included a range of respondents comparable to those in the target population;
- The questionnaire was revised or confirmed in the light of the pilot survey.

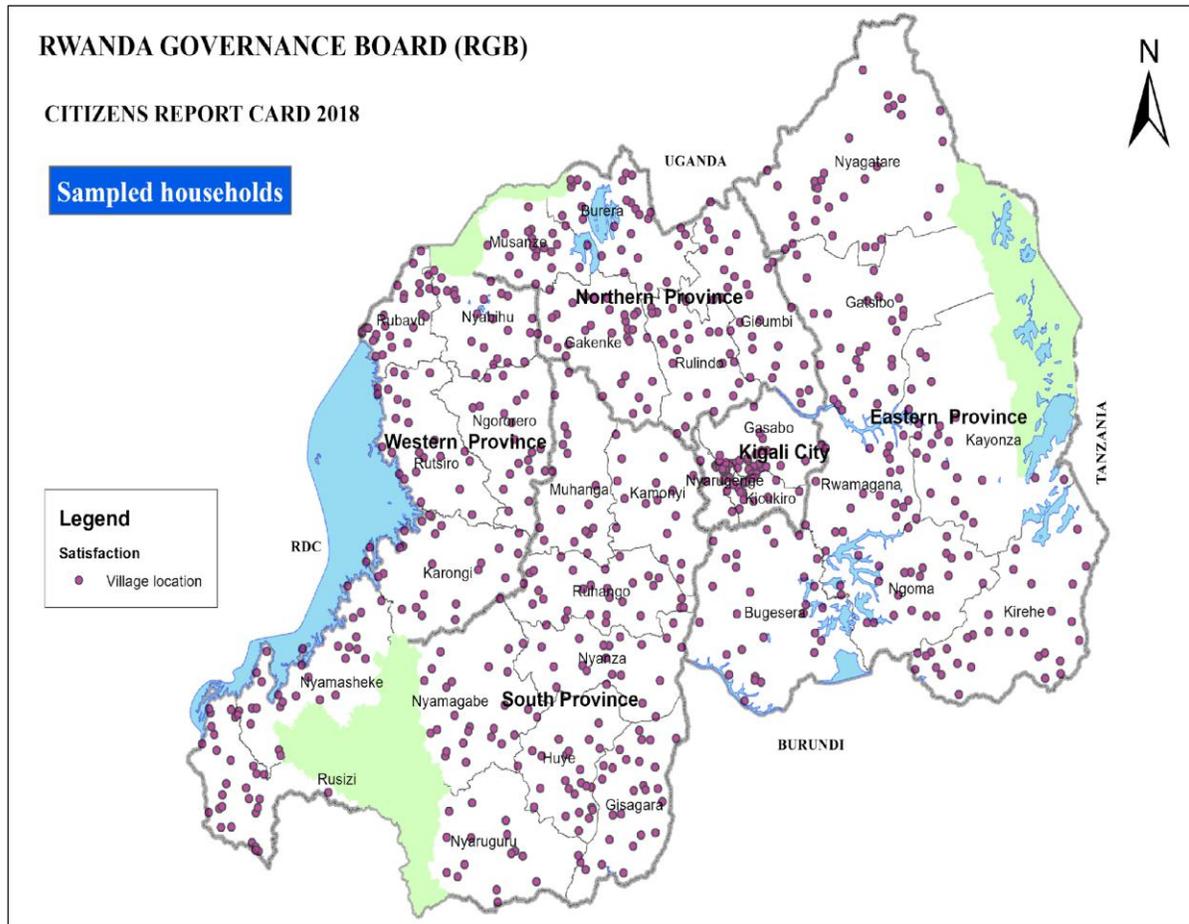
Data cleaning

- SurveyToGo Collect was used in tablets to capture data and synchronize it and send it on daily basis. Survey ToGo Collect has an inbuilt cleaning checks on outliers and sends automatically to the systems administrator the observed errors daily and he/she in turn verified the data with the enumerator in question.

Tabulation and analysis plans

Once a clean data set was produced and exported, tabulations was generated using SPSS statistical software and detailed analysis of results was presented in the research report.

CITIZEN SATISFACTION IN AGRICULTURE SECTOR BY DISTRICT'S



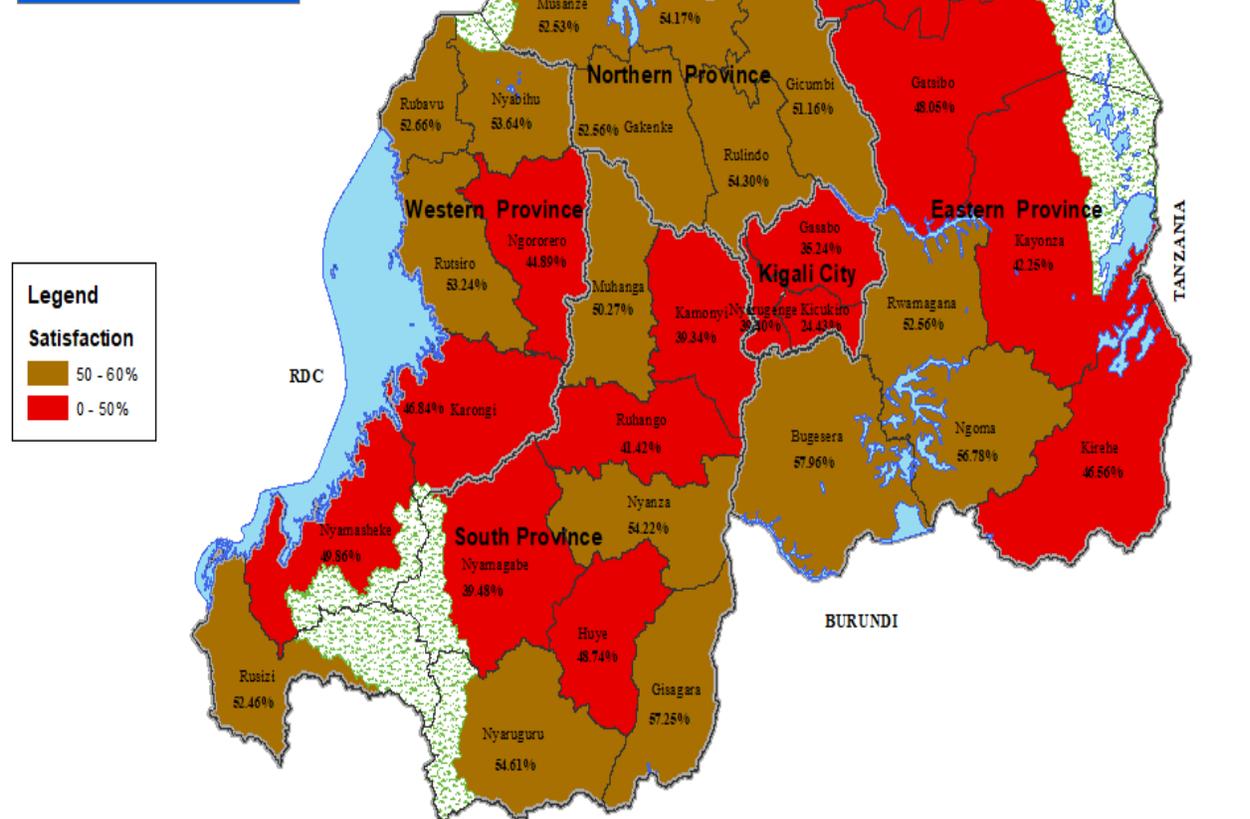
| DISTRICT | 2017 | 2018 | Trend (2017-18) |
|-----------------|-------------|-------------|-------------------------|
| Bugesera | 55.40% | 57.96% | -2.56% |
| Burera | 56.30% | 54.17% | 2.13% |
| Gakenke | 58.50% | 52.56% | 5.94% |
| Gasabo | 32.00% | 35.24% | -3.24% |
| Gatsibo | 86.70% | 48.05% | 38.65% |
| Gicumbi | 52.70% | 51.16% | 1.54% |
| Gisagara | 47.40% | 57.25% | -9.85% |
| Huye | 46.40% | 48.74% | -2.34% |
| Kamonyi | 51.50% | 39.34% | 12.16% |
| Karongi | 62.90% | 46.84% | 16.06% |
| Kayonza | 49.70% | 42.25% | 7.45% |
| Kicukiro | 34.60% | 24.43% | 10.17% |
| Kirehe | 52.60% | 46.56% | 6.04% |
| Muhanga | 38.60% | 50.27% | -11.67% |
| Musanze | 54.20% | 52.53% | 1.67% |
| Ngoma | 70.20% | 56.78% | 13.42% |
| Ngororero | 56.80% | 44.89% | 11.91% |
| Nyabihu | 60.60% | 53.64% | 6.96% |
| Nyagatare | 42.70% | 42.50% | 0.20% |
| Nyamagabe | 30.50% | 39.48% | -8.98% |
| Nyamasheke | 54.20% | 49.86% | 4.34% |
| Nyanza | 48.20% | 54.22% | -6.02% |

| | | | |
|------------|--------|--------|---------|
| Nyarugenge | 40.30% | 39.40% | 0.90% |
| Nyaruguru | 51.90% | 54.61% | -2.71% |
| Rubavu | 52.50% | 52.66% | -0.16% |
| Ruhango | 27.20% | 41.42% | -14.22% |
| Rulindo | 53.00% | 54.30% | -1.30% |
| Rusizi | 60.90% | 52.46% | 8.44% |
| Rutsiro | 62.50% | 53.24% | 9.26% |
| Rwamagana | 61.90% | 52.56% | 9.34% |
| Total | 51.76% | 49.41% | 2.35% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizens' satisfaction of agriculture sector

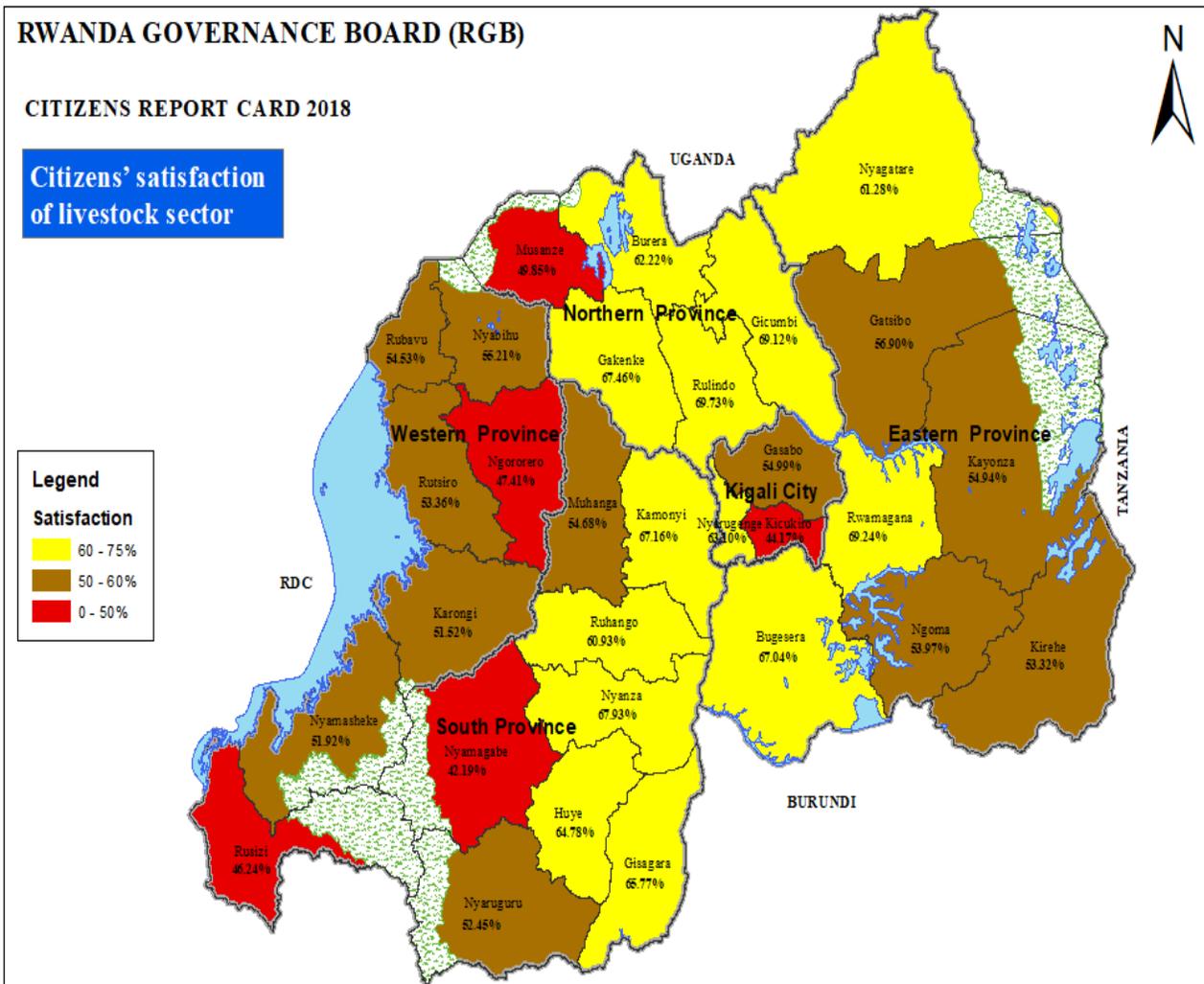


CITIZEN SATISFACTION IN LIVESTOCK SECTOR BY DISTRICT

| DISTRICT | 2017 | 2018 | Trend (2017-18) |
|----------|-------|--------|------------------|
| Bugesera | 63% | 67.04% | -4% |
| Burera | 60.6% | 62.22% | -1.6% |
| Gakenke | 64.2% | 67.46% | -3.3% |

| | | | |
|------------|--------|--------|---------|
| Gasabo | 45.50% | 54.99% | -9.49% |
| Gatsibo | 87.20% | 56.90% | 30.30% |
| Gicumbi | 39.00% | 69.12% | -30.12% |
| Gisagara | 38.10% | 65.77% | -27.67% |
| Huye | 55.70% | 64.78% | -9.08% |
| Kamonyi | 79.20% | 67.16% | 12.04% |
| Karongi | 64.30% | 51.52% | 12.78% |
| Kayonza | 53.00% | 54.94% | -1.94% |
| Kicukiro | 23.30% | 44.17% | -20.87% |
| Kirehe | 58.60% | 53.32% | 5.28% |
| Muhanga | 60.90% | 54.68% | 6.22% |
| Musanze | 50.50% | 49.85% | 0.65% |
| Ngoma | 65.50% | 53.97% | 11.53% |
| Ngororero | 63.00% | 47.41% | 15.59% |
| Nyabihu | 48.10% | 55.21% | -7.11% |
| Nyagatare | 60.80% | 61.28% | -0.48% |
| Nyamagabe | 32.70% | 42.19% | -9.49% |
| Nyamasheke | 55.80% | 51.92% | 3.88% |
| Nyanza | 75.70% | 67.93% | 7.77% |
| Nyarugenge | 45.20% | 63.10% | -17.90% |
| Nyaruguru | 58.80% | 52.45% | 6.35% |
| Rubavu | 70.50% | 54.53% | 15.97% |
| Ruhango | 53.80% | 60.93% | -7.13% |

| | | | |
|-----------|--------|--------|--------|
| Rulindo | 75.60% | 69.73% | 5.87% |
| Rusizi | 61.00% | 46.24% | 14.76% |
| Rutsiro | 57.90% | 53.36% | 4.54% |
| Rwamagana | 80.70% | 69.24% | 11.46% |
| Total | 58.27% | 57.75% | 0.52% |



CITIZEN'S SATISFACTION IN INFRASTRUCTURE SECTOR BY DISTRICT

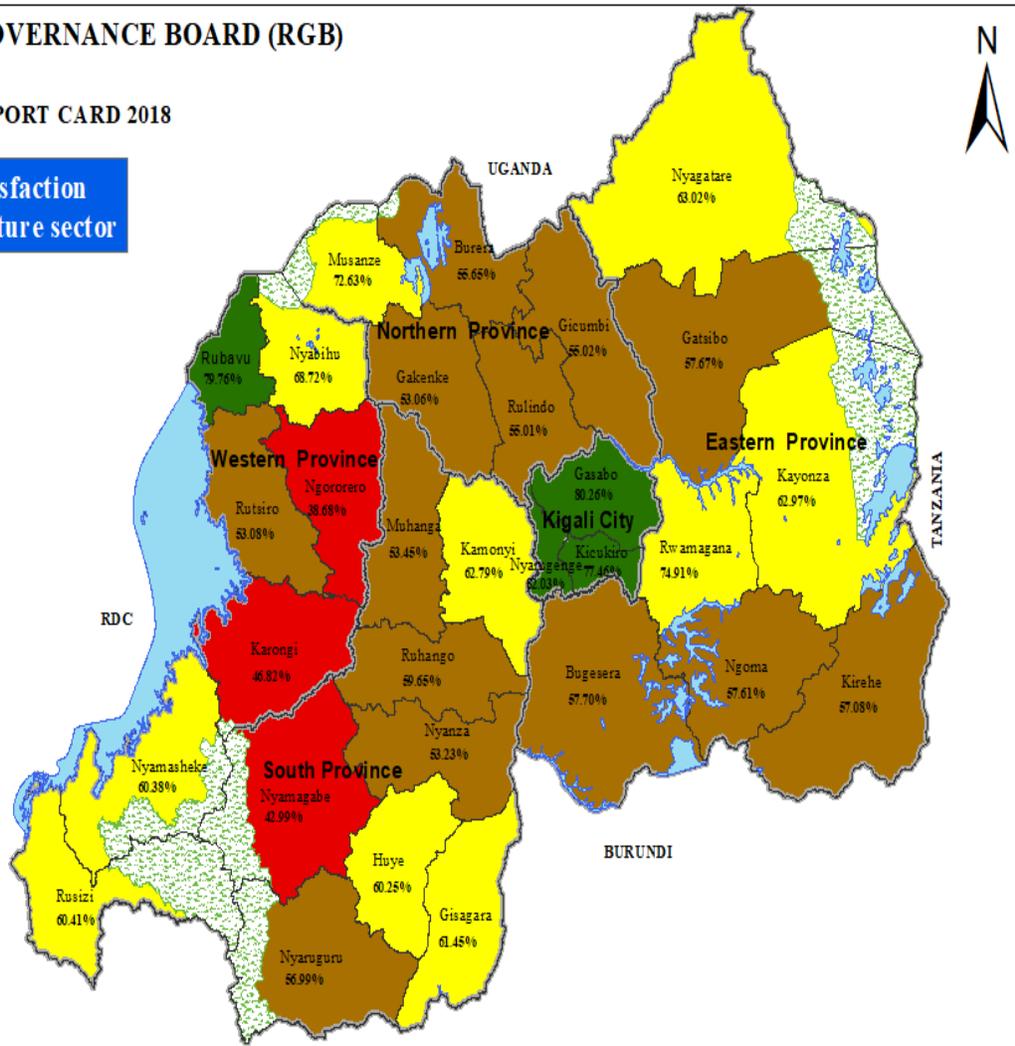
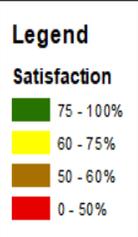
| DISTRICT | 2017 | 2018 | Trend (2017-18) |
|-----------------|-------------|-------------|------------------------|
| Bugesera | 50.9 | 57.70% | 5032.30% |
| Burera | 57.30% | 55.65% | 1.65% |
| Gakenke | 54.90% | 53.06% | 1.84% |
| Gasabo | 67.40% | 80.26% | -12.86% |
| Gatsibo | 58.10% | 57.67% | 0.43% |
| Gicumbi | 65.00% | 55.02% | 9.98% |
| Gisagara | 54.80% | 61.45% | -6.65% |
| Huye | 59.20% | 60.25% | -1.05% |
| Kamonyi | 59.80% | 62.79% | -2.99% |
| Karongi | 57.00% | 46.82% | 10.18% |
| Kayonza | 51.00% | 62.97% | -11.97% |
| Kicukiro | 75.20% | 77.46% | -2.26% |
| Kirehe | 57.80% | 57.08% | 0.72% |
| Muhanga | 65.80% | 53.45% | 12.35% |
| Musanze | 58.20% | 72.63% | -14.43% |
| Ngoma | 57.20% | 57.61% | -0.41% |
| Ngororero | 51.50% | 38.68% | 12.82% |
| Nyabihu | 48.30% | 68.72% | -20.42% |
| Nyagatare | 58.70% | 63.02% | -4.32% |

| | | | |
|--------------|--------------|---------------|--------------|
| Nyamagabe | 50.70% | 42.99% | 7.71% |
| Nyamasheke | 56.50% | 60.38% | -3.88% |
| Nyanza | 61.70% | 53.23% | 8.47% |
| Nyarugenge | 70.60% | 82.03% | -11.43% |
| Nyaruguru | 50.80% | 56.99% | -6.19% |
| Rubavu | 53.90% | 79.76% | -25.86% |
| Ruhango | 56.10% | 59.65% | -3.55% |
| Rulindo | 60.00% | 55.01% | 4.99% |
| Rusizi | 56.20% | 60.41% | -4.21% |
| Rutsiro | 58.60% | 53.08% | 5.52% |
| Rwamagana | 60.10% | 74.91% | -14.81% |
| Total | 58.1% | 61.31% | -3.2% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizens' satisfaction of infrastructure sector



CITIZEN SATISFACTION IN LAND SECTOR BY DISTRICT

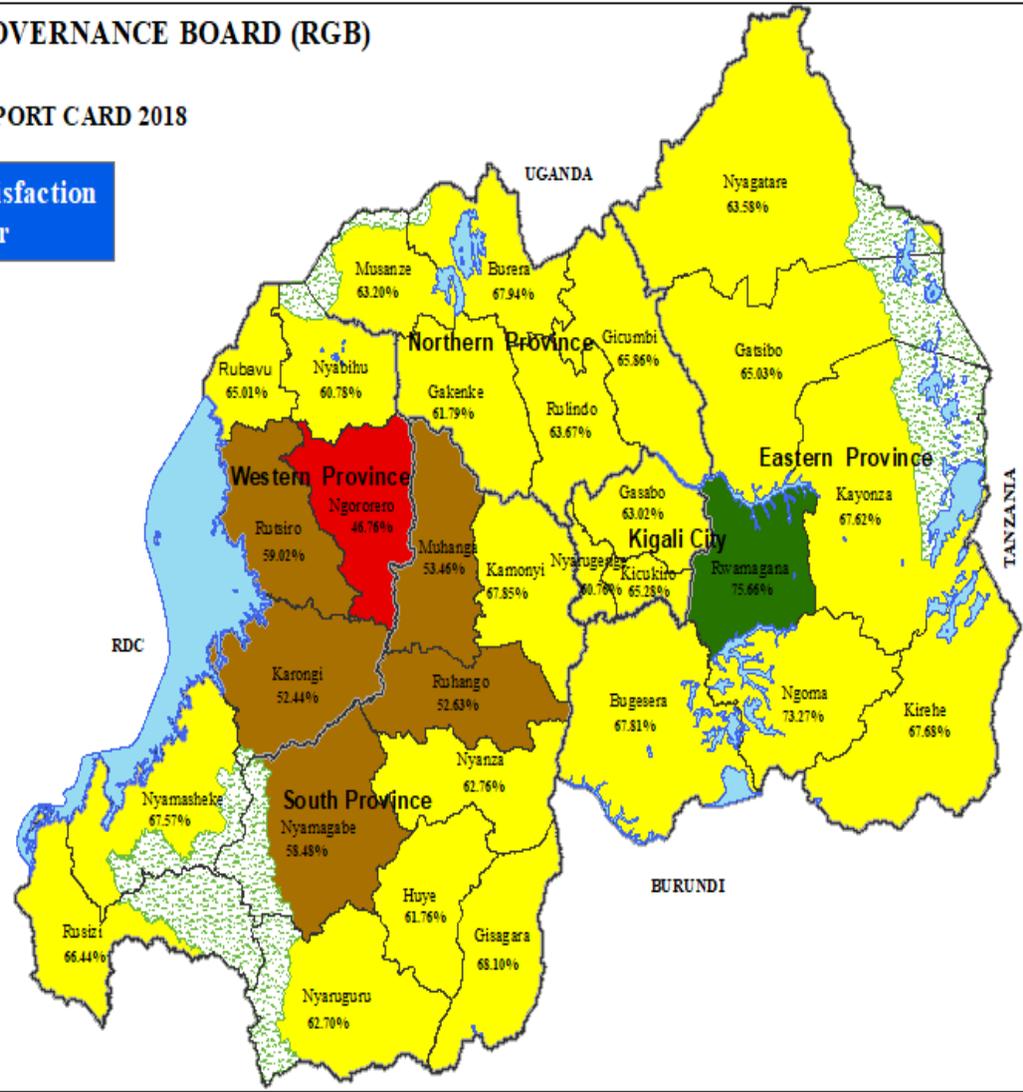
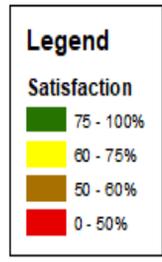
| DISTRICT | 2017 | 2018 | Trend (2017-18) |
|-----------------|-------------|-------------|------------------------|
| Bugesera | 71.0% | 67.8% | 3% |
| Burera | 83.3% | 67.9% | 15% |
| Gakenke | 81.5% | 61.8% | 20% |
| Gasabo | 54.7% | 63.0% | -8% |
| Gatsibo | 70.9% | 65.0% | 6% |
| Gicumbi | 61.9% | 65.9% | -4% |
| Gisagara | 73.2% | 68.1% | 5% |
| Huye | 63.8% | 61.8% | 2% |
| Kamonyi | 69.4% | 67.9% | 2% |
| Karongi | 75.2% | 52.4% | 23% |
| Kayonza | 65.3% | 67.6% | -2% |
| Kicukiro | 52.5% | 65.3% | -13% |
| Kirehe | 81.1% | 67.7% | 13% |
| Muhanga | 55.2% | 53.5% | 2% |
| Musanze | 55.9% | 63.2% | -7% |
| Ngoma | 78.0% | 73.3% | 5% |
| Ngororero | 65.8% | 46.8% | 19% |
| Nyabihu | 56.1% | 60.8% | -5% |
| Nyagatare | 65.3% | 63.6% | 2% |

| | | | |
|--------------|--------------|--------------|-----------|
| Nyamagabe | 72.7% | 58.5% | 14% |
| Nyamasheke | 49.4% | 67.6% | -18% |
| Nyanza | 67.3% | 62.8% | 5% |
| Nyarugenge | 55.5% | 60.8% | -5% |
| Nyaruguru | 49.3% | 62.7% | -13% |
| Rubavu | 77.6% | 65.0% | 13% |
| Ruhango | 63.2% | 52.6% | 11% |
| Rulindo | 71.7% | 63.7% | 8% |
| Rusizi | 52.7% | 66.4% | -14% |
| Rutsiro | 71.1% | 59.0% | 12% |
| Rwamagana | 69.1% | 75.7% | -7% |
| Total | 66.0% | 63.4% | 3% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizens' satisfaction of land sector



CITIZEN SATISFACTION ON PRIVATE SECTOR BY DISTRICT

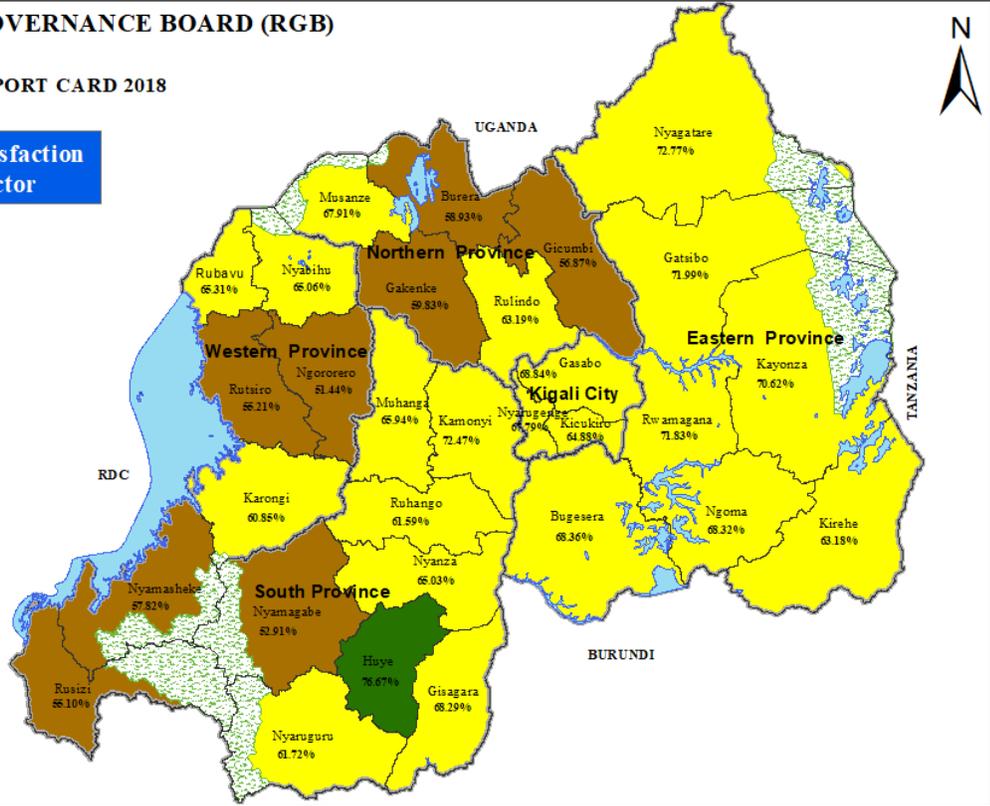
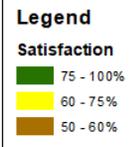
| DISTRICT | 2017 | 2018 | Trend (2017-18) |
|-----------------|-------------|-------------|------------------------|
| Bugesera | 81.10% | 68.36% | 12.74% |
| Burera | 77.60% | 58.93% | 18.67% |
| Gakenke | 76.10% | 59.83% | 16.27% |
| Gasabo | 78.60% | 68.84% | 9.76% |
| Gatsibo | 76.40% | 71.99% | 4.41% |
| Gicumbi | 83.50% | 56.87% | 26.63% |
| Gisagara | 62.90% | 68.29% | -5.39% |
| Huye | 68.60% | 76.67% | -8.07% |
| Kamonyi | 69.10% | 72.47% | -3.37% |
| Karongi | 74.00% | 60.85% | 13.15% |
| Kayonza | 70.20% | 70.62% | -0.42% |
| Kicukiro | 79.70% | 64.88% | 14.82% |
| Kirehe | 77.90% | 63.18% | 14.72% |
| Muhanga | 79.50% | 65.94% | 13.56% |
| Musanze | 86.30% | 67.91% | 18.39% |
| Ngoma | 81.50% | 68.32% | 13.18% |
| Ngororero | 74.80% | 51.44% | 23.36% |
| Nyabihu | 81.20% | 65.06% | 16.14% |
| Nyagatare | 75.30% | 72.77% | 2.53% |

| | | | |
|------------|--------|--------|--------|
| Nyamagabe | 64.00% | 52.91% | 11.09% |
| Nyamasheke | 75.00% | 57.82% | 17.18% |
| Nyanza | 71.10% | 65.03% | 6.07% |
| Nyarugenge | 80.60% | 67.79% | 12.81% |
| Nyaruguru | 69.40% | 61.72% | 7.68% |
| Rubavu | 71.30% | 65.31% | 5.99% |
| Ruhango | 68.70% | 61.59% | 7.11% |
| Rulindo | 75.30% | 63.19% | 12.11% |
| Rusizi | 70.40% | 55.10% | 15.30% |
| Rutsiro | 76.10% | 55.21% | 20.89% |
| Rwamagana | 71.70% | 71.83% | -0.13% |
| Total | 74.9% | 64.4% | 10.5% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizens' satisfaction of private sector



CITIZEN SATISFACTION IN EDUCATION SECTOR BY DISTRICT

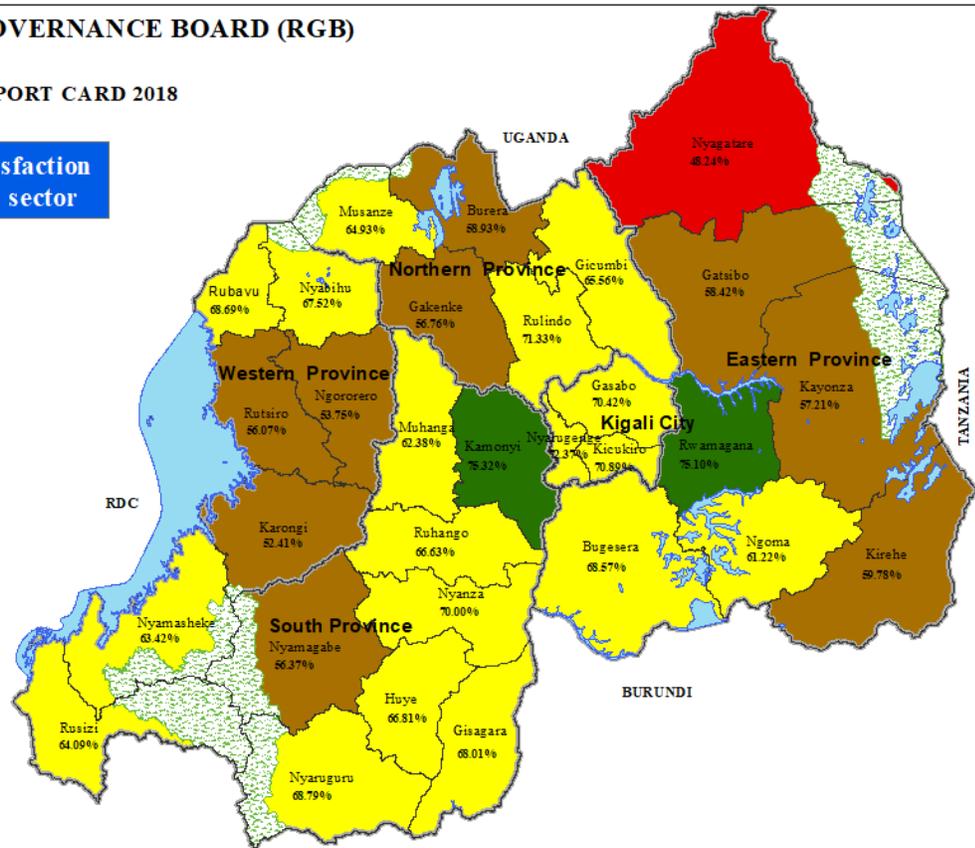
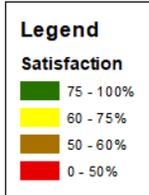
| DISTRICT | 2017 | 2018 | Trend (2017-18) |
|-----------------|-------------|-------------|------------------------|
| Bugesera | 67.30% | 68.57% | -1.27% |
| Burera | 71.00% | 58.93% | 12.07% |
| Gakenke | 72.60% | 56.76% | 15.84% |
| Gasabo | 73.60% | 70.42% | 3.18% |
| Gatsibo | 70.20% | 58.42% | 11.78% |
| Gicumbi | 68.50% | 65.56% | 2.94% |
| Gisagara | 66.90% | 68.01% | -1.11% |
| Huye | 73.00% | 66.81% | 6.19% |
| Kamonyi | 68.70% | 75.32% | -6.62% |
| Karongi | 65.10% | 52.41% | 12.69% |
| Kayonza | 73.70% | 57.21% | 16.49% |
| Kicukiro | 66.60% | 70.89% | -4.29% |
| Kirehe | 75.10% | 59.78% | 15.32% |
| Muhanga | 67.70% | 62.38% | 5.32% |
| Musanze | 65.20% | 64.93% | 0.27% |
| Ngoma | 72.10% | 61.22% | 10.88% |
| Ngororero | 57.40% | 53.75% | 3.65% |
| Nyabihu | 62.00% | 67.52% | -5.52% |
| Nyagatare | 69.10% | 48.24% | 20.86% |

| | | | |
|------------|--------|--------|--------|
| Nyamagabe | 64.90% | 56.37% | 8.53% |
| Nyamasheke | 60.70% | 63.42% | -2.72% |
| Nyanza | 76.20% | 70.00% | 6.20% |
| Nyarugenge | 67.20% | 72.37% | -5.17% |
| Nyaruguru | 72.40% | 68.79% | 3.61% |
| Rubavu | 63.50% | 68.69% | -5.19% |
| Ruhango | 60.20% | 66.63% | -6.43% |
| Rulindo | 62.67% | 71.33% | -8.66% |
| Rusizi | 67.10% | 64.09% | 3.01% |
| Rutsiro | 73.90% | 56.07% | 17.83% |
| Rwamagana | 76.60% | 75.10% | 1.50% |
| Total | 68.37% | 64.00% | 4.37% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizens' satisfaction of education sector



CITIZEN SATISFACTION IN HEALTH SECTOR BY DISTRICT

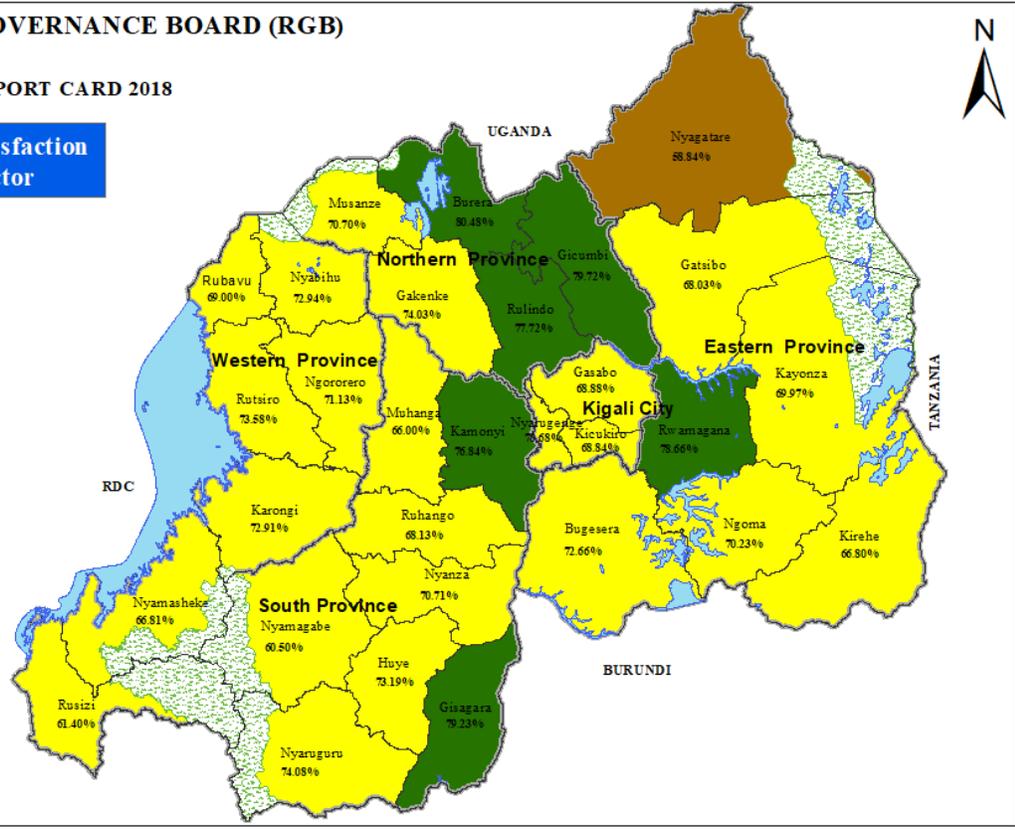
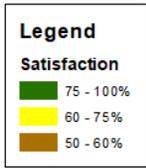
| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|-----------------|-------------------------|----------------------------|
| Gasabo | 68.88% | 26.46% |
| Kicukiro | 68.84% | 27.53% |
| Nyarugenge | 70.68% | 26.04% |
| Gisagara | 79.23% | 19.86% |
| Huye | 73.19% | 24.42% |
| Kamonyi | 76.84% | 22.70% |
| Muhanga | 66.00% | 31.00% |
| Nyamagabe | 60.50% | 35.25% |
| Nyanza | 70.71% | 26.23% |
| Nyaruguru | 74.08% | 22.63% |
| Ruhango | 68.13% | 28.55% |
| Karongi | 72.91% | 25.49% |
| Ngororero | 71.13% | 26.02% |
| Nyabihu | 72.94% | 25.24% |
| Nyamasheke | 66.81% | 32.13% |
| Rubavu | 69.00% | 28.01% |
| Rusizi | 61.40% | 36.67% |
| Rutsiro | 73.58% | 25.47% |
| Burera | 80.48% | 16.90% |

| | | |
|--------------|---------------|---------------|
| Gakenke | 74.03% | 22.67% |
| Gicumbi | 79.72% | 16.66% |
| Musanze | 70.70% | 26.92% |
| Rulindo | 77.72% | 21.41% |
| Bugesera | 72.66% | 24.57% |
| Gatsibo | 68.03% | 28.57% |
| Kayonza | 69.97% | 26.94% |
| Kirehe | 66.80% | 28.70% |
| Ngoma | 70.23% | 27.00% |
| Nyagatare | 58.84% | 37.50% |
| Rwamagana | 78.66% | 20.27% |
| Total | 70.84% | 26.47% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizens' satisfaction of Health sector



CITIZEN SATISFACTION IN HYGIENE & SANITATION SECTOR BY DISTRICT

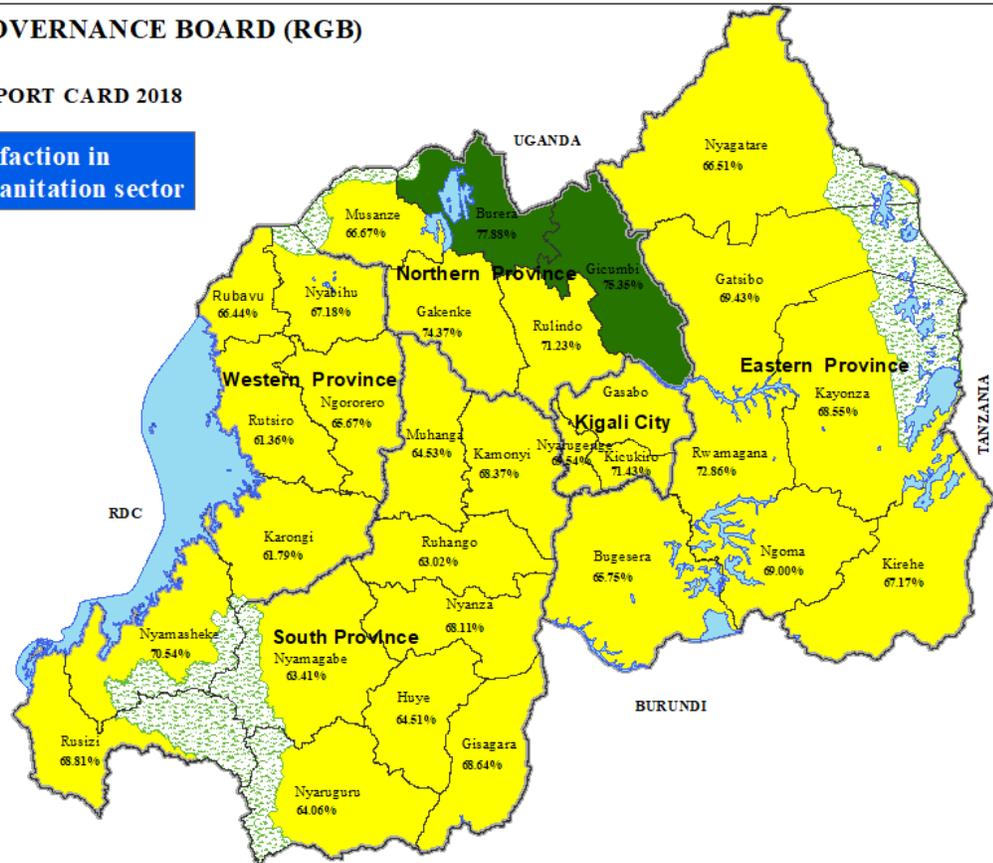
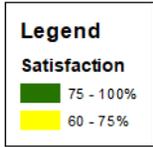
| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|------------|------------------|---------------------|
| Gasabo | 70.92% | 28.32% |
| Kicukiro | 71.43% | 27.83% |
| Nyarugenge | 69.54% | 29.85% |
| Gisagara | 68.64% | 29.98% |
| Huye | 64.51% | 34.41% |
| Kamonyi | 68.37% | 31.38% |
| Muhanga | 64.53% | 34.22% |
| Nyamagabe | 63.41% | 36.14% |
| Nyanza | 68.11% | 31.10% |
| Nyaruguru | 64.06% | 35.47% |
| Ruhango | 63.02% | 36.59% |
| Karongi | 61.79% | 38.02% |
| Ngororero | 65.67% | 34.03% |
| Nyabihu | 67.18% | 32.51% |
| Nyamasheke | 70.54% | 28.81% |
| Rubavu | 66.44% | 33.33% |
| Rusizi | 68.81% | 30.88% |
| Rutsiro | 61.36% | 38.54% |
| Burera | 77.88% | 21.58% |

| | | |
|--------------|---------------|---------------|
| Gakenke | 74.37% | 25.13% |
| Gicumbi | 75.35% | 24.54% |
| Musanze | 66.67% | 32.77% |
| Rulindo | 71.23% | 28.62% |
| Bugesera | 65.75% | 33.75% |
| Gatsibo | 69.43% | 29.62% |
| Kayonza | 68.55% | 30.81% |
| Kirehe | 67.17% | 32.37% |
| Ngoma | 69.00% | 30.75% |
| Nyagatare | 66.51% | 32.15% |
| Rwamagana | 72.86% | 26.60% |
| Total | 68.22% | 31.21% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizen Satisfaction in Hygiene & Sanitation sector



DISTRICT'S SATISFACTION IN SOCIAL WELFARE SECTOR

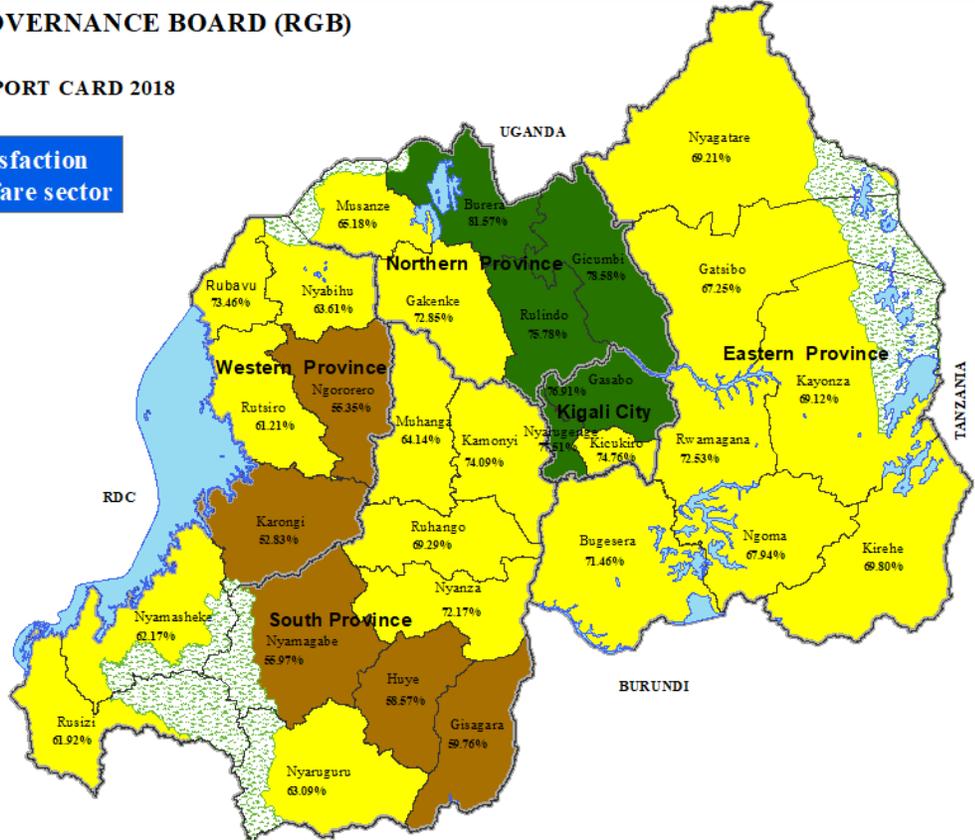
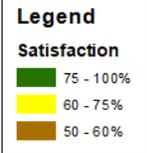
| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|-----------------|-------------------------|----------------------------|
| Gasabo | 76.91% | 14.77% |
| Kicukiro | 74.76% | 17.65% |
| Nyarugenge | 77.51% | 14.75% |
| Gisagara | 59.76% | 39.53% |
| Huye | 58.57% | 40.40% |
| Kamonyi | 74.09% | 24.69% |
| Muhanga | 64.14% | 33.55% |
| Nyamagabe | 55.97% | 42.53% |
| Nyanza | 72.17% | 26.73% |
| Nyaruguru | 63.09% | 36.53% |
| Ruhango | 69.29% | 29.14% |
| Karongi | 52.83% | 46.41% |
| Ngororero | 55.35% | 43.57% |
| Nyabihu | 63.61% | 35.58% |
| Nyamasheke | 62.17% | 36.19% |
| Rubavu | 73.46% | 25.08% |
| Rusizi | 61.92% | 35.92% |
| Rutsiro | 61.21% | 37.88% |
| Burera | 81.57% | 16.73% |

| | | |
|--------------|---------------|---------------|
| Gakenke | 72.85% | 24.22% |
| Gicumbi | 78.58% | 19.80% |
| Musanze | 65.18% | 33.56% |
| Rulindo | 75.78% | 22.43% |
| Bugesera | 71.46% | 26.51% |
| Gatsibo | 67.25% | 31.56% |
| Kayonza | 69.12% | 29.26% |
| Kirehe | 69.80% | 27.84% |
| Ngoma | 67.94% | 31.01% |
| Nyagatare | 69.21% | 28.18% |
| Rwamagana | 72.53% | 25.08% |
| Total | 68.21% | 29.53% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizens' satisfaction of social welfare sector



**CITIZEN SATISFACTION IN FAMILY AFFAIRS AND GENDER-BASED VIOLENCE
SECTOR BY DISTRICT**

| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|------------|------------------|---------------------|
| Gasabo | 71.07% | 24.43% |
| Kicukiro | 70.24% | 25.68% |
| Nyarugenge | 71.09% | 24.97% |
| Gisagara | 72.86% | 25.50% |
| Huye | 74.55% | 23.52% |
| Kamonyi | 77.15% | 22.21% |
| Muhanga | 72.42% | 23.08% |
| Nyamagabe | 68.12% | 28.21% |
| Nyanza | 73.33% | 23.76% |
| Nyaruguru | 73.17% | 25.55% |
| Ruhango | 69.48% | 26.61% |
| Karongi | 70.37% | 26.60% |
| Ngororero | 68.60% | 26.70% |
| Nyabihu | 73.49% | 24.39% |
| Nyamasheke | 75.97% | 21.37% |
| Rubavu | 72.24% | 25.75% |
| Rusizi | 75.72% | 21.31% |
| Rutsiro | 69.18% | 27.68% |
| Burera | 78.78% | 19.88% |

| | | |
|--------------|---------------|---------------|
| Gakenke | 81.23% | 16.26% |
| Gicumbi | 76.12% | 22.93% |
| Musanze | 67.79% | 29.54% |
| Rulindo | 78.87% | 19.57% |
| Bugesera | 66.98% | 30.22% |
| Gatsibo | 66.71% | 30.83% |
| Kayonza | 66.28% | 31.06% |
| Kirehe | 74.48% | 24.32% |
| Ngoma | 72.87% | 25.84% |
| Nyagatare | 57.72% | 39.30% |
| Rwamagana | 74.56% | 24.26% |
| Total | 71.89% | 25.49% |

RWANDA GOVERNANCE BOARD (RGB)

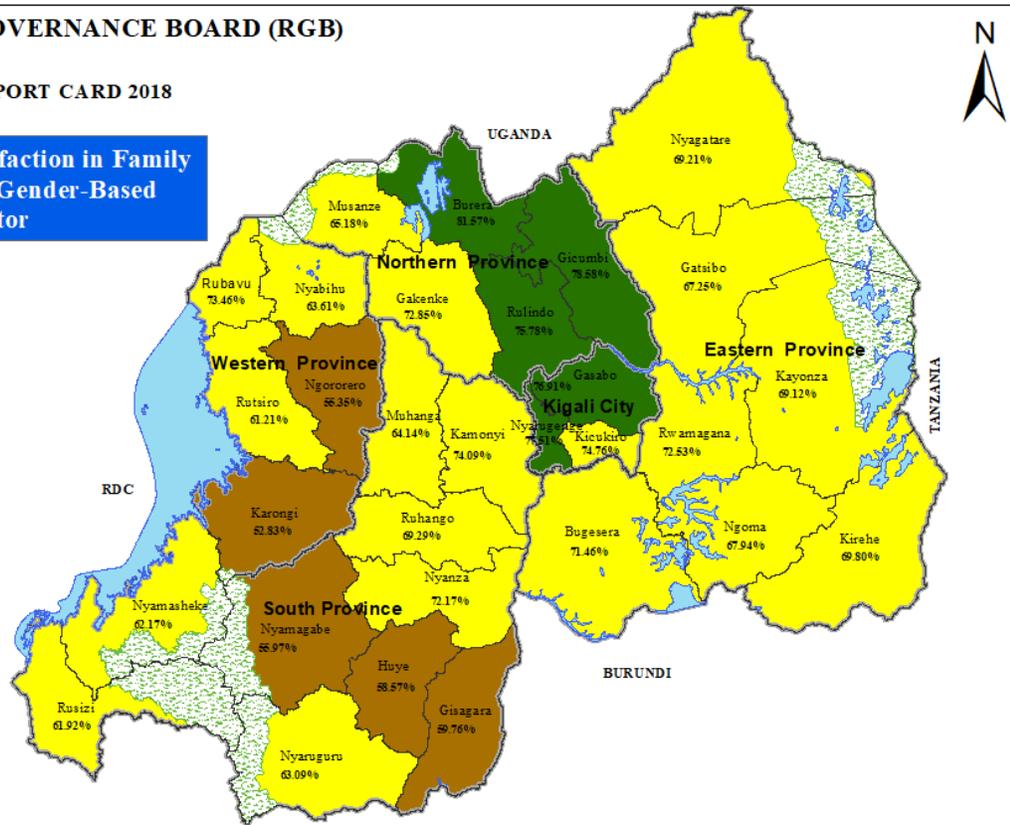
CITIZENS REPORT CARD 2018

Citizen Satisfaction in Family Affairs And Gender-Based Violence Sector

Legend

Satisfaction

- 75 - 100%
- 60 - 75%
- 50 - 60%



CITIZEN SATISFACTION IN LOCAL ADMINISTRATION SECTOR BY DISTRICT

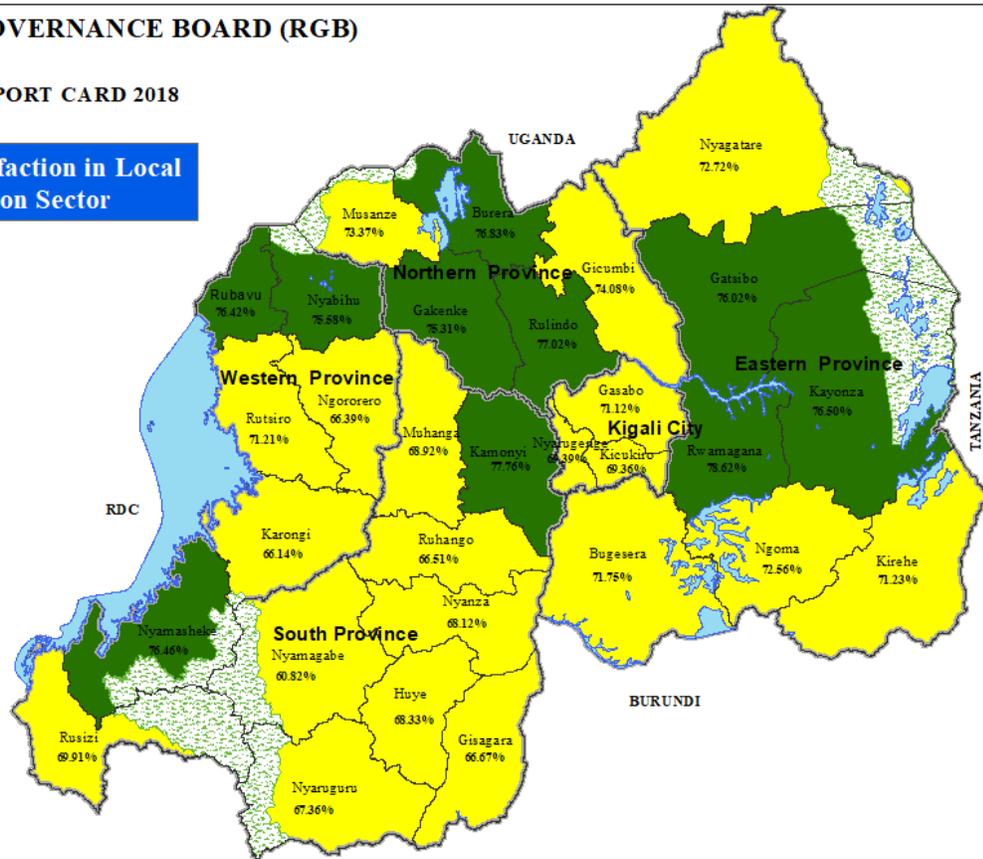
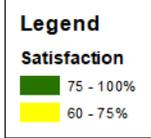
| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|-----------------|-------------------------|----------------------------|
| Gasabo | 71.12% | 22.38% |
| Kicukiro | 69.36% | 24.80% |
| Nyarugenge | 69.39% | 24.32% |
| Gisagara | 66.67% | 27.90% |
| Huye | 68.33% | 27.14% |
| Kamonyi | 77.76% | 19.47% |
| Muhanga | 68.92% | 22.58% |
| Nyamagabe | 60.82% | 31.57% |
| Nyanza | 68.12% | 22.80% |
| Nyaruguru | 67.36% | 27.25% |
| Ruhango | 66.51% | 23.41% |
| Karongi | 66.14% | 25.62% |
| Ngororero | 66.39% | 25.38% |
| Nyabihu | 75.58% | 19.52% |
| Nyamasheke | 76.46% | 19.21% |
| Rubavu | 76.42% | 17.91% |
| Rusizi | 69.91% | 24.70% |
| Rutsiro | 71.21% | 21.34% |
| Burera | 76.83% | 15.32% |

| | | |
|--------------|---------------|---------------|
| Gakenke | 75.31% | 17.32% |
| Gicumbi | 74.08% | 17.59% |
| Musanze | 73.37% | 21.50% |
| Rulindo | 77.02% | 20.08% |
| Bugesera | 71.75% | 22.65% |
| Gatsibo | 76.02% | 19.85% |
| Kayonza | 76.50% | 18.96% |
| Kirehe | 71.23% | 23.73% |
| Ngoma | 72.56% | 23.07% |
| Nyagatare | 72.72% | 20.80% |
| Rwamagana | 78.62% | 18.90% |
| Total | 71.96% | 22.09% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizen Satisfaction in Local Administration Sector



DISTRICT'S SATISFACTION IN JUSTICE SECTOR BY DISTRICT

| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|-----------------|-------------------------|----------------------------|
| Gasabo | 75.14% | 14.50% |
| Kicukiro | 73.96% | 15.79% |
| Nyarugenge | 75.21% | 14.91% |
| Gisagara | 80.24% | 16.25% |
| Huye | 79.69% | 15.89% |
| Kamonyi | 86.28% | 10.20% |
| Muhanga | 69.97% | 12.07% |
| Nyamagabe | 67.91% | 20.04% |
| Nyanza | 78.05% | 12.59% |
| Nyaruguru | 80.19% | 15.71% |
| Ruhango | 68.64% | 15.00% |
| Karongi | 74.86% | 15.40% |
| Ngororero | 66.97% | 14.10% |
| Nyabihu | 74.98% | 14.46% |
| Nyamasheke | 74.05% | 13.24% |
| Rubavu | 81.06% | 11.08% |
| Rusizi | 73.52% | 15.36% |
| Rutsiro | 72.95% | 15.00% |
| Burera | 77.53% | 7.55% |

| | | |
|--------------|---------------|---------------|
| Gakenke | 72.63% | 11.09% |
| Gicumbi | 80.08% | 9.07% |
| Musanze | 72.67% | 14.55% |
| Rulindo | 83.86% | 9.79% |
| Bugesera | 74.28% | 9.92% |
| Gatsibo | 78.42% | 12.75% |
| Kayonza | 79.97% | 10.92% |
| Kirehe | 75.26% | 11.52% |
| Ngoma | 78.05% | 9.89% |
| Nyagatare | 76.40% | 13.46% |
| Rwamagana | 87.47% | 9.26% |
| Total | 76.44% | 13.04% |

RWANDA GOVERNANCE BOARD (RGB)

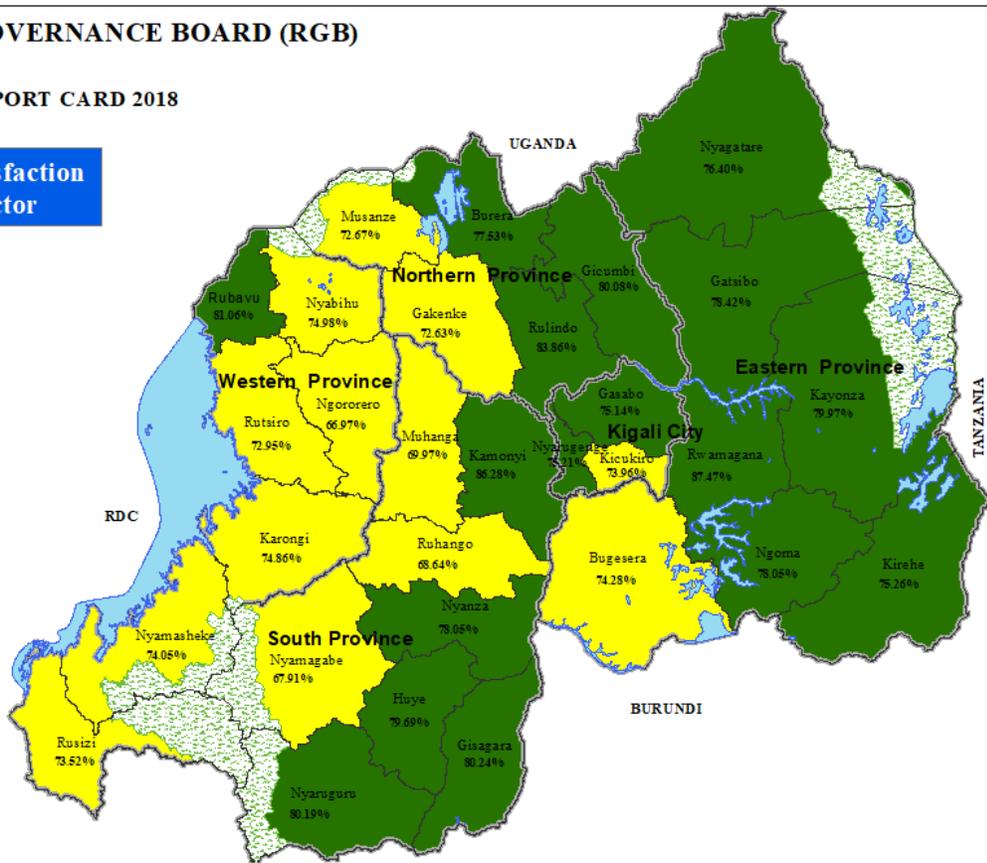
CITIZENS REPORT CARD 2018

Citizens' satisfaction of justice sector

Legend

Satisfaction

- 75 - 100%
- 60 - 75%



**CITIZEN SATISFACTION IN GOVERNANCE AND RESPECTS OF HUMAN RIGHTS
SECTOR BY DISTRICT**

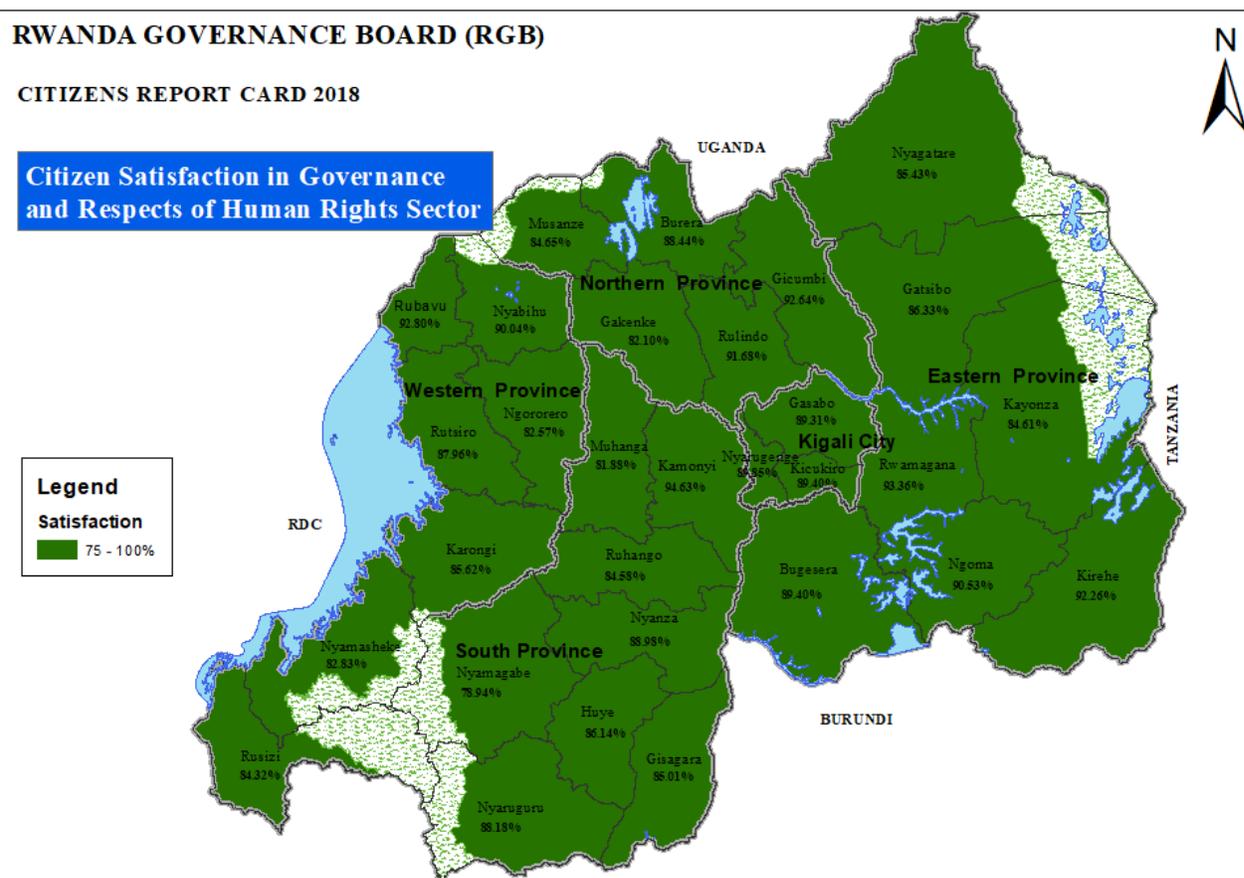
| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|-----------------|-------------------------|----------------------------|
| Gasabo | 89.31% | 7.51% |
| Kicukiro | 89.40% | 8.27% |
| Nyarugenge | 89.85% | 7.25% |
| Gisagara | 85.01% | 13.18% |
| Huye | 86.14% | 11.03% |
| Kamonyi | 94.63% | 4.69% |
| Muhanga | 81.88% | 8.22% |
| Nyamagabe | 78.94% | 14.06% |
| Nyanza | 88.98% | 6.96% |
| Nyaruguru | 88.18% | 10.22% |
| Ruhango | 84.58% | 7.61% |
| Karongi | 85.62% | 9.63% |
| Ngororero | 82.57% | 9.11% |
| Nyabihu | 90.04% | 5.21% |
| Nyamasheke | 82.83% | 8.25% |
| Rubavu | 92.80% | 3.60% |
| Rusizi | 84.32% | 9.45% |
| Rutsiro | 87.96% | 7.05% |

| | | |
|--------------|---------------|--------------|
| Burera | 88.44% | 3.44% |
| Gakenke | 82.10% | 3.96% |
| Gicumbi | 92.64% | 4.38% |
| Musanze | 84.65% | 8.31% |
| Rulindo | 91.68% | 6.49% |
| Bugesera | 89.40% | 7.31% |
| Gatsibo | 86.33% | 7.93% |
| Kayonza | 84.61% | 8.03% |
| Kirehe | 92.26% | 4.96% |
| Ngoma | 90.53% | 5.31% |
| Nyagatare | 85.43% | 8.78% |
| Rwamagana | 93.36% | 5.93% |
| Total | 87.50% | 7.52% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizen Satisfaction in Governance and Respects of Human Rights Sector



Security Sector Performance

| Net Satisfaction | Net Dissatisfaction | Net Dissatisfaction |
|------------------|---------------------|---------------------|
| District | Perc. | Perc. |
| Gasabo | 85.65% | 12.36% |
| Kicukiro | 83.70% | 14.84% |
| Nyarugenge | 82.93% | 15.79% |
| Gisagara | 88.39% | 11.29% |
| Huye | 86.44% | 12.69% |
| Kamonyi | 88.96% | 10.57% |
| Muhanga | 89.90% | 7.28% |
| Nyamagabe | 85.41% | 13.63% |
| Nyanza | 89.77% | 8.49% |

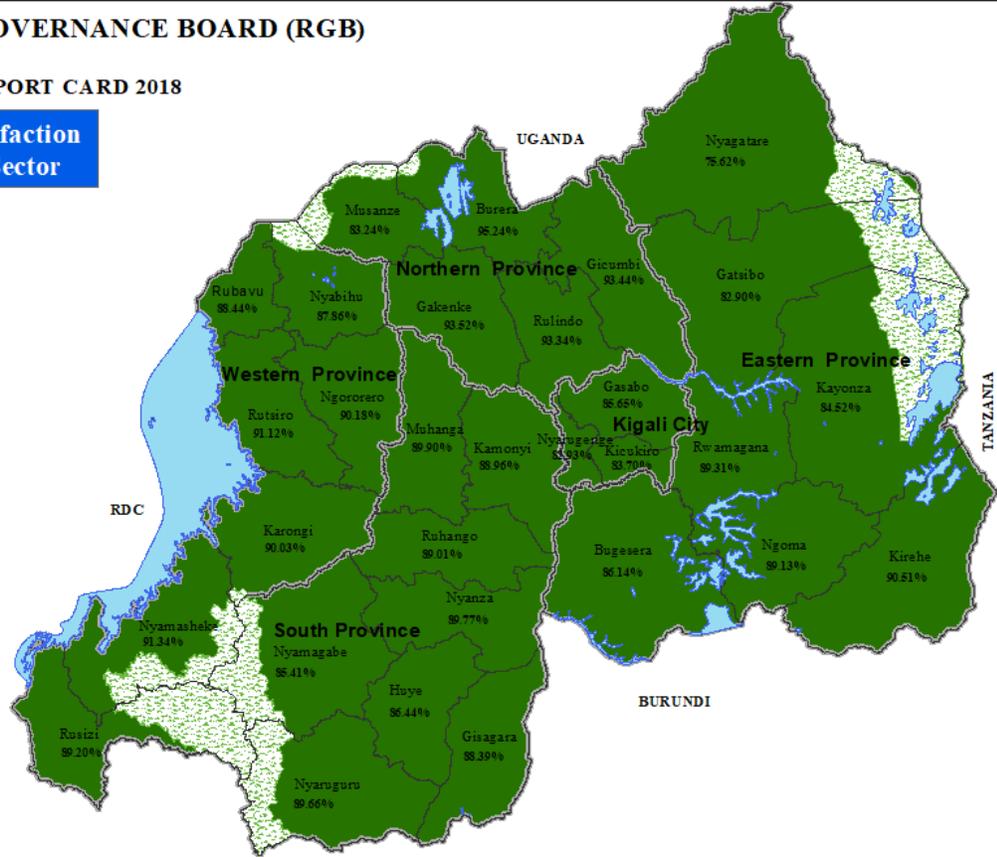
| | | |
|--------------|---------------|---------------|
| Nyaruguru | 89.66% | 9.98% |
| Ruhango | 89.01% | 9.54% |
| Karongi | 90.03% | 7.46% |
| Ngororero | 90.18% | 5.49% |
| Nyabihu | 87.86% | 10.22% |
| Nyamasheke | 91.34% | 7.80% |
| Rubavu | 88.44% | 10.89% |
| Rusizi | 89.20% | 10.17% |
| Rutsiro | 91.12% | 6.80% |
| Burera | 95.24% | 4.35% |
| Gakenke | 93.52% | 4.56% |
| Gicumbi | 93.44% | 6.31% |
| Musanze | 83.24% | 14.98% |
| Rulindo | 93.34% | 6.20% |
| Bugesera | 86.14% | 12.28% |
| Gatsibo | 82.90% | 15.69% |
| Kayonza | 84.52% | 13.72% |
| Kirehe | 90.51% | 8.74% |
| Ngoma | 89.13% | 10.39% |
| Nyagatare | 75.62% | 22.23% |
| Rwamagana | 89.31% | 10.05% |
| Total | 87.98% | 10.68% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizen Satisfaction in Security Sector

Legend
Satisfaction
75 - 100%



CITIZEN SATSFACTION IN CITIZENS' PARTICIPATION SECTOR BY DISTRICT

| DISTRICT | Net Satisfaction | Net Dissatisfaction |
|------------|------------------|---------------------|
| Gasabo | 72.97% | 24.72% |
| Kicukiro | 75.52% | 23.71% |
| Nyarugenge | 76.33% | 21.68% |
| Gisagara | 74.80% | 24.65% |
| Huye | 75.14% | 23.80% |
| Kamonyi | 84.49% | 15.43% |
| Muhanga | 74.53% | 23.57% |
| Nyamagabe | 60.05% | 38.66% |
| Nyanza | 74.61% | 24.37% |
| Nyaruguru | 77.77% | 21.72% |
| Ruhango | 75.81% | 22.68% |
| Karongi | 72.09% | 27.22% |
| Ngororero | 71.92% | 27.13% |
| Nyabihu | 71.88% | 27.38% |
| Nyamasheke | 70.66% | 27.76% |
| Rubavu | 77.71% | 21.33% |
| Rusizi | 66.43% | 33.30% |

| | | |
|--------------|---------------|---------------|
| Rutsiro | 75.77% | 23.25% |
| Burera | 73.37% | 23.39% |
| Gakenke | 78.19% | 20.81% |
| Gicumbi | 73.69% | 25.38% |
| Musanze | 76.84% | 22.07% |
| Rulindo | 83.11% | 16.60% |
| Bugesera | 83.08% | 16.31% |
| Gatsibo | 79.95% | 17.73% |
| Kayanza | 79.63% | 18.09% |
| Kirehe | 81.47% | 18.17% |
| Ngoma | 77.25% | 22.08% |
| Nyagatare | 78.59% | 19.17% |
| Rwamagana | 83.81% | 15.98% |
| Total | 75.89% | 22.86% |

RWANDA GOVERNANCE BOARD (RGB)

CITIZENS REPORT CARD 2018

Citizen Satisfaction in Citizens' Participation Sector

