



# Ghanaians' evaluations of public service delivery

Findings from the Afrobarometer Round 6 survey in Ghana



# At a glance

- Cell phone networks, public schools, electricity grids, and pipe water systems are the most common public services found by fieldworkers in survey communities. Post offices, police stations, tarred roads, health clinics, and sewage systems are the least common.
- Government received negative performance ratings on its efforts at providing reliable supply of electricity, water and sanitation services, basic health services, educational needs, and maintenance of roads and bridges.
- If government were to increase its spending, Ghanaians would appreciate if the increment goes into financing education and health care.
- Ghanaians are divided in their opinion on whether they will willingly pay higher taxes or user fees for increased government spending on health care.



# What is Afrobarometer?

- An African-led, non-partisan survey research project that measures citizen attitudes on democracy and governance, the economy, civil society, and other topics.
- Started in 12 countries in 1999, expanded to more than 30 African countries in Round 5 (2011-2013).
- **Goal:** To give the public a voice in policymaking by providing high-quality public opinion data to policymakers, policy advocates, civil society organizations, academics, news media, donors and investors, and ordinary Africans.
- National partners in each country conduct the survey. In Ghana, the Afrobarometer Round 6 survey was conducted by the Center for Democratic Development (CDD-Ghana).



# Where Afrobarometer works



# Methodology

- Nationally representative sample of adult citizens
  - *All respondents are randomly selected.*
  - *Sample is distributed across regions and urban-rural areas in proportion to their share in the national population.*
  - *Every adult citizen has an equal chance of being selected.*
- Face-to-face interviews in the language of the respondent's choice.
- Standard questionnaire allows comparisons across countries and over time.
- Sample size of 2,400 yields a margin of error of  $\pm 2\%$  at a 95% confidence level.
- Fieldwork for Round 6 in Ghana was conducted May 24 to June 10, 2014.

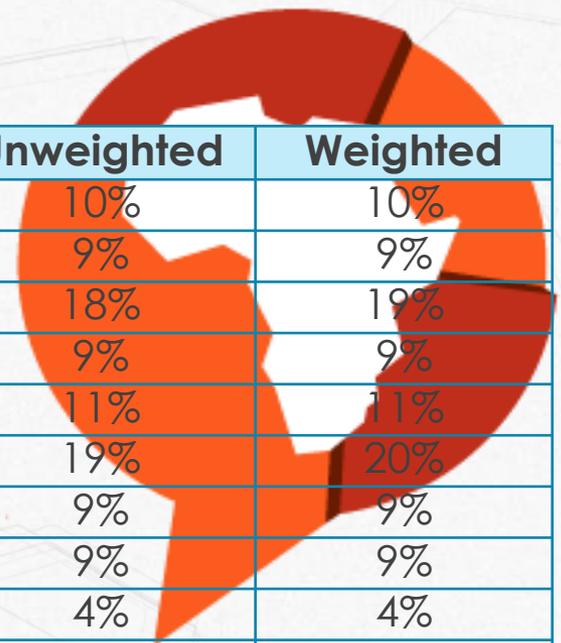


# Geographic coverage

The 2,400 respondents were located in 291 towns in 177 districts spread across 300 enumeration areas (EAs) in the 10 regions.

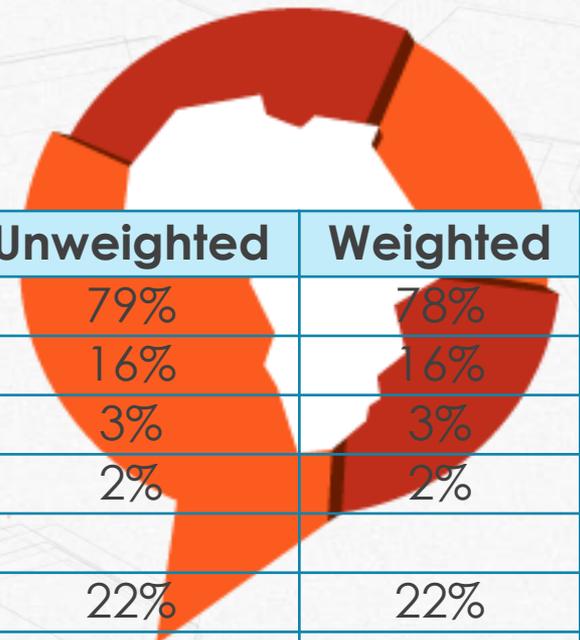


# Survey demographics (1)



		Unweighted	Weighted
<b>Distribution of respondents</b>	Western	10%	10%
	Central	9%	9%
	Greater Accra	18%	19%
	Volta	9%	9%
	Eastern	11%	11%
	Ashanti	19%	20%
	Brong Ahafo	9%	9%
	Northern	9%	9%
	Upper East	4%	4%
	Upper West	3%	3%
<b>Settlement location</b>	Urban	54%	54%
	Rural	46%	46%
<b>Gender</b>	Male	50%	50%
	Female	50%	50%
<b>Level of education</b>	No formal education	19%	19%
	Primary	20%	20%
	Secondary	48%	48%
	Post-secondary	12%	12%

# Survey demographics (2)



		Unweighted	Weighted
<b>Religion</b>	Christian	79%	78%
	Islamic	16%	16%
	Traditional & Hindu	3%	3%
	None/Agnostic/Atheist	2%	2%
<b>Age</b>	18 – 25 years	22%	22%
	26 – 35 years	29%	29%
	36 – 45 years	21%	21%
	46 – 55 years	14%	14%
	56 – 65 years	8%	8%
	Over 65 years	6%	6%
	Refused	1%	1%
	Mean age	38 years	
Youngest respondent	18 years		
Oldest respondent	105 years		



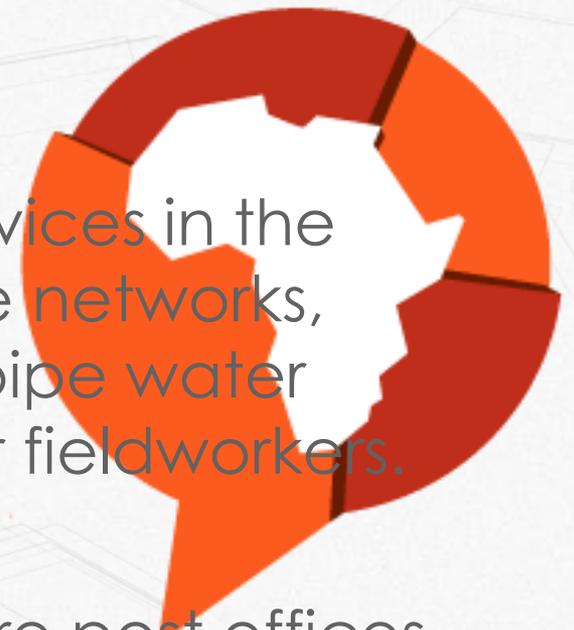
# Results



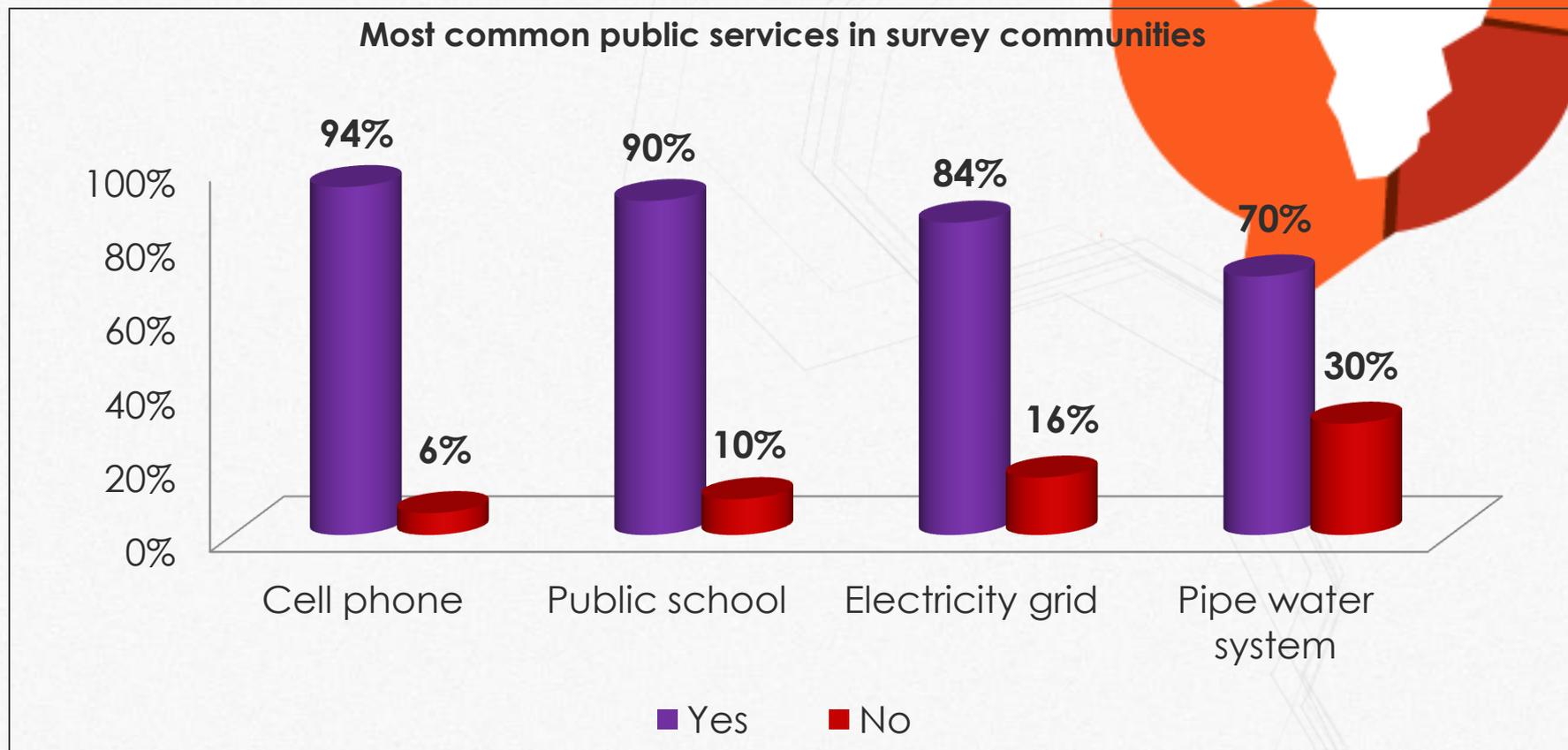
# Presence of public services in survey locations

# Key findings

- The most commonly found public services in the communities surveyed are cell phone networks, public schools, electricity grids, and pipe water systems, according to Afrobarometer fieldworkers.
- The least commonly found services are post offices, police stations, tarred roads, health clinics, and sewage systems.
- The public services listed above are less common in the Brong Ahafo, Northern, Upper East, Western, and Volta regions than in the other five regions.



# Most common public services



**Fieldworkers were asked:** Are the following services present in the primary sampling unit / enumeration area?  
(a) Electricity grid that most houses could access; (b) Piped water system that most houses could access; and  
(c) Cell phone service.

**Fieldworkers were asked:** Are the following services present in the primary sampling unit / enumeration area or in easy walking distance? (a) School.

# Most common public services, by region

- Survey localities in the Western Region were least likely to have cell phone service.
- Surveyed communities in the Northern, Volta and Brong Ahafo regions were less likely to have public schools than other regions.
- Surveyed communities in Brong Ahafo, Northern, and Upper East regions were less likely to have electricity grids than other regions.
- Surveyed communities in Central, Volta, Northern, Upper East, and Upper West regions were much less likely to have pipe water systems than other regions.



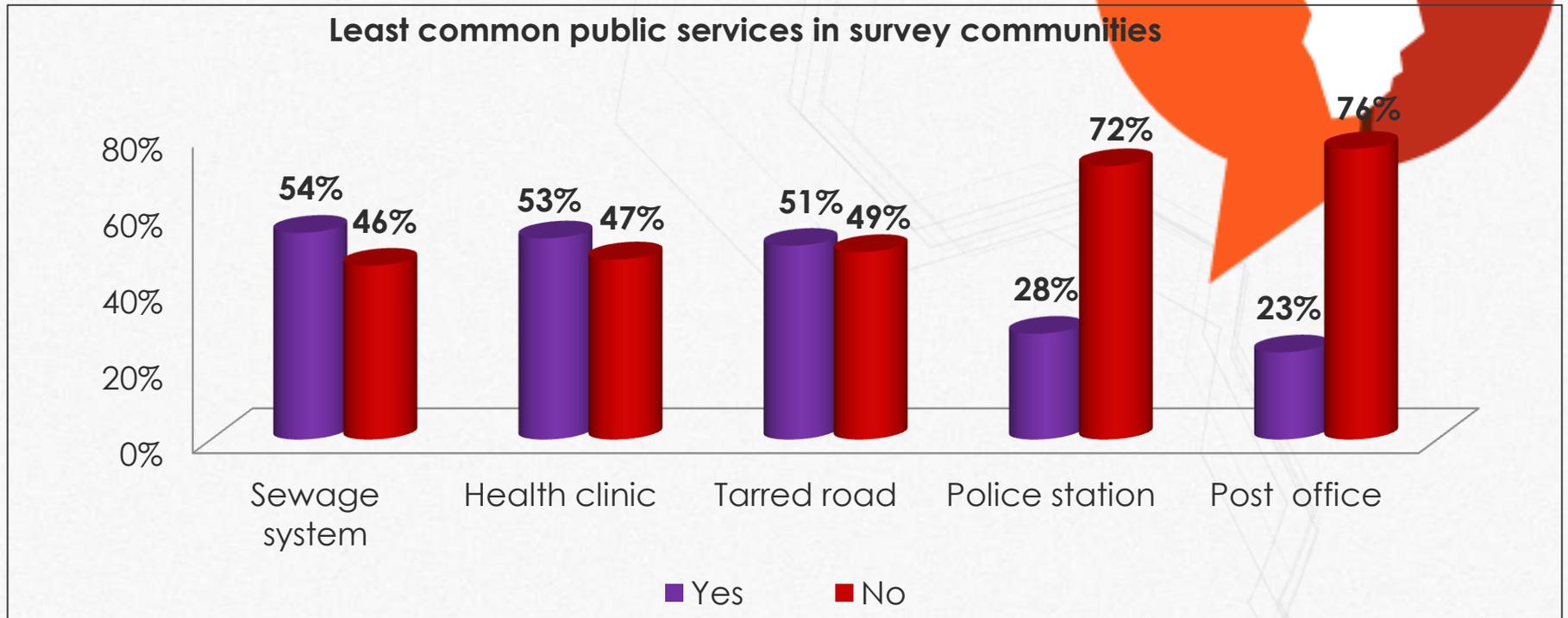
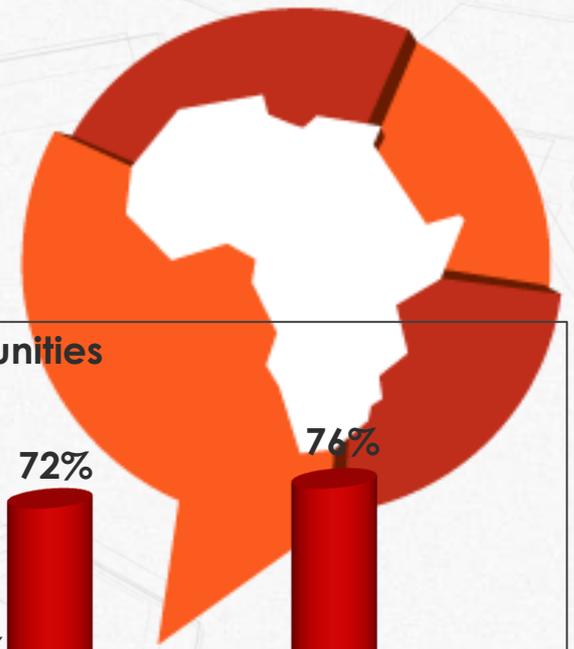
# Most common public services, by region



## Most common public services in survey communities, by region (% "Yes")

	Cell phone Networks	Public schools	Electricity grids	Pipe water systems
Western	70%	96%	78%	81%
Central	100%	97%	97%	58%
Greater Accra	100%	100%	100%	86%
Volta	93%	75%	95%	42%
Eastern	99%	96%	84%	79%
Ashanti	98%	96%	96%	84%
Brong Ahafo	100%	57%	61%	84%
Northern	84%	82%	52%	38%
Upper East	100%	96%	51%	34%
Upper West	84%	100%	84%	19%
<b>National Average</b>	<b>94%</b>	<b>90%</b>	<b>84%</b>	<b>70%</b>

# Least common public services



**Fieldworkers were asked:** Are the following services present in the primary sampling unit / enumeration area or in easy walking distance? (a) Post office; (b) Police Station; and (c) Health Clinic .

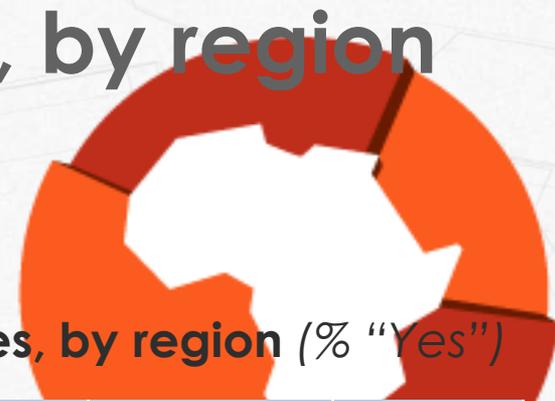
**Fieldworkers were asked:** Are the following services present in the primary sampling unit / enumeration area? (a) Sewage system that most houses could access.

**Fieldworkers were asked:** Thinking of the journey here, was the road at the start point in the PSU / EA paved / tarred / concrete?

# Least common public services, by region

- In each of the 10 regions, a substantial proportion of surveyed communities lacked sewage systems. The situation was worst in Volta, Upper West, Upper East, Central, and Western Regions.
- The presence of health clinics is lower in survey communities in Northern, Western, Brong Ahafo, and Volta regions compared to the national average.
- Compared to the national average, the regional averages for the presence of tarred roads in survey localities in the Greater Accra, Volta, Northern and Upper East Regions are lower.
- Survey communities in three regions –Upper West, Eastern, and Ashanti – have relatively higher regional averages for the presence of police stations than the national one.
- The regional averages for post offices in the localities surveyed in Eastern, Northern, and Ashanti Regions are much better than the national average.

# Least common public services, by region



Least common public services in survey communities, by region (% “Yes”)

	Sewage systems	Health clinics	Tarred roads	Police stations	Post offices
Western	48%	39%	53%	28%	24%
Central	27%	54%	54%	25%	14%
Greater Accra	80%	66%	33%	27%	22%
Volta	17%	5%	31%	0%	4%
Eastern	63%	73%	91%	49%	49%
Ashanti	67%	71%	64%	43%	29%
Brong Ahafo	57%	13%	49%	3%	3%
Northern	53%	43%	29%	24%	30%
Upper East	24%	71%	17%	13%	16%
Upper West	19%	81%	92%	45%	19%
<b>National Average</b>	<b>54%</b>	<b>53%</b>	<b>51%</b>	<b>28%</b>	<b>23%</b>

# Presence of public services, by urban-rural location

- The most commonly found public services (i.e. pipe water systems, electricity grids, public schools, and cell phone networks) are much more often available in urban areas (from a low of 89% to a high of 100%) than in rural localities (from a low of 47% to a high of 87%).
- Similarly, the presence of the least commonly found public services (i.e. post offices, police stations, tarred roads, health clinics, and sewage systems) is better in urban areas (from a low of 36% to a high of 78%) than in rural communities (from a low of 7% to a high of 39%).

# Presence of public services, trend over time

- Since 2002, surveyed communities are more likely to have electricity grids (24 percentage point increase), sewage systems (23 percentage points), pipe water systems (17 percentage points), and tarred roads (14 percentage points). Similarly, since 2008, the presence of cell phone service has increased by 15 percentage points.
- However, the presence of post offices declined by 14 percentage points between 2002 and 2014.
- Between 2012 and 2014, the presence of pipe water systems witnessed a significant 14 percentage point improvement.

# Presence of public services, trend over time

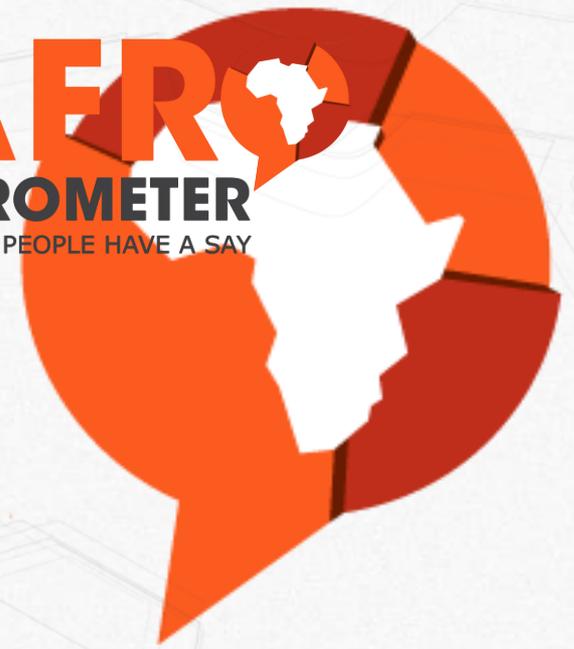


## Presence of public services in survey communities

	2002	2005	2008	2012	2014	Change [2012-2014]	Change [2002-2014]
Electricity grid	60%	77%	75%	82%	84%	+2%	+24%
Sewage system	31%	38%	39%	52%	54%	+2%	+23%
Pipe water system	53%	60%	66%	56%	70%	+14%	+17%
Cell phone service	--	--	79%	93%	94%	+1%	+15 % (Since 2008)
Tarred/ paved road	37%	57%	43%	52%	51%	-1%	+14%
Health Clinic	52%	47%	57%	51%	53%	+2%	+1%
Post office	37%	29%	66%	23%	23%	0%	-14%
Police station	33%	31%	37%	30%	28%	-2%	-5%
Public school	94%	93%	92%	87%	90%	+3%	-4%



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# Opinions on access to public services

# Key findings

- Some of those who accessed public services found it easy to do so, while others experienced some difficulties. Some offered bribes, while others did not.
- Ghanaians are sharply divided on whether they are willing to pay higher taxes or user fees for increased government spending on health care.
- Most Ghanaians believe it is unethical to access government services without paying for them.



# Easy or difficult to access public services

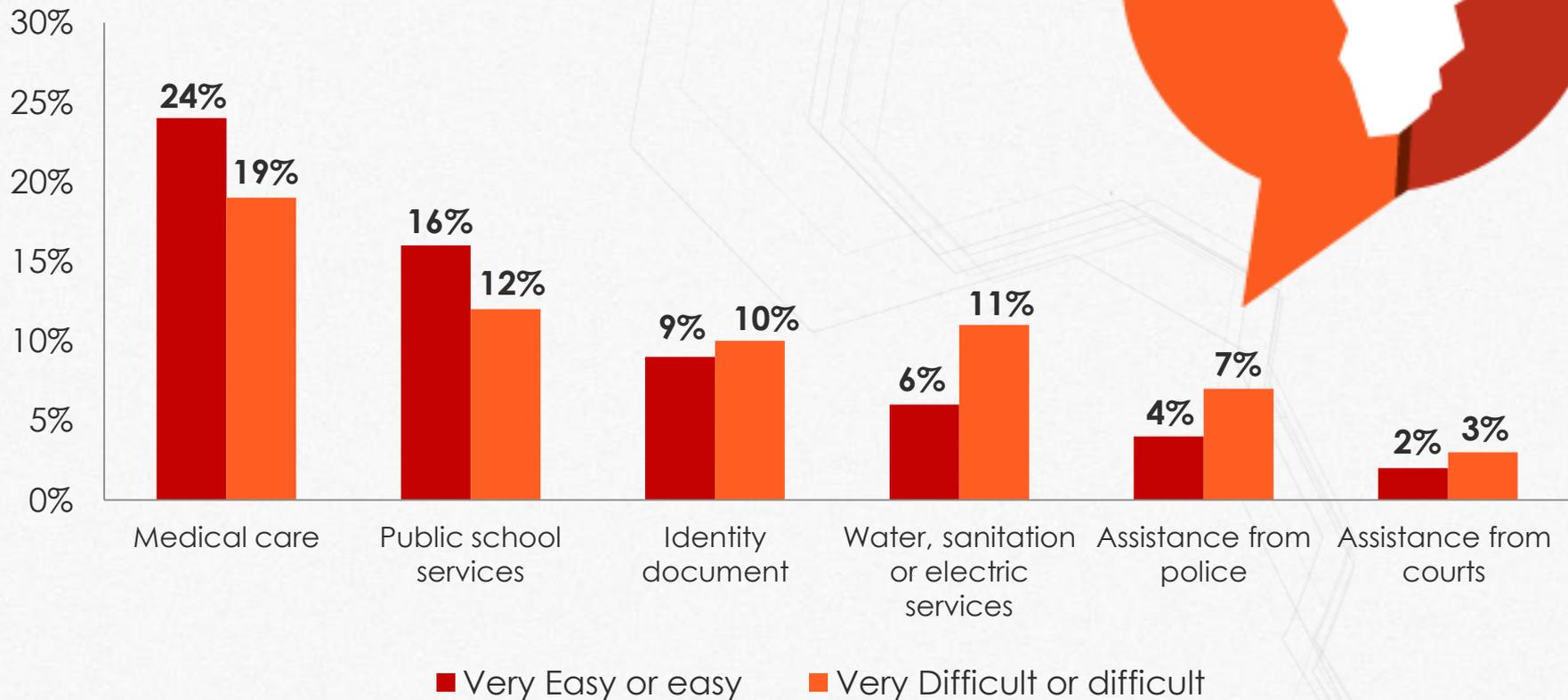
Some Ghanaians found it “very easy” or “easy” accessing medical care (24%); public school services (16%); identity document (9%); water, sanitation or electric services (6%); Assistance from the police (4%); and assistance from the courts (2%).

Others also said it was “very difficult” or “difficult” obtaining these services (medical care, 19%; public school services, 12%; identity document, 10%; water, sanitation or electric services, 11%; Assistance from the police, 7%; and assistance from the courts, 3%).

# Easy or difficult to access public services



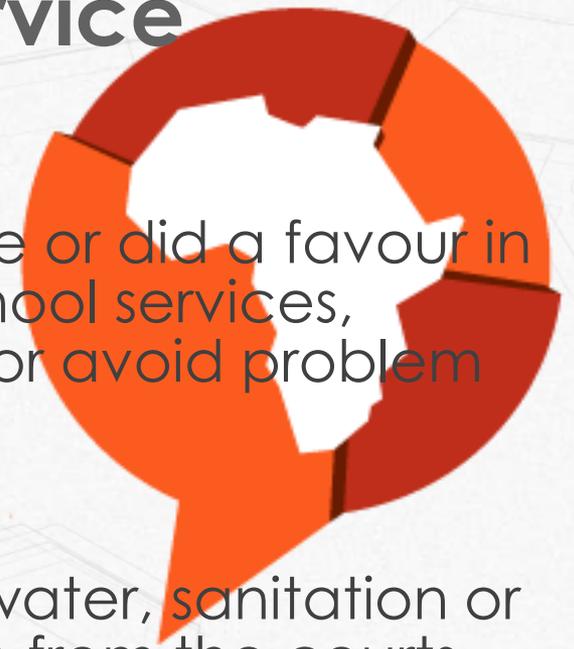
Easy or difficult obtaining public services in the past year



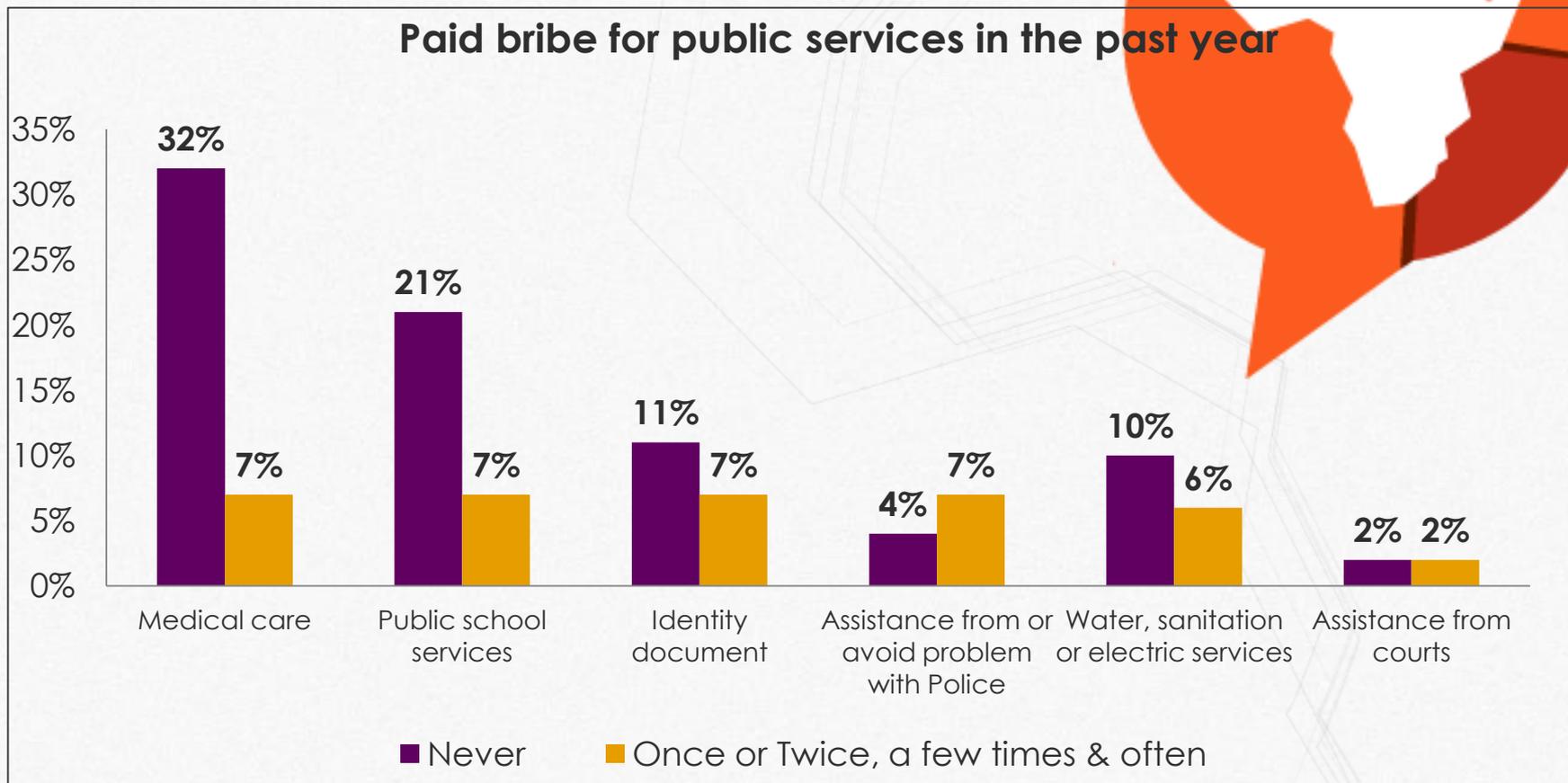
**Respondents were asked:** How easy or difficult was it to obtain (a) the services you needed from teachers or school officials? (b) the medical care you needed? (c) the document you needed? (d) the water, sanitation, or electric services you needed? (e) the assistance you needed from the police? (f) the assistance you needed from the courts?

# Payment of bribe for public service

- Some Ghanaians (7% each) offered bribe or did a favour in order to access medical care; public school services, identity document, and assistance from or avoid problem with the police.
- 6% and 2% also offered bribe to access water, sanitation or electric services and to obtain assistance from the courts, respectively.
- Others said they “never” offered bribe to obtain medical care (32%); public school services (21%); identity document (11%); water, sanitation or electric services (10%); assistance from or avoid problem with the police (4%); and assistance from the courts (2%).



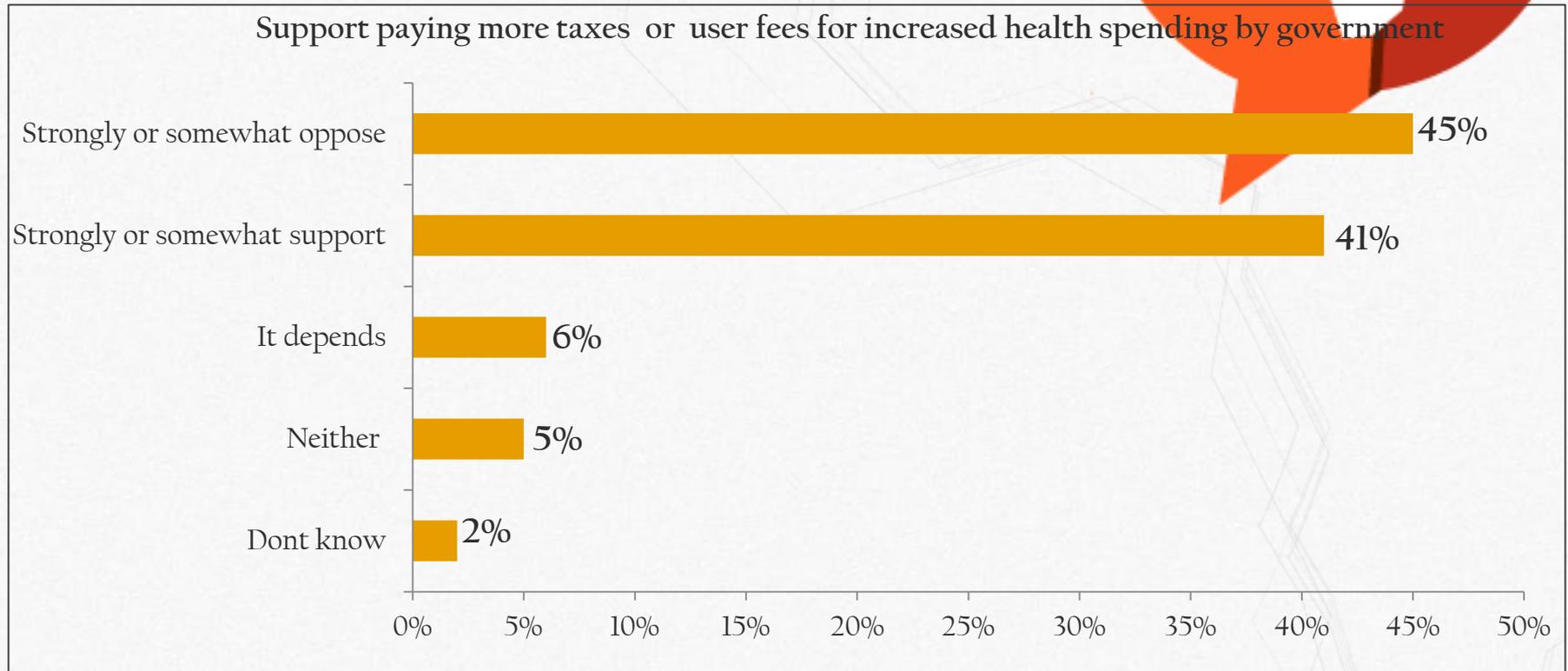
# Payment of bribe for public service



**Respondents were asked:** And how often, if ever, did you have to pay a bribe, give a gift, or do a favour for (a) a teacher or school official in order to get the services you needed from the schools? (b) a health worker or clinic or hospital staff in order to get the medical care you needed? (c) a government official in order to get the document you needed; (d) a government official in order to get the water, sanitation or electric services you needed? (e) a police officer in order to get the assistance you needed, or to avoid a problem like passing a checkpoint or avoiding a fine or arrest? (f) a judge or court official in order to get the assistance you needed from the courts?

# Paying more for increased health spending

- 45% of Ghanaians are opposed to increasing taxes and user fees in exchange for increased health expenditures by the government; 41% favour such a policy.

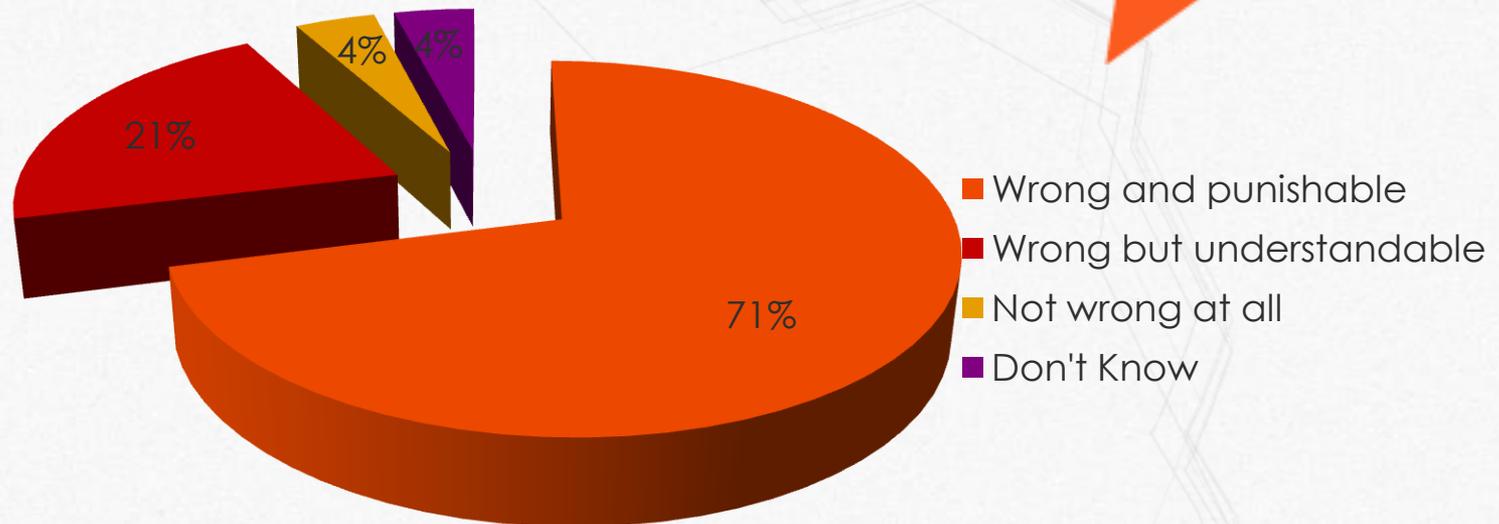


**Respondents were asked:** If the government decided to make people pay more taxes or user fees in order to increase spending on public health care, would you support this decision or oppose it?

# Right or wrong: Not paying for government services

- A large majority of Ghanaians (71%) believe it is “*wrong and punishable*” not to pay for public services.
- A minority (21%) believe it is “*wrong but understandable.*”

Right or wrong: Not paying for the government services



**Respondents were asked:** I am now going to ask you about a range of different actions that some people take. For each of the following, please tell me whether you think the action is not wrong at all, wrong but understandable, or wrong and punishable: Not paying the taxes they owe on their income?



# Government performance in public service delivery

# Key findings

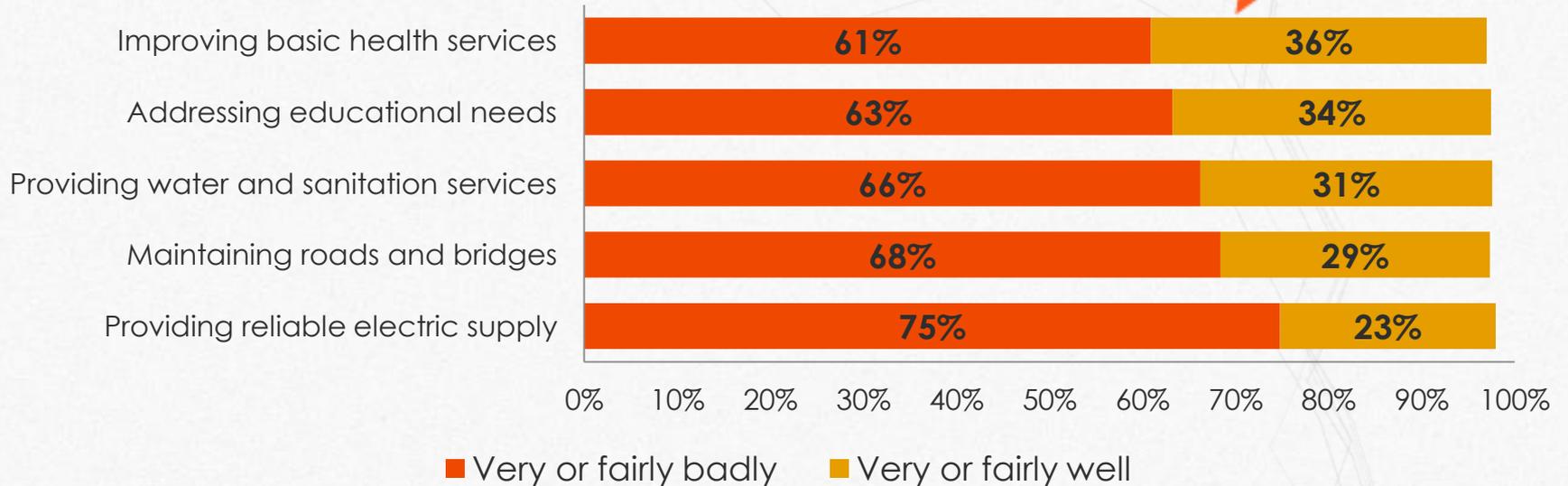
- Ghanaians generally think government has not performed well in delivering public services such as basic health care, education, water and sanitation services, maintenance of roads and bridges, and reliable electricity.
- There are sharp differences in urban and rural assessments, but no significant gender differences.
- The over-time trend data generally show an upturn in negative ratings of government's service delivery performance.



# Government public service delivery performance ratings

- Majority of Ghanaians evaluate government as having performed “very badly” or “fairly badly” in providing reliable electricity (75%); maintaining roads and bridges (68%); providing water and sanitation services (66%); addressing educational needs (63%); and improving basic health services (61%).

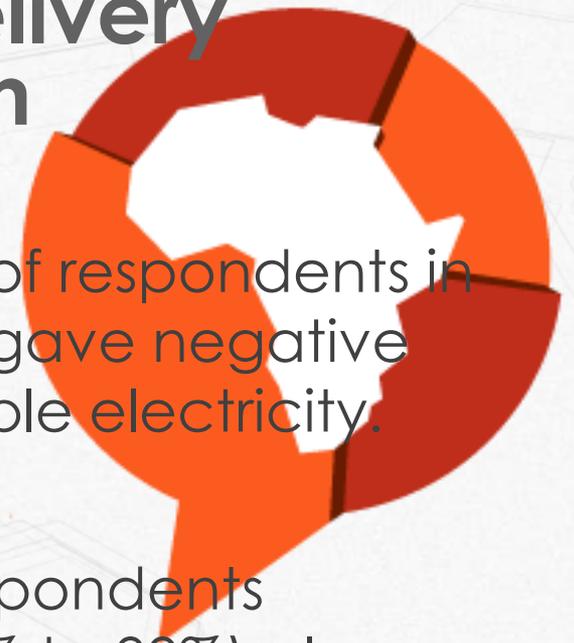
Government service delivery performance ratings



**Respondents were asked:** How well or badly would you say the current government is handling the following matters, or haven't you heard enough to say? (a) Improving basic health services; (b) Addressing educational needs; (c) Providing water and sanitation services; (d) Maintaining roads and bridges; and (e) Providing a reliable supply of electricity.

# Government public service delivery performance ratings, by region

- Apart from Upper West Region, majority of respondents in the remaining nine regions (50% to 93%) gave negative ratings to government on providing reliable electricity.
- Similarly, aside Northern Region, most respondents interviewed in the other nine regions (51% to 89%) also assessed government's effort in maintaining roads and bridges negatively.
- Negative evaluation of government's water and sanitation service delivery is driven mainly by the negative assessments in Western, Eastern, Greater Accra, Ashanti, Brong Ahafo, Central, and Volta Regions.



# Government public service delivery performance ratings, by region

- Negative assessments in Western, Eastern, Ashanti, Greater Accra, Brong Ahafo, and Central Regions are the key drivers of the unfavourable performance rating for government efforts at addressing educational needs.
- In Western, Eastern, Ashanti, and Greater Accra Regions, the negative performance assessment ratings for government's delivery of basic health services are higher than the national average.

# Government public service delivery performance ratings, by region

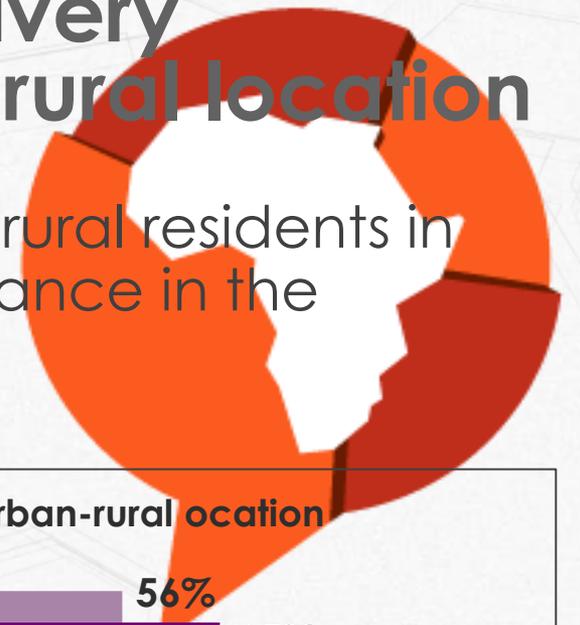


Government public service delivery performance ratings, by region (% "very badly" or "fairly badly")

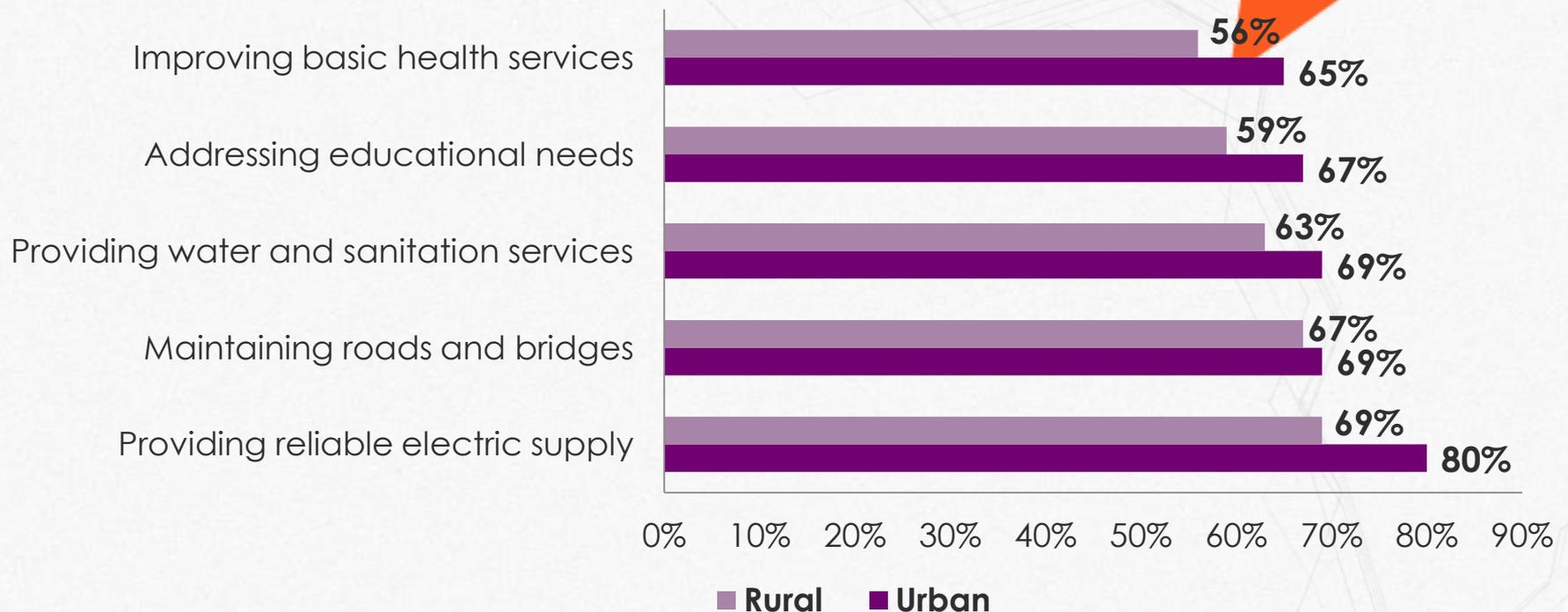
	Providing reliable electricity	Maintaining roads & bridges	Providing water & sanitation services	Addressing educational needs	Improving basic health services
Western	93%	89%	87%	85%	80%
Central	82%	72%	60%	50%	46%
Greater Accra	78%	70%	72%	68%	67%
Volta	54%	51%	50%	48%	46%
Eastern	82%	78%	76%	74%	74%
Ashanti	87%	72%	70%	74%	74%
Brong Ahafo	69%	67%	68%	68%	61%
Northern	50%	47%	49%	41%	37%
Upper East	58%	52%	46%	36%	32%
Upper West	39%	59%	36%	22%	24%
<b>National Average</b>	<b>75%</b>	<b>68%</b>	<b>66%</b>	<b>63%</b>	<b>61%</b>

# Government public service delivery performance ratings, by urban-rural location

- Urban residents are more negative than rural residents in their assessment of government performance in the delivery of four public services.

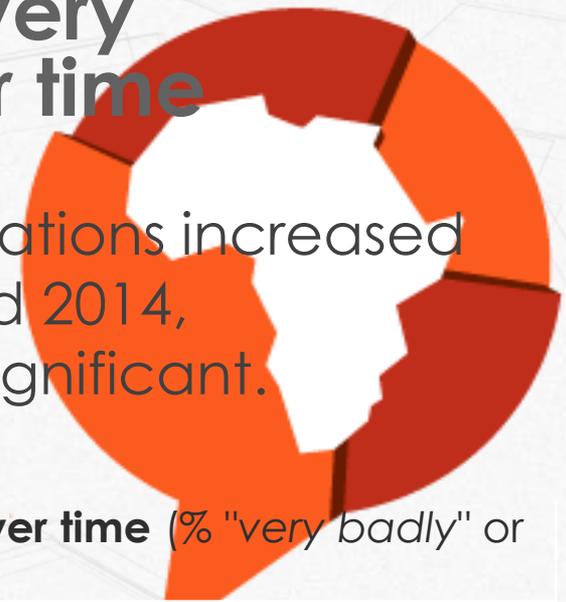


Government service delivery performance ratings, by urban-rural location



# Government public service delivery performance ratings, trends over time

- In general, negative performance evaluations increased between 2002/8 and 2014 and 2012 and 2014, respectively. The increments were very significant.



**Government service delivery performance ratings, trend over time** (% "very badly" or "fairly badly")

	2002	2005	2008	2012	2014	Change [2012-2014]	Change [2002-2014]
Improving basic health services	32%	25%	15%	36%	61%	<b>+25%</b>	<b>+29%</b>
Addressing educational needs	31%	28%	16%	40%	63%	<b>+23%</b>	<b>+32%</b>
Providing water and sanitation services	38%	39%	35%	51%	66%	<b>+15%</b>	<b>+28%</b>
Maintaining roads and bridges	--	--	25%	48%	68%	<b>+20%</b>	<b>+43%</b> (Since 2008)
Providing reliable electric supply	--	--	17%	51%	75%	<b>+24%</b>	<b>+58%</b> (Since 2008)

# Government public service delivery performance ratings, trends over time

- Positive performance ratings however declined between 2002/8 and 2014 and 2012 and 2014, respectively. These reductions were largely significant.

**Government service delivery performance ratings, trend over time** (% "very well" or "fairly well")

	2002	2005	2008	2012	2014	Change [2012-2014]	Change [2002-2014]
Improving basic health services	62%	74%	83%	62%	36%	-26%	-26%
Addressing educational needs	64%	69%	83%	60%	34%	-26%	-30%
Providing water and sanitation services	56%	59%	63%	48%	31%	-17%	-25%
Maintaining roads and bridges	--	--	72%	51%	29%	-22%	-43% (Since 2008)
Providing reliable electric supply	--	--	76%	48%	23%	-25%	-53% (Since 2008)



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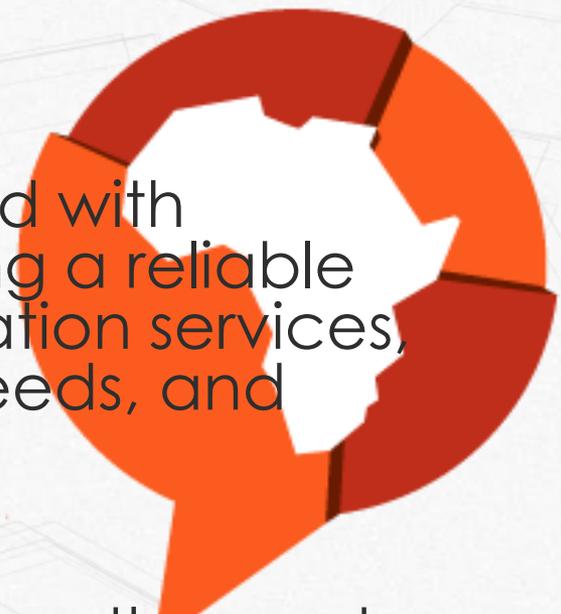
# Priority areas for increased government investment

# Top priority areas for additional government investment



- If government decides to increase its spending, Ghanaians would want it to consider education (47%) and health care (29%) as the two top priority areas for additional investment.

# Conclusions

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- Generally, Ghanaians are not satisfied with government performance in providing a reliable supply of electricity, water and sanitation services, basic health services, educational needs, and maintenance of roads and bridges.
  - Indeed, education and health care are the most frequently cited priorities for additional public spending.
  - But fewer than half of Ghanaians are willing to pay additional increases in taxes and user fees for such investment.



Thank you

# Forthcoming presentations

- Local government performance ratings
- Elected leaders' job performance ratings
- Trust in public institutions / officials
- Perceived corruption by public institutions / officials
- Popular democratic beliefs and attitudes
- Popular beliefs and attitudes towards taxation

