

Banjul, Gambia
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News release

Majority of Gambians voice dissatisfaction with the pace of public sector reforms

More than half of Gambians say they are not satisfied with the pace of public sector reforms initiated by the government in 2017 as a way of reorganising the public service, the latest Afrobarometer survey indicates.

Survey respondents continue to highlight problems with public services, including having to pay bribes. A majority of citizens give the government negative ratings on its performance in public service delivery.

Following the change of government in 2017, President Adama Barrow initiated various reform programmes, including security-sector and civil-service reforms, as part of a broad transitional justice and democracy programme.

Key findings

- More than half (52%) of Gambians say they are not satisfied with the pace of public sector reforms initiated by the government in 2017. Only one-third (34%) say they are satisfied (Figure 1).
- Dissatisfaction is more widespread among the best-educated citizens (60%), the wealthiest (57%), and men (55%) than among their respective counterparts (Figure 2).
- Almost a quarter (24%) of citizens who sought police assistance during the previous year say they had to pay a bribe. Fewer report having to pay a bribe to obtain identity documents (13%), medical care (9%), and public school services (5%) (Figure 3).
- Large majorities say the government is doing a poor job of delivering public services such as improving basic health care (79%), water and sanitation (69%), electricity (69%), road and bridge maintenance (68%), and education (67%) (Figure 4).

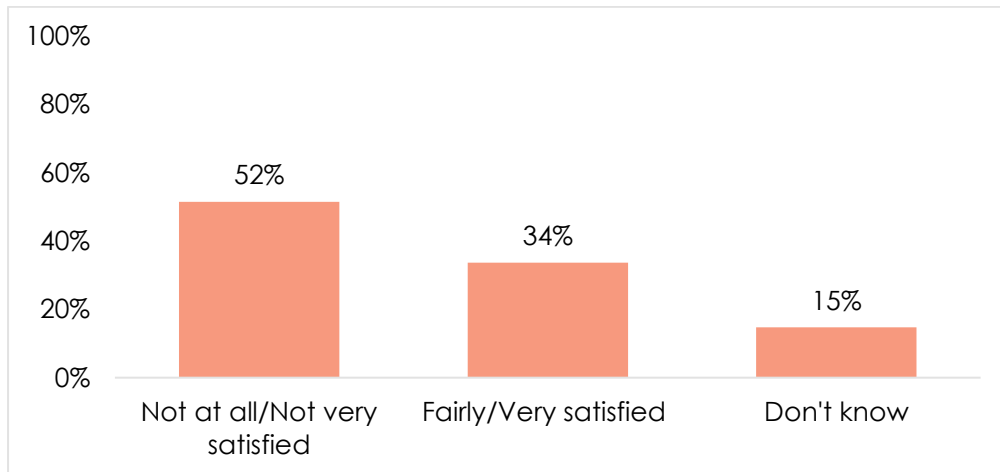
Afrobarometer surveys

Afrobarometer is a pan-African, nonpartisan survey research network that provides reliable data on African experiences and evaluations of democracy, governance, and quality of life. Eight rounds of surveys have been completed in up to 39 countries since 1999, and Round 9 surveys are currently underway. Afrobarometer conducts face-to-face interviews in the language of the respondent's choice.

The Afrobarometer team in Gambia, led by the Center for Policy, Research and Strategic Studies (CepRass), interviewed 1,200 adult citizens of Gambia between 30 August and 19 September 2022. A sample of this size yields country-level results with a margin of error of +/-3 percentage points at a 95% confidence level. Previous surveys were conducted in Gambia in 2018 and 2021.

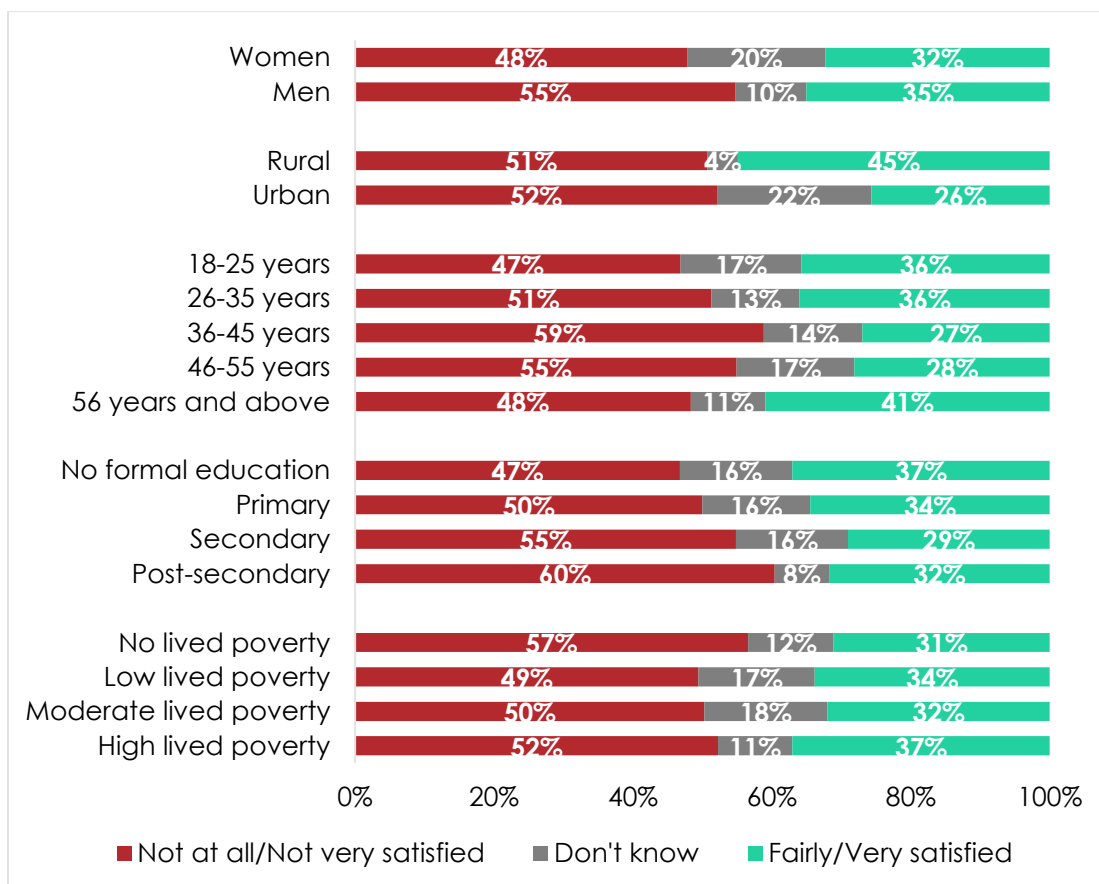
Charts

Figure 1: Satisfaction with public sector reforms | Gambia | 2022



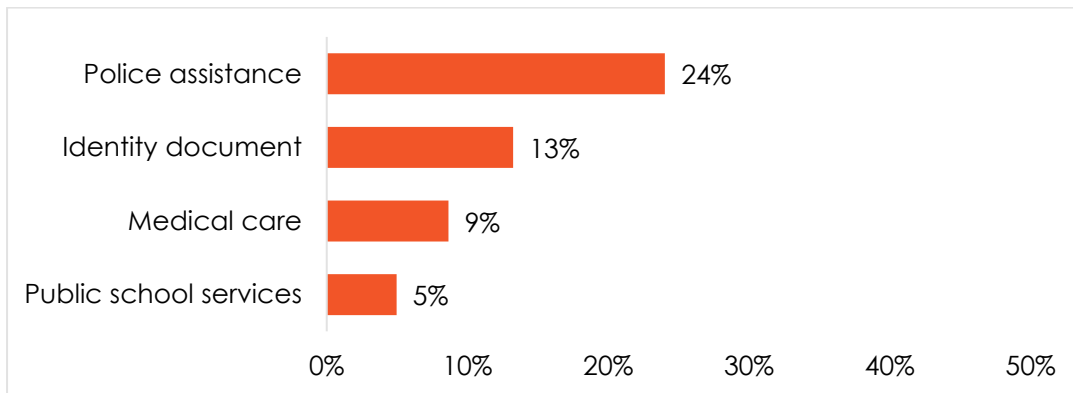
Respondents were asked: Overall, how satisfied are you with the pace of public sector reforms that were initiated by the government in 2017 as a way of reorganising the public service in the Gambia?

Figure 2: Satisfaction with public sector reforms | by demographic group | Gambia | 2022



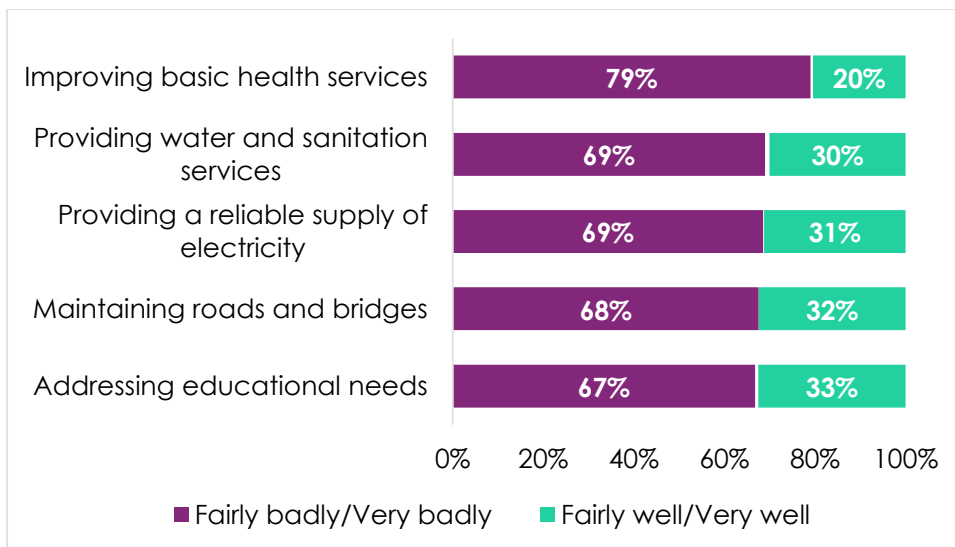
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Figure 3: Paid bribe to access public services | Gambia | 2022



Respondents who had contact with key public services during the previous year were asked: And how often, if ever, did you have to pay a bribe, give a gift, or do a favour [for a public official in order to obtain the needed assistance]? (% who say "once or twice," "a few times," or "often")

Figure 4: Government performance in public service delivery | by demographic group | Gambia | 2022



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?

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