



SWAZILAND GOVERNMENT



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**2016 PUBLIC SERVICE CUSTOMER
SATISFACTION RAPID ASSESSMENT
REPORT *for the* KINGDOM of
SWAZILAND**

Prepared for:

THE MINISTRY OF TINKHUNDLA ADMINISTRATION AND
DEVELOPMENT

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Definition of Terms

Awareness	The state or condition of being aware of a Ministry's services and/or the processes of accessing the service.
Citizen	Refers to an arrangement made by the Ministry to engage citizens at a forum. It also refers to citizens being able to easily take advantage of services offered by the Ministry and actually benefiting from them.
Engagement	
Knowledge	Refers to awareness of a certain service offered by the Ministry.
Public Service	A service which is provided by the government to people living within its jurisdiction through the public sector.
Perception	A belief or opinion held by citizens, based on how things (services) seem.
Satisfaction	Refers to the contentment that is derived from using a Ministry's service.

Abbreviations and Acronyms

CSPro	Census and Survey Processing Unit
CSO	Central Statistical Office
HIV/AIDS	Human Immunodeficiency Virus / Acquired Immunodeficiency Syndrome
ID	Identity Card
MTAD	The Ministry of Tinkhundla Administration and Development
PGCE	Post Graduate Certificate in Education
PTA	Parents Teachers Association
RDF	Regional Development Fund
SDG	Sustainable Development Goals
SPSS	Statistical Package for Social Sciences

Executive Summary

Introduction

The key objective of providing government services to the citizens is to improve their quality of life and therefore citizens are better positioned to provide feedback on whether government services satisfied their needs. The Ministry of Tinkhundla Administration and Development (MTAD) is an institution established in 2009, mandated with the responsibility of improving efficiency and effectiveness of government service delivery at regional level in Swaziland. The Decentralization Policy of 2006 provides for directives to government and all its agencies to ensure that people access services closer to where they live and that administrative institutions at community level have the requisite capacity to deliver such services, woven together by a combination of cohesive Swazi traditional systems and contemporary modern administrative and governance systems. Against this background, it was deemed important for MTAD to undertake the 2016 Public Service Customer Satisfaction Survey in order to provide a tool for assessing government Ministries that provide public services to citizens. Measuring the satisfaction levels of public service customers is a crucial tool in the determination of the outcome and impact of public service delivery programmes. The systematic customer satisfaction survey was conducted to assess opinions and perceptions of citizens on selected services offered by the government. This survey demonstrated government's commitment to improving public services through the engagement of citizens at all levels of service delivery.

Objectives of the study

The objectives of the survey were to assess citizens' level of citizens' satisfaction with service delivery in six selected Ministries. The specific objectives of the survey were to:

- Measure the citizens' level of satisfaction with the services rendered by the selected six Ministries.
- Provide the basis for building an index by which the government would be able to monitor its own performance over time.
- Identify a baseline for creating and monitoring future governance initiatives.
- Provide recommendations on ways in which service delivery in the six selected Ministries could be improved.

Scope of the study

The study assessed six (6) government Ministries - Ministry of Agriculture, Ministry of Public Works and Transport, Ministry of Education and Training, Ministry of Home Affairs, Ministry of Health and Ministry of Natural Resources and Energy (Department of Water Affairs) - across all four regions of Swaziland. The study was designed to target several key areas in regard to public service customer satisfaction. One key area was an assessment of citizens' engagement with Ministries, including their knowledge of the current services provided by the Ministry, use of Ministry services, and conditions for feedback provided to the Ministry. Another area targeted was citizen satisfaction in regard to the services currently provided by the Ministries. An additional target of the study was to provide information on citizens' perceptions around which public services were most needed in their constituencies.

Piloting and Sampling

After designing the survey instrument, a pre-test was conducted to test the sufficiency and comprehensiveness of the survey instrument and also to give the enumerators a practical experience of what they learnt during the training exercise. Each enumerator interviewed at least two respondents and a total of 25 respondents were interviewed by the ten enumerators.

The survey instrument was customised for each region and a sample survey for the Lubombo region is in the appendices section. A total of 3 198 respondents were interviewed for the survey. Regionally, the number of respondents sampled were as follows: 755 in Hhohho, 1 023 in Manzini, 757 in Shiselweni, and 663 in Lubombo. The stratified sampling technique was used to divide the survey area into strata, first by regions, secondly by constituencies and lastly by chiefdom. During the sampling of the service delivery sites of the Ministries, attention was also given to both the urban and rural service sites. Service users were sampled based on random sampling, which affords every service user an equal opportunity of being sampled.

Limitations of the Study

The following limitations were experienced during the study:

- The study was conducted shortly after/during the 2015/2016 El Nino drought thus it is possible that citizens' perceptions of certain government services from the Ministry of Agriculture and Ministry of Natural Resources might have been influenced by their experiences of hardship during the drought.
- Some citizens were not aware of the services offered by some of the Ministries or knowledge of the processes involved when requesting those services was very low, leaving the elicited level of satisfaction open to criticism.
- The definition of citizen engagement was not consistent across Ministries. For example, the question on whether the Ministry invites citizens to a forum to engage them on services they provide was not applied to all Ministries hence it was difficult to compare citizen engagement across all Ministries.
- Response rate was very low for some key questions.

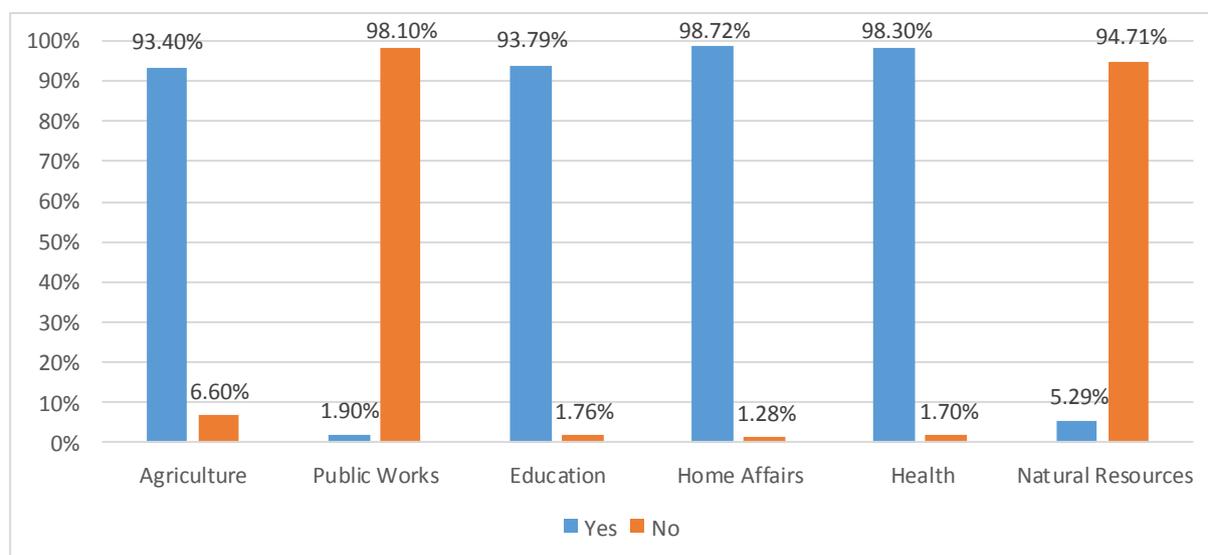
Key Findings

Three specific drivers of citizen satisfaction were used to determine service users' level of satisfaction with the services rendered by the selected Ministries: Awareness, Citizen Engagement and Satisfaction.

A) Awareness

The findings show that respondents in aggregate tended to be aware of public services offered in their constituencies, but were less aware of the processes for engaging with Ministries and tended to have not benefited from offered services. Awareness of the services offered by the Ministry of Agriculture (93.40%), the Ministry of Education and Training (93.79%), the Ministry of Health (98.30%) and the Ministry of Home Affairs (98.72%) seemed to be relatively high compared to the other Ministries as shown in Figure 1.1.1. Respondents seemed not be aware of the services offered by the Ministry of Public Works, and the Ministry of Natural Resources and Energy.

Figure 1.1.1: Knowledge of services offered by Ministry



Source: Survey (2016)

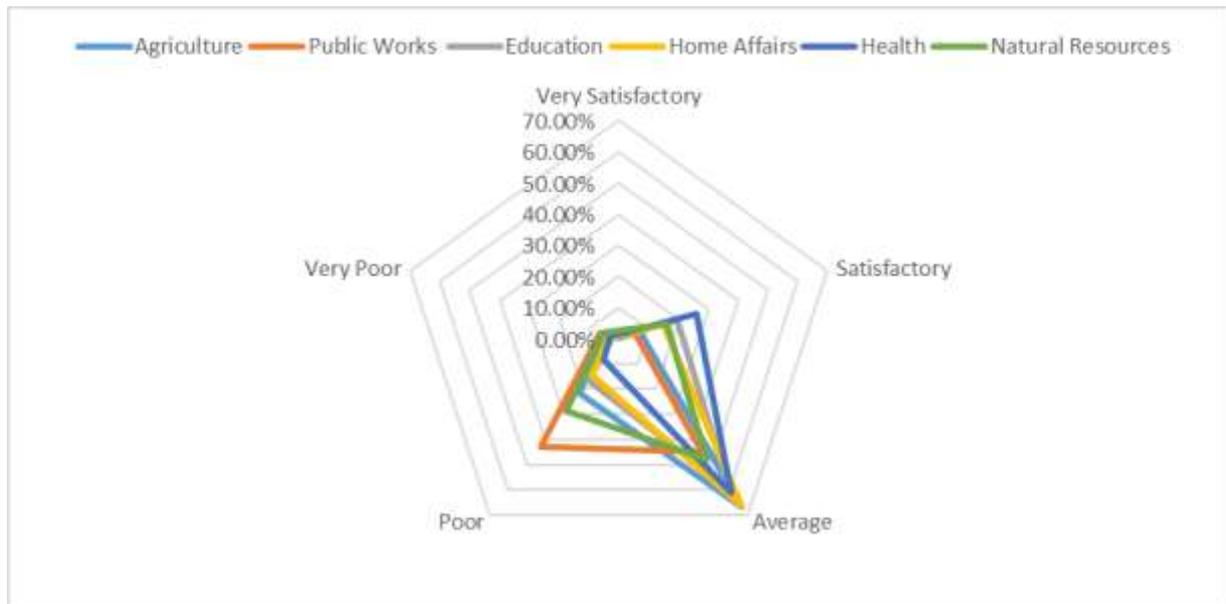
B) Citizen Engagement

The question about a Ministry forum for engagement was applied to certain Ministries, not all of them and there was no uniform question on engagement that was applied to all Ministries thus making it difficult to compare this pillar across all Ministries. However, in general, the findings show that Ministries which seem to engage their service users are the Ministry of Agriculture, Ministry of Education and Training, Ministry of Home Affairs, and the Ministry of Health. The Ministry of Public Works and Transport, and the Ministry of Natural Resources and Energy (Department of Water Affairs) on the other hand do not seem to engage the public on services that they provide.

C) Overall Level of Satisfaction

Respondents were asked to rate their overall level of satisfaction for each of the different Ministries within the survey, and trends in this level of satisfaction varied across Ministries. For these questions, respondents were asked to rate their overall level of satisfaction on a five-step scale from very poor, poor, average, and satisfactory, to very satisfactory. The Ministry of Health had responses that trended toward satisfied, which was the highest for the Ministries in the survey as shown in Figure 1.1.2.

Figure 1.1.2: Overall Level of Satisfaction



Source: Survey (2016)

The Ministry of Education and Training and the Ministry of Home Affairs had responses that trended toward average, while the Ministry of Agriculture, the Ministry of Public Works and Transport, and the Ministry of Natural Resources and Energy (Department of Water Affairs) had responses that trended toward poor.

General Recommendations

The following are the general recommendations of the study. Specific recommendations in relation to the selected Ministries are contained at the end of each chapter.

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none"> Implement awareness programmes on all services offered by the Ministries, in particular the Ministry of Public Works and Transport and Ministry of Natural Resources and Energy – Department of Water Affairs, through media such as radio, television and newspapers.

	<ul style="list-style-type: none"> • Educate citizens on the roles of different Ministries and procedures followed to acquire those services.
<p>Citizen Engagement</p>	<ul style="list-style-type: none"> • Ministries must ensure that public services are rendered punctually. This includes improving on the time upon which service users spend waiting to be attended to, the time taken by officials when attending to service users and the overall turn-around time to access the service/products from the Ministries. • Decentralise crucial services to Tinkhundla and chiefdom level if possible. The proximity of service sites to where users live must be a major consideration by all the Ministries. Where they do not exist, they must be developed and implemented. Attention must also be given to the needs of physically challenged citizens and the elderly in accessing service delivery sites. • Ensure there is a regional balance in all services provided by the different Ministries. • Ensure capacity development for effective and efficient coordination • Establish Ministries' Charters/guidelines for public service delivery • Establish a coordination mechanism for service delivery on how MTAD works with other Ministries
<p>Satisfaction</p>	<ul style="list-style-type: none"> • Develop mechanisms to ensure that formal records of complaints towards each Ministry are captured and attended to in an

effective and efficient manner.

- Staff who deal with citizens directly must be trained and continuously encouraged to display customer care when interacting with the public.
- Members of the public must be provided with mechanisms to report behaviour which is deemed as unsatisfactory i.e. an establishment of Public Service Delivery Monitoring Systems at National Regional and Tinkhundla level (Application and Reporting protocols)
- Establish community score cards
- Regular assessments of citizen satisfaction surveys should be carried out in order to determine if the level of services offered met their expectations and also determine if there is any change between satisfaction levels from period to period.

Chapter 1: Introduction

1.1 Background

Governments have always had to contend with how they are perceived by the people they govern, and have understood that listening to the needs of the people and delivering based on them, is key to their effectiveness. Although there are many views on what the role of government should be, the consensus is that the public expects the government to use its pooled resources to serve it in a just and fair manner, ensuring that all citizens are able to pursue their life goals and live lives of value and dignity. This implies that all citizens have access to sufficient economic resources, education, health, quality infrastructure, and government services.

Public services make the country visible to its citizens, often forming a relationship between governments and its citizens. Being unable to deliver services effectively and fairly can have a detrimental impact on social and economic development because the accessibility of services is closely related to social inclusion and social capital. As such, governments all over the world have continued to re-define their roles to focus more closely on the needs of their citizens by improving service delivery.

Goal number 16 of the Sustainable Development Goals (SDG's) states the need to promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels¹. One of the specific targets for this goal is to develop effective, accountable and transparent institutions at all levels. An indicator for this particular target is the proportion of population satisfied with their last experience of public services.

¹ United Nations. Indicators and a Monitoring Framework for the Sustainable Development Goals. 2015

Other goals in support of service delivery include goal number 3 which aims to ensure health lives and promote well-being for all at all ages². One of the targets for this particular goal is to ensure, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over

The Ministry of Tinkhundla Administration and Development (MTAD) is an institution established in 2009, mandated with the responsibility of improving efficiency and effectiveness of government service delivery at regional level in Swaziland. The Constitution of the Kingdom of Swaziland establishes Tinkhundla to be channel through which government services reaches to communities; not just communities but even the most remote of them all. The Decentralisation Policy of 2006 provides for directives to government and all its agencies to ensure that people access services closer to where they live and that administrative institutions at community level have the requisite capacity to deliver such services, woven together by a combination of cohesive Swazi traditional systems and contemporary modern administrative and governance systems. This policy therefore neatly synergises with the fundamental principles of the Tinkhundla based system of Government. At a much broader level, the Decentralisation Policy is designed to support regions, Tinkhundla and chiefdoms to improve service delivery.

The Constitution of Swaziland states that the State shall take all necessary steps to establish a sound and healthy economy whose underlying principles shall include undertaking an even and balanced development of all regions and in particular improving the conditions of life in

² United Nations. Indicators and a Monitoring Framework for the Sustainable Development Goals. 2015

the rural areas, and generally, redressing any imbalance in development between the rural and urban areas³.

The MTAD is presently undertaking a transformational process aimed at strengthening its coordination mechanism at regional, constituency/Inkhundla and chiefdom levels; identifying the services that are provided by the government of Swaziland to its citizens; promoting transparency and increasing public accountability; increasing voice and participation in the development of public policies, provision of services and monitoring of the quality of those services delivered at all levels.

Against this background, it was deemed important for MTAD to undertake the 2016 Public Service Customer Satisfaction Survey in order to provide a tool for assessing government Ministries that provide public services to citizens. Measuring the satisfaction levels of public service customers is a crucial tool in the determination of the outcome and impact of public service delivery programmes. The systematic customer satisfaction survey was conducted to assess opinions and perceptions of citizens on selected services offered by the government. This survey demonstrated government's commitment to improving public services through the engagement of citizens at all levels of service delivery.

This was the first customer satisfaction survey conducted by the Government of Swaziland under the MTAD and it is envisaged that periodic surveys will be held in the future. This survey further enhances the capacities of Ministries to integrate customer satisfaction surveys in their programme design and implementation. Results from this survey will provide

³ Government of Swaziland. The Constitution of the Kingdom of Swaziland Act. 2005

baselines for some of the priorities outlined in the Government Programme of Action and National Development Strategy 1999 – 2022.

1.2 Objectives of the Survey

The objectives of the survey were to assess citizens' level of satisfaction with public service customer service delivery in six selected Ministries. The specific objectives of the survey were to:

- Measure the citizen's level of satisfaction with the services rendered by the selected six Ministries.
- Provide the basis for building an index by which the government would be able to monitor its own performance over time
- Identify a baseline for creating and monitoring future governance initiatives.
- Provide recommendations on ways in which service delivery in the six selected Ministries could be improved.

Specific drivers of citizen satisfaction can be used to determine an overall index of service users' level of satisfaction. This has been done in different countries, for example South Africa. South Africa uses ten (10) specific drivers of citizen satisfaction: Outcome, Value for Money, Fairness and Equity, Knowledge and Competence of Staff, Courtesy, Information, Accessibility, Timeliness and Redress⁴. These specific drivers of citizen satisfaction are measured for each Department (Ministry) based on citizens' ratings and then an overall average rating is measured, which gives an average rating for each Department. From the overall average of each department, an overall average of all departments is then derived to

⁴ Republic of South Africa. Public Service Commission. Citizens Talk: A Citizen Satisfaction Survey Report 2011

produce one figure to give an index of service delivery across Ministries which deal with service delivery in the country.

The idea behind the Public Sector Customer Satisfaction Rapid Assessment Report is to identify specific drivers of citizen satisfaction which could be adopted across all Ministries in order to produce an index in the next coming Public Sector Customer Satisfaction Surveys to follow. This will then allow the government to be able to monitor its own performance over time.

1.3 Structure of the Report

The following is the structure of the report:

- Chapter Two outlines the methodology followed in the survey
- Chapter Three presents the key findings on the Ministry of Agriculture
- Chapter Four presents the key findings on the Ministry of Public Works and Transport
- Chapter Five presents the key findings on the Ministry of Education and Training
- Chapter Six presents the key findings on the Ministry of Home Affairs
- Chapter Seven presents the key findings on the Ministry of Health
- Chapter Eight presents the key findings on the Ministry of Natural Resources and Energy – Department of Water Affairs
- Chapter Nine presents the conclusion and recommendations of the survey

Chapter 2: Sample and Survey Methodology

2.1 Sampling and Data Collection

The 2016 Public Service Customer Satisfaction Rapid Assessment was designed to provide information regarding the services and perceived performances of six Ministries (see Table 2.1.1) in the country at national, constituency and chiefdom levels for the four administrative regions (Hhohho, Manzini, Shiselweni and Lubombo).

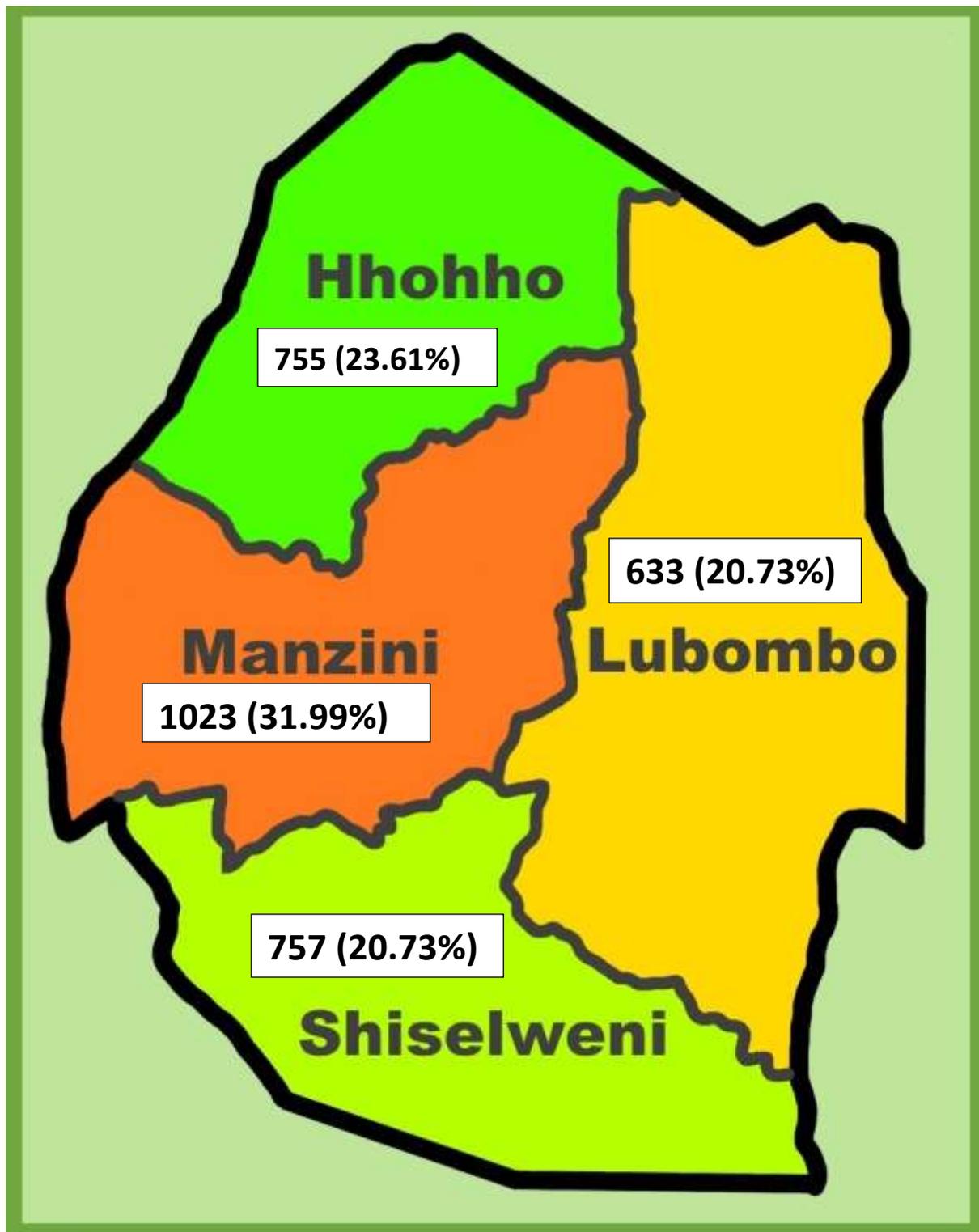
Name of Ministry
Ministry of Agriculture
Ministry of Public Works and Transport
Ministry of Education and Training
Ministry of Home Affairs
Ministry of Health
Ministry of Natural Resources and Energy - Department of Water Affairs

Table 2.1.1: Ministries targeted for the survey

Data collection was undertaken by a trained team that travelled to each chiefdom in each of the 55 constituencies and interviewed a total of 3 198 respondents. The stratified sampling technique was used to divide the survey area into strata, first by regions, secondly by constituencies and lastly by chiefdom. Such a sampling procedure was deemed relevant as it provided the most useful information for the study.

Regionally the number of respondents sampled were as follows: 755 in Hhohho, 1023 in Manzini, 757 in Shiselweni and, 663 in Lubombo (see Figure 2.1.1). During the sampling of the service delivery sites of the Ministries, attention was also given to both the urban and rural service sites. Service users were sampled based on random sampling, which affords every service user an equal opportunity of being sampled. Data was collected through face-to-face interviews, using a structured questionnaire.

Figure 2.1.1 Number of respondents by region



Source: Survey (2016)

The purpose of the study was explained to each potential respondent and their consent to participate in the assessment was sought. Given the unparalleled nature of different Ministries, results for the six Ministries which were part of the rapid assessment may not be generalised to the full set of Ministries in the country.

2.2 Questionnaire

The questions and responses contained in the survey were organised thematically around three subjects:

- A. AWARENESS - Are citizens aware of public services available to them? How has the public sector promoted its services across the Swaziland citizenry, demographically and geographically?
- B. ENGAGEMENT – Are citizens invited to a forum to engage them on services provided by the Ministry? Are citizens making use of the public services that are available to them? If citizens are aware of the available public services, are they easily able to access them?
- C. SATISFACTION – Are citizens satisfied with the public services that are available to them? What are their perceptions of public services currently available? What is desired and not yet available?

The questionnaire, which contained both open-ended and closed-ended questions, was developed with a set of questions designed to assess these three themes under the six Ministries.

2.3 Data Processing

Data entry commenced on May 16, 2016. Data was entered by a team of four data entry specialists located in the MTAD office. The software used for data entry was the Census and Survey Processing Unit (CS Pro) and analysed in STATA.

Data entry specialists manually entered responses from individual paper surveys into CS Pro, cycling through regions in unison. Data engineering was then done in order to convert the raw CS Pro into a format useable for analysis. The Central Statistical Office (CSO) data engineering team assisted with the conversion of CS Pro data to a Statistical Package for Social Sciences (SPSS) format.

An SPSS data file was produced for each data entry specialist. These separate SPSS files were merged into one master data file, by ensuring that all identification fields matched. Variables within the SPSS merged file were corrected per the survey in terms of names, descriptions, and standardised responses. The SPSS merged file was then converted to STATA for analysis. Before analysis could commence, however, additional cleaning was necessary in order to check for missed keys in data entry.

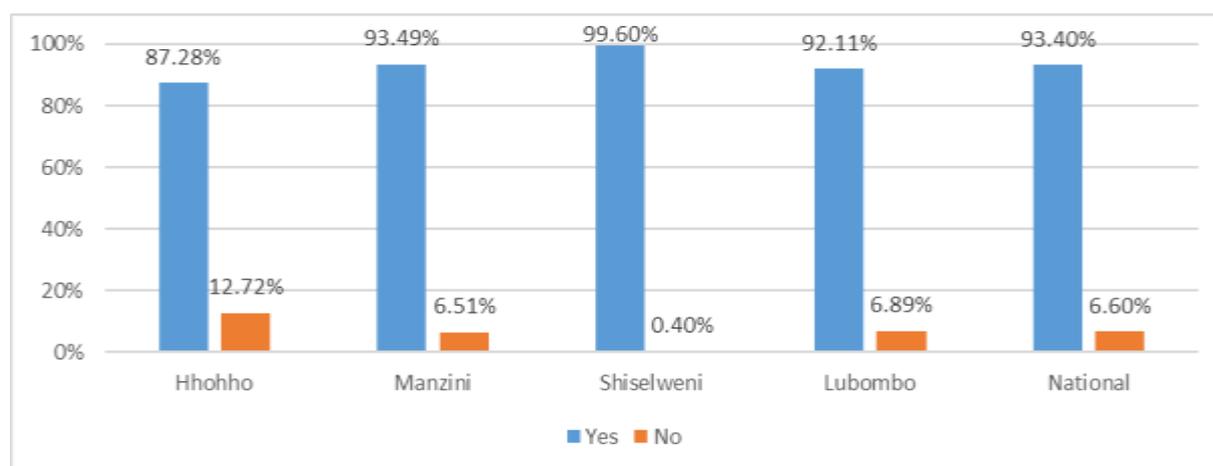
Chapter 3: Key Findings: Ministry of Agriculture

3.1 Awareness

3.1.1 Knowledge of Services Provided by the Ministry of Agriculture in the Region

The survey sought to determine whether the public service customers know about the services provided by the Ministry of Agriculture in their constituency. Figure 3.1.1 below shows that nationally, 93.40% of the respondents indicated knowledge of the services provided by the Ministry of Agriculture. The Shiselweni region had the highest percentage of respondents (99.60%) who indicated that they know about the services offered by the Ministry of Agriculture whilst the Hhohho region had the highest percentage of respondents who indicated that they do not know about the services of the Ministry of Agriculture (12.72%).

Figure 3.1.1: Knowledge of Services Provided by the Ministry of Agriculture in the Region

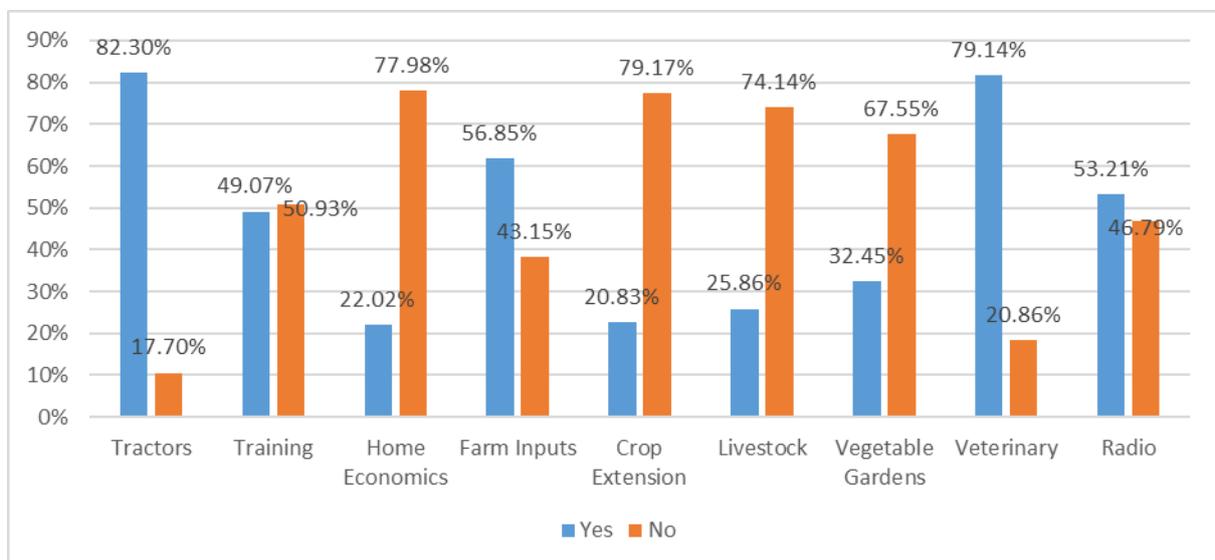


Source: Survey (2016)

3.1.2 Knowledge of the Types of Services Provided by the Ministry of Agriculture in the Region

In order to identify the services which are well-known by the respondents, the survey further asked the customers to indicate the types of services that they know are provided in their constituency. Figure 3.1.2 shows that the tractor hiring service is the most well-known service which is offered by the Ministry of Agriculture as 82.30% of the respondents indicated knowledge of it.

Figure 3.1.2: Knowledge of the types of services provided by the Ministry of Agriculture



Source: Survey (2016)

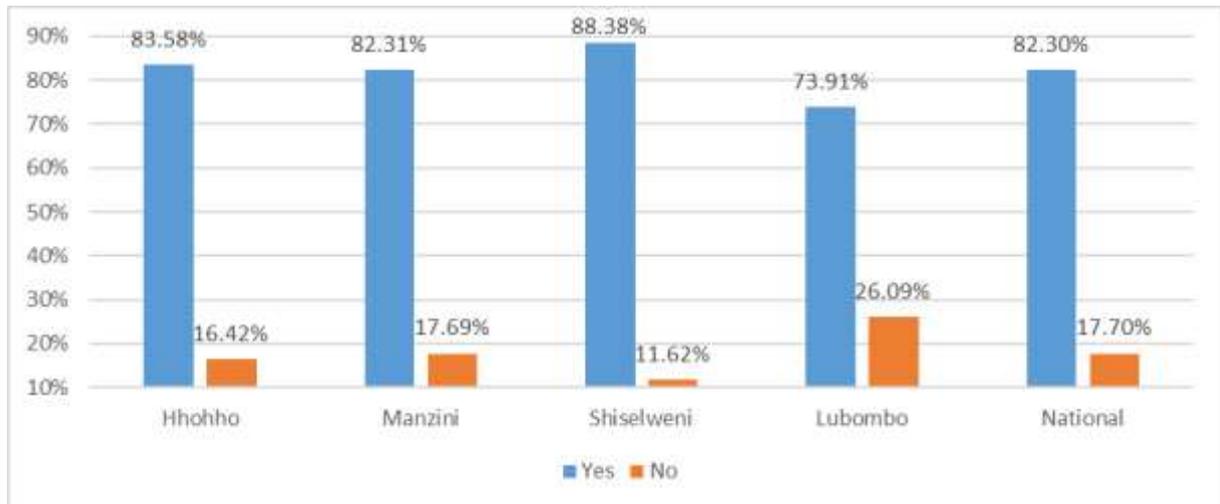
This is closely followed by the veterinary service (79.14%). The least-known are the home economics service (77.98%) and the crop extension service (79.17%).

3.1.2.1 Knowledge of tractor service

When decomposing the knowledge of the tractor service by region, the Shiselweni region had the highest number of respondents who indicated knowledge of this service (88.38%)

followed by the Hhohho region (83.58%). The region which had the lowest number of respondents who knew about this service was Lubombo (73.91%) (Figure 3.1.2.1).

Figure 3.1.2.1: Knowledge of tractor service

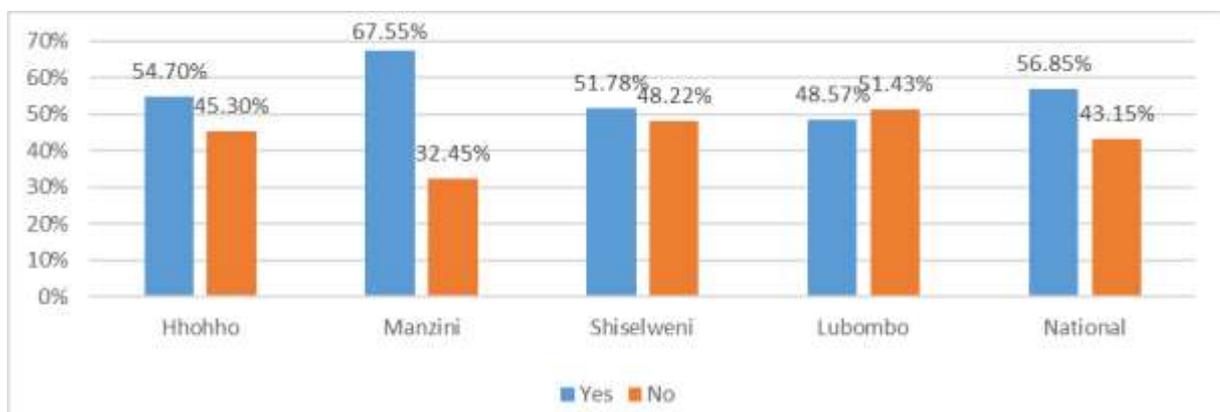


Source: Survey (2016)

3.1.2.2: Knowledge of farm input service

In terms of the farm input service, the Manzini region had the highest number of respondents who knew about it (67.55%) followed by the Hhohho region (54.70%). The region which had the lowest number of respondents who knew of this service was Lubombo (48.57%), which was even lower than the national average of 56.85% (Figure 3.1.2.2).

Figure 3.1.2.2 Knowledge of farm input service

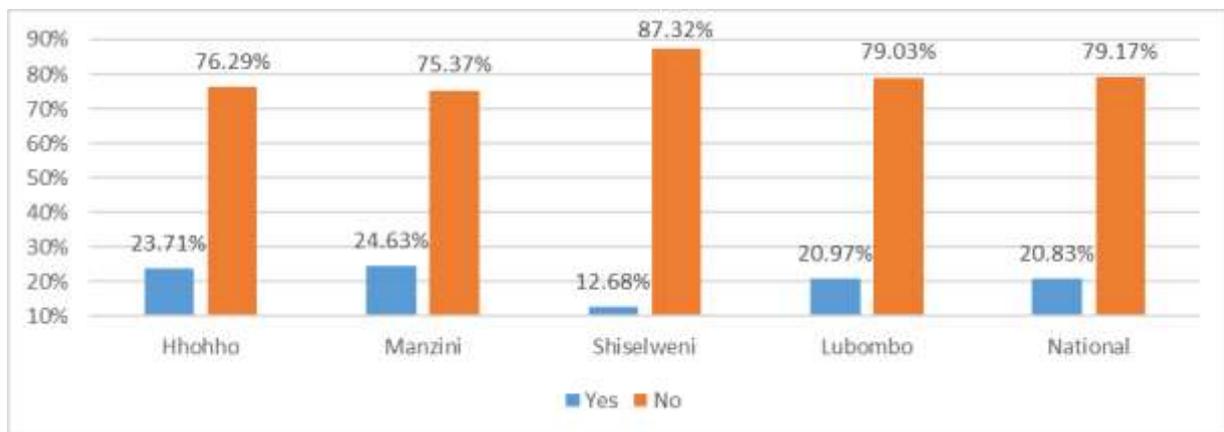


Source: Survey (2016)

3.1.2.3 Knowledge of crop extension service

In terms of the crop extension service, the Manzini region had the highest number of respondents who indicated knowledge of this service (24.63%) followed by the Hhohho region (23.71%). The region which had the lowest number of respondents who knew of this service was Shiselweni (12.68%), which was also lower than the national average of 20.83% (Figure 3.1.2.3).

Figure 3.1.2.3: Knowledge of crop extension service

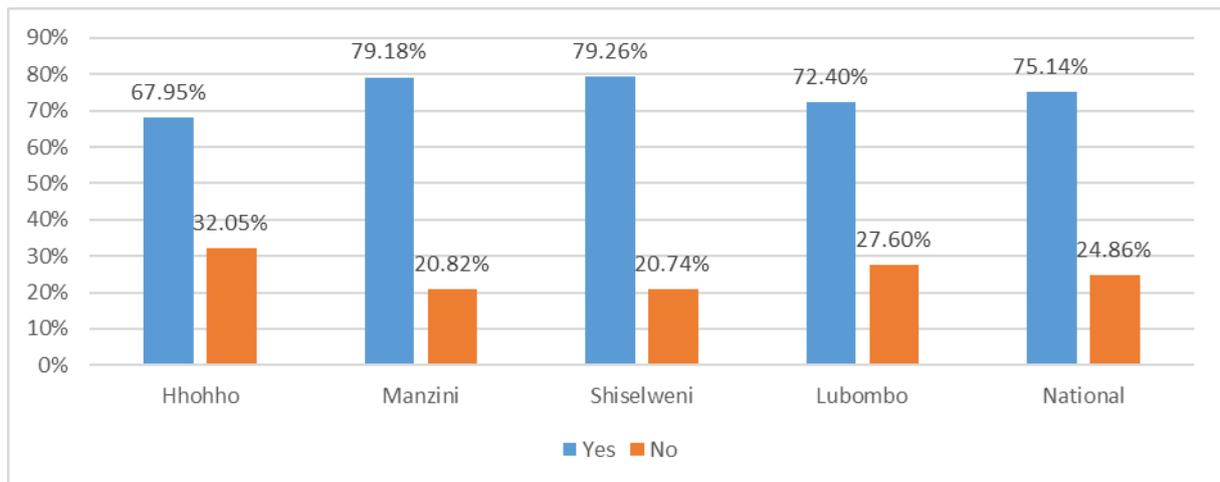


Source: Survey (2016)

3.1.2.4 Knowledge of veterinary service

In terms of the veterinary service, the Shiselweni region had the highest number of respondents who indicated knowledge of this service (79.26%) followed by the Manzini region (79.18%). The region with the lowest number of respondents who knew of this service was Hhohho (67.95%), which was lower than the national average of 75.14% (Figure 3.1.2.4).

Figure 3.1.2.4: Knowledge of veterinary service

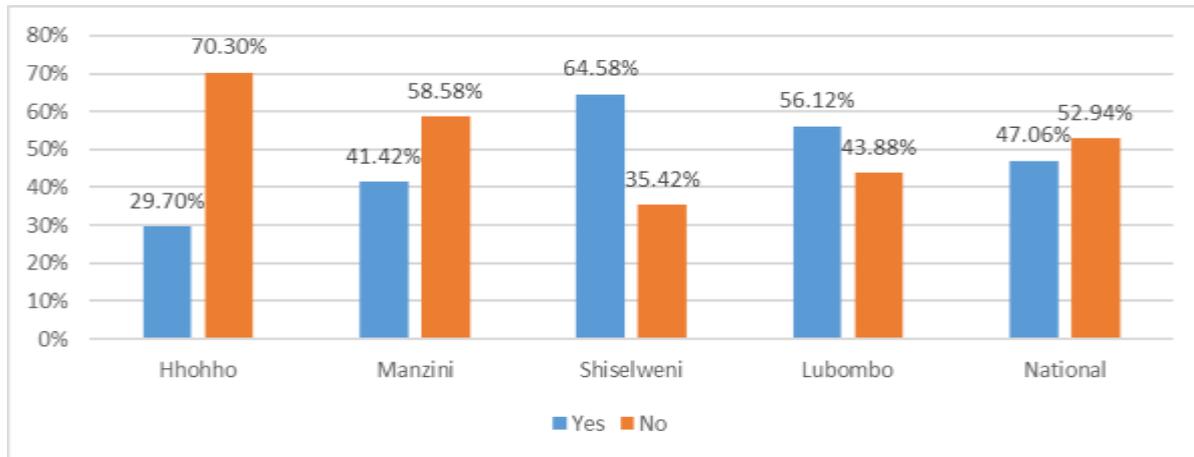


Source: Survey (2016)

3.1.3 Knowledge of Steps Needed for Requesting a Service from Ministry of Agriculture

The citizens surveyed were also asked whether they knew about the steps that need to be taken in order to request a service from the Ministry of Agriculture. According to the results, 47.06% of the respondents indicated knowledge of the steps that are required. The Shiselweni region had the highest number of respondents (64.58%) who know about these steps, followed by the Lubombo region (56.12%). The Hhohho region had the highest percentage of respondents (70.30%) who did not know the steps needed to request a service from the Ministry of Agriculture (Figure 3.1.3).

Figure 3.1.3: Knowledge of Steps Needed for Requesting a Service from Ministry of Agriculture



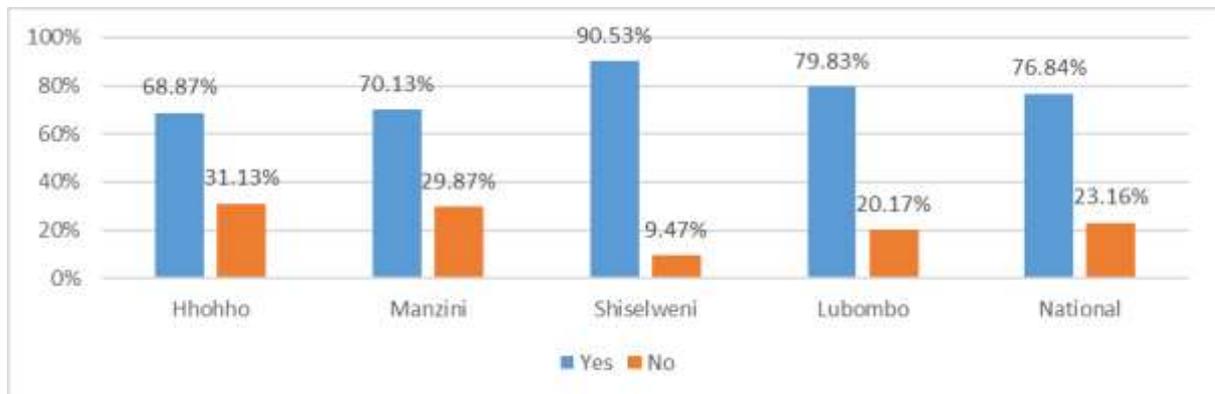
Source: Survey (2016)

3.2 Citizen Engagement

3.2.1 Citizens who have benefited from the services provided by the Ministry of Agriculture

Nationally, 76.84% of the respondents reported that they had benefited from the Ministry of Agriculture’s services which are shown in Figure 3.1.2 above. This contrasts with 93.40% who reported that they know about the services provided. This includes the possibility that, although citizens are aware of such services provided in their constituencies, it does not necessarily mean that they benefit from their use. At a regional level, the Shiselweni region exhibited the highest proportion of respondents who benefited from Ministry of Agriculture services compared to those who did not (90.53%), which was followed by Lubombo (79.83%), Manzini (70.13%), and Hhohho (68.87%) (Figure 3.2.1).

Figure 3.2.1: Citizens who have benefited from the services provided by the Ministry of Agriculture

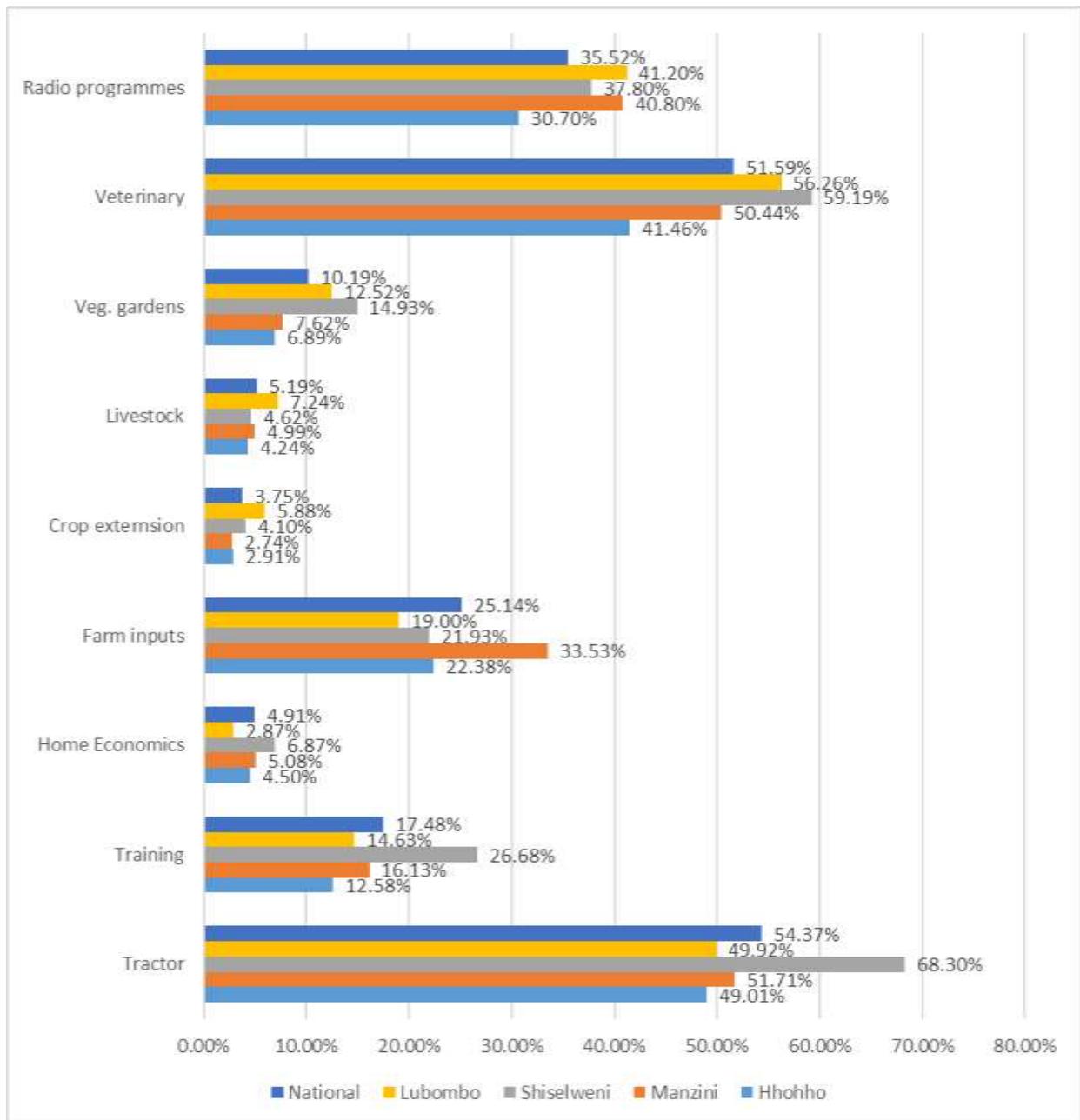


Source: Survey (2016)

3.2.2 Types of Services from which citizens have benefited

Nationally, a majority of the respondents reported that they had benefited from tractor hire services (54.37%), veterinary services (51.59%), and radio programmes (35.52%) as shown in Figure 3.2.2. On the other hand, few respondents believed they had benefited from crop extension services (3.75%), home economics (4.91%), livestock production (5.19%), and vegetable gardens (10.19%).

Figure 3.2.2: Types of Services which citizens have benefited from



Source: Survey (2016)

Regionally, Shiselweni tended to have the most number of respondents who reported to have benefited from the different services: tractor services (68.30%), training (26.68%), home economics (6.87%), veterinary services (59.19%) and vegetable gardens (14.93%). Lubombo region had the highest number of respondents who reported to have benefited from radio programmes (37.80%), livestock services (7.24%) and crop extension services (5.88%).

Manzini region had the highest number of respondents who reported to have benefited from farm input services (33.53%). Hhohho region tended to have the lowest number of respondents who reported to have benefited from the services offered by the Ministry of Agriculture; radio programmes (30.70%), veterinary services (41.46%), vegetable gardens (6.89%), livestock services (4.62%), home economics (6.87%), training (12.58%) and tractor services (49.01%). In terms of farm inputs, Lubombo region had the lowest number of respondents who had benefited from this service (19.00%). In terms of crop extension, the Manzini region had the lowest number of respondents who reported to have benefited from this type of service (2.74%) (Figure 3.2.2).

3.2.3 Length of time it takes Ministry of Agriculture to provide services

Based on the survey responses nationwide, it takes more than a month for respondents to receive services from the Ministry of Agriculture. This response was more prevalent than one month (15.30%), 3 weeks (10.90%), 2 weeks (5.20%), and less than a week (7.70%) as shown in Table 3.2.3.

Table 3.2.3: Length of Time it takes Ministry of Agriculture to Provide Services

Location	Less than a week	2 weeks	3 weeks	1 month	More than 1 month	Don't know
Hhohho	11.00%	7.70%	7.70%	11.30%	24.00%	38.30%
Manzini	8.80%	5.80%	7.90%	8.70%	37.60%	31.10%
Shiselweni	5.60%	1.40%	14.70%	22.80%	44.70%	10.70%
Lubombo	6.10%	7.00%	13.10%	19.80%	33.10%	20.80%
National	7.70%	5.20%	10.90%	15.30%	36.60%	24.40%

Source: Survey (2016)

It is important to note, however, that 24.40% of the respondents had no idea. Regionally, respondents from the Shiselweni and Lubombo regions tended to indicate longer time periods for receipt of services, whereas those in the Hhohho and Manzini regions tended toward shorter time periods. Of these, 44.70% in the Shiselweni region and 33.1% in Lubombo reported that it took more than a month to receive Ministry services, in contrast with the 5.60% who reported that it took less than a week for both regions. In Hhohho, 24.00% and 37.60% in Manzini reported that it took more than a month, compared to 11.00% (Hhohho) and 8.80% (Manzini) who responded that it took less than a week. The survey found that 38.30% of the respondents in Hhohho and 31.10% in Manzini were not aware of the period of time it takes to get a service, compared to 11% in Shiselweni.

3.2.5 Feedback by Ministry of Agriculture officials to the constituency during service challenges

Respondents were asked to agree or disagree with the statement: “The Ministry of Agriculture officials always provide feedback to the constituency when there is a challenge relating to availability of the services.” At a national level there was a tendency to disagree or feel neutral in response to the above statement. According to the results, 41.00% of respondents were neutral and 39.90% disagreed with the statement; 10.40% agreed, 7.90% strongly disagreed, and 0.80% strongly agreed. This trend did not vary much by region as shown in Table 3.2.5.

Table 3.2.5: Feedback by Ministry of Agriculture officials to the constituency during service challenges

Region	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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Hhohho	3.50%	16.90%	33.50%	39.80%	6.30%
Manzini	0.40%	9.00%	40.80%	39.50%	10.40%
Shiselweni	0.30%	10.40%	39.60%	43.60%	6.10%
Lubombo	0.20%	8.90%	47.60%	36.30%	7.00%
National	0.80%	10.40%	41.00%	39.90%	7.90%

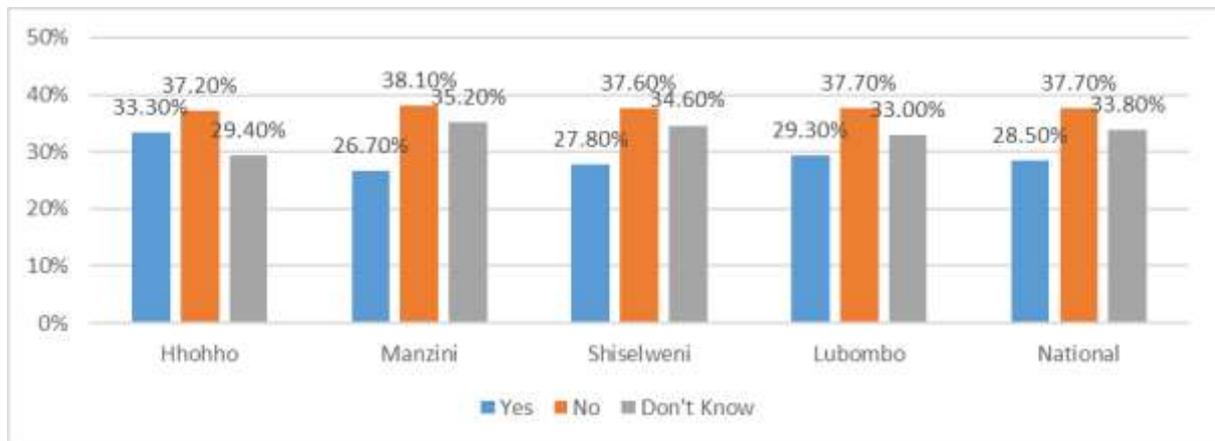
Source: Survey (2016)

The Lubombo region had the highest concentration of responses around neutral (47.60%), followed by those who disagreed (36.30%) and agreed (8.90%). The Shiselweni region was similar, this time with the highest concentration around those who disagreed (43.60%) which was followed by neutral (39.60%) and agree (10.40%). Manzini region had two most common responses, which were neutral (40.80%) and disagree (39.50%). Hhohho followed the same general trend where those who disagreed were the most common (39.80%), however this region had the highest number of respondents who agreed (16.90%) compared to the other regions. Generally, the Hhohho region had less neutral responses relative to other regions, and Manzini had a greater frequency of strong disagreement with the statement above.

3.2.6 Invitation of citizens by Ministry of Agriculture officials to a forum to engage them on services they provide

Respondents were asked on whether the Ministry of Agriculture officials invite them to a forum to engage citizens on the services they provide. Responses were divided fairly evenly across possible answers of yes, no, and don't know for the nation as a whole. The most common response to the question was negative, comprising 37.70% of the responses, followed by those who don't know (33.88%) and yes (28.50%), as shown in Figure 3.2.6.

Figure 3.2.6: Invitation of citizens by Ministry of Agriculture officials to a forum to engage them on services they provide



Source: Survey (2016)

It can be inferred from these results that most respondents throughout Swaziland either believed that there was no such forum available in their constituencies or did not know if there was any available. On a regional basis, negative responses were proportionally similar across regions. The Hhohho region was however different; whereas only 26.70% to 29.30% of respondents answered yes in the other regions, 33.30% of respondents answered yes in Hhohho. Similarly, while 33.00% to 35.20% of respondents said they did not know in other regions, a smaller proportion (29.40%) answered that they did not know in Hhohho. This suggests that while a similar number of respondents thought that there was no such forum offered in their constituencies across the regions, respondents in the Hhohho region tended to be surer of when forums were offered compared to the other regions.

3.3 Satisfaction and Perceptions

3.3.1 Overall satisfaction level on the services offered by the Ministry of Agriculture

Respondents were asked to rate their overall satisfaction level of the services offered by the Ministry of Agriculture on a scale of very poor to very satisfactory. At a national level, the

most common rating for services offered by the Ministry of Agriculture was average (66.50%) as shown in Table 3.3.1. Other common responses were a rating of poor (21.75%) and satisfactory (7.19%). The least common rating was very satisfactory (0.40%).

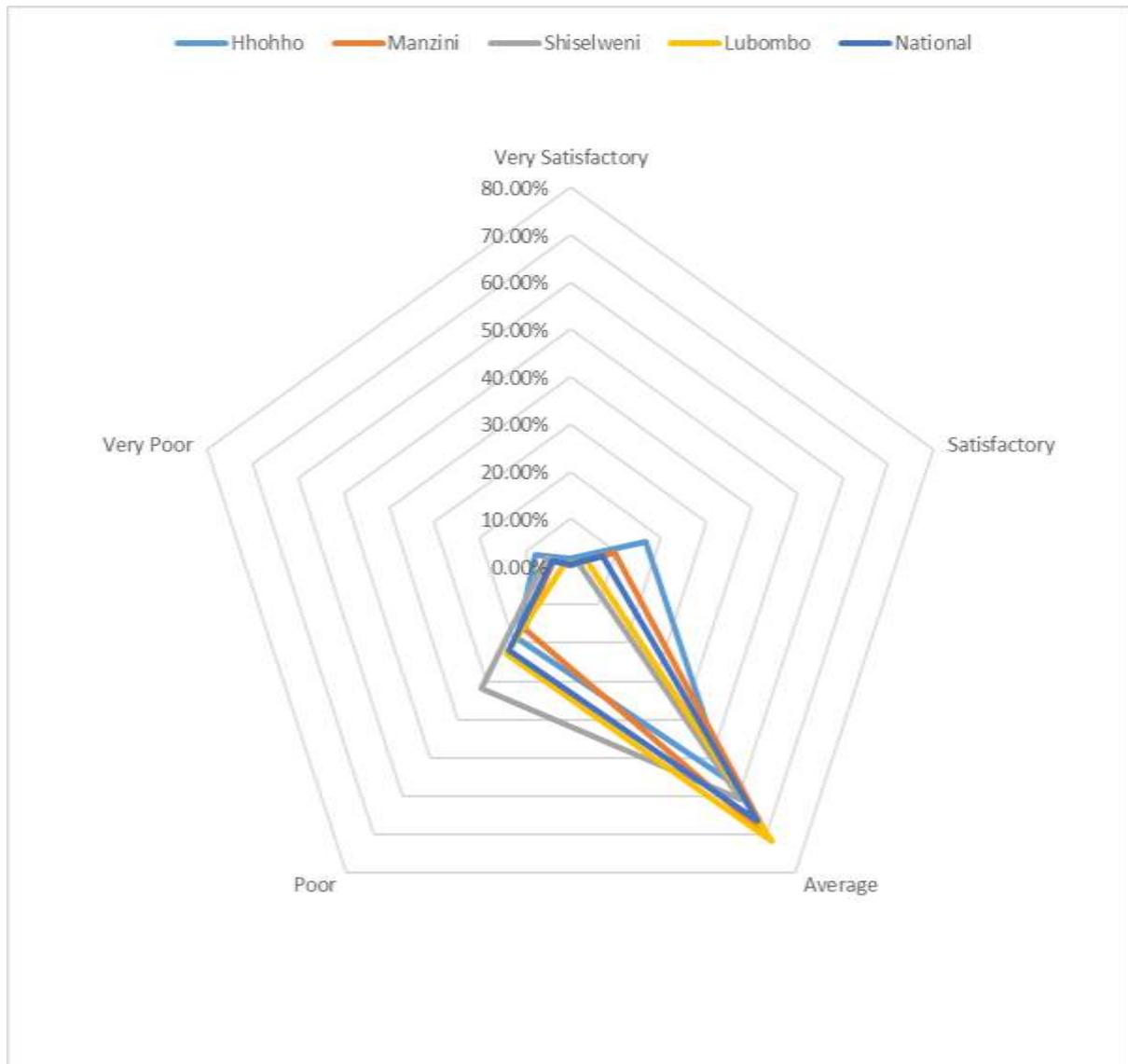
Table 3.3.1: Overall satisfaction level on the services offered by the Ministry of Agriculture

Region	Very Satisfactory	Satisfactory	Average	Poor	Very Poor
Hhohho	1.66%	16.57%	55.25%	18.78%	7.73%
Manzini	0.21%	9.83%	69.98%	16.24%	3.74%
Shiselweni	0.19%	1.87%	60.75%	31.78%	5.42%
Lubombo	0.55%	3.56%	71.78%	22.74%	1.37%
National	0.40%	7.19%	66.50%	21.75%	4.11%

Source: Survey (2016)

Regionally, both the Shiselweni and Lubombo regions had responses that tended toward negative ratings, with the more common responses of average (60.75% and 71.78% respectively) and poor (31.78% and 22.74% respectively). These trends can be seen on Figure 3.3.1. The Manzini region similarly gave mostly average ratings (69.98%), but had a lower proportion of poor ratings (16.24%) and a higher proportion of satisfactory ratings (9.83%) compared to the other regions. The Hhohho region had relatively less average ratings (55.25%) and relatively more satisfactory (16.57%) and very poor (7.73%) ratings.

Figure 3.3.1 Overall satisfaction level on the services offered by the Ministry of Agriculture



Source: Survey (2016)

3.3.2 Satisfaction level according to the type of service

For this section, respondents were able to rate a list of services on a scale of very poor to very satisfactory. Nationally, the higher rated services tended to be veterinary services (63.61% in the average scale), radio programmes (62.90% in the average category), and tractor hire services (58.31% in the average category) as indicated in Table 3.3.2.1. In contrast,

respondents tended to perceive crop extension services (36.54% in the poor category), livestock production (35.84% in the poor category), vegetable gardens (34.26% in the poor category), and home economics (35.62% in the poor category) as less satisfactory.

Table 3.3.2.1: Satisfaction Level according to the Type of Service

Type of service	Very Satisfactory	Satisfactory	Average	Poor	Very Poor
Tractors	3.36%	5.80%	58.31%	29.44%	3.10%
Training	2.15%	3.19%	57.49%	34.19%	2.98%
Home Economics	1.28%	2.23%	57.58%	35.62%	3.30%
Farm Inputs	3.67%	3.56%	54.65%	34.87%	3.25%
Crop Extension	0.43%	2.13%	57.39%	36.54%	3.51%
Livestock	0.42%	2.75%	56.70%	35.84%	4.29%
Vegetable Gardens	1.42%	3.90%	56.67%	34.26%	3.74%
Veterinary	6.38%	12.60%	63.61%	15.29%	2.13%
Radio	8.21%	9.90%	62.92%	16.58%	2.38%
Other	4.36%	6.04%	65.44%	18.79%	5.37%

Source: Survey (2016)

Table 3.3.2.2 indicates the satisfaction level using only the “satisfactory” point on the five-point satisfaction scale for the different services.

Table 3.3.2.2: Satisfaction Level According to the Type of Service

Type of service	Tractors	Training	Economics	Inputs	Extension	Production	Garden programmes	Other	Veterinary service
	Satisfactory								
Hhohho	8.67%	4.07%	2.54%	10.45%	2.61%	3.31%	8.20%	26.19%	18.60%
Manzini	8.06%	5.13%	3.43%	4.67%	3.41%	4.41%	5.53%	16.07%	12.50%
Shiselweni	1.94%	1.41%	1.42%	1.24%	1.24%	1.42%	1.95%	7.10%	6.22%
Lubombo	5.25%	1.31%	0.79%	2.11%	0.53%	0.79%	8.50%	8.42%	6.47%
National	5.80%	3.20%	2.23%	3.57%	2.13%	2.75%	3.90%	12.60%	9.91%

Source: Survey (2016)

The Hhohho and Manzini regions have the highest number of respondents who rated the services provided by the Ministry of Agriculture as satisfactory whilst the Shiselweni and Lubombo regions have the lowest number of respondents who are satisfied with the different services that were listed.

3.3.3 Perception of the Affordability of Services Provided by the Ministry of Agriculture

Respondents were asked to rate their perception of whether Ministry of Agriculture services were affordable on a scale of strongly agree to strongly disagree. At a national level, most respondents were either neutral (49.98%) or agreed (42.53%) that the services were affordable as shown in Table 3.3.3. The fewest number of respondents reported that they strongly disagreed (0.41%) with this assessment. Regionally, the results varied. The highest proportion of respondents who strongly agreed was in the Shiselweni region (5.34%), followed by Lubombo (4.54%). The Shiselweni region also had the highest proportion of respondents who agreed with the assessment (52.74%), followed again by Lubombo (39.33%). However, the highest proportion of respondents who were neutral was in the

Manzini region (55.01%), followed by Lubombo (54%). The Hhohho region had the highest proportion of respondents who disagreed (9.52%), followed by Manzini with 2.48%, while the Hhohho region also had the highest proportion of those who strongly disagreed (1.96%). Respondents in the Shiselweni and Lubombo regions tend to have a more favourable opinion on the affordability of these services.

Table 3.3.3: Perception of the Affordability of Services Provided by the Ministry of Agriculture

Location	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Hhohho	2.24%	36.97%	49.30%	9.52%	1.96%
Manzini	2.48%	39.23%	55.01%	3.08%	0.20%
Shiselweni	5.34%	52.74%	39.66%	2.25%	0.00%
Lubombo	4.54%	39.33%	54.12%	1.68%	0.34%
National	3.67%	42.53%	49.98%	3.41%	0.41%

Source: Survey (2016)

3.3.4 Attitude and Demeanour of Government Officials from the Ministry of Agriculture

Respondents were asked to rate their perception of whether the demeanour of Ministry of Agriculture officials was always excellent on a scale of strongly agree to strongly disagree. Nationally, most agreed with this assessment (57.53%), while 36.99% reported that they were neutral as seen in Table 3.3.4. As with the affordability of services, respondents tended toward the favourable side of neutral in their reactions. The least number of respondents reported that they strongly disagreed with this assessment (0.15%). Regionally, Lubombo had the highest proportion of neutral responses (41.95%), followed by Shiselweni (39.21%).

Proportions of respondents who agreed with the assessment were relatively even across the regions, led by the Shiselweni region with 59.38%. The Hhohho region had the highest proportion of respondents who strongly agreed (8.92%), as well as the highest proportion of respondents who strongly disagreed (0.52%). The highest proportion of respondents who disagreed was also in the Hhohho region (5.51%), followed by Manzini (3.42%).

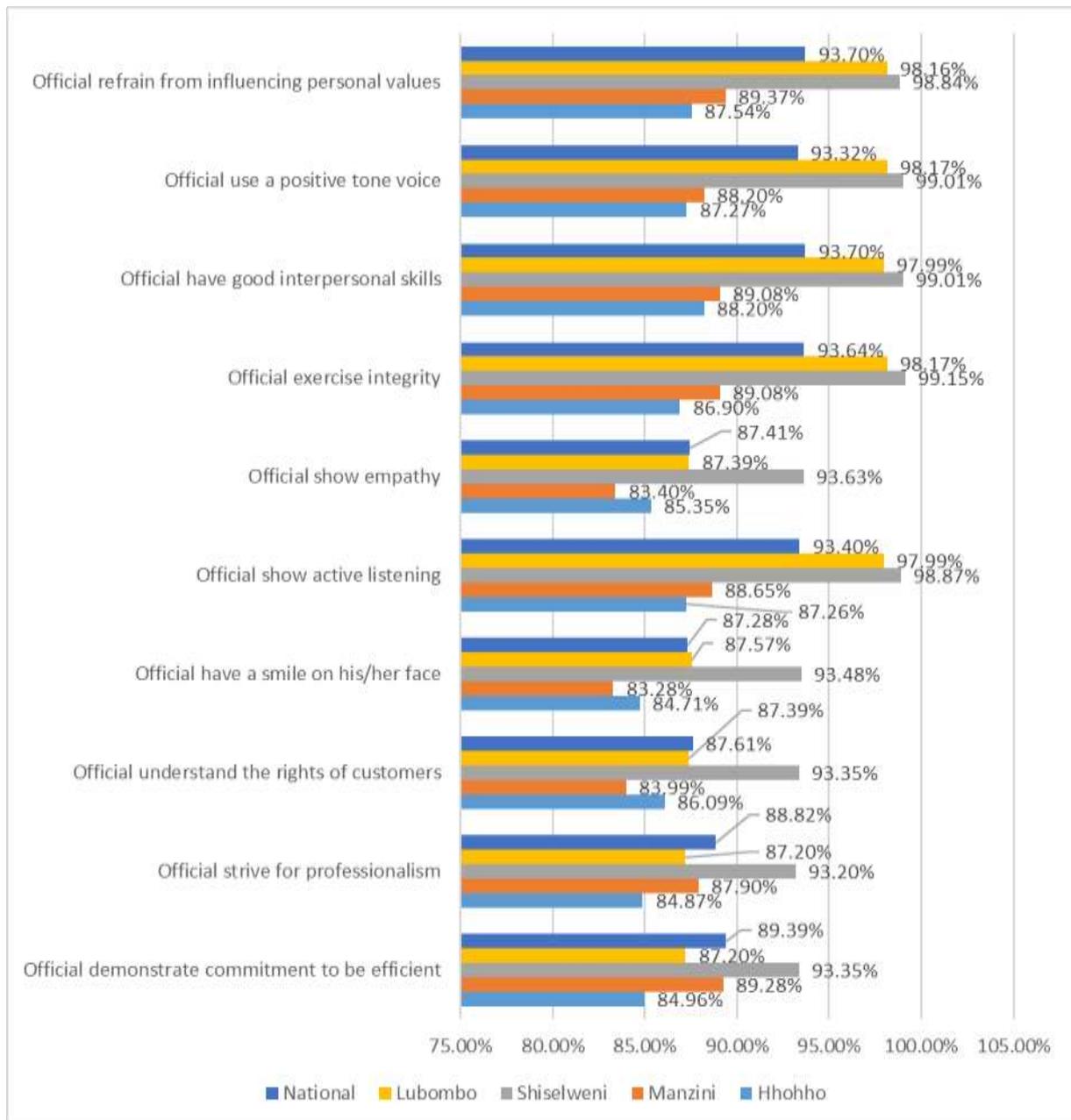
Table 3.3.4: Attitude and Demeanour of Government officials from the Ministry of Agriculture

Location	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Hhohho	8.92%	56.96%	28.08%	5.51%	0.52%
Manzini	2.42%	58.11%	35.85%	3.42%	0.20%
Shiselweni	0.14%	59.38%	39.21%	1.27%	0.00%
Lubombo	1.20%	54.79%	41.95%	2.05%	0.00%
National	2.47%	57.53%	36.99%	2.85%	0.15%

Source: Survey (2016)

Respondents were further asked if they believed that the government officials demonstrated various qualities of attitude and demeanour as shown in Figure 3.3.4.

Figure 3.3.4: Attitude and Demeanour of Government officials from the Ministry of Agriculture



Source: Survey (2016)

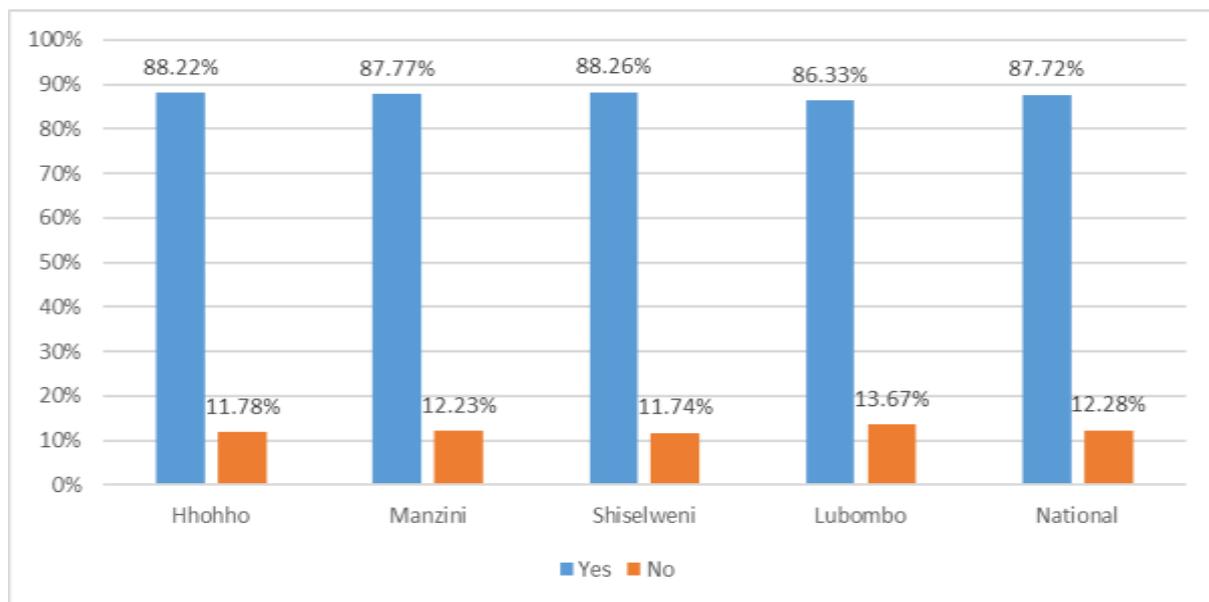
At the national level, respondents tended to answer yes on whether Ministry of Agriculture officials demonstrated various qualities related to their demeanour. Greater than 80% agreed that officials demonstrated commitment, knowledge, and confidence in their work, respected customers and co-workers, were skilled at problem solving and active listening, showed

integrity, had good interpersonal skills, used a positive voice tone, and refrained from influencing personal values in their work. The highest proportions of negative responses were given for showing empathy (12.59%), understanding customer rights (12.03%), and striving for professionalism (11.00%). At a regional level, Hhohho tended to have the lowest number of respondents who reported that the officials demonstrated positive qualities related to their demeanour in all the various categories listed as shown in Figure 3.3.4. On the other hand, the Shiselweni region tended to have the highest number of respondents who reported that the officials demonstrated good qualities related to their demeanour in all the various categories listed.

3.3.5 The Regional Development Fund (RDF) should be used to fund agriculture projects

Respondents were asked whether they think the Regional Development Fund (RDF) should be used to fund agriculture projects. Nationally, most respondents were of the view that the RDF should be used to fund agriculture projects (87.72%) while 12.28% disagreed, as indicated in Figure 3.3.5. As the RDF is a government funding vehicle for projects aimed at poverty eradication, from these results it is clear that respondents believe that using the RDF for agriculture projects fits into its poverty eradication mandate. Responses to this question were very similar across regions, with the proportion of respondents who answered yes remaining between 86.33% and 88.26%.

Figure 3.3.5: The RDF should be used to fund agriculture projects



Source: Survey (2016)

3.3.6 Suggestions on how the Ministry of Agriculture can improve its services

Respondents were asked to give suggestions on how the Ministry of Agriculture could improve its services to meet the needs of their communities. Respondents often cited the following suggestions:

- Increase farm inputs for farmers
- Regularly train farmers on best practices for successful agriculture
- Increase number of tractors
- Increase extension officers
- Establish agricultural offices at Tinkhundla level
- Construct more dams for irrigation
- Establish agricultural projects for youth

3.4 Conclusions and Recommendations: Ministry of Agriculture

In terms of awareness, nationally, 93.40% of the respondents indicated knowledge of the services provided by the Ministry of Agriculture. The Shiselweni region had the highest percentage of respondents (99.60%) who indicated that they know about the services of the Ministry of Agriculture. With regards to engagement, nationally, 76.84% of the respondents reported that they had benefited from the Ministry of Agriculture's services. At a regional level, the Shiselweni region exhibited the highest proportion of respondents who benefited from the Ministry's services (90.53%). Overall, in terms of satisfaction at a national level, the most common rating for services offered by the Ministry of Agriculture was average (66.50%). Regionally, both the Shiselweni and Lubombo regions had responses that tended toward negative ratings, with the more common responses of average (60.75% and 71.78% respectively) and poor (31.78% and 22.74% respectively).

Based on the above findings, the following key recommendations are made for consideration by the Ministry of Agriculture:

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none">• Implement awareness programmes on all services offered by the Ministry through media such as radio, television and newspapers.• The Ministry must always ensure that it informs the public during service challenges.
Citizen Engagement	<ul style="list-style-type: none">• Regularly train farmers on best practices for successful agriculture.• Establish agricultural offices at Tinkhundla level.

	<ul style="list-style-type: none">• Establish agricultural projects for the youth.
Satisfaction	<ul style="list-style-type: none">• Develop mechanisms to ensure that formal records of complaints are captured and attended to in an effective and efficient manner.

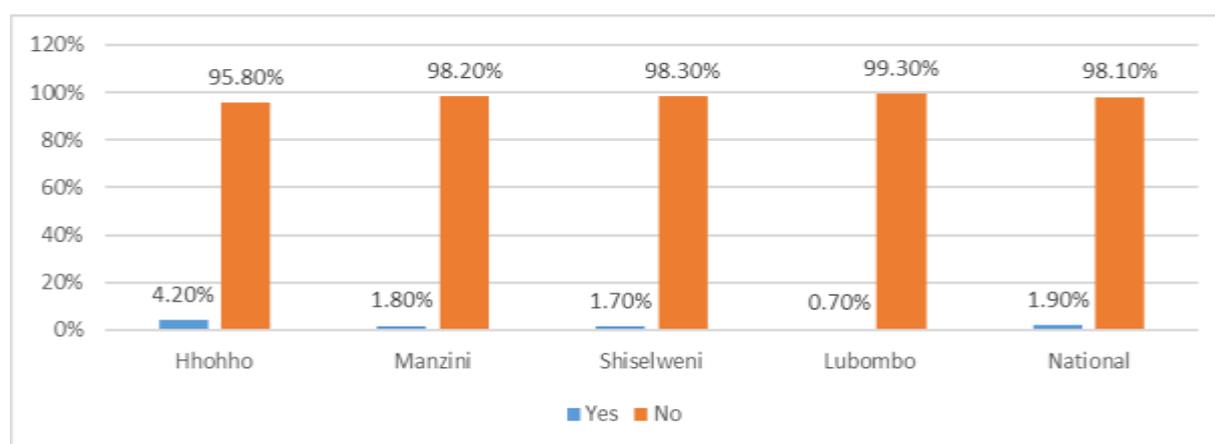
Chapter 4: Key Findings: Ministry of Public Works and Transport

4.1 Awareness

4.1.1 Knowledge of processes/steps required for requesting a service from the Ministry of Public Works and Transport

Most respondents throughout the nation did not know the steps to go through when requesting a service from the Ministry of Public Works and Transport; 98.10% of respondents answered no to the question as shown in Figure 4.1.1. Respondents from the Hhohho region were slightly more likely to know the steps required for requesting a service (4.20%). Around 1.85% of Manzini and Shiselweni respondents answered yes, while Lubombo had only 0.70% who know the processes for requesting a service.

Figure 4.1.1: Do you know the processes/steps required for requesting a service from the Ministry of Public Works



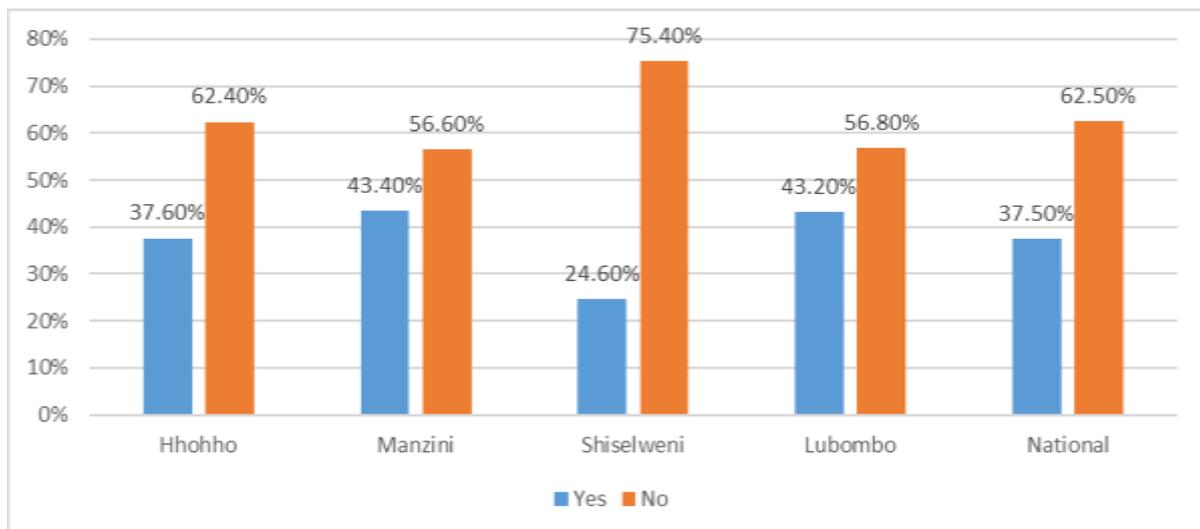
Source: Survey (2016)

4.2 Perception of the quality of infrastructure and citizen engagement

4.2.1 Accessibility of roads in communities

Respondents tended to consider roads in their communities to be inaccessible, based on national results where 62.50% of respondents answered no and 37.50% answered yes. Regionally, the Shiselweni region had the highest proportion of negative responses (75.40%), whereas the Manzini and Lubombo regions had the highest proportions of affirmative responses (both around 43.20%) as shown in Figure 4.2.1.

Figure 4.2.1: In your view, are the roads in your community accessible across the community?



Source: Survey (2016)

4.2.2 Condition of the public roads leading to the nearest local clinic is accessible

Nationally, respondents mostly disagreed with the statement: “The condition of the public roads leading to the nearest local clinic is accessible and satisfactory”; 39.90% disagreed, as shown in Table 4.2.2. However, the next most common response was agreement, where 30.70% agreed that the condition of roads leading to the nearest local clinic was satisfactory. Of the respondents, 26.00% neither agreed nor disagreed. In terms of regions, the sampled

Lubombo and Shiselweni citizens disagreed with the statement (40.20% and 48.60% respectively) more than the Manzini or Hhohho respondents (34.50% and 36.30% respectively).

Table 4.2.2: The condition of the public roads leading to the nearest local clinic is accessible and satisfactory

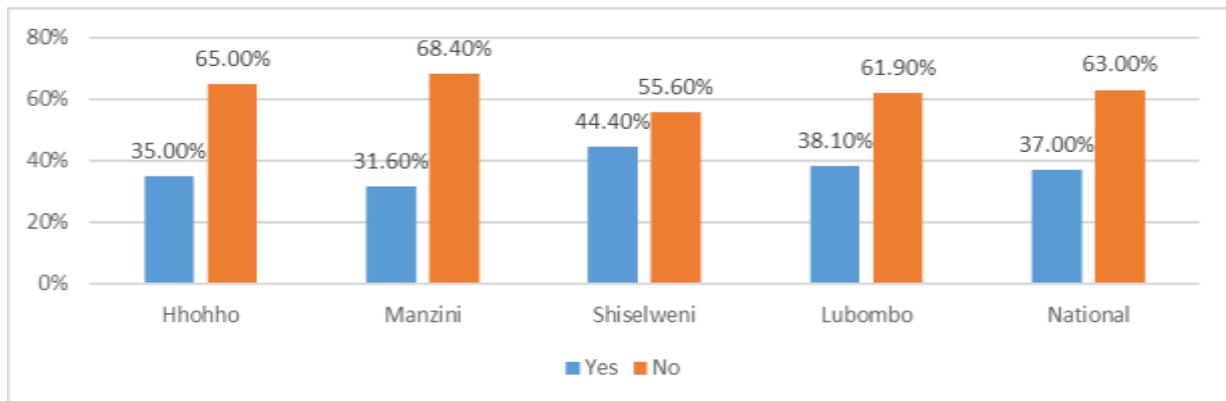
Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Hhohho	5.00%	38.30%	13.70%	36.30%	6.70%
Manzini	3.10%	39.60%	21.60%	34.50%	1.20%
Shiselweni	0.10%	17.30%	33.70%	48.60%	0.30%
Lubombo	0.90%	28.20%	30.20%	40.20%	0.50%
National	2.00%	30.70%	26.00%	39.90%	1.50%

Source: Survey (2016)

4.2.3 Accessibility of local clinics

Respondents were asked if they know of local clinics that are hard to reach due to poor roads during the rainy season. Most respondents (63.00%) did not know of local clinics that were difficult to reach based on the condition of the roads that led to them. Nationally, according to the results, 37.00% of respondents may have difficulty reaching local clinics. Regionally, Hhohho and Manzini tended to have a lower proportion of respondents who do know of roads in poor condition (35.00% and 31.60% respectively) compared to Shiselweni and Lubombo (44.40% and 38.10% respectively). This may indicate that those living in the Shiselweni region either are more aware of roads in poor condition or have more roads in poor condition than the other regions.

Figure 4.2.3: Do you know of local clinics that are hard to reach due to poor roads, especially during the rainy season?



Source: Survey (2016)

4.2.4 Condition of the public road leading to the nearest local school

Respondents were asked whether “the condition of the public road leading to the nearest local school is accessible and satisfactory”. Responses were clustered around neutral and disagree (in a five step rating scale of strongly disagree to strongly agree). At a national level, 47.80% of respondents disagreed and 26.20% were neutral. Regionally, Hhohho tended to give a less neutral assessment, with more strong agreement and disagreement than the other three regions. The Shiselweni region exhibited more disagreement than the other three regions (59.20%), while Manzini and Lubombo were relatively similar in that 44.20% and 42.40% respectively, disagreed and about 28.30% agreed with the statement in both regions as indicated in Table 4.2.4.

Table 4.2.4: The condition of the public road leading to the nearest local school is accessible and satisfactory

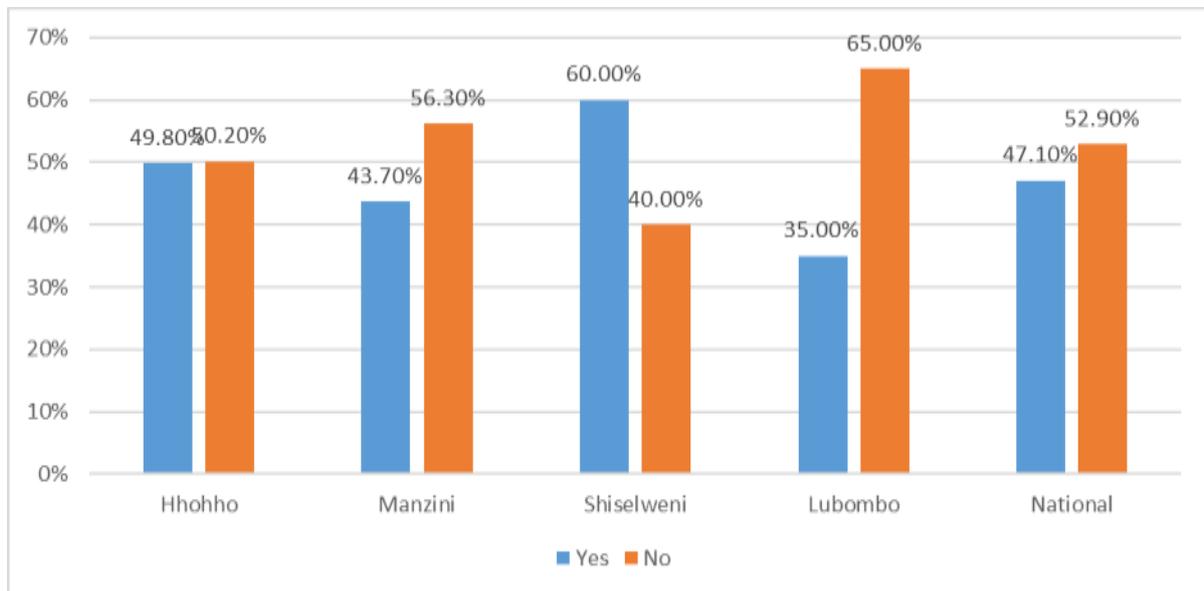
Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Hhohho	4.20%	25.40%	19.90%	44.70%	5.80%
Manzini	2.60%	28.50%	24.00%	44.20%	0.70%
Shiselweni	0.30%	9.00%	31.20%	59.20%	0.30%
Lubombo	0.00%	28.20%	29.10%	42.40%	0.20%
National	1.80%	23.00%	26.20%	47.80%	1.20%

Source: Survey (2016)

4.2.5 Schools that are hard to reach in constituency during rainy season

In terms of whether respondents knew of any schools that are difficult to reach in the constituency during the rainy season, nationally, 47.10% responded to the affirmative compared to 52.90% who did not, as indicated in Figure 4.2.5. Regionally, Hhohho had responses split equally between yes and no, whereas the Lubombo region had the largest difference (35% know of inaccessible schools and 65% do not).

Figure 4.2.5: Do you know of schools in your constituency that are hard to reach due to poor roads, especially during the raining season?



Source: Survey (2016)

4.2.6 Feedback by Ministry of Public Works' Officials to the Constituency During Service Challenges

Respondents throughout Swaziland tended to disagree with the statement, “Government officials always provide feedback to the constituency when there is a challenge relating to availability of the services”, as shown in Table 4.2.6. Nationally, 53.70% of respondents indicated that they disagreed while 31.20% respondents were neutral, and 11.20% indicated that they strongly disagreed. Only 3.40% agreed or strongly agreed with this statement. As with prior results, respondents from the Hhohho region were more likely to agree (7.10%) with the statement and less likely to feel neutral (24.40%) compared to the other three regions. The Manzini region had the highest proportion of those who strongly disagreed (14.30%), and Shiselweni had the highest proportion of those who disagreed (58.90%), as shown in Table 4.2.6.

Table 4.2.6: Government officials always provide feedback to the constituency when there is a challenge relating to availability of the services

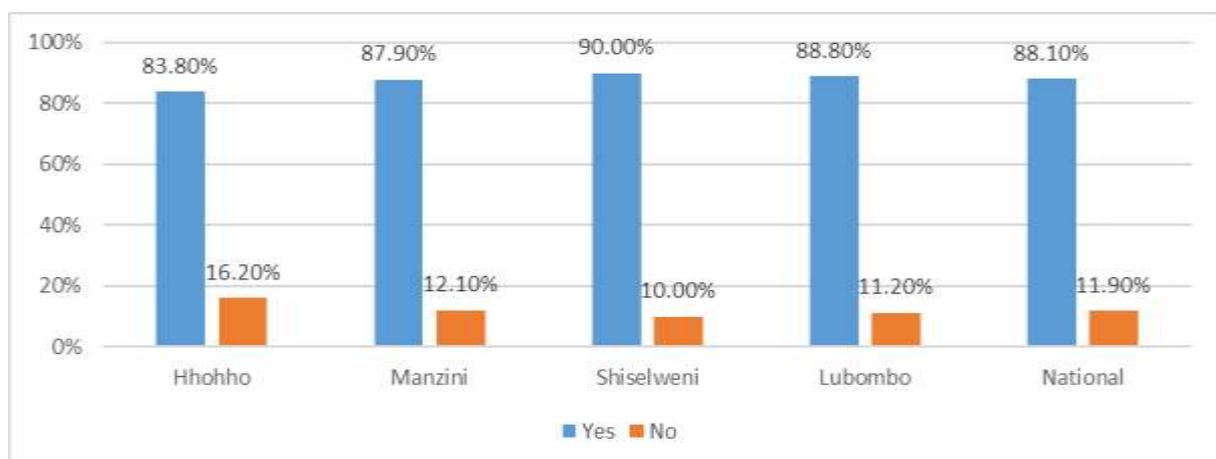
Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Hhohho	1.60%	7.10%	24.40%	55.30%	11.60%
Manzini	0.40%	3.60%	29.60%	52.10%	14.30%
Shiselweni	0.20%	2.30%	31.20%	58.90%	7.50%
Lubombo	0.20%	1.90%	39.70%	48.60%	9.60%
National	0.50%	3.40%	31.20%	53.70%	11.20%

Source: Survey (2016)

4.2.7 Availability of Public Transport

The majority of respondents (88.10%) indicated that public transportation is available in their constituencies (Figure 4.2.7). The region with the highest number of respondents who said public transportation is available in their areas was Shiselweni, with 90%. Hhohho had the highest number of respondents who answered no to the question (16.20%).

Figure 4.2.7: Is public transport in your area available?

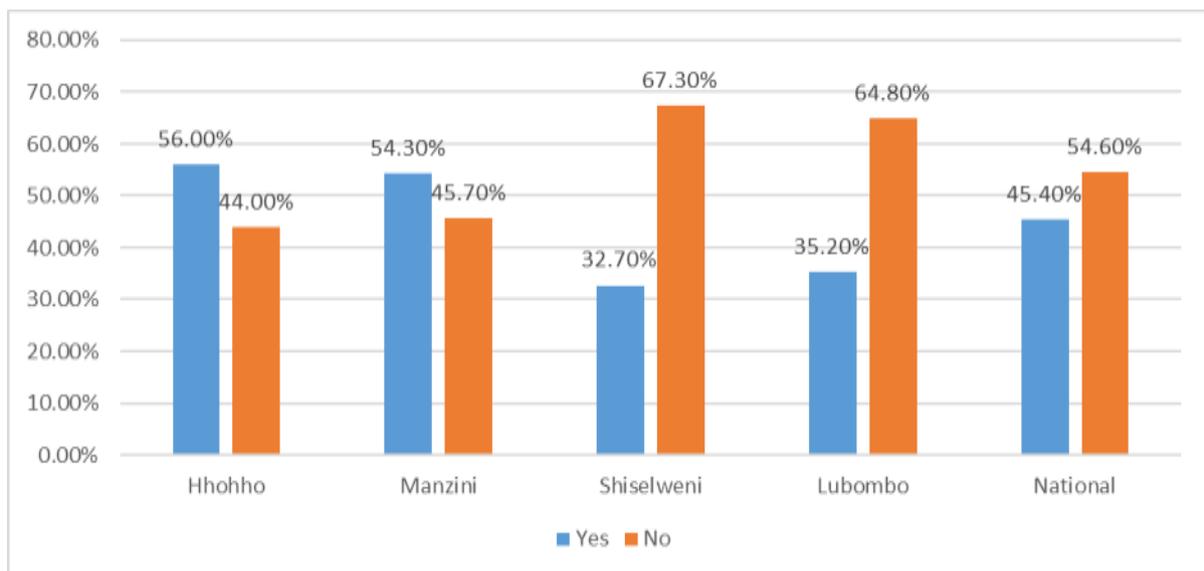


Source: Survey (2016)

4.2.8 Reliability of Public Transport

In terms of respondents' perception on the reliability of public transportation, a small majority of respondents believe it is reliable (54.60%) while 45.40% are of the view that it is not, as indicated in Figure 4.2.8. The majority of respondents in the Hhohho (56%) and Manzini (54.30%) regions believe that public transportation is reliable in their constituencies. Lubombo and Shiselweni had a majority that do not believe their constituencies' public transportation is reliable (64.80% and 67.30% respectively), which had a stronger effect on the national average.

Figure 4.2.8: If yes, is the transport reliable?



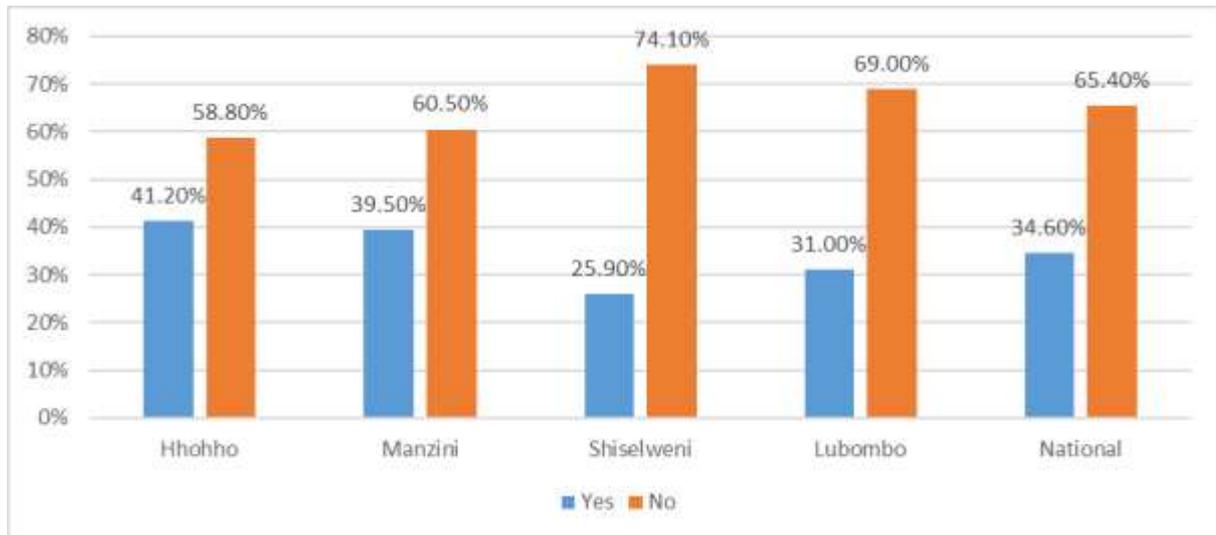
Source: Survey (2016)

4.2.9 Affordability of Transport

In terms of the affordability of transport, 65.40% of respondents throughout the nation do not believe that public transportation in their constituencies is affordable, whereas 34.60% consider it to be affordable, as shown in Figure 4.2.9. Regionally, all four regions had a majority of respondents who believe their constituencies' public transportation is not

affordable. The Shiselweni region had the highest proportion of respondents who answered no (74.10%), while Hhohho had the smallest proportion (58.80%).

Figure 4.2.9: If yes, is the transport affordable?

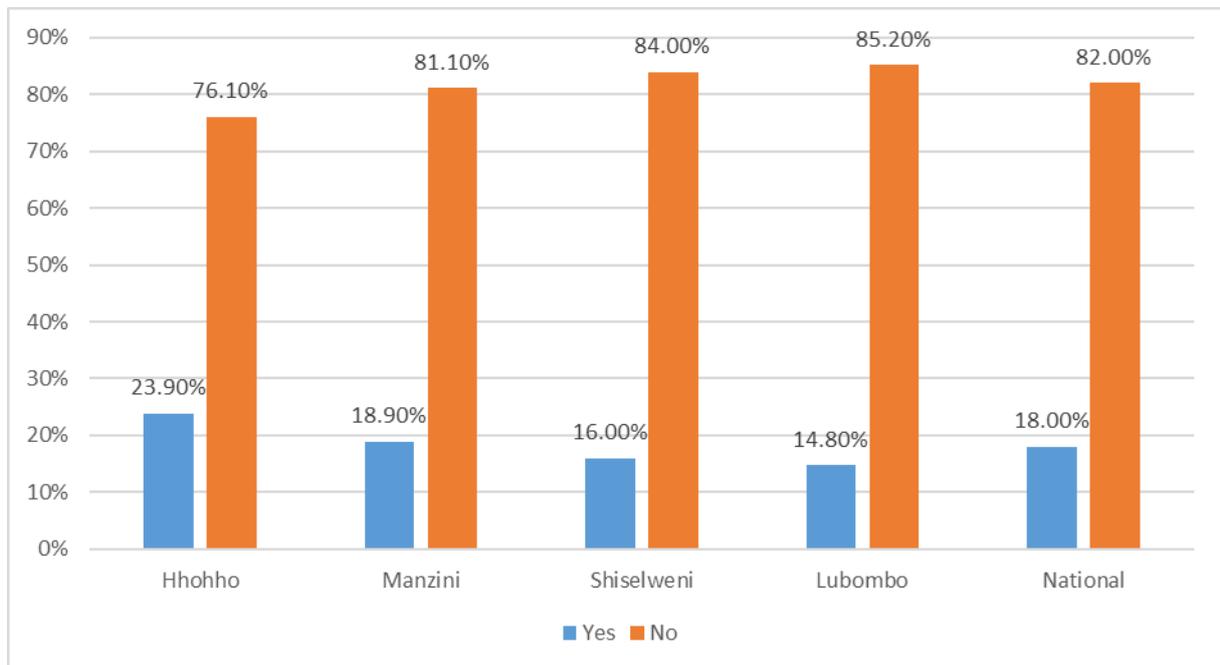


Source: Survey (2016)

4.2.10 Invitation of citizens by Ministry of Public Works officials to a forum to engage them on services they provide

The majority of respondents throughout the nation did not know of any forum for engagement with the Ministry of Public Works and Transport (82%), as shown in Figure 4.2.10. The Lubombo region had the highest proportion of respondents who answered no (85.20%), followed by Shiselweni (84%), Manzini (81.10%), and finally Hhohho (76.10%).

Figure 4.2.10: Is there a forum to engage citizens on the services provided by the Ministry of Works?



Source: Survey (2016)

4.3 Satisfaction and Perceptions

4.3.1 Rate Current Status of the Roads in Region

On a scale of very poor to very satisfactory, respondents were asked to rate the status of roads in their constituencies. The most common response was a poor rating, which accounted for 44.82% of national responses. Of those sampled, 26.69% respondents gave an average rating, 18.07% gave a very poor rating, and 8.88% said the roads are satisfactory, as shown in Table 4.3.1.

Table 4.3.1: Rate Current Status of the Roads in Region

Region	Very Satisfactory	Satisfactory	Average	Poor	Very Poor
Hhohho	2.68%	10.44%	24.63%	36.14%	26.10%
Manzini	2.36%	10.44%	28.87%	37.04%	21.28%
Shiselweni	0.13%	2.42%	20.54%	63.62%	13.29%
Lubombo	0.61%	12.01%	32.52%	45.44%	9.42%
National	1.55%	8.88%	26.69%	44.82%	18.07%

Source: Survey (2016)

4.3.2 The road to the local health facility is satisfactory

The most common response for this question (where the assertion that road conditions are satisfactory was rated on a five-step scale from strongly disagree to strongly agree) was that respondents agreed (30.28%) as shown in Table 4.3.2. However, this was followed closely by a proportion who disagreed (28.43%), those who felt neutral (24.87%), and those who strongly agreed (13.79%).

Table 4.3.2: The road to the local health facility is satisfactory

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Hhohho	4.41%	36.03%	33.09%	21.76%	4.71%
Manzini	2.75%	40.75%	22.03%	32.38%	2.09%
Shiselweni	20.19%	14.26%	26.76%	36.38%	2.40%
Lubombo	34.62%	24.54%	17.82%	21.68%	1.34%
National	13.79%	30.28%	24.87%	28.43%	2.64%

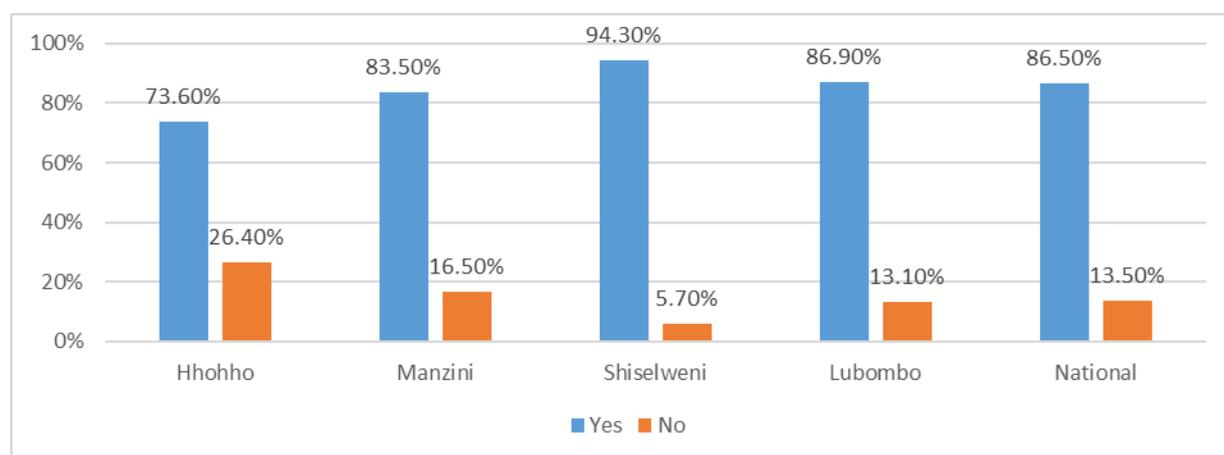
Source: Survey (2016)

The results across regions were as follows; respondents from Shiselweni and Lubombo were more likely to strongly agree (20.19% and 34.62%, respectively) compared to Hhohho and Manzini (4.41% and 2.75%, respectively). At the same time, respondents in Hhohho and Manzini were more likely to agree. Shiselweni exhibited the highest proportion of disagreement (36.38%), whereas Hhohho showed the highest proportion of neutral responses (33.09%).

4.3.3 The RDF should be used to fund Public Works and Transport Projects

Respondents were asked if they think the RDF should be used to fund public works and transport projects; 86.50% of respondents throughout Swaziland answered yes, indicating that they believed that the RDF should be used to fund public works and transport projects as indicated in Figure 4.3.3. The Shiselweni region had the highest proportion of respondents who said the RDF should be used for projects (94.30%), followed by Lubombo (86.90%), Manzini (83.50%), and Hhohho (73.60%).

Figure 4.3.3: In your view should the RDF be used to fund Public Works and Transport Projects?



Source: Survey (2016)

4.3.4 Overall satisfaction level on the services offered by the Ministry of Public Works

Respondents were asked to rate their satisfaction with services offered by the Ministry of Public Works and Transport on a five-step scale from very poor to very satisfactory. At a national level, respondents tended to answer that offered services were either average (45%) or poor (42.70%), as shown in Table 4.3.4. Less responses were observed for ratings of very poor (6.50%), satisfactory (5.40%), or very satisfactory (0.50%).

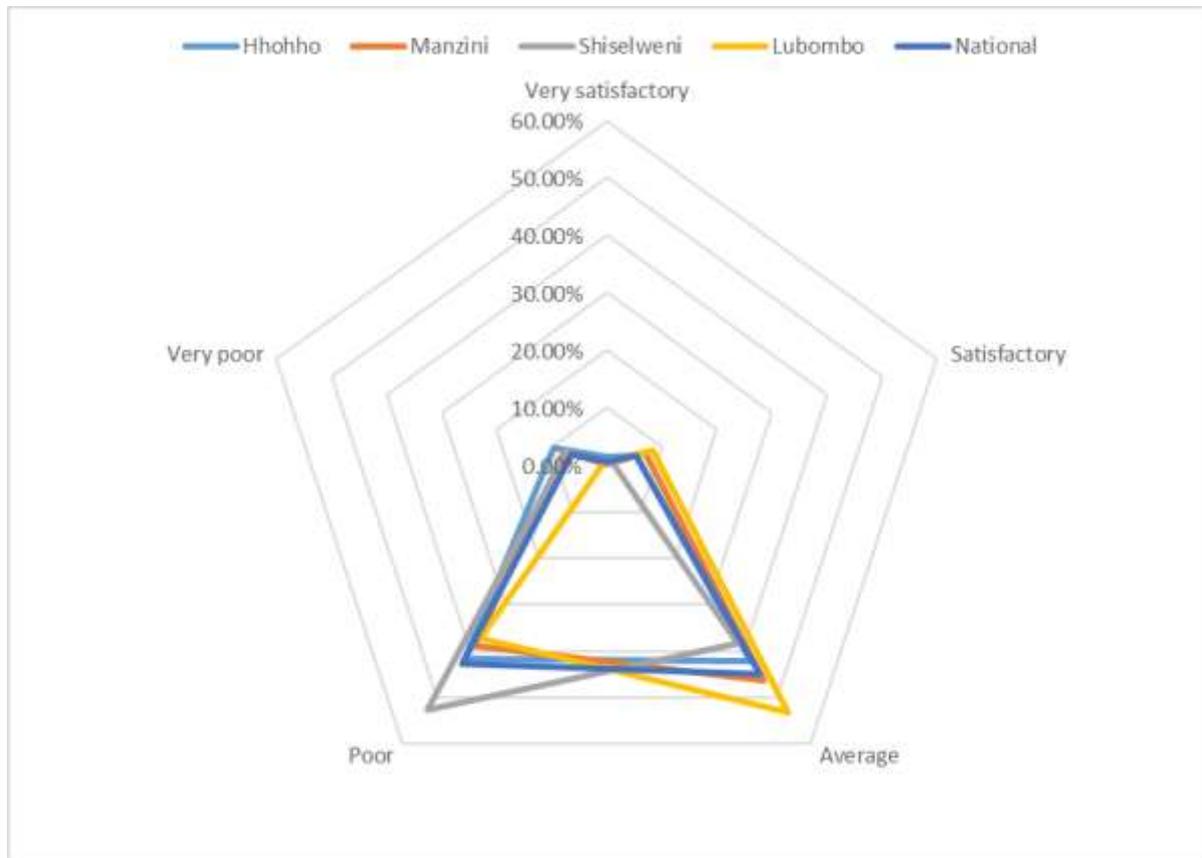
Table 4.3.4: Overall satisfaction level on the services offered by the Ministry of Public Works

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	1.40%	5.30%	42.10%	41.60%	9.60%
Manzini	0.20%	6.90%	46.20%	38.80%	7.80%
Shiselweni	0.30%	1.20%	38.40%	52.70%	7.40%
Lubombo	0.70%	8.30%	53.10%	37.20%	0.70%
National	0.50%	5.40%	45.00%	42.70%	6.50%

Source: Survey (2016)

At a regional level, respondents tended to perceive services offered by the Ministry as either average or poor. Respondents from the Shiselweni region tended to be less satisfied, with responses skewing toward poor and very poor, while respondents from the Lubombo region tended to be more satisfied, with responses toward average and satisfactory, as shown in Figure 4.3.4. The highest proportion of satisfactory responses was from Lubombo (8.30%), while the highest proportion of very poor responses was from Hhohho (9.60%).

Figure 4.3.4 Overall satisfaction level on the services offered by the Ministry of Public Works



Source: Survey (2016)

4.3.4 Suggestions on how the Ministry of Public Works and Transport can improve

Respondents were asked to provide suggestions on how the Ministry of Public Works and Transport can improve to meet the needs of their communities. The sampled citizens made the following suggestions:

- Upgrade all roads and bridges, making sure they are bigger and stronger.
- Fix potholes and maintain the roads.
- Grade/level all rural roads.

4.4 Conclusions and Recommendations: Ministry of Public Works

In terms of awareness, most respondents throughout the nation did not know the steps required when requesting a service from the Ministry of Public Works and Transport (98.10%). With regards to citizen engagement, respondents tended to consider roads in their communities to be inaccessible (62.50%). Regionally, Shiselweni had the highest proportion of negative responses (75%), whereas Manzini and Lubombo had the highest proportion of affirmative responses (both around 43%). Overall, in terms of satisfaction, at a national level, respondents said the offered services were either average (45%) or poor (42.70%). Fewer responses were observed for ratings of very poor (6.50%), satisfactory (5.40%), or very satisfactory (0.50%).

Based on the above findings, the following key recommendations are made for consideration by the Ministry of Public Works and Transport:

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none">• Implement awareness programmes on all services offered by the Ministry of Public Works through media such as radio, television and newspapers.
Citizen Engagement	<ul style="list-style-type: none">• Upgrade all roads and bridges both in urban and rural areas.• Upgrade all roads leading to crucial service providers such as schools and clinics, especially in the Shiselweni and Lubombo regions.• Ensure continuous maintenance of all roads.• Increase the number of public transportation modes in Lubombo and Shiselweni regions where transport tends to be unreliable.

Satisfaction

- Develop mechanisms to ensure that formal records of complaints are captured and attended to in an effective and efficient manner.
- Public transportation costs should be reflective of the economic status or income levels of the region's citizens.

Chapter 5: Key Findings: Ministry of Education and Training

5.1 Awareness

5.1.1 Knowledge of facilities of learning available in region

Respondents were asked to confirm if they have any learning facilities available in their constituencies, as shown in Table 5.1.1. The most commonly available learning facilities are primary school (97.06%), pre-school (92.81%), high school (88.56%), and secondary school (79.14%). Only 15% of respondents indicated that a vocational school is available in their constituencies, and 8% indicated that an adult literacy institute is available. Regionally, Manzini had the highest proportion of respondents who indicated that they had a pre-school, primary and secondary school (95.50%, 98.83% and 82.99% respectively). The Hhohho region had the highest number of respondents who indicated that they have high schools (92.85%) whilst the Shiselweni region had the lowest number of respondents who indicated that they have high schools (82.83%). In terms of vocational schools, the Manzini region had the highest number of respondents who indicated the availability of vocational schools (17.11%) whilst the Hhohho region had the lowest (9.27%).

Table 5.1.1: Knowledge of facilities of learning available in region

Region	Preschool	Primary	Secondary	High school	Vocational
	Yes	Yes	Yes	Yes	Yes
Hhohho	94.44%	98.01%	82.91%	92.85%	9.27%
Manzini	95.50%	98.83%	82.99%	91.79%	17.11%
Shiselweni	89.70%	96.70%	74.24%	82.83%	9.64%
Lubombo	90.35%	93.67%	74.51%	85.22%	13.27%

National	92.81%	97.06%	79.14%	88.56%	12.70%
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Source: Survey (2016)

5.1.2 Knowledge of a school committee or Parents Teachers Association (PTA) in place

The majority of respondents around the nation gave an affirmative answer when asked whether they know if there is a school committee or a Parents Teachers Association (PTA) in place (93.79%), as shown in Table 5.1.2.

Table 5.1.2: Knowledge of a school committee or PTA in place

Region	Yes	No	Don't know
Hhohho	86.49%	1.59%	11.92%
Manzini	95.66%	1.08%	3.25%
Shiselweni	95.38%	2.45%	2.17%
Lubombo	96.21%	2.21%	1.58%
National	93.79%	1.76%	4.45%

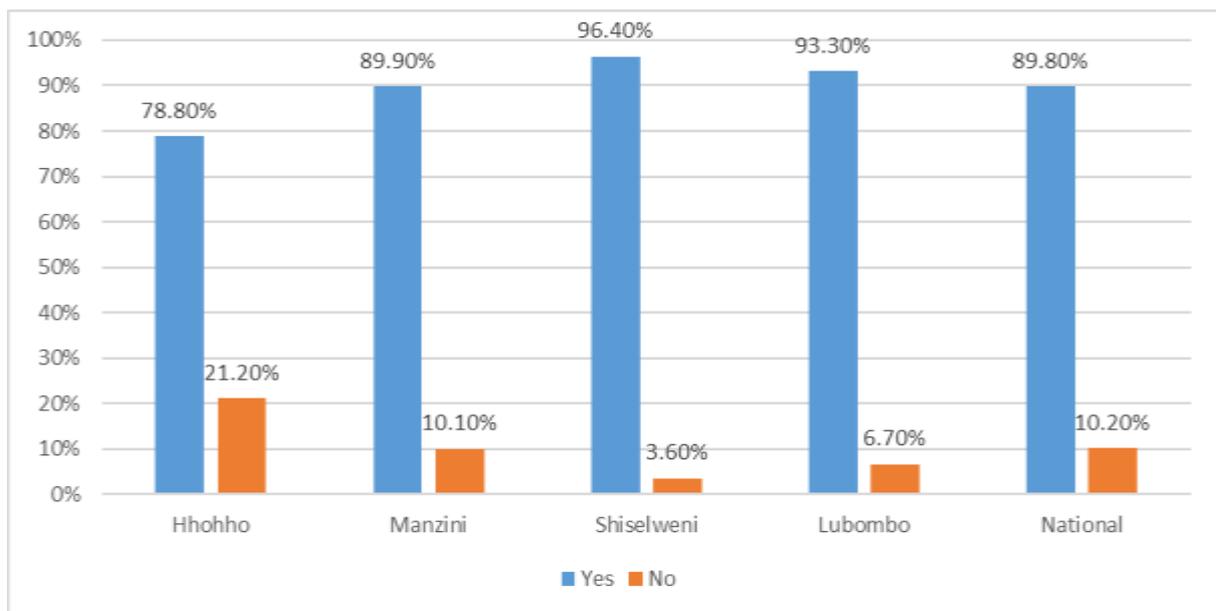
Source: Survey (2016)

Only 1.76% answered no, and 4.45% said they did not know. The majority of respondents believe there is a school committee or PTA in place across all regions; the Lubombo region had the highest proportion of affirmative answers (96.21%) and Manzini had the lowest proportion (86.49%). Hhohho had the highest proportion of respondents who said they did not know (11.92%), compared to Lubombo which had the lowest (1.58%). Additionally, the Manzini region had the lowest proportion of respondents who confirmed that there is no school committee or PTA in place (1.08%), while all regions showed at most only 2% who are of that view.

5.1.3 Knowledge of the functions of a School Committee or PTA

Respondents were asked whether they know the functions of a school committee or PTA. The majority of respondents at a national level indicated that they do know the functions of a school committee or PTA (89.90%), compared to 10.20% who indicated that they did not, as shown in Figure 5.1.3. The two regions with the highest proportions of respondents who indicated knowledge of these functions were Shiselweni (96.40%) and Lubombo (93.30%). In contrast, 89.90% of respondents in Manzini know these functions, which is still greater than the 78.80% of respondents in Hhohho region.

Figure 5.1.3: Knowledge of the functions of a School Committee or PTA



Source: Survey (2016)

5.1.4 Knowledge of how the school committee members are selected

Respondents were asked to indicate the method used for the selection of school committee members. Nationally, most respondents (85.67%) believe that school committee members are elected; this is contrary to 1.20% who believe that school committee members are appointed and 13.09% who do not know, as shown in Table in 5.1.4.

Table 5.1.4: Knowledge of how the school committee members are selected

Region	Elected	Appointed	Don't know
Hhohho	71.90%	2.86%	25.08%
Manzini	85.45%	1.19%	13.37%
Shiselweni	95.21%	0.68%	4.11%
Lubombo	88.78%	0.16%	11.06%
National	85.67%	1.20%	13.09%

Source: Survey (2016)

The Shiselweni region had the highest proportion of respondents who believe that school committee members are elected (95.21%), whereas Hhohho had the lowest proportion who believe they are elected (72%). In contrast, Hhohho had the highest proportion who believe that school committee members are appointed (2.86%), followed by Manzini (1.19%), which was also the case for respondents who do not know (25.08% and 13.09% respectively).

5.2 Citizen Engagement

5.2.1 Invitation of citizens by Ministry of Education and Training/Principal to a forum to engage them on services they provide

Respondents were asked whether the Ministry of Education and Training or school principal invites them to a forum to engage them on services they provide. A slight majority of respondents (52.12%) at a national level answered yes to this question, while 36.53% said no and 11.35% did not know, as indicated in Table 4.2.1.

Table 5.2.1 Is there a forum where the Ministry of Education and Training/Principal invites members of the community to engage them on services required in the community?

Region	Yes	No	Don't know
Hhohho	43.29%	35.21%	21.51%
Manzini	45.95%	43.44%	10.61%
Shiselweni	65.47%	27.76%	6.77%
Lubombo	56.80%	37.18%	6.01%
National	52.12%	36.53%	11.35%

Source: Survey (2016)

These results indicate that at least half of the respondents believe that a forum for engagement with the Ministry of Education and Training does exist. The Shiselweni and Lubombo regions had higher proportions of affirmative responses (65.47% and 56.80%, respectively), compared to the national average of 52.12%. Manzini had the highest proportion of no responses (43.44%), and Hhohho had the highest proportion of respondents who said they do not know (21.51%).

5.2.2 The Ministry of Education and Training School Inspector visits the school at least once a quarter

Respondents were asked whether they agree with the statement that the Ministry of Education and Training, through inspectors, visits the schools at least once a quarter. At a national level, 40.47% agreed, followed by a neutral reaction (23.05%), and those who do not know (15.98%), as indicated in Table 5.2.2. Responses of disagreement, strong disagreement, and strong agreement were less likely. Regionally, Manzini had the highest proportion of respondents who agreed that the Ministry inspector visits the schools at least once a quarter,

where 47.53% agreed. This was followed by Lubombo (43.74%), and Shiselweni (38.59%), which also had higher frequencies of agreement responses. Responses for Lubombo and Shiselweni were concentrated around agree or neutral. The Hhohho region, on the other hand, had the highest proportion of those who strongly agree (20.49%).

Table 5.2.2: The Ministry of Education and Training School Inspector visits the school at least once a quarter

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Hhohho	20.49%	29.92%	15.23%	9.70%	8.09%	16.58%
Manzini	1.38%	47.53%	16.07%	10.85%	7.10%	17.06%
Shiselweni	0.27%	38.59%	33.97%	8.42%	3.40%	15.35%
Lubombo	0.00%	43.74%	30.74%	8.40%	2.85%	14.26%
National	5.38%	40.47%	23.05%	9.51%	5.60%	15.98%

Source: Survey (2016)

5.3 Satisfaction and Perceptions

5.3.1 Competency of the school committee in monitoring performance of school operations

The majority of respondents (52.58%) around the nation are of the view that school committees are competent enough in monitoring school operations, as indicated in Table 5.3.1. The next most common answer was neutral (20.91%) followed by strongly agree (8.56%). Only 5.49% of respondents disagreed, and 11.12% said they do not know. At a regional level, Manzini had the highest proportion of respondents who agreed (59.88%) compared with the national average of 52.58%, while Shiselweni had the highest proportion of respondents who strongly agreed (8.56%). Shiselweni also had the lowest proportion of

respondents who agreed, and analysis of the statistics presented below suggests that respondents from Shiselweni were just more likely to strongly agree. Moreover, the region with the highest proportion of respondents who do not know was also Shiselweni (14.67%).

Table 5.3.1: In your view is the school committee competent in monitoring the performance of the school operations

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Hhohho	6.74%	50.88%	22.31%	6.74%	1.44%	11.88%
Manzini	5.70%	59.88%	19.17%	6.49%	1.47%	7.28%
Shiselweni	13.72%	44.29%	21.74%	4.08%	1.49%	14.67%
Lubombo	8.93%	52.15%	21.37%	4.31%	0.80%	12.44%
National	8.56%	52.58%	20.91%	5.49%	1.33%	11.12%

Source: Survey (2016)

5.3.2 Level of satisfaction with provision of education resources

Respondents were asked to rate their satisfaction on the Ministry's provision of the different types of educational resources (textbooks, stationary, computer labs, science labs, consumer science, design technology and library) from very satisfactory to very poor. Respondents seemed to rate their satisfaction as average and tending toward satisfactory. They seemed most satisfied with the provision of textbooks (9.63%) compared to the other educational resources. Provision of stationary also seemed to receive higher satisfaction ratings. Respondents seemed less satisfied with the provision of library, computer lab, as well as design and technology resources; these items had higher proportions of poor ratings (17.96%, 17.26%, and 16.85% respectively).

5.3.2.1 Level of satisfaction with provision of textbooks

In terms of textbooks, regionally, Hhohho had the highest proportion of respondents (26.9%) who are of the view that the provision of textbooks is very satisfactory, as shown in Table 5.3.2.1. This was followed by Manzini region (9.08%). The Shiselweni and Lubombo region had the highest proportion of poor ratings (7.72% and 4.43% respectively).

Table 5.3.2.1: Level of satisfaction with provision of textbooks

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	26.9%	45.32%	23.83%	3.07%	0.88%
Manzini	9.08%	46.58%	42.52%	1.82%	0.00%
Shiselweni	0.31%	23.61%	68.36%	7.72%	0.00%
Lubombo	0.68%	40.20%	54.68%	4.43%	0.00%
National	9.63%	39.75%	46.41%	3.99%	0.21%

Source: Survey (2016)

5.3.2.2 Level of satisfaction with provision of stationary

In terms of stationary, the Hhohho region had the highest proportion of respondents (24.93%) who are of the view that stationary provision is very satisfactory, as shown in Table 5.3.2.2. This was followed by Manzini region (7.72%). The Shiselweni and Lubombo regions had the highest proportion of respondents who said the provision of stationary is poor (7.72% and 4.43% respectively).

Table 5.3.2.2: Level of satisfaction with provision of stationary

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	24.93%	44.51%	25.96%	3.12%	1.48%
Manzini	7.72%	47.91%	42.77%	1.61%	0.00%
Shiselweni	0.31%	23.30%	68.67%	7.72%	0.00%
Lubombo	0.68%	39.52%	55.37%	4.43%	0.00%
National	8.66%	39.76%	47.29%	3.94%	0.35%

Source: Survey (2016)

5.3.2.3 Level of satisfaction with provision of computer labs

In terms of computer labs, the Hhohho region had the highest proportion of respondents (16.03%) who are of the view that the provision of computer labs by the Ministry is very satisfactory, as shown in Table 5.3.2.3. This was followed by Manzini region (4.21%), while the Shiselweni and Lubombo regions had the highest proportion of poor ratings (22.65% and 22.31% respectively).

Table 5.3.2.3: Level of satisfaction with provision of computer labs

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	16.03%	37.52%	32.06%	11.84%	2.55%
Manzini	4.21%	31.31%	49.88%	14.02%	0.58%
Shiselweni	0.17%	5.57%	70.38%	22.65%	1.22%
Lubombo	0.00%	17.77%	58.98%	22.31%	0.95%
National	4.98%	23.92%	52.59%	17.26%	1.24%

Source: Survey (2016)

5.3.2.4 Level of satisfaction with provision of science lab

In terms of science labs, the Hhohho region had the highest proportion of respondents (17.03%) who are of the view that the Ministry's provision of science labs is very satisfactory, as shown in Table 5.3.2.4. This was followed by Manzini region (4.33%), while the Shiselweni and Lubombo regions had the highest proportion of those who feel that the provision of this service is poor (17.4% and 19.39% respectively).

Table 5.3.2.4: Level of satisfaction with provision of science lab

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	17.03%	39.67%	32.43%	7.79%	3.08%
Manzini	4.33%	34.85%	49.12%	11.23%	0.47%
Shiselweni	0.18%	5.80%	76.27%	17.4%	0.35%
Lubombo	0.00%	17.87%	61.98%	19.39%	0.76%
National	5.28%	25.74%	54.32%	13.59%	1.08%

Source: Survey (2016)

5.3.2.5 Level of satisfaction with provision of consumer science

In terms of consumer science, the Hhohho region had the highest proportion of respondents (13.13%) who are of the view that the provision of consumer science resources by the Ministry is very satisfactory, as shown in Table 5.3.2.5. This was followed by Manzini region (3.88%). The Shiselweni and Lubombo regions had the highest proportion of poor ratings (16.75% and 21.98% respectively).

Table 5.3.2.5: Level of satisfaction with provision of consumer science resources

Region	Very	Satisfactory	Average	Poor	Very poor
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satisfactory					
Hhohho	13.13%	39.38%	32.82%	9.85%	4.83%
Manzini	3.88%	37.84%	50.65%	7.64%	0.00%
Shiselweni	0.18%	6.35%	75.66%	16.75%	1.06%
Lubombo	0.00%	18.48%	58.75%	21.98%	0.78%
National	4.16%	26.82%	54.37%	13.22%	1.43%

Source: Survey (2016)

5.3.2.6 Level of satisfaction with provision of design and technology

In terms of design and technology, the Hhohho region had the highest proportion of respondents (12.82%) who are very satisfied with the provision of design and technology resources in schools, as shown in Table 5.3.2.6. This was followed by Manzini region (4.22%) while Shiselweni and Lubombo had the highest proportion of poor ratings (22.95.4% and 24.8% respectively).

Table 5.3.2.6: Level of satisfaction with provision of design and technology

Region	Very	Satisfactory	Average	Poor	Very poor
satisfactory					
Hhohho	12.82%	38.89%	30.13%	9.83%	8.33%
Manzini	4.22%	36.48%	47.15%	11.79%	0.37%
Shiselweni	0.00%	6.58%	69.04%	22.95%	1.42%
Lubombo	0.00%	17.34%	56.25%	24.80%	1.61%
National	4.03%	25.69%	50.94%	16.85%	2.49%

Source: Survey (2016)

5.3.2.7 Level of satisfaction with provision of a library

In terms of the provision of library resources in schools, Hhohho region had the highest proportion of respondents (12.63%) who are very satisfied, as shown in Table 5.3.2.7. Manzini region followed (4.31%), while a higher number of respondents in Shiselweni and Lubombo rated the provision of this service as poor (26.14% and 24.47% respectively).

Table 5.3.2.7: Level of satisfaction with provision of a library

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	12.63%	34.99%	34.78%	11.80%	5.80%
Manzini	4.31%	31.37%	50.43%	12.55%	1.35%
Shiselweni	0.00%	5.11%	65.91%	26.14%	2.84%
Lubombo	0.00%	15.96%	58.09%	24.47%	1.49%
National	4.18%	22.93%	52.27%	17.96%	2.66%

Source: Survey (2016)

5.3.3 The pass rate and performance of the school is satisfactory

Respondents were asked to rate the statement: “the pass rate and performance of the school” on a five-step scale from very poor to very satisfactory. Most responses across the nation tended toward a neutral feeling, with 60.28% respondents rating it average, as shown in Table 5.3.3. The next most common response was satisfactory (19.40%), followed by poor (16.71%). There were few responses of very poor or very satisfactory.

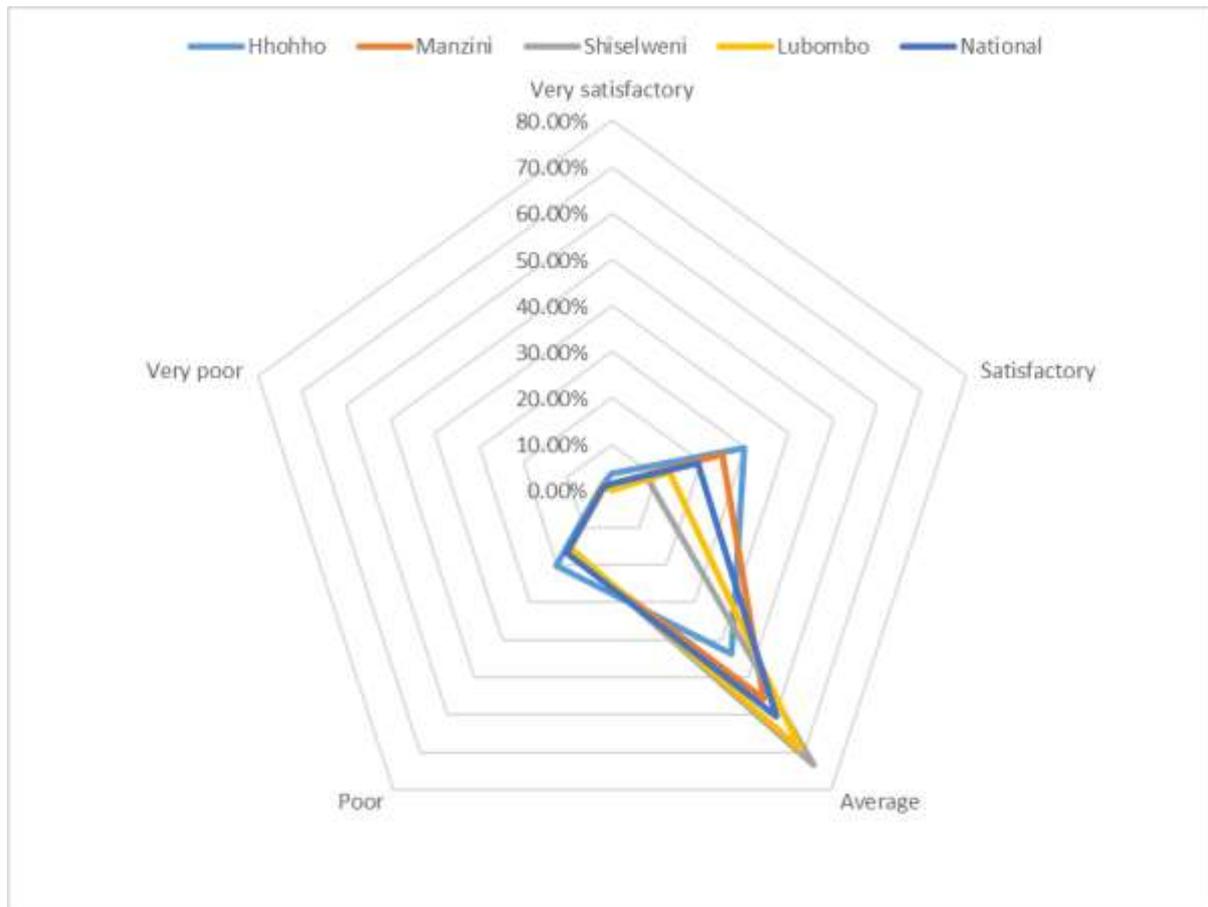
Table 5.3.3: The pass rate and performance of the school is satisfactory

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	3.65%	30.00%	43.65%	20.16%	2.54%
Manzini	1.38%	25.05%	55.50%	16.31%	1.77%
Shiselweni	0.54%	8.04%	73.57%	15.53%	2.32%
Lubombo	0.16%	12.88%	69.16%	15.26%	2.54%
National	1.39%	19.40%	60.28%	16.71%	2.23%

Source: Survey (2016)

In terms of the regional view, Hhohho and Manzini tended to rate “school pass rates and performance” as satisfactory compared to the other regions (30% and 25.05%, respectively), as shown in Figure 5.3.3. Hhohho also had a higher proportion of respondents who rated schools’ performance as poor (20.16%). The Shiselweni and Lubombo regions had responses more concentrated in the average category compared to the other regions (73.57% and 69.16%, respectively).

Figure 5.3.3: The pass rate and performance of the school is satisfactory



Source: Survey (2016)

5.3.4 Condition of the road leading to the local school in constituency

Respondents tended to disagree with or feel neutral about the assertion that the condition of roads leading to the local school is satisfactory. At a national level, most respondents (39.57%) disagreed, while 27.48% felt neutral and 23.11% agreed. Only 5.53% and 4.21% strongly disagreed or strongly agreed, respectively. Regions mostly had distributions of responses that were similar to the national average, as shown in Table 5.3.4. The Hhohho region tended to have higher proportions of strongly agree or strongly disagree responses (12.7% and 10%, respectively). The Shiselweni region was atypical in that it had a lower proportion of responses in agreement (9.81%) compared to the national average of 23.11%,

and a higher proportion of disagreeing responses (53.41%) compared to the national average of 39.57%.

Table 5.3.4: Condition of the road leading to the local school in constituency

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Hhohho	12.70%	29.46%	22.43%	25.27%	10.00%
Manzini	2.49%	27.14%	24.55%	39.96%	5.86%
Shiselweni	1.23%	9.81%	32.97%	53.41%	2.32%
Lubombo	0.48%	24.72%	31.70%	39.62%	3.49%
National	4.21%	23.11%	27.48%	39.57%	5.53%

Source: Survey (2016)

5.3.5 The RDF should be used to fund education related projects

Nationally, most respondents (86.99%) believe that the RDF should be used to fund education related projects, while 12.97% believe that it should not, as shown in Table 5.3.5. The Shiselweni region had the highest proportion of respondents who believe the RDF should be used to fund education related projects (97.91%), followed by Lubombo (90.27%) and Manzini (84.52%). Hhohho had the lowest proportion of affirmative responses (68.84%).

Table 5.3.5: The RDF be used to fund education related projects

Region	Yes	No
Hhohho	68.84%	30.93%
Manzini	84.82%	15.18%
Shiselweni	97.91%	2.09%

Lubombo	90.26%	9.74%
National	86.99%	12.97%

Source: Survey (2016)

5.3.6 Suggestions on areas the Ministry of Education and Training could improve its services

Respondents were asked to give suggestions on areas in which they feel need critical attention by the Ministry of Education and Training. Key suggestions commonly cited by the respondents were:

- Construct more houses for teachers.
- Implement vocational classes from primary school.
- Improve the schools feeding programme.
- Improve the schools by introducing computer studies at primary level.
- Hire more qualified teachers and use less of temporary teachers who do not have the relevant qualifications.
- Construct an Inkhundla or community based library

5.4 Conclusions and Recommendations: Ministry of Education and Training

In terms of awareness, respondents commonly confirmed availability of the following learning facilities: primary school (97.06%), pre-school (92.81%), high school (88.56%), and secondary school (79.14%). Only 15% of respondents indicated that a vocational school is available in their constituencies, and 8% indicated that an adult literacy institution is available. Regionally, Manzini had the highest proportion of respondents who indicated that they had a pre-school, primary and secondary school (95.5%, 98.83% and 82.99% respectively).

With regards to citizen engagement, respondents were asked whether the Ministry of Education and Training or school principal invites them to a forum to engage them on services they provide. A slight majority of respondents (52.12%) at a national level answered yes, while 36.53% answered no and 11.35% did not know.

Overall, in terms of satisfaction with educational resources, respondents at a national level seemed most satisfied with the provision of textbooks; 9.63% rated textbook provision as very satisfactory, more than the proportion of very satisfactory responses received for other items. Provision of stationary also seemed to receive higher satisfaction ratings. Respondents seemed less satisfied with the provision of library, computer lab, as well as design and technology resources; these items had higher proportions of poor ratings (17.96%, 17.26%, and 16.85% respectively). The Lubombo and Shiselweni regions tended to have poor ratings for all educational resources compared to the other two regions.

Based on the above findings, the following key recommendations are made for consideration by the Ministry of Education and Training:

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none"> • Implement awareness programmes on all services offered by the Ministry of Education and Training through media such as radio, television and newspapers.
Citizen Engagement	<ul style="list-style-type: none"> • Increase the number of pre-schools, primary, secondary and high schools in the Shiselweni and Lubombo region.

	<ul style="list-style-type: none"> • Increase the number of vocational schools across the country. • Construct more houses for teachers. • Implement vocational classes from primary school. • Introduce computer studies at primary level. • Hire qualified teachers with a Post Graduate Certificate in Education (PGCE) and use less of temporary teachers who do not have the relevant qualifications. • Construct inkhundla or community based libraries. • Increase the number of educational resources in schools in the Shiselweni and Lubombo regions.
Satisfaction	<ul style="list-style-type: none"> • Develop mechanisms to ensure that formal records of complaints are captured and attended to in an effective and efficient manner. • Staff must be trained and continuously encouraged to display customer care when interacting with the public. • Members of the public must be provided with mechanisms to report behaviour which is deemed as unsatisfactory.

Chapter 6: Key Findings: Ministry of Home Affairs

6.1 Awareness

6.1.1 Knowledge of the services that are offered by the Ministry of Home Affairs

The study sought to find out whether respondents know of the services offered by the Ministry of Home Affairs. Nationally, 98.72% of the respondents know of services offered by the Ministry, while 1.28% reported that they do not, as shown in Table 6.1.1. Most regions exhibited a proportion of affirmative responses of at least 99%, where 100% of respondents in the Shiselweni region know of the services offered by the Ministry. Hhohho had fewer affirmative responses (95.24%) than the other regions, which was less than the national average of 99.70%.

Table 6.1.1: Knowledge of the services that are offered by the Ministry of Home Affairs

Region	Yes	No
Hhohho	95.24%	4.76%
Manzini	99.70%	0.30%
Shiselweni	100.0%	0.00%
Lubombo	99.69%	0.31%
National	98.72%	1.28%

Source: Survey (2016)

6.1.2 Knowledge of the steps involved in accessing Ministry of Home Affairs services

The study also sought to determine whether the respondents know of the steps involved in accessing services from the Ministry of Home Affairs. A slight majority (59.34%) of respondents on a national level indicated that they know the processes involved when

accessing the Ministry’s services, while 40.66% do not, as shown in Table 6.1.2. At a regional level, more respondents from Shiselweni and Lubombo believe that they have the knowledge for accessing these services (67.48% and 69.25%, respectively) compared to Hhohho and Manzini (48.31% and 53.53%, respectively).

Table 6.1.2: Knowledge of the steps involved in accessing the services from the Ministry of Home Affairs

Region	Yes	No
Hhohho	48.31%	51.69%
Manzini	53.53%	46.47%
Shiselweni	67.48%	32.52%
Lubombo	69.25%	30.75%
National	59.34%	40.66%

Source: Survey (2016)

6.2 Citizen Engagement

6.2.1 Length of time it takes the Ministry of Home Affairs to provide services

Respondents were asked to indicate the length of time it takes the Ministry to render services to them. At a national level, responses to this question tended toward shorter service delivery times, where most reported service delivery is on average three weeks or less. On the other hand, 32% reported that they receive Ministry services in less than a week, 30% reported that it was less than two weeks, and 24% believe that it is between two and three weeks. However, 11% reported that service delivery takes between three weeks and a month, and only 3% believe it takes more than a month, as shown in Table 6.2.1.

Regionally, Hhohho and Manzini reported the shortest service delivery times; in Hhohho, 47.09% indicated that it takes less than a week and 27.57% indicated that it takes between one and two weeks. At the same time, in Manzini, 33.12% said less than a week and 39.96% said less than two weeks. In Shiselweni, more respondents reported that it takes between two and three weeks (43.10% compared to the national average of 24.06%) or between three weeks and a month (18.03% compared to the national average of 11.07%). The responses for Lubombo were distributed fairly similarly to the national averages.

Table 6.2.1: Length of time it takes the Ministry of Home Affairs to provide services

Region	Less than a week	2 weeks	3 weeks	1 month	More than 1 month
Hhohho	47.09%	27.57%	11.77%	7.75%	5.81%
Manzini	33.12%	39.96%	16.82%	7.57%	2.52%
Shiselweni	17.46%	17.32%	43.10%	18.03%	4.08%
Lubombo	28.25%	32.10%	26.65%	12.04%	0.96%
National	31.51%	30.05%	24.06%	11.07%	3.32%

Source: Survey (2016)

6.2.2 Invitation of citizens by Ministry of Home Affairs to a forum to engage them on services they provide

Respondents were asked whether the Ministry of Home Affairs invites them to a forum to engage them on services they provide. The majority of respondents (62.35%) on a national level believe that there is no forum for engagement with the Ministry, whereas 37.65% believe it exists, as indicated in Table 6.2.2. At a regional level, respondents from Hhohho

and Manzini were less likely to believe that there is a forum for engagement (31.40% and 37.04%, respectively) than Lubombo and Shiselweni (40.22% and 40.52%, respectively).

Table 6.2.2: Invitation of citizens by Ministry of Home Affairs to a forum to engage them on services they provide

Region	Yes	No
Hhohho	31.40%	68.60%
Manzini	37.04%	62.96%
Shiselweni	40.52%	59.48%
Lubombo	40.22%	59.78%
National	37.65%	62.35%

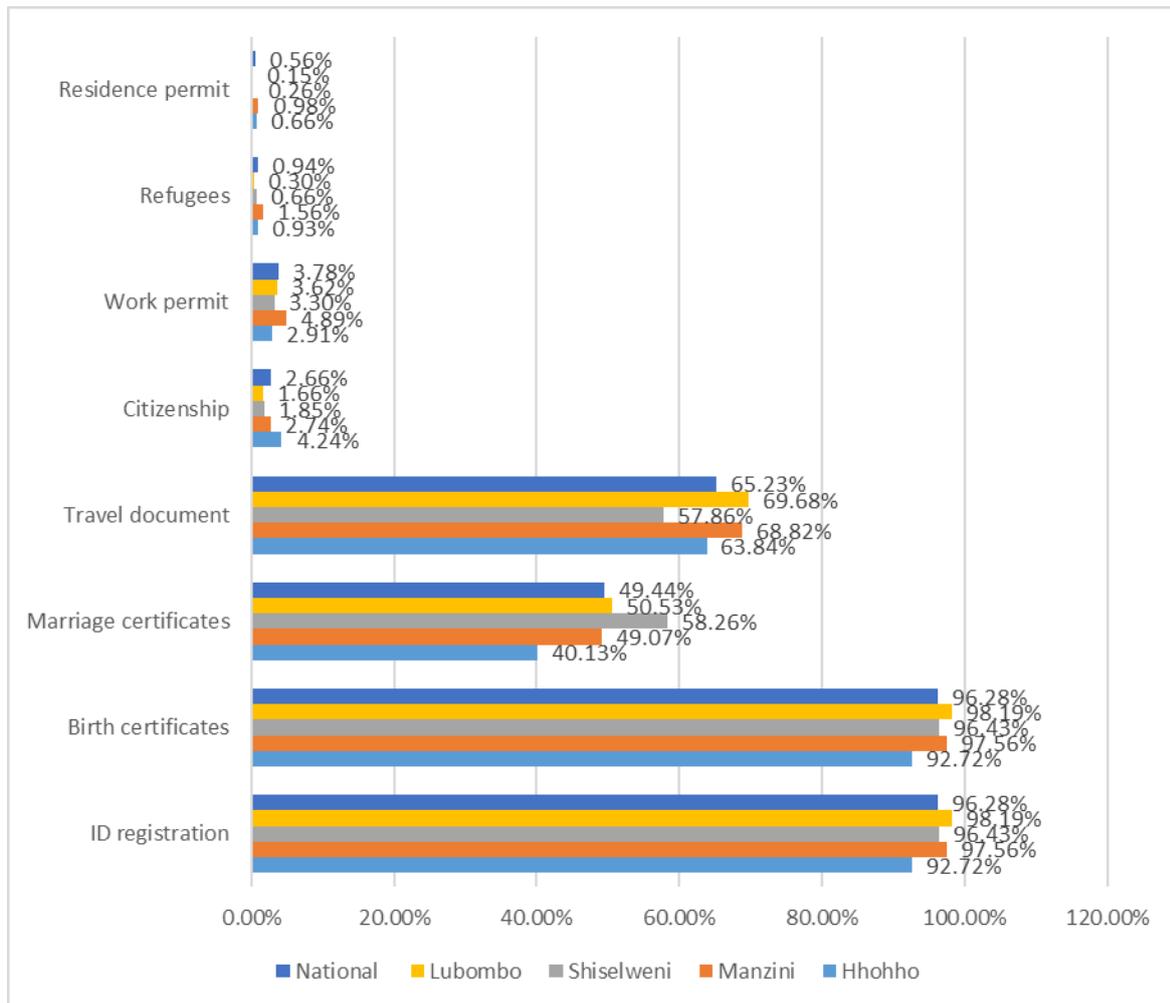
Source: Survey (2016)

6.2.3 Types of services citizens have benefited from

Nationally, most respondents indicated that they had benefited from identity (ID) card registration (94.37%), birth certificate (96.28%), travel document (65.23%), and marriage certificate (50.56%) services, as shown in Figure 6.2.3. Less respondents indicated that they had benefited from citizenship (2.71%), work permit (3.86%), and refugee permit and residence permit services (0.96%). Regionally, Lubombo had the highest number of respondents who indicated that they had benefitted from ID registration (96.68%) followed by Manzini, Shiselweni and lastly Hhohho (94.82%, 93.13%, 92.98% respectively). In terms of birth certificate registration, the Lubombo region also had the highest number of respondents who have benefited from the service (98.19%) followed by Manzini, Shiselweni and lastly Hhohho (97.56%, 96.43%, and 92.72% respectively).

With regards to marriage certificate registration, the Shiselweni had the highest number of respondents who have benefited from the service (58.26%) followed by Lubombo, Manzini and lastly Hhohho (50.53%, 49.07%, 40.13% respectively). In terms of travel document registration, the Lubombo region had the highest number of respondents who indicated that they had benefited from the service (69.68%) followed by the Manzini, Hhohho and lastly Shiselweni regions (68.82%, 63.84%, and 57.86% respectively).

Figure 6.2.3: Types of services citizens have benefited from



Source: Survey (2016)

6.3 Satisfaction and Perceptions

6.3.1 Affordability of services

Respondents were asked whether the services of the Ministry of Home Affairs services are affordable on a five-step scale from strongly disagree to strongly agree (where it was also possible to answer that they did not know as a sixth option) for each item on a list of services offered. Respondents tended toward neutral or agreement on the affordability of IDs, birth certificates, marriage certificates, and travel documents, while some do not know for services such as citizenship, work permits, refugee permits, or residence permits.

6.3.1.1 Perception on affordability of identity cards

In terms of identity cards, the Hhohho and Manzini region had the most number of respondents who indicated that IDs are affordable (47.73% and 41.41% respectively) whilst the Shiselweni and Lubombo region had the lowest (39.32% and 39.48%), as shown in Table 6.3.1.1.

Table 6.3.1.1: Perception on affordability of identity cards registrations

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Hhohho	14.77%	47.73%	28.84%	5.97%	0.99%	1.70%
Manzini	7.94%	41.41%	48.66%	1.59%	0.00%	0.40%
Shiselweni	5.57%	29.08%	62.23%	2.58%	0.41%	0.14%
Lubombo	5.53%	39.32%	53.46%	1.38%	0.00%	0.31%
National	8.42%	39.48%	48.39%	2.78%	0.32%	0.61%

Source: Survey (2016)

6.3.1.2 Perception on affordability of issuing of birth, death, adoption certificates

In terms of issuing of birth, death, and adoption certificates, the Hhohho and Manzini region had the most number of respondents who indicated that these services are affordable (49.27% and 41.41% respectively) whilst the Shiselweni and Lubombo region had the lowest (29.44% and 39.17%), as shown in Table 6.3.1.2.

Table 6.3.1.2: Perception on affordability of issuing of birth, death, adoption certificates

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Hhohho	13.89%	49.27%	31.29%	4.68%	0.58%	0.29%
Manzini	8.09%	45.05%	45.75%	0.70%	0.00%	0.40%
Shiselweni	5.56%	29.44%	62.01%	2.31%	0.41%	0.27%
Lubombo	5.53%	39.17%	53.76%	1.08%	0.00%	0.46%
National	8.23%	41.00%	48.13%	2.05%	0.23%	0.36%

Source: Survey (2016)

6.3.1.3 Perception on affordability of marriage certificates

In terms of issuing of marriage certificates, the Hhohho and Manzini region had the most number of respondents who indicated that the service is affordable (49.27% and 41.41% respectively) whilst the Shiselweni and Lubombo region had the lowest (29.44% and 39.17%). The Hhohho region had the highest number of respondents who disagreed with this assertion (7.34%) whilst the Lubombo had the lowest (1.55%), as shown in Table 6.3.1.3.

Table 6.3.1.3: Perception on affordability of marriage certificates

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Hhohho	7.34%	26.40%	29.55%	7.34%	0.87%	28.50%
Manzini	5.84%	26.54%	45.33%	2.34%	0.53%	19.43%
Shiselweni	4.78%	15.16%	62.02%	2.87%	0.82%	14.34%
Lubombo	4.33%	19.63%	52.24%	1.55%	0.15%	22.10%
National	5.53%	22.09%	47.98%	3.28%	0.59%	20.53%

Source: Survey (2016)

6.3.1.4 Perception on affordability of travel documents/passports/visas

In terms of the issuing of travel documents, the Shiselweni and Lubombo regions had the most number of respondents who are neutral about the affordability of travel documents (32.33% and 43.97% respectively), as shown in Table 6.3.1.4. The Hhohho and Manzini regions had the highest number of respondents who believe this service is affordable (20.92% and 18.50%). Notably, Shiselweni and Lubombo had the highest number of respondents who do not know if this service is affordable or not (15.52% and 16.67% respectively).

Table 6.3.1.4: Perception on affordability of travel documents/passports/visas

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Hhohho	8.72%	20.92%	32.33%	22.82%	3.33%	11.89%
Manzini	5.30%	18.50%	43.97%	17.46%	1.46%	13.31%
Shiselweni	2.61%	9.07%	59.20%	11.40%	2.20%	15.52%
Lubombo	3.24%	17.28%	53.40%	8.80%	0.62%	16.67%
National	4.92%	16.44%	47.29%	15.22%	1.85%	14.28%

Source: Survey (2016)

6.3.2 Attitude and demeanour of the Ministry of Home Affairs officials

Nationally, 57.21% of respondents agreed that the attitude and demeanour of Ministry of Home Affairs' officials is always excellent when providing public services, while 25.50% felt neutral and 12.84% disagreed, as shown in Table 6.3.2.

Table 6.3.2: Attitude and demeanour of the Ministry of Home Affairs officials

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Hhohho	3.77%	43.72%	21.76%	22.18%	8.58%
Manzini	2.30%	59.44%	21.58%	14.19%	2.50%
Shiselweni	0.69%	56.67%	30.26%	11.69%	0.69%
Lubombo	1.24%	64.34%	28.99%	5.12%	0.31%
National	1.89%	57.21%	25.50%	12.84%	2.56%

Source: Survey (2016)

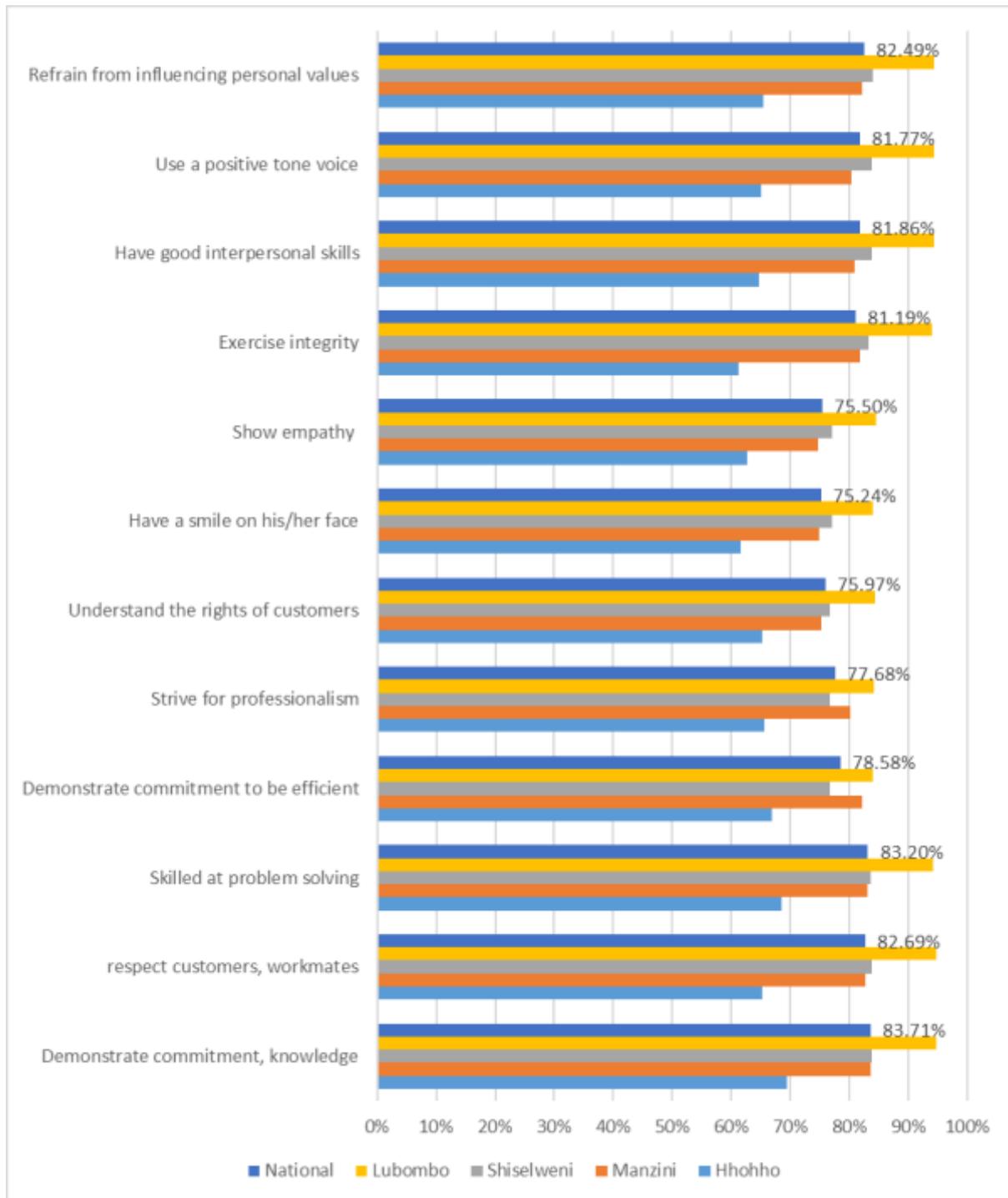
On a regional level, however, it was the Lubombo region that had the highest proportion of respondents who agreed with this assertion (64.34%), while the Shiselweni region had the highest proportion who felt neutral (30.26% compared to the national average of 25.50%). Responses for Manzini were spread fairly evenly in comparison to national averages. Hhohho, on the other hand, had the lowest proportion of respondents who agreed (43.72%), while it also had the highest proportion of respondents who strongly agreed (3.77%), disagreed (22.18%), and strongly disagreed (8.58%).

Respondents who strongly disagreed with this statement were further probed to explain the reason behind this assertion. Respondents who were of this view tended to cite the following issues:

- Officials expect a bribe in order to assist you promptly.
- Officials are rude, have a bad attitude and are impatient.
- Officials help people they know first, such as family and friends.

At least 75% of the respondents indicated a belief that Ministry of Home Affairs' officials demonstrate all of the behavioural attributes shown in Figure 6.3.2.

Figure 6.3.2: Does the public official demonstrate the following behavioural attributes?



Source: Survey (2016)

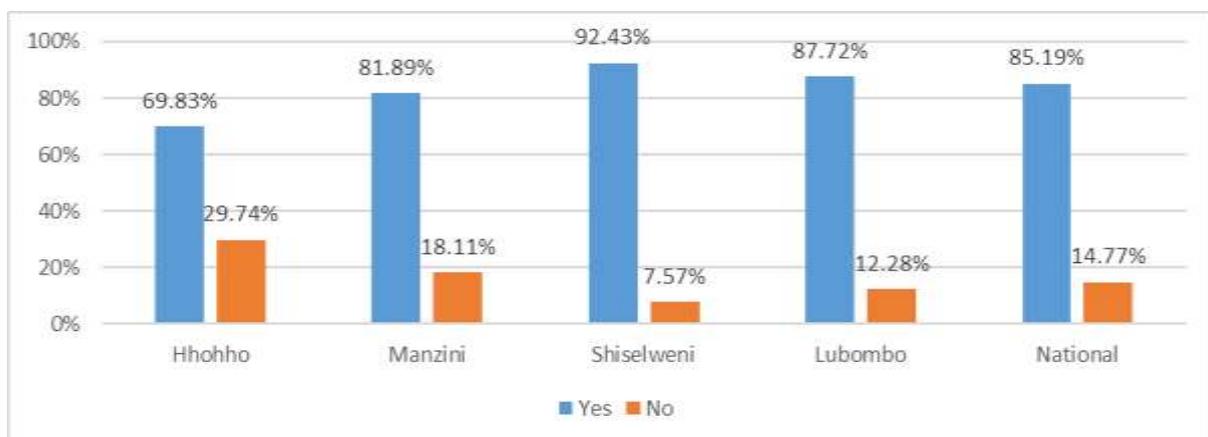
The items that received the least number of affirmative responses were ‘understanding the rights of the customer as it relates to service’ (75.98%), ‘having a smile on his or her face’

(75.25%), and ‘showing empathy to the needs of the customer’ (75.51%). At a regional level, Hhohho tended to have the lowest number of respondents who reported that the officials demonstrate positive qualities related to their demeanour in all the various categories listed, as shown in Figure 6.3.2. This is similar to findings from the Ministry of Agriculture. On the other hand, the Lubombo region tended to have the highest number of respondents who reported that the officials demonstrate positive qualities related to their demeanour in all the various categories listed.

6.3.3 The RDF should be used to decentralise Ministry of Home Affairs' services

The majority of respondents nationwide indicated that they believe the RDF should be used for decentralisation of Ministry of Home Affairs’ services (85.19%), while 14.77% believe that it should not, as shown in Figure 6.3.3. In breaking this statistic down by region, it was observed that the Shiselweni region had the highest proportion of respondents who answered yes (92.43%). This was followed by Lubombo (87.72%), Manzini (81.89%), and finally Hhohho (69.83%). It was noted that while Manzini and Hhohho had lower proportions of affirmative answers, at least 70% of respondents answered yes across all regions.

Figure 6.3.3 The RDF should be used to decentralise Ministry of Home Affairs' services



Source: Survey (2016)

6.3.4 Overall satisfaction level on the services offered by the Ministry of Home Affairs

Respondents were asked to rate their overall level of satisfaction on the services offered by the Ministry on a five-step scale from very poor to very satisfactory, and responses tended to cluster around average (66.35%), while 14.96% gave an answer of satisfactory and another 14.64% believe service delivery is poor, as indicated in Table 6.3.4.

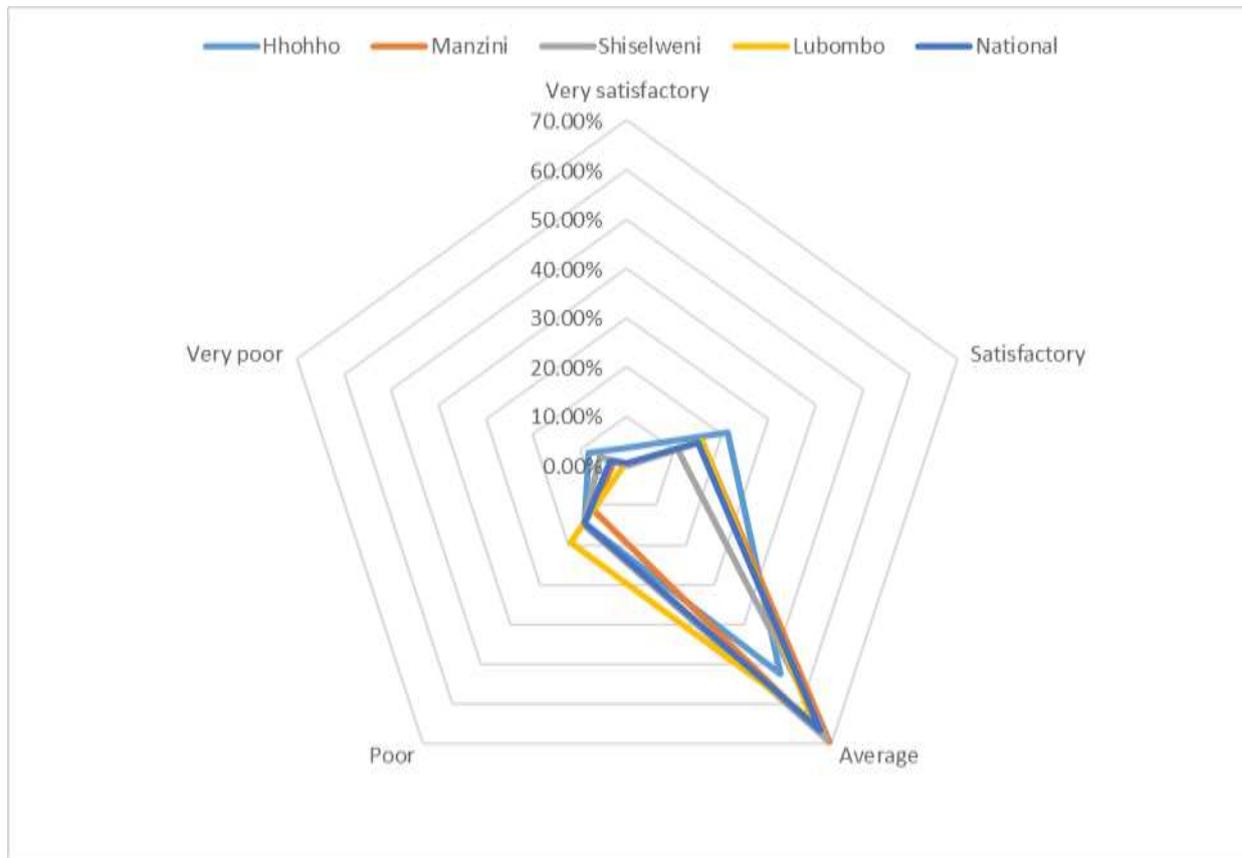
Table 6.3.4: Overall satisfaction level on the services offered by the Ministry of Home Affairs

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	3.62%	21.27%	52.49%	14.48%	8.14%
Manzini	0.30%	15.94%	69.54%	11.47%	2.74%
Shiselweni	0.00%	10.75%	68.63%	14.87%	5.74%
Lubombo	0.47%	15.76%	63.81%	19.34%	0.62%
National	0.55%	14.96%	66.35%	14.65%	3.48%

Source: Survey (2016)

The distribution of responses was fairly consistent with the national average across the Manzini, Shiselweni, and Lubombo regions, where it was noted that Shiselweni had a slightly lower proportion of satisfactory responses (10.75%) and a slightly higher proportion of very poor responses (5.74%). Hhohho had a lower proportion of average responses compared to the other regions (52.49%) and higher proportions of very satisfactory (3.62%) and very poor (8.14%), as indicated in Figure 6.3.4.

Figure 6.3.4: Overall satisfaction level on the services offered by the Ministry of Home Affairs



Source: Survey (2016)

6.3.5 Suggestions on how Ministry of Home Affairs can improve its services

Respondents were asked to suggest ways in which the Ministry can improve its services in order to meet the needs of their communities. Respondents tended to cite the following suggestions:

- Decentralise services to Tinkhundla and chiefdom levels.
- Hire more staff to minimise long queues.
- Use advanced technology to quicken processes.
- Teach government officials on importance of customer care.

6.4 Conclusions and Recommendations: Ministry of Home Affairs

In terms of awareness, nationally, 98.72% of respondents know of the services offered by the Ministry, while 1.28% reported that they did not. Most regions exhibited a proportion of affirmative responses of at least 99%, where 100% of respondents in the Shiselweni region indicated knowledge of the services offered by the Ministry. With regards to citizen engagement, the majority of respondents (62.35%) on a national level believe that there is no forum for engagement with the Ministry, whereas 37.65% believe it exists. At a regional level, respondents from Hhohho and Manzini were less likely to believe that there is a forum for engagement (31.4% and 37.04%, respectively). Overall in terms of satisfaction, responses tended to cluster around average, where 66.35% of respondents indicated that their satisfaction was average, while 14.96% gave an answer of satisfactory and another 14.64% gave an answer of poor, as indicated in Table 6.3.4. The distribution of responses were fairly consistent with the national average across the Manzini, Shiselweni, and Lubombo regions, with Shiselweni having a slightly lower proportion of satisfactory responses (10.75%) and a slightly higher proportion of very poor responses (5.74%).

Based on the above findings, the following key recommendations are made for consideration by the Ministry of Home Affairs:

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none">• Implement awareness programmes on all services offered by the Ministry through media such as radio, television and newspapers.
Citizen	<ul style="list-style-type: none">• Decentralise some of the services, such as birth certificate and ID

Engagement	<p>registration to Tinkhundla and chieftdom levels.</p> <ul style="list-style-type: none"> • The Ministry must ensure that government officers' tea and lunch breaks are staggered so as to avoid disruption of service delivery. • Hire more staff to minimise long queues. • Upgrade technology and upskill staff.
Satisfaction	<ul style="list-style-type: none"> • Develop mechanisms to ensure that formal records of complaints are captured and attended to in an effective and efficient manner. • Staff must be trained and continuously encouraged to display customer care when interacting with the public. • Members of the public must be provided with mechanisms to report behaviour which is deemed as unsatisfactory. • The Ministry must ensure that the principle of first come first serve is applied when providing services.

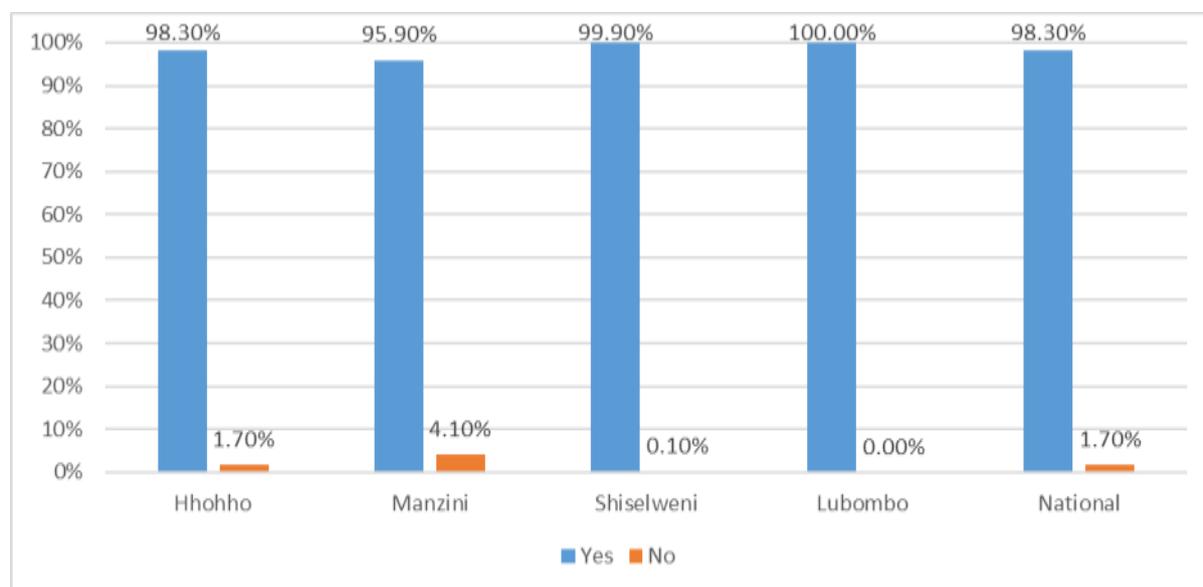
Chapter 7: Key Findings: Ministry of Health

7.1 Awareness

7.1.1 Knowledge of public health facility in constituency

The vast majority of respondents throughout the nation indicated that there is a public health facility in their constituency (98.30%). Only 1.70%, on the other hand, said there is none. Most regions had at least a 98% proportion of respondents who answered yes, where all 100% the respondents in Lubombo said there is a public health facility in their constituency. The only region where more than 2% believe there is no public health facility available was Manzini (4.10%).

Figure 7.1.1: Knowledge of a public health facility in constituency

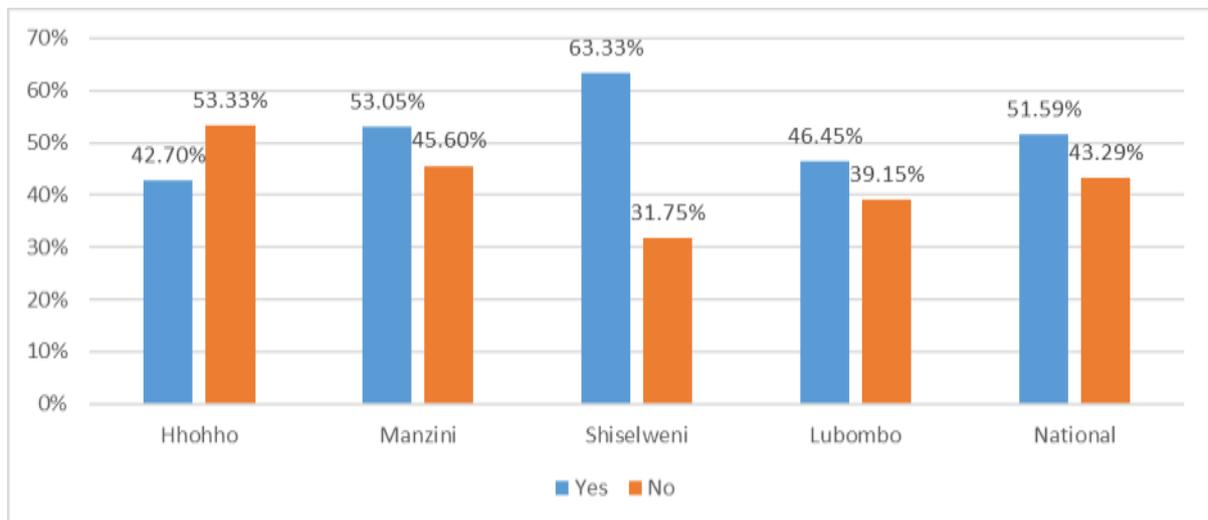


Source: Survey (2016)

7.1.2 Knowledge of access to a health emergency service in the constituency

A slight majority of respondents (51.59%) believe that the health facility in their constituency has access to emergency services, while 43.29% do not. Regionally, Shiselweni had a higher proportion of respondents who believe that health emergency services are available (63.33%), whereas Hhohho had a lower proportion who answered yes (42.70%). Manzini and Lubombo exhibited answers that were distributed in a similar fashion to the national averages.

Figure 7.1.2: Knowledge of access to a health emergency service in the constituency



Source: Survey (2016)

7.2 Service accessed and ease of or lead time for accessing those services

7.2.1 Length of time it takes citizen to reach nearest health facility

Most respondents reported that it takes less than 60 minutes to reach the local health facility (79.56%) on a national level, where 42.06% indicated that it takes less than 30 minutes and 37.50% indicated that it takes between 30 and 60 minutes, as shown in Table 7.2.1. On the other hand, 15.31% indicated that it takes between one and two hours, while 5.13% indicated that it takes more than two hours. The Hhohho and Lubombo regions had higher proportions

of respondents who said it takes less than 30 minutes (47.69% and 45.90%, respectively). Shiselweni had a higher than average proportion of respondents who believe it takes between 30 and 60 minutes (45.74%), and Hhohho had the highest proportion of respondents who indicated that it takes more than two hours (7.56%).

Table 7.2.1: Length of time it takes citizen to reach nearest health facility

Region	Less than 30 minutes	Less than 60 minutes	More than 1 hour	More than 2 hours
Hhohho	47.69%	28.70%	16.05%	7.56%
Manzini	39.30%	38.49%	16.89%	5.32%
Shiselweni	37.73%	45.74%	13.19%	3.34%
Lubombo	45.90%	37.00%	13.58%	3.51%
National	42.06%	37.50%	15.31%	5.13%

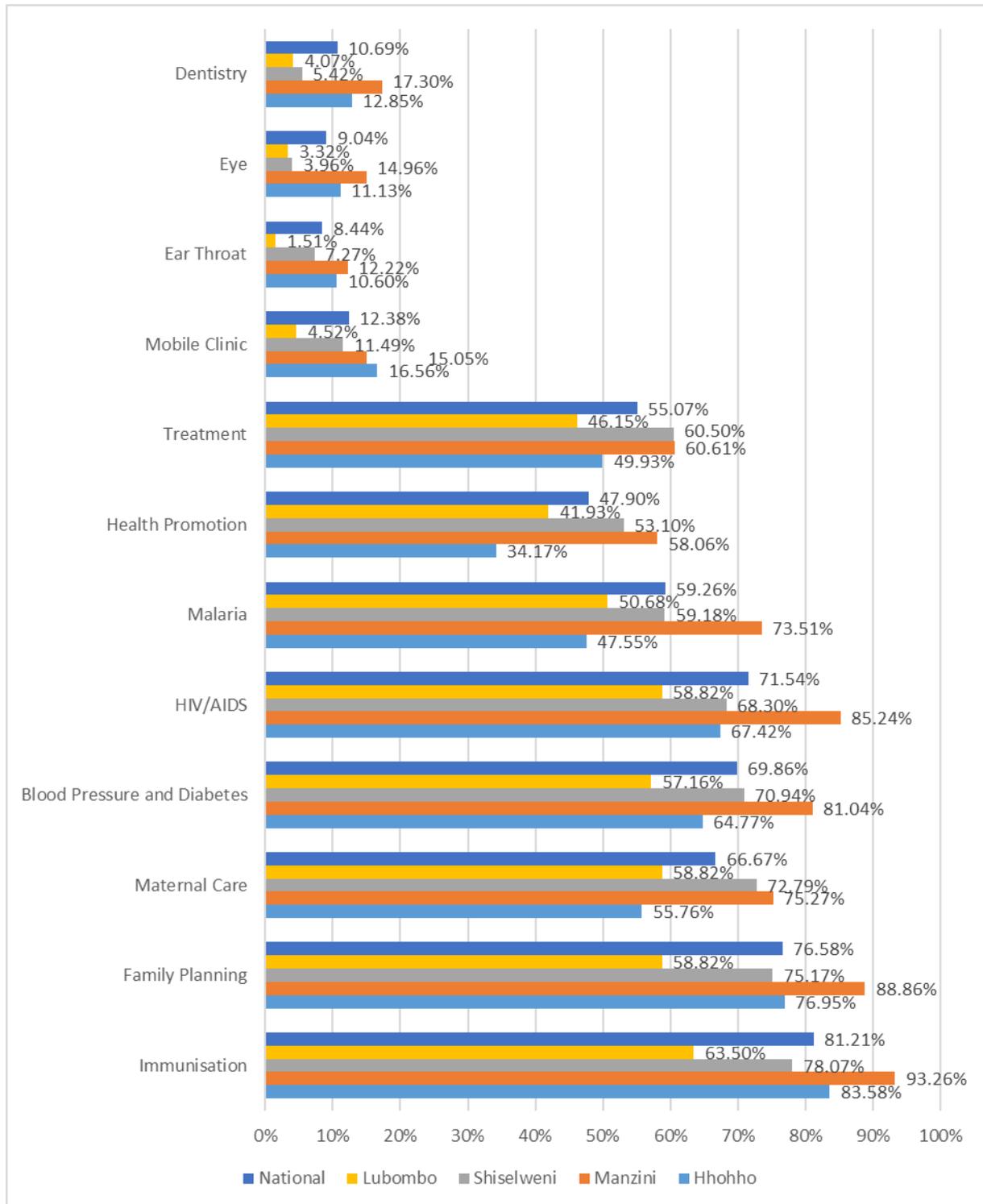
Source: Survey (2016)

7.2.2 Types of main services citizens have benefited from

The study sought to find out the main health services respondents have benefited from (Figure 7.2.2). Respondents most commonly selected immunisation (81.21%), family planning (76.58%), Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome HIV/AIDS (71.54%), managing blood pressure and diabetes (69.86%), and maternal health (66.67%) as the types of services offered in their local health facility. Malaria/bilharzia and treatment (STI, surgical care) services were also commonly selected to a slightly lesser degree. Less commonly available, as per the respondents, were mobile clinics (12.38%), dentistry (10.69%), ear and throat services (8.44%), and eye care (9.04%).

From the results below, the Manzini region tended to have the highest number of respondents who reported to have benefited from most main services: immunisation (93.26%), family planning services (88.86%), maternal care (75.27%), blood pressure and diabetes services (81.04%), malaria (73.51%), health promotion (58.06%), treatment (60.61%), ear and throat services (12.22%), eye care services (14.96%) and dentistry (17.30%), as shown in Figure 7.2.2.1. The only service where the Manzini region did not have the highest number of people who reported to have benefited from was mobile clinic services, where the Hhohho region had the highest number of respondents compared to the rest of the regions (16.56%). The Lubombo region tended to have the lowest number of respondents who reported to have benefited from the main services; immunisation (63.50%), family planning (58.82%), blood pressure and diabetes (57.16%), HIV/AIDS (58.82%), malaria (50.58%), health promotion (41.93%), mobile clinics (4.52%), ear and throat services (1.51%), eye care services (3.32%) and dentistry services (4.07%).

Figure 7.2.2: Types of main services citizens have benefited from by region

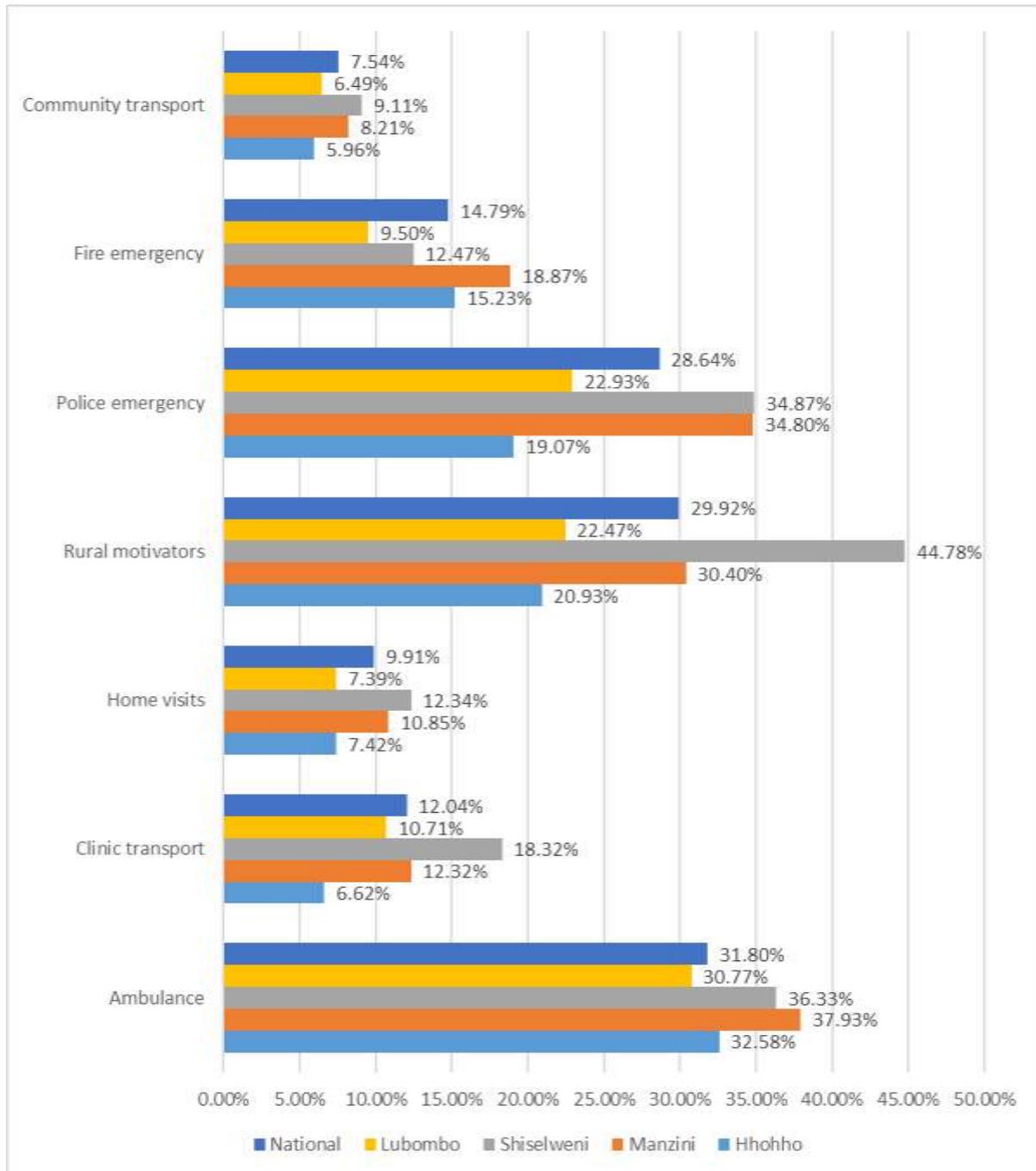


Source: Survey (2016)

7.2.3 Types of emergency services citizens have benefitted from

Respondents were asked to identify emergency services that they have benefitted from. At a national level, the ambulance service category had the most number of respondents who indicated its availability in their local health facility, as 31.80% of respondents answered affirmatively for this item, as shown in Figure 7.2.3. This was followed by rural motivators (*Bagcugcuteli*) (29.92%) and police emergency services (28.64%). It appears that respondents perceived fire emergency services (14.79%), transport from the clinic (12.24%), home visits (9.91%), and transport provided by the community (7.54%) to be less commonly available.

Figure 7.2.3: Types of emergency services citizens have benefited from



Source: Survey (2016)

In terms of the availability of transport from their health facility, Hhohho region had the highest number of respondents who reported that they do *not* have such a service (93.38%) followed by Lubombo, Manzini and lastly Shiselweni (89.29%, 87.68% and 81.77%

respectively). With regards to the availability of home visits, Lubombo region had the highest number of respondents who reported that they do *not* have such a service (92.61%) followed by Hhohho, Manzini and lastly Shiselweni (92.58%, 89.15% and 86.66% respectively). In terms of citizens who reported to have rural motivators, Hhohho region had the highest number of respondents who do *not* have such a service (79.07%) followed by Lubombo, Manzini and lastly Shiselweni region (77.53%, 69.60% and 55.22% respectively).

7.2.4 Length of time it takes citizens to be attended to by health worker

Respondents were asked on the length of time it took a health worker to attend to them the last time they went to their local health facility. Nationally, around 61.89% of respondents answered that it took less than an hour to receive service while waiting at the local health facility; 26.72% indicated that it took less than 30 minutes, and 35.17% indicated that it took between 30 minutes and an hour, as shown in Table 7.2.4. Moreover, around 33% indicated that it took between one and two hours, while 5.45% answered that it took more than two hours. At a regional level, Hhohho and Lubombo had the highest proportion of respondents who waited less than 30 minutes to receive service (30.85% and 40.51%, respectively). Manzini and Shiselweni, in contrast, had more responses concentrated in the 30 minutes to two- hour categories.

Table 7.2.4: Length of time it takes citizens to be attended to by health worker

Region	Less than 30 minutes	Less than 1 hour	More than 1 hour	Less than 2 hours	More than 2 hours
Hhohho	30.85%	35.19%	19.69%	6.05%	8.22%
Manzini	18.37%	41.57%	25.70%	8.94%	5.42%
Shiselweni	21.94%	34.02%	26.39%	12.88%	4.77%

Lubombo	40.51%	26.16%	21.69%	8.29%	3.35%
National	26.72%	35.17%	23.65%	9.01%	5.45%

Source: Survey (2016)

7.3 Satisfaction and Perceptions

7.3.1 Level of satisfaction with emergency services

Respondents were asked to rate their level of satisfaction with emergency services on a five-step scale from very poor to very satisfactory for each of the following health facility services that could possibly be in their constituencies. A higher level of satisfaction was observed for rural health motivators, police emergency, and fire emergency services, whereas ambulance, transport from the clinic, and home visit services tended toward average satisfaction.

7.3.1.1 Level of satisfaction with ambulance services

In terms of ambulance services, the Lubombo region had the highest number of respondents who rated the service as satisfactory (36.13%), as shown in Table 7.3.11. The Hhohho region had the highest number of respondents who rated the service as very satisfactory (32.4%) and the lowest number of respondents who rated it as poor (8.41%). The Shiselweni region had the highest number of respondents who rated the services as poor (25.31%), which was quite higher than the national average of 15.99%.

Table 7.3.1.1: Level of satisfaction with ambulance services

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	32.40%	29.60%	22.12%	8.41%	7.48%
Manzini	10.42%	27.98%	38.10%	15.48%	8.04%

Shiselweni	6.79%	26.23%	34.88%	25.31%	6.795%
Lubombo	4.45%	36.13%	41.62%	14.92%	2.88%
National	13.06%	30.23%	34.56%	15.99%	6.16%

Source: Survey (2016)

7.3.1.2 Level of satisfaction with transport from the clinic

In terms of transport from the clinic, the Hhohho region had the highest number of respondents that were very satisfied with the service (25.65%), as shown in Table 7.3.1.2. Hhohho also had the highest number of respondents who rated the services as very poor (11.30%). The Manzini region had the highest number of respondents who rated the service as average (56.09%), followed by the Shiselweni region (40.07%). The Hhohho region had the lowest number of respondents who rated the service as average (25.22%).

Table 7.3.1.2: Level of satisfaction with transport from the clinic

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	25.65%	14.35%	25.22%	23.48%	11.30%
Manzini	2.17%	13.91%	56.09%	23.04%	4.78%
Shiselweni	5.48%	18.49%	40.07%	32.53%	3.42%
Lubombo	0.59%	29.33%	38.71%	29.91%	1.47%
National	7.50%	20.04%	39.89%	27.81%	4.76%

Source: Survey (2016)

7.3.1.3 Level of satisfaction with home visits by health personnel

In terms of home visits by health personnel, the Hhohho region had the highest number of respondents that were very satisfied with the service (27.27%), as shown in Table 7.3.1.3. Hhohho also had the highest number of respondents who rated the services as very poor (9.09%). The Manzini region had the highest number of respondents who rated the service as average (61.16%), followed by the Lubombo region (43.33%). The Hhohho region had the lowest number of respondents who rated it as average (26.41%).

Table 7.3.1.3: Level of satisfaction with home visits by health personnel

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	27.27%	19.05%	26.41%	18.18%	9.09%
Manzini	0.00%	12.81%	61.16%	19.42%	6.61%
Shiselweni	5.82%	28.08%	41.10%	20.55%	4.45%
Lubombo	0.30%	40.91%	43.33%	13.94%	1.52%
National	7.40%	26.67%	43.11%	17.81%	5.02%

Source: Survey (2016)

7.3.1.4 Level of satisfaction with rural health motivators' support services

In terms of rural health motivators' support services, the Lubombo region had the highest number of respondents who were very satisfied (64.55%) followed by the Shiselweni region (28.87%), as shown in Table 7.3.1.4. The Hhohho and Manzini regions had the highest number of respondents who rated the service as very poor (6.69% and 1.52% respectively).

Table 7.3.1.4: Level of satisfaction with rural health motivators support services

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	28.87%	27.11%	24.30%	13.03%	6.69%
Manzini	6.71%	32.32%	47.56%	11.89%	1.52%
Shiselweni	38.46%	22.19%	25.15%	13.61%	0.59%
Lubombo	64.55%	9.51%	15.27%	9.51%	1.15%
National	35.31%	22.44%	27.99%	11.95%	2.31%

Source: Survey (2016)

7.3.1.5 Level of satisfaction with police emergency support services

In terms of police emergency support services, the Lubombo region had the highest number of respondents who were very satisfied with the services (62.18%) followed by the Shiselweni region (38.67%) as shown in Table 7.3.1.5. The Hhohho and Manzini region had the highest number of respondents who rated the service as very poor (9.34% and 2.51% respectively).

Table 7.3.1.5: Level of satisfaction with police emergency support services

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	24.22%	30.10%	24.57%	11.76%	9.34%
Manzini	8.15%	35.11%	42.01%	12.23%	2.51%
Shiselweni	38.67%	19.64%	24.77%	16.31%	0.60%
Lubombo	62.18%	10.64%	15.13%	10.92%	1.12%
National	34.41%	23.30%	26.31%	12.81%	3.16%

Source: Survey (2016)

7.3.1.6 Level of satisfaction with fire emergency support services

In terms of police emergency support services, the Lubombo region had the highest number of respondents who were very satisfied (68.21%) followed by the Shiselweni region (45.21%), as shown in Table 7.3.1.6. The Hhohho and Shiselweni regions had the highest number of respondents who rated the service as very poor (8.894% and 5.021% respectively).

Table 7.3.1.6: Level of satisfaction with fire emergency support services

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	24.07%	27.78%	27.78%	11.48%	8.89%
Manzini	6.22%	26.67%	46.67%	18.22%	2.22%
Shiselweni	45.16%	2.87%	25.09%	21.86%	5.02%
Lubombo	68.21%	1.85%	15.74%	12.96%	1.23%
National	38.80%	13.57%	27.41%	15.94%	4.28%

Source: Survey (2016)

7.3.2 Attitude and demeanour of the health worker

Respondents tended to agree that the attitude and demeanour of their health worker is excellent, where 57.88% agreed, 19.40% indicated that they felt neutral, and 16.13% strongly agreed, as show in Table 7.3.2. Only 5.52% disagreed and 1.07% strongly disagreed. Respondents, from the Hhohho and Manzini regions were more likely to agree (59.17% and 67.58%, respectively) compared to the national average of 57.88%. At the same time, respondents from Shiselweni and Lubombo were more likely to strongly agree (16.21% and 34.10%, respectively) compared to the other two regions. It was also noted that respondents

from Hhohho and Manzini were more likely to disagree (9.48% and 6.38%, respectively) compared to the other two regions.

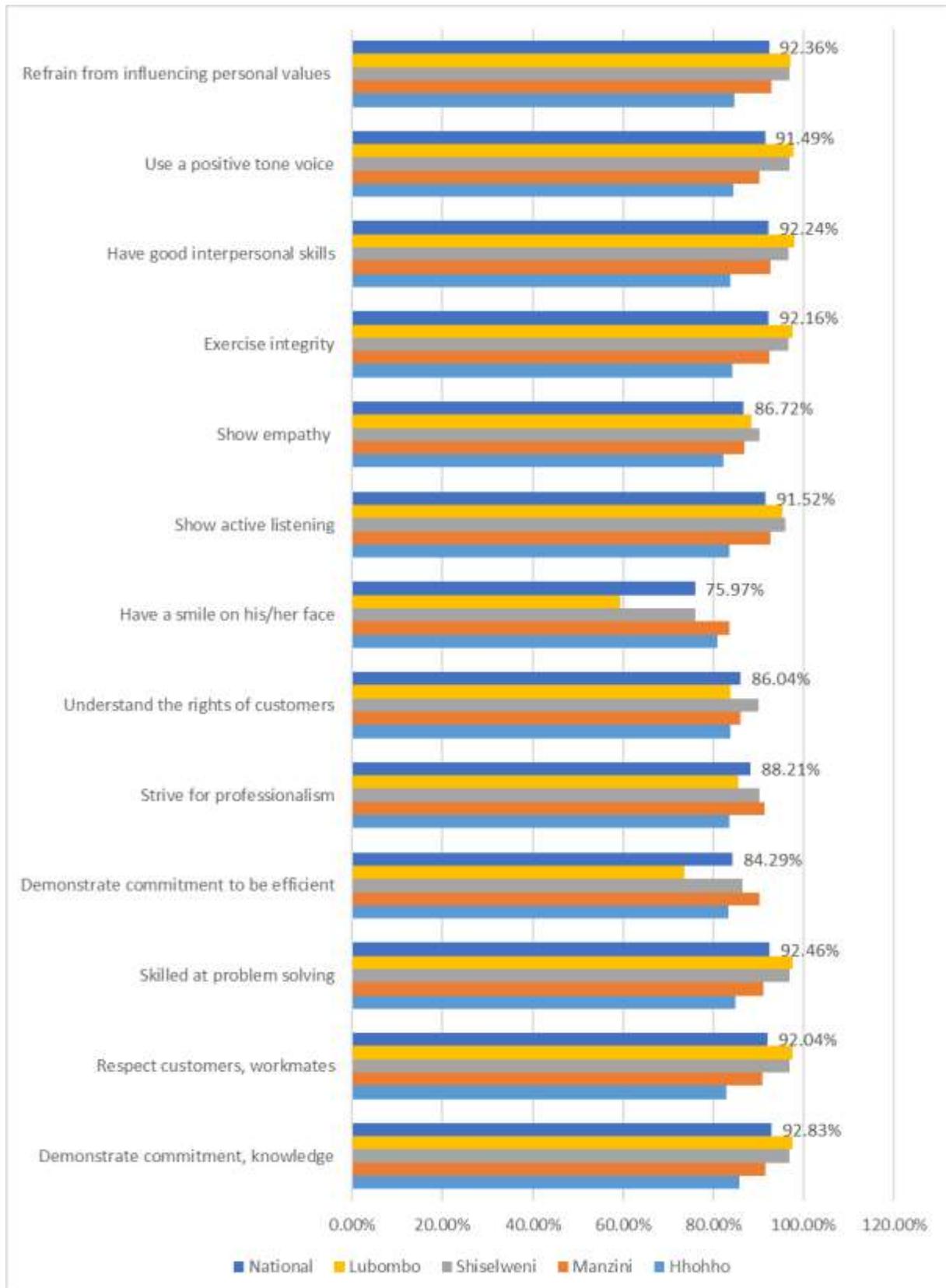
Table 7.3.2: Attitude and demeanour of the health worker

Region	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Hhohho	7.95%	59.17%	19.11%	9.48%	4.28%
Manzini	9.63%	67.58%	16.11%	6.38%	0.30%
Shiselweni	16.21%	52.37%	27.98%	3.30%	0.14%
Lubombo	34.10%	47.77%	15.51%	2.61%	0.00%
National	16.13%	57.88%	19.40%	5.52%	1.07%

Source: Survey (2016)

At least 73% of respondents answered yes for each of the items on the list of what the service provider may have demonstrated, indicating that most respondents believe that Ministry of Health officials demonstrated all of the items shown in Figure 7.3.2. The items that received the least number of affirmative responses were ‘having a smile on face’ (75.97%) and ‘committing to being efficient’ (84.29%). At a regional level, Hhohho tended to have the lowest number of respondents who reported that the officials demonstrated good qualities related to their demeanour in all the various categories listed, as shown in Figure 7.3.2. This is similar to the findings from the Ministry of Agriculture. On the other hand, the Lubombo region tended to have the highest number of respondents who reported that the officials demonstrated qualities related to their demeanour in all the various categories listed. This was closely followed by the Shiselweni region.

Figure 7.3.2: Does the official demonstrate the following behavioural attributes?

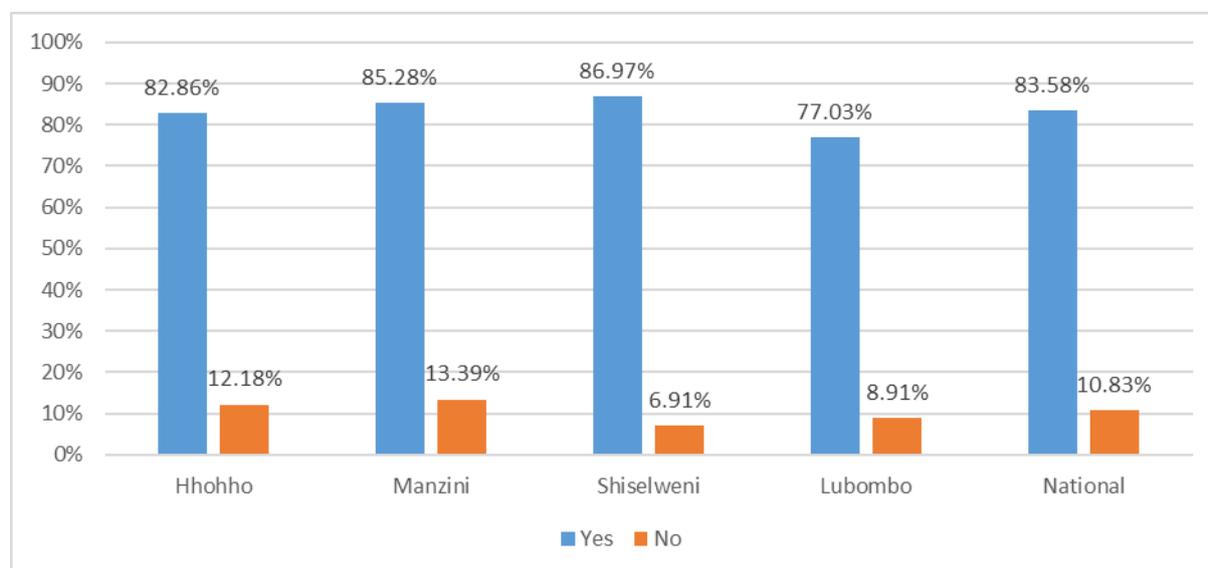


Source: Survey (2016)

7.3.3 Perception of the affordability of services

Nationally, 83.58% of respondents believe that health services are affordable, as shown in Figure 7.3.3 (10.83% of respondents said these services are not affordable). While answers across regions did not differ dramatically from the national averages, it was noted that Shiselweni had the highest proportion of affirmative answers (86.97%, compared to the national average of 83.58%) while Manzini had the highest proportion of those who disagreed (13.39%, compared to the national average of 10.83%).

Figure 7.3.3: Perception of the affordability of services



Source: Survey (2016)

7.3.4 Overall satisfaction level on services provided by the Ministry of Health

Nationally, respondents tended to feel neutral or satisfied with the services offered by their local health facility (where possible answers were on a five-step scale from very poor to very satisfactory). The most common response was average (61.20%), followed by satisfactory (25.92%) and poor (8.39%), as shown in Table 7.3.4. Only 3.06% of respondents rated the health facility's services as very poor.

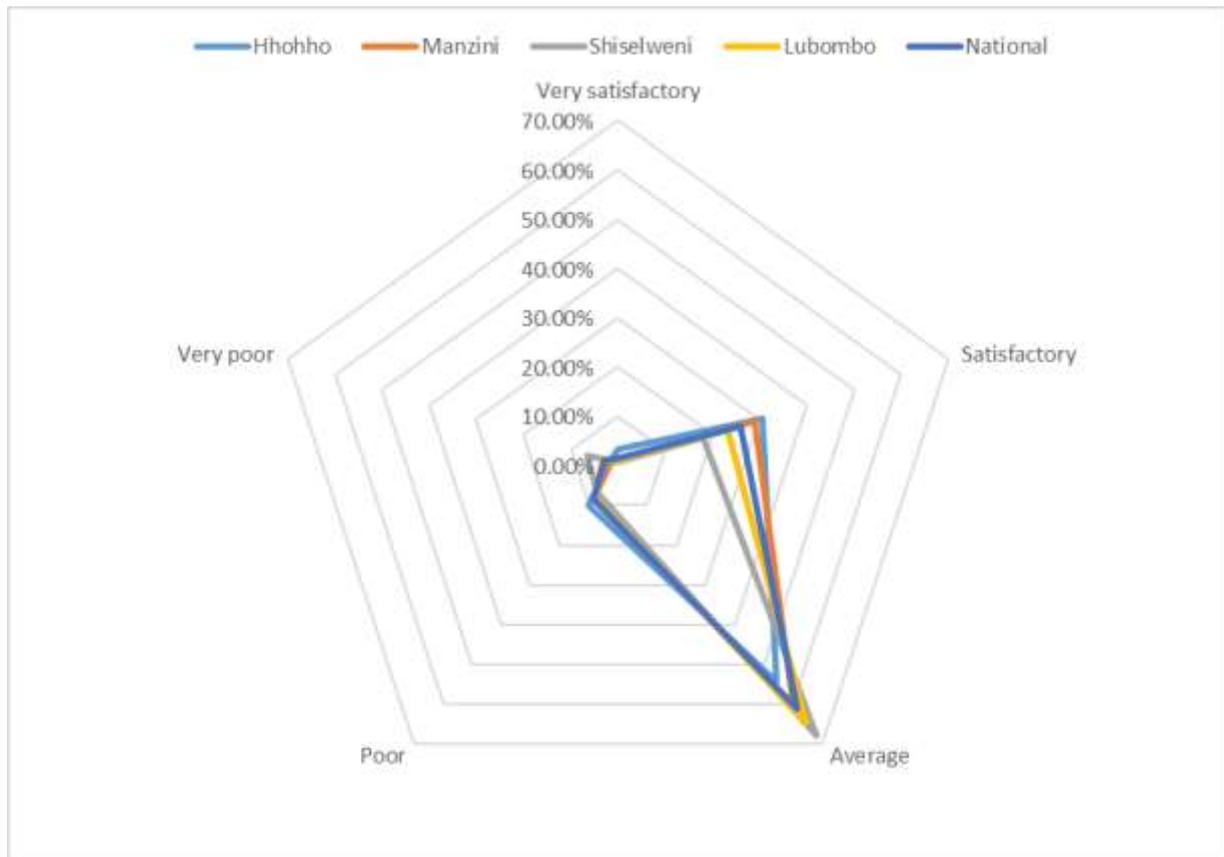
Table 7.3.4: Overall satisfaction level on services provided by the Ministry of Health

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	3.19%	30.62%	54.23%	10.05%	1.91%
Manzini	0.95%	28.96%	60.15%	8.35%	1.59%
Shiselweni	0.68%	18.00%	67.91%	6.96%	6.45%
Lubombo	0.95%	23.17%	64.54%	8.04%	3.31%
National	1.43%	25.92%	61.20%	8.39%	3.06%

Source: Survey (2016)

At a regional level, the Hhohho region had the lowest proportion of average answers (54.23%), and at the same time the largest proportion of satisfactory (30.62%), very satisfactory (3.19%), and poor (10.05%) responses. The Shiselweni region had more of its responses concentrated around average, where the proportion of average answers was 67.91% compared to the national average of 61.20%, as shown in Figure 7.3.4.

Figure 7.3.4: Overall satisfaction level on services provided by the Ministry of Health



Source: Survey (2016)

7.3.5 Suggestions on how the local health facilities can improve

Respondents were asked to give suggestions on how local health facilities can improve in order to meet the needs of the local community. Respondents tended to cite the following suggestions:

- Ensure medication is available at all times.
- Employ more doctors, nurses and specialists.
- Acquire mobile clinics for the elderly.
- Reduce lunch time period for nurses.
- Extend operation hours.

7.5 Conclusions and Recommendations: Ministry of Home Affairs

In terms of awareness, the vast majority of respondents throughout the nation indicated that there is a public health facility in their constituency (98.30%). Most regions had at least a 98% proportion of respondents who answered yes, where 100% of the respondents in Lubombo answered that there is a public health facility in their constituency. With regards to citizen engagement, respondents were asked on the length of time it took a health worker to attend to them the last time they went to their local health facility.

Nationally, around 62% of respondents said it took less than one hour to receive service while waiting at the local health facility; 26.72% indicated that it took less than 30 minutes, and 35.17% indicated that it took between 30 minutes and an hour. At a regional level, Hhohho and Lubombo had the highest proportion of respondents who waited less than 30 minutes to receive service (30.85% and 40.51%, respectively).

Overall, in terms of citizen satisfaction, nationally, respondents tended to feel neutral or satisfied with the services offered by their local health facility. The most common response was average (61.20%), followed by satisfactory (25.92%) and poor (8.39%). Only 3.06% of the respondents rated the health facility's services as very poor. At a regional level, Hhohho had the lowest proportion of average answers (54.23%).

Based on the above findings, the following key recommendations are made for consideration by the Ministry of Health:

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none"> • Implement awareness programmes on all services offered by the Ministry of Health through media such as radio, television and newspapers.
Citizen Engagement	<ul style="list-style-type: none"> • Employ more doctors, nurses and specialists. • Amenities for patients who are disabled and the elderly must be provided to ensure easy access to services. • Acquire mobile clinics for the elderly and disabled. • The operating hours should accommodate the needs of the citizens and therefore no citizen must be turned away because of knock off time. • The Ministry must ensure that government officers’ tea and lunch breaks are staggered so as to avoid disruption of service delivery. • Hire more staff to minimise long queues. • Ensure there is a regional balance in all the main health services provided, i.e. establish main health services in Lubombo and Shiselweni regions.
Satisfaction	<p>Develop mechanisms to ensure that formal records of complaints are captured and attended to in an effective and efficient manner.</p> <p>Staff must be trained and continuously encouraged to display customer care when interacting with the public.</p> <p>Members of the public must be provided with mechanisms to report behaviour</p>

which is deemed as unsatisfactory.

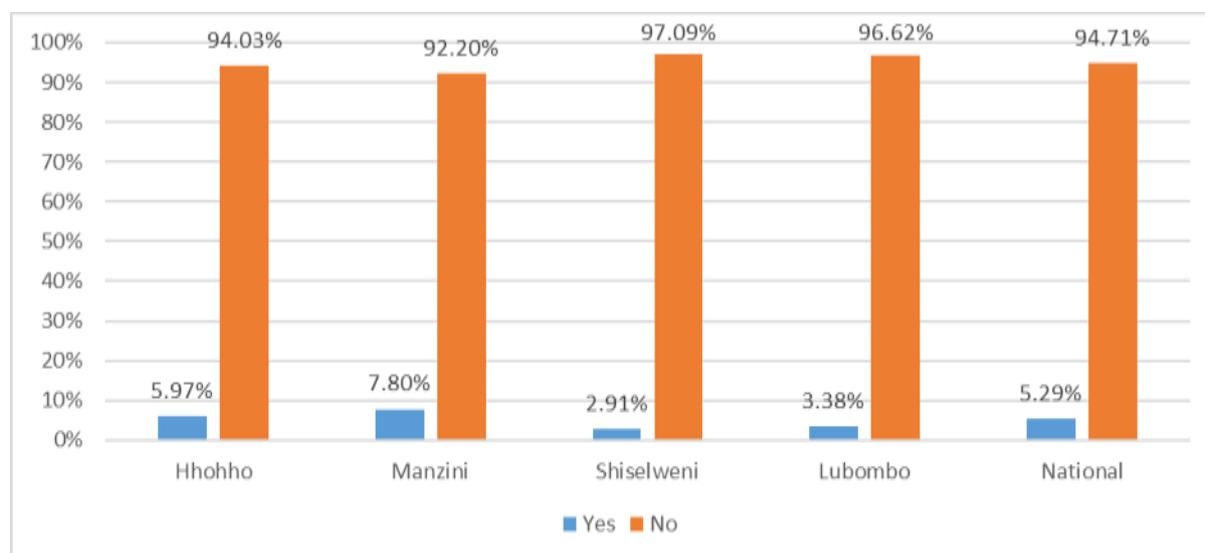
Chapter 8: Key Findings: Ministry of Natural Resources – Department of Water Affairs

8.1 Awareness

8.1.1 Knowledge of processes for requesting water services from the Ministry

The majority of respondents around the nation (94.71%) indicated that they do not know the processes for requesting water services from the Ministry, while only 5.29% indicated knowledge, as shown in Figure 8.1.1. The region with the highest proportion of those who know these processes was Manzini (7.80%), followed by 5.97% of those in Hhohho while only 2.91% in Shiselweni and 3.38% Lubombo believe they know this process.

Figure 8.1.1: Knowledge of processes for requesting water services from the Ministry



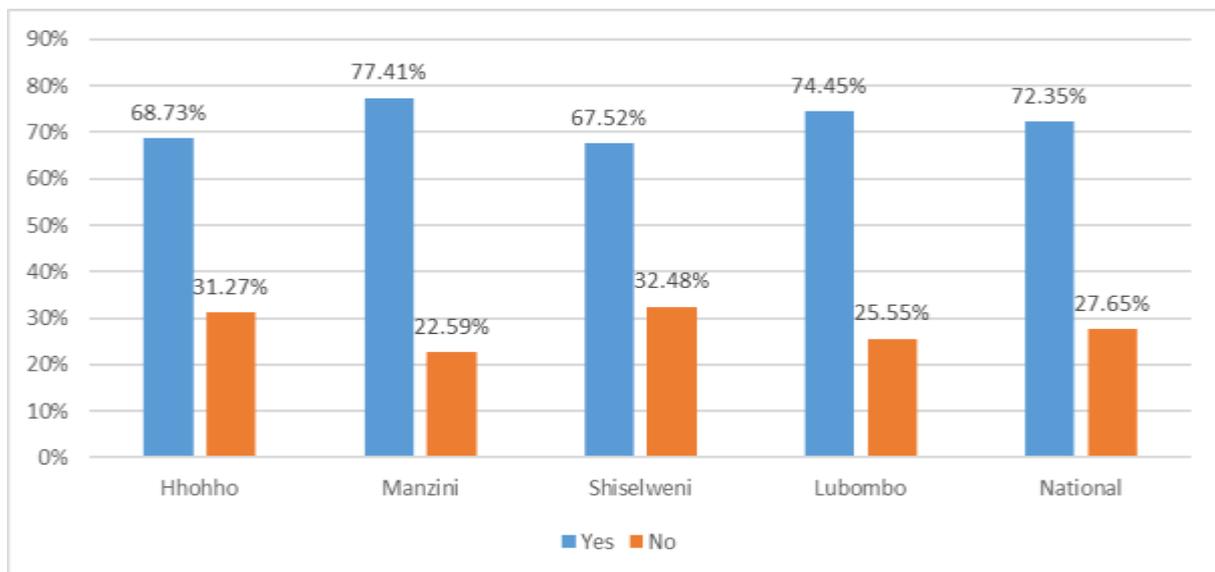
Source: Survey (2016)

8.2 Citizen Engagement

8.2.1 Accessibility of nearest water source

The majority of respondents viewed their water source as accessible, on a national level, where 72.35% answered yes to this question, as shown in 8.2.1. At a regional level, Hhohho and Shiselweni tended to have a smaller proportion of respondents report that their water source is accessible (68.73% and 67.52%, respectively) compared to Manzini and Lubombo (77.41% and 74.45%, respectively).

Figure 8.2.1: Accessibility of nearest water source



Source: Survey (2016)

8.2.3 Length of time it takes to walk to nearest water source

Nationally, 42.02% of the respondents indicated that it takes less than 30 minutes to walk from their house to the nearest water source, while 36.99% reported that they have piped water, and 13.43% said that it takes between 30 minutes and an hour, as shown in Table 8.2.3. Moreover, 5.80% indicated that it takes more than one hour to walk to the nearest water source. At a regional level, Hhohho and Manzini were more likely to report that they have piped water (45.18% and 49.55%, respectively) compared to the other two regions.

Shiselweni had the lowest proportion of respondents with piped water (12.67%), while it had the highest proportion of respondents who could reach their source of water in less than 30 minutes (62.67%).

Table 8.2.3 Length of time it takes to walk to nearest water source

Region	Piped Water	Less than 30 mins	Less than 1 hour	More than 1 hour	Less than 2 hours	More than 2 hours
Hhohho	45.18%	30.99%	14.05%	9.37%	0.14%	0.28%
Manzini	49.55%	35.42%	10.65%	4.08%	0.30%	0.00%
Shiselweni	12.67%	62.67%	15.43%	4.82%	3.44%	0.96%
Lubombo	35.59%	41.45%	14.79%	5.55%	2.16%	0.46%
National	36.99%	42.02%	13.43%	5.80%	1.38%	0.39%

Source: Survey (2016)

8.3 Perceptions and Satisfaction

8.3.1 Satisfaction level with water condition

At a national level, respondents tended to indicate that their satisfaction level with water conditions is average (33.88%), 27.54% said it is poor, and 25.62% answered that it is satisfactory, as indicated in Table 8.3.1. It was also observed that 8.88% indicated that their water quality is very poor. It was noted that respondents in the Manzini region tended toward an answer of satisfactory, while those in Lubombo tended toward average. Both Hhohho and Shiselweni had higher than average proportions of those who thought their water condition is poor (28.71% and 35.44%, respectively) and those who thought their water condition is very

poor (11.43% and 11.81%, respectively). Notably, Hhohho also had the highest proportion of those who indicated their water condition is very satisfactory (5.99%).

Table 8.3.1: Satisfaction level with water condition

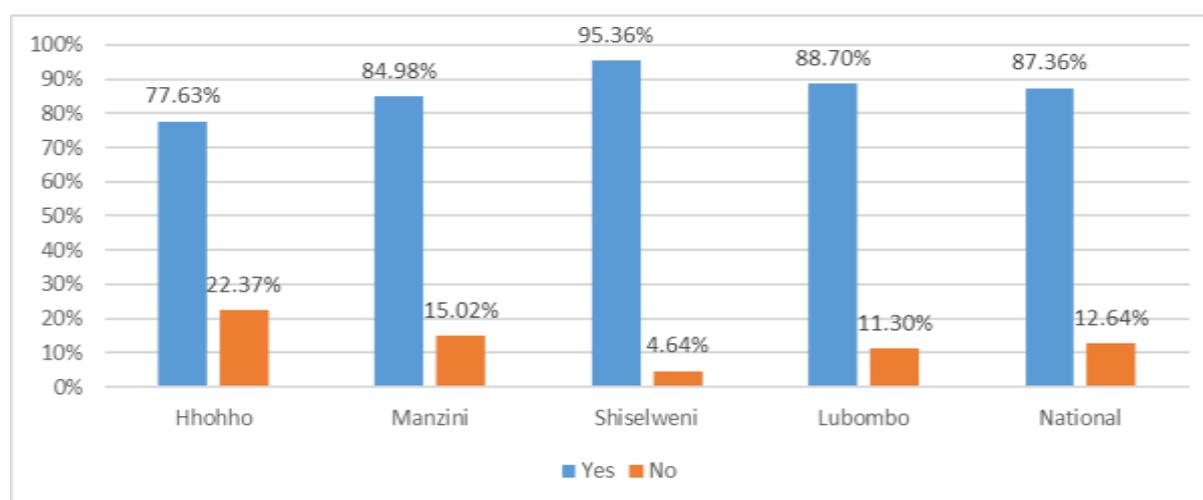
Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	5.99%	26.80%	27.07%	28.71%	11.43%
Manzini	4.86%	37.36%	28.84%	22.40%	6.54%
Shiselweni	0.82%	10.44%	41.48%	35.44%	11.81%
Lubombo	4.59%	23.09%	40.83%	25.38%	6.12%
National	4.13%	25.62%	33.88%	27.54%	8.83%

Source: Survey (2016)

8.3.2 The RDF should be used to fund water projects

On a national basis, the majority of respondents (87.36%) believe that the RDF should be used for the provision of water services in their communities, while 13.64% believe it should not, as shown in Figure 8.3.2. Regionally, those in the Shiselweni or Lubombo regions were more likely to answer that the RDF should be used for water projects (95.36% and 88.70%, respectively), compared to those in the Hhohho and Manzini regions (77.36% and 84.98%, respectively). This is not a dissimilar trend relative to previous questions about the use of the RDF.

Figure 8.3.2: The RDF should be used to fund water projects



Source: Survey (2016)

8.3.3 Overall satisfaction level of water services offered by the Department of Water Affairs

The national overall satisfaction level in regard to the services offered by the Department of Water Affairs was most often average tending toward poor. Nationally, 47.83% answered that their satisfaction level is average, while 28.45% answered poor and 15.88% answered satisfactory, as shown in Table 83.3. It was also noted that 5.34% indicated that their satisfaction level is very poor.

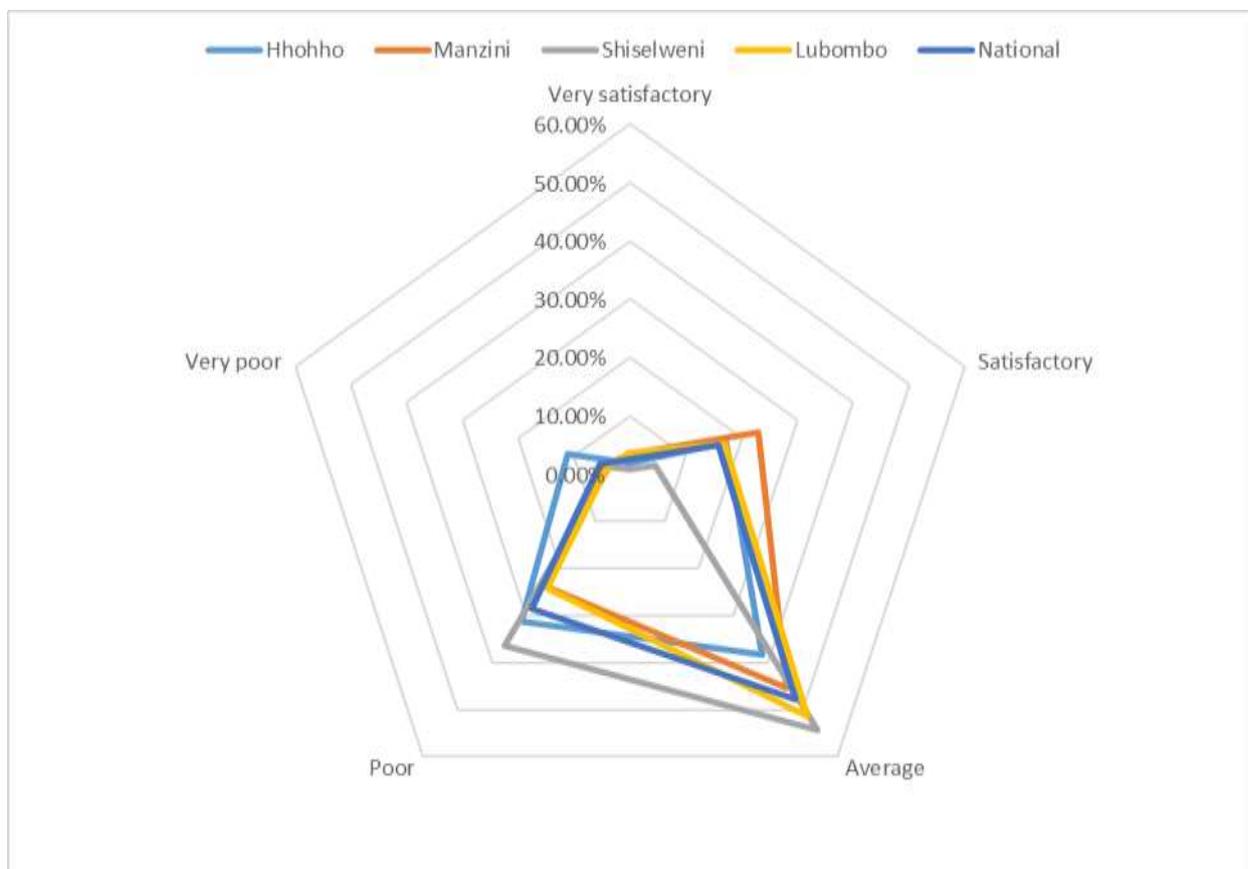
Table 8.3.3: Overall satisfaction level of water services

Region	Very satisfactory	Satisfactory	Average	Poor	Very poor
Hhohho	1.97%	17.29%	38.29%	31.29%	11.16%
Manzini	3.32%	23.02%	45.36%	23.83%	4.47%
Shiselweni	0.75%	4.65%	54.42%	36.43%	3.75%
Lubombo	3.64%	16.89%	51.32%	24.17%	3.97%
National	2.50%	15.88%	47.83%	28.45%	5.34%

Source: Survey (2016)

Regionally, the responses for the Lubombo region were less concentrated in their distribution compared to the other regions, as shown in Figure 8.3.3. Shiselweni had the highest proportion of those who believe their satisfaction level is average (54.42%) and poor (36.43%), as well as the lowest of those who answered very satisfactory (0.75%). Manzini had the highest proportion of those who are satisfied with the Ministry’s services (23.02%) or very satisfied (3.32%).

Figure 8.3.3: Overall satisfaction level of water services



Source: Survey (2016)

8.3.4 Suggestions on how the Department of Water Affairs can improve

Respondents were asked to provide suggestions on how the Department of Water Affairs can improve to provide for the needs of their communities. Respondents tended to cite the following suggestions:

- Provide more water tanks, especially in times of drought.
- Build purification systems for rural water supply.
- Maintain and repair community taps.
- Construct more dams to increase water supply.

8.5 Conclusions and Recommendations: Ministry of Natural Resources and Energy- Department of Water Affairs

In terms of awareness, the majority of respondents around the nation (94.71%) indicated that they do not know the processes required for requesting water services from the Ministry, only 5.29% know the processes. The region with the highest proportion of those who are familiar with the processes for requesting a service from the Ministry was Manzini. With regards to citizen engagement, 42.02% of national respondents indicated that it takes less than 30 minutes to walk from their house to the nearest water source, while 36.99% reported that they have piped water, and 13.43% said it takes between 30 minutes to an hour. At a regional level, Hhohho and Manzini were more likely to report that they have piped water (45.18% and 49.55%, respectively) compared to the other two regions. Overall, in terms of satisfaction, at a national level, respondents (33.88%) tended to indicate that their satisfaction level with water condition is average, 27.54% think it is poor, and 25.62% believe it is satisfactory. It was also observed that 8.88% indicated that their water quality is very poor. It was noted that respondents in the Manzini region tended toward an answer of satisfactory, while those in Lubombo tended toward an answer of average.

Based on the above findings, the following key recommendations are made for consideration by the Ministry of Natural Resources and Energy – Department of Water Affairs:

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none"> • Implement awareness programmes on all services offered by the Department of Water Affairs through media such as radio, television and newspapers.
Citizen Engagement	<ul style="list-style-type: none"> • Provide more water tanks, especially in times of drought. • Build purification systems for rural water supply. • Maintain and repair community taps. • Construct more dams to increase water supply.
Satisfaction	<ul style="list-style-type: none"> • Develop mechanisms to ensure that formal records of complaints are captured and attended to in an effective and efficient manner. • Members of the public must be provided with mechanisms to report behaviour which is deemed as unsatisfactory.

Chapter 9: Conclusions and Recommendations

9.1 Introduction

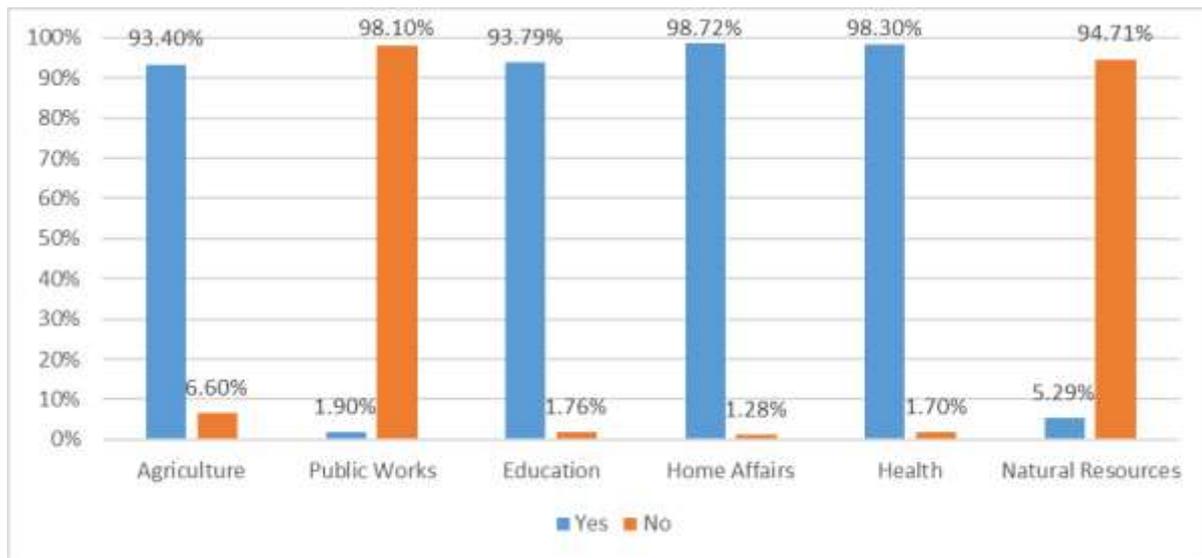
The 2016 Public Service Customer Satisfaction Survey resulted in a descriptive analysis at national and regional levels that can be used by the Swaziland government to assess its own public service delivery and target interventions efficiently based on the perceptions of the citizens it serves. The key objective of providing government services to the citizens is to improve their quality of life and therefore citizens are better positioned to provide feedback on whether government services satisfy their needs. This chapter presents the general conclusion and recommendations of the survey conducted for the six Ministries.

9.2 General Conclusions

9.2.1 Awareness

The findings show that respondents in aggregate tend to be aware of public services offered in their constituencies, but are less aware of the processes for engaging with Ministries and therefore tend to not benefit from the offered services. Awareness of the services offered by the Ministry of Agriculture (93.40%), the Ministry of Education and Training (93.79%), the Ministry of Health (98.30%) and the Ministry of Home Affairs (98.72%) seemed to be relatively high compared to the other Ministries. Respondents seemed not be aware of the services offered by the Ministry of Public Works, and the Ministry of Natural Resources and Energy as shown in Figure 9.2.1.

Figure 9.2.1: Knowledge of services offered by Ministry



Source: Survey (2016)

9.2.2 Citizen Engagement

The question about a Ministry forum for engagement was applied to certain Ministries but not all of them and there was no uniform question on engagement that was applied to all Ministries, thus making it difficult to compare this pillar across all Ministries. However, in general, the findings show that Ministries which seem to engage their service users are the Ministry of Agriculture, Ministry of Education and Training, Ministry of Home Affairs, and the Ministry of Health. The Ministry of Public Works and Transport, and the Ministry of Natural Resources and Energy (Department of Water Affairs) on the other hand do not seem to engage the public on services that they provide.

9.2.3 Overall Level of Satisfaction

Respondents were asked to rate their overall level of satisfaction for each of the different Ministries within the survey, and trends in this level of satisfaction varied across Ministries. For these questions, respondents were asked to rate their overall level of satisfaction on a

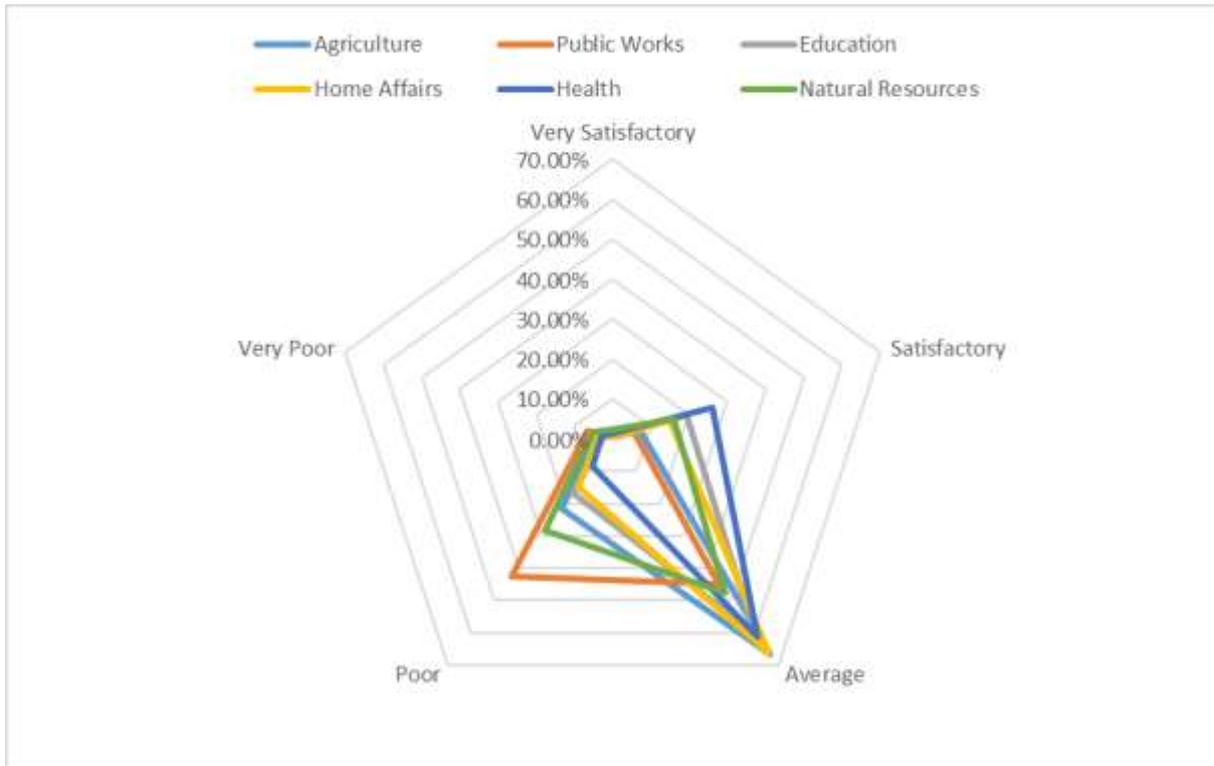
five-step scale from very poor, poor, average, and satisfactory, to very satisfactory. The Ministry of Health had responses that trended toward satisfied, which was the highest for the Ministries in the survey, as shown in Table 9.2.3 and Figure 9.2.3 respectively. The Ministry of Education and Training and the Ministry of Home Affairs had responses that trended toward average, while the Ministry of Agriculture, the Ministry of Public Works & Transport, and the Ministry of Natural Resources and Energy (Department of Water Affairs) had responses that trended toward poor.

Table 9.2.3: Overall Level of Satisfaction

Ministry	Very Satisfactory	Satisfactory	Average	Poor	Very Poor
Agriculture	0.40%	7.19%	66.50%	21.75%	4.11%
Public Works	0.50%	5.40%	45.00%	42.70%	6.50%
Education	1.39%	19.40%	60.28%	16.71%	2.23%
Home Affairs	0.55%	14.96%	66.35%	14.65%	3.48%
Health	1.43%	25.92%	61.20%	8.39%	3.06%
Natural Resources	2.50%	15.88%	47.83%	28.45%	5.34%

Source: Survey (2016)

Figure 9.2.3 Overall Level of Satisfaction



Source: Survey (2016)

9.3 General Recommendations

Based on the findings, the following key recommendations are made for consideration:

Key Areas	Recommendations
Awareness	<ul style="list-style-type: none"> • Implement awareness programmes on all services offered by the Ministries, in particular the Ministry of Public Works and Transport and Ministry of Natural Resources and Energy – Department of Water Affairs, through media such as radio, television and newspapers. • Educate citizens on the roles of different Ministries and procedures followed to acquire those services.
Citizen	<ul style="list-style-type: none"> • Ministries must ensure that public services are rendered

Engagement

punctually. This includes improving on the time upon which service users spend waiting to be attended to, the time taken by officials when attending to service users and the overall turn-around time to access the service/products from the Ministries.

- Decentralise crucial services to Tinkhundla and chiefdom level if possible. The proximity of service sites to where users live must be a major consideration by all the Ministries. Where they do not exist, they must be developed and implemented. Attention must also be given to the needs of physically challenged citizens and the elderly in accessing service delivery sites.
- Ensure there is a regional balance in all services provided by the different Ministries.
- Ensure capacity development for effective and efficient coordination
- Establish Ministries' Charters/guidelines for public service delivery.
- Establish a coordination mechanism for service delivery on how MTAD works with other Ministries

Satisfaction

- Develop mechanisms to ensure that formal records of complaints towards each Ministry are captured and attended to in an effective and efficient manner.
- Staff who deal with citizens directly must be trained and continuously encouraged to display customer care when interacting with the public.

- Members of the public must be provided with mechanisms to report behaviour which is deemed as unsatisfactory i.e. an establishment of Public Service Delivery Monitoring Systems at National Regional and Tinkhundla level (Application and Reporting protocols)
- Establish community score cards
- Regular assessments of citizen satisfaction surveys should be carried out in order to determine if the level of services offered met their expectations and also determine if there is any change between satisfaction levels from period to period.

Appendix one

LUBOMBO REGION

QUESTIONNAIRE NO.....

Public Service Customer Service Satisfaction Survey Questionnaire

Introduction

The Ministry of Tinkhundla Administration and Development (MTAD) is an institution established in 2009, mandated with the responsibility of improving efficiency and effectiveness of government service delivery at regional level. The Ministry is presently undertaking a transformational process aimed at strengthening its coordination mechanism at regional, constituency/ Inkhundla and chiefdom levels, identifying the services that are provided by the government of Swaziland to its citizen's, promote transparency and increase public accountability, voice and participation in the development of public policies including its monitoring.

A systematic customer satisfaction survey is being conducted to assess opinions of citizens on selected services offered by the government. A customer's satisfaction survey is a tool being used to strengthen efficiencies and effectiveness of processes and services with direct impact on citizens. It also demonstrates government's commitment to improving public service through the engagement of citizens at all levels of service delivery. A questionnaire has been developed with a set of questions designed to assess a number of themes under various key Government Ministries, namely Ministry of Agriculture, Ministry of Home

Affairs, Ministry of Works and Public Transport, Ministry of Health and Ministry of Natural Resources.

This is the first customer satisfaction survey being conducted by the Government of Swaziland, and it's envisaged that periodic surveys will be held in the future. Results from this survey will provide baselines for some of the priorities outlined in the Government Programme of Action and National Development Strategy 1999 - 2022.

BIO Data

Questionnaire Number:	
Age:	15-19 <input type="checkbox"/> 20-24 <input type="checkbox"/> 25-29 <input type="checkbox"/> 30-34 <input type="checkbox"/> 35-39 <input type="checkbox"/> 40-44 <input type="checkbox"/> 45-49 <input type="checkbox"/> 50-54 <input type="checkbox"/> 55+ <input type="checkbox"/>
Gender:	Female <input type="checkbox"/> Male <input type="checkbox"/>
Marital Status:	Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Widowed <input type="checkbox"/>
Employment status:	Employed <input type="checkbox"/> Not Employed <input type="checkbox"/> Part Time Employed <input type="checkbox"/>
Level of Education:	Never been to School <input type="checkbox"/> Primary Education <input type="checkbox"/> Secondary Educations <input type="checkbox"/> Tertiary Education <input type="checkbox"/>

LUBOMBO REGION CHIEFDOM	
DVOKODVWENI <input type="checkbox"/>	Etjedze <input type="checkbox"/> Malindza <input type="checkbox"/> Njabulweni <input type="checkbox"/> Macetjeni <input type="checkbox"/> Mdumezulu <input type="checkbox"/> Mhlangatane <input type="checkbox"/>
HLANE <input type="checkbox"/>	Sigcaweni <input type="checkbox"/> Hlane/Sikhuphe <input type="checkbox"/> KaLikima/Mnjoli <input type="checkbox"/> Khuphuka <input type="checkbox"/> Ntandweni <input type="checkbox"/>
LOMAHASHA <input type="checkbox"/>	Lomahasha <input type="checkbox"/> Mafucala <input type="checkbox"/> Shewula <input type="checkbox"/> Tsambokhulu <input type="checkbox"/>
LUBILINI <input type="checkbox"/>	Cantebury <input type="checkbox"/> Ka-Vuma <input type="checkbox"/> Mabantaneni <input type="checkbox"/> Nkhanini <input type="checkbox"/> Ntuthwakazi <input type="checkbox"/>
MATSANJENI NORTH <input type="checkbox"/>	Lukhetseni <input type="checkbox"/> Mambane <input type="checkbox"/> Maphungwane <input type="checkbox"/> Tikhuba <input type="checkbox"/>
MHLUME <input type="checkbox"/>	Mhlume <input type="checkbox"/> Simunye <input type="checkbox"/> Tabankulu <input type="checkbox"/> Tshaneni <input type="checkbox"/> Vuvulane <input type="checkbox"/> Sidwashini <input type="checkbox"/>
MPOLONJENI <input type="checkbox"/>	Kashoba <input type="checkbox"/> Sigcaweni East <input type="checkbox"/> Mpolonjeni <input type="checkbox"/> Ndzangu <input type="checkbox"/> Ngcina <input type="checkbox"/>
NKILONGO <input type="checkbox"/>	Crooks <input type="checkbox"/> Gamula <input type="checkbox"/> Lunkunfu <input type="checkbox"/> Mayaluka/Illovo <input type="checkbox"/> Ngcamphalala <input type="checkbox"/> Mndobandoba <input type="checkbox"/>

SIPHOFANENI <input type="checkbox"/>	Hlutse <input type="checkbox"/> Kamkhweli <input type="checkbox"/> Macetjeni <input type="checkbox"/> Madlenya <input type="checkbox"/> Othandweni/Maphilongo <input type="checkbox"/> Nceka <input type="checkbox"/> Ngevini <input type="checkbox"/> Tambuti <input type="checkbox"/> Vikizijula <input type="checkbox"/>
LUGOGOLWENI <input type="checkbox"/>	Ka-Langa <input type="checkbox"/> Makhewu <input type="checkbox"/> Mlindzawe <input type="checkbox"/> Sitsatsaweni <input type="checkbox"/>
SITHOBELA <input type="checkbox"/>	Luhlanyeni <input type="checkbox"/> Mamisa <input type="checkbox"/> Nkonjwa <input type="checkbox"/>

This section has prioritised the assessment of 6 Ministries that provide social public services to citizens. It endeavours to get information on knowledge levels on the services provided and its availability and overall satisfaction levels on the service providers and the actual service provided.

A. MINISTRY OF AGRICULTURE

1. Do you know of any services that are provided by the Ministry of Agriculture in your Constituency? Yes No

2. Which of these services are provided by this Ministry in your Constituency? Tick on the list below (Probe)
 1. Tractors Hire Service
 2. Training
 3. Home Economics (nutrition, processing)

- 4. Provision of Farm inputs (manure, soil testing, seeds)
- 5. Crop extension services
- 6. Livestock production (Bull loan scheme; Hay bales, Pigs,)
- 7. Vegetable gardens
- 8. Radio Programmes
- 9. Veterinary Services (livestock identification, movement, Clinics)
- 10. Other

.....

3. Have you ever benefited from any of the services you have listed above?

Yes No

If Yes, which one

- 5. Tractors Hire Service
- 6. Training
- 7. Home Economics (nutrition, processing)
- 8. Provision of Farm inputs (manure, soil testing, seeds)
- 5. Crop extension services
- 6. Livestock production (Bull loan scheme; Hay bales, Pigs,)
- 7. Vegetable gardens
- 8. Radio Programmes
- 9. Veterinary Services (livestock identification, movement, Clinics)
- 10. Other

.....

4. Of the services offered by the Ministry of Agriculture which ones are needed the most in your constituency?

- a. Tractors Hire Service
- b. Training
- c. Home Economics (nutrition, processing)
- d. Provision of Farm inputs (manure, soil testing, seeds)
- e. Crop extension services
- f. Livestock production (Bull loan scheme; Hay bales, Pigs,)
- g. Vegetable gardens
- h. Radio Programmes
- i. Veterinary Services (livestock identification, movement, Clinics)?
- j. Other

.....
.....

5. Do you know the processes for requesting a service from the Ministry of Agriculture?

Yes No

5.1 Briefly explain the processes involved in accessing any of the services mentioned above? (if the place is small, use a separate sheet for your response)

.....
.....
.....

6. In your view, the services offered by the Ministry of Agriculture are affordable.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

If strongly disagree ask why

.....
.....
.....
.....
.....

7. The attitude and demeanour of the government official is always excellent when providing public services.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

Strongly disagree ask why

.....
.....
.....
.....
.....

8. How long does it take the Ministry to provide any of the services to you?

a. Less than a week b. 2 weeks c. 3 Weeks d. 1 month's e. More than 1 months

9. The Government Officials always provide feedback to the constituency when there is a challenge relating to availability of the services.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

10. If you were to be given a chance to select one priority project to be implemented by the Ministry of Agriculture in your area, what would be this project?

.....
.....

11. In your view should the Regional Development Fund be used to fund Agriculture projects?

YES NO If NO

Explain

.....
.....
.....
.....

10. Rate your overall satisfaction level on the services offered by the Ministry of Agriculture?

a. Very Satisfactory b. Satisfactory c. Average d. Poor e. Very poor

2. MINISTRY OF WORKS, ROADS AND TRANSPORT

1. Rate the current status of the roads in your Constituency?

a. Very Satisfactory b. Satisfactory c. Average d. Poor e. Very poor

2. In your view, the roads in your community are accessible across the community.

Yes No

3. In your view who has the responsibility for roads and bridges construction including maintenance in the Constituency or community?

a. Community Members

b. Government

c. Member of Parliament

d. Constituency / Inkhundla

e. NGOs

f. Private Sector

g. Other.....

.....

4. The Ministry of Works and Public Transport have the responsibility for roads and bridges construction.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

5. The Members of Parliament has the responsibility for roads and bridges construction.

Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

6. The condition of the public road leading to a local clinic is accessible and satisfactory.

Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

7. The condition of the public road leading to a local school is accessible and satisfactory.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

8. Do you know the processes for requesting for a service from the Ministry of Works and Public Transport? Yes No [Guidance note: Letter to PS/ Roads Investigation/ Report)

8.1 Briefly explain the processes involved

.....
.....
.....

9. Is public transport in your area available? Yes No

9.1 If yes is the transport reliable? Yes No

3. MINISTRY OF EDUCATION

1. In your constituency do you have any of the following places of learning? (Tick as appropriate)

- a. Pre-school
- b. Primary School
- c. Secondary School
- d. High School
- e. Vocational training School

2. In your view how long does it take your children to get to school?

- a. Less than 30 minutes
- b. Less than 60 minutes
- c. More than 1 hour
- d. More than 2 hours

3. Please tick the resources provided and available in the school.

- a. Text books
- b. Stationary
- c. Computer Lab
- d. Science lab
- e. Agriculture
- f. Consumer Science (Fashion and fabric, food and nutrition)

4. Does the school have the following:-

- a. School feeding
- b. sanitation
- c. Water

5. Teacher absenteeism is a common practise in the school?

- a. Strongly agree
- b. Agree
- c. neutral
- d. disagree
- e. strongly disagree

6. In your view what do you think is the common contributor to teacher absenteeism?

.....

.....

.....

7. Do the teachers have accommodation around the area? Yes No

8. Does the school practice corporal punishment? Yes No
9. Do you know if there is a school committee in place? Yes No
10. Do you know the functions of the school committee? Yes No

- a. Financial Controller
- b. Conflict management
- c. Development of the school
- d. Academic performance of the school
- e. All the above
- f. other.....

11. Do you know how the school committee members are elected?

- a. Nominated b. Elected c. Appointed d. I don't know

12. In your view the school committee is efficient in monitoring the performance of the school operations.

- a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

13. The school employs a lot of temporal teachers.

- a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

14. The passing rate for the school is satisfactory.

- a. Very Satisfactory b. Satisfactory c. Average d. Poor e. Very poor

15. The Ministry of Education School Inspector visit the school often.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

16. In your view is the condition of the road leading to a local health facility satisfactory?

a. strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

4. MINISTRY OF HOME AFFAIRS

1. Do you know of the services that are offered by the Ministry of Home affairs?

Yes No if No go..... to No 3

2. If yes Tick services:

- a. Identity cards civil Registrations
- b. Issuing of birth, death, adoption Certificate
- c. Marriage Certificates
- d. Travel documents/ passports , visa
- e. Citizenship
- f. Temporal work Permits
- g. Refugees permits
- h. Temporal Residence permits

3. Of these services offered by Min of Home Affairs which ones are available in your constituency?

Tick services:

- a. Identity cards Registrations

- b. Issuing of birth, death, adoption Certificate
- c. Marriage Certificates
- d. Travel documents/ passports, visa
- e. Citizenship
- f. Temporal Permits
- g. Refugees permits
- h. Temporal Residence permits

4. Of these services which ones are available at the Regional Office?

- a. Identity cards Registrations
- b. Issuing of birth, death, adoption Certificate
- c. Marriage Certificates
- d. Travel documents/ passports , visa
- e. Citizenship
- f. Temporal Permits
- g. Refugees permits
- h. Temporal Residence permits

5. Of these services which ones are available in Mbabane / Head Quarters?

- a. Identity cards Registrations
- b. Issuing of birth, death, adoption Certificate
- c. Marriage Certificates
- d. Travel documents/ passports, visa
- e. Citizenship
- f. Temporal Permits

g. Refugees permits

h. Temporal Residence permits

6. In your view the services offered by the Home Affairs Office are affordable.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

If strongly disagree, why

.....
.....
.....

7. In your view the services offered by the Home Affairs Office are accessible in your constituency.

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

8. Do you know the processes involved in accessing the services from the Ministry of Home affairs? Yes No If No Go to

.....

If yes briefly explain the processes involved

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.....

9. How would you like to be informed about the services offered by the Ministry of Home affairs services?

- a. Social Media
- b. Radio
- c. Newspaper
- d. IEC Materials
- e. Other

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5. MINISTRY OF HEALTH

1. Is there a health facility in your Constituency? Yes No

2. Name of facility

.....

.....

3. Tick list of health facilities available:

- a. Referral Hospital
- b. Regional hospital
- c. Health Centre
- d. Public health Centre
- e. Clinic
- f. Out-reach centres

4. How long does it take you to reach the local Health facility?

- a. Less than 30 min
- b. Less than 60 min
- c. More than 1 Hour
- d. More than 2 hours

5. What are the main services offered by the health facility in the Community? Tick as appropriate

- a. Family Planning Service
- b. Immunisation
- c. Managing BP, Diabetes
- d. Health Promotion / home visit
- e. Treatment
- f. Outreach / Mobile clinics
- g. Ear and Throat service
- h. Eye specialist

6. How much do you pay for accessing the Health Services?

- a. E10.00
- b. Less than E50,00
- c. Less than E100,00
- d. More than E250, 00
- e. More than E500.00
- f. Other

7. In your view are the services mentioned above affordable to you?

Yes No

8. Does the Health Facility have access to a health emergency services in the Constituency?

Yes No

If Yes, which services are available

- a. Ambulance (977) / transport from the clinic
- b. Home visits by health personnel
- c. Coordination by Rural Health Motivators (Bagcugcuteli)
- d. Police or Fire emergency support services

9. In your view is the condition of the road leading to a local health facility satisfactory?

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

10. What are the opening hours for the Health facility?

- a. 07:45 – 16:45 pm
- b. 07:45 – 15:00 pm
- c. 09:00 – 13:00 pm
- d. 08:00 – 17:00 pm
- e. Other.....

11. How often does the Health facility open in a week?

- a. 7 days a week
- b. Monday to Friday
- c. Monday to Saturday
- d. Other

12. During your last visit to the Health facility, who attended to you?

- a. A nurse Aide
- b. A nurse
- c. A doctor
- d. I do not know

13. During the last visit to the health Facility, how long did you wait before receiving the service or be attended to.

- a. Less than 30
- b. Less than 1 hour
- c. More than 1 hour
- d. Less than 2 hours
- e. More than 2 hours

13. Drugs are always available in this health facility

- a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

14. The attitude and demeanour of the government official was excellent when providing the service?

- a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

15. Does the health facility have a Community Health Committee in place?

Yes No

16. Do you know the responsibility and functions of the Community Health committee?

Yes No

17. Do you know how the Community Health Committee members are elected?

a. Nominated b. Elected c. Appointed d. I don't know

18. Rate your overall satisfaction level on the services offered by the Health facility?

a. Very Satisfactory b. Satisfactory c. Average d. Poor e. Very poor

6. MINISTRY OF NATURAL RESOURCES - WATER

AFFAIRS

1. Is the access to clean water in Community meeting Centres?

Yes No

2. Is the access to sanitation facilities in Community meeting Centre?

Yes No

3. Do you have access to clean water

Yes No

4. What is your source of water?

- a. Piped water b. Borehole c. Rivers d. Dams e. Tanks f. spring g. Other

5. In your view is the water source accessible Yes No

6. How long does it take you to walk to the nearest water source

- a. Less than 30
- b. Less than 1 hour
- c. More than 1 hour
- d. Less than 2 hours
- e. More than 2 hours

7. Who has the responsibility for the provision of water in the Constituency

- a. Community members.
- b. Government,
- c. Member of Parliament
- d. Private sector
- d. NGOs
- e. Private sector

8. Which Government Ministry is responsibility for providing water in the Constituency?

- a. Ministry of Health
- b. Ministry of Natural Resources
- c. Ministry of Environment and tourism
- d. Ministry of Agriculture

e. Other

9. In your view do members of the Community have the responsibility for providing water in the Constituency?

a. Strongly agree b. Agree c. neutral d. disagree e. strongly disagree .

10. Is the condition of the water source satisfactory?

a. Very Satisfactory b. Satisfactory c. Average d. Poor e. Very poor

11. Do you know the processes for requesting water services from the Ministry?

Yes No

11.1 Briefly explain the processes

involved.....
.....
.....

12. Does the Community have a water Community Committee in place?

Yes No

13. What are the functions of the Water Committee?

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.....
.....

14. How is the water Committee selected?

- a. Nominated b. Elected c. Appointed d. I don't know
-

7. CONSTITUENCY GOVERNANCE SYSTEM

1. Does your Constituency have a Community Development Committee?

Yes No

2. Do you know the functions of the Community Development Committee?

Yes No

If Yes, what does it do at least (2 functions)

.....
.....
.....

3. How often does the member of the Community Development Committee engage with members of your Community / citizens?

- a. Once a month
- b. Once a quarter
- c. Once in 6 months
- d. Once a year

e. Never

4. Who represent the Chiefdom in the Constituency Development Committee

a. Bucopho

b. Member of the Community

c. Member of Parliament

d. Rural Health Motivators

e. I don't know.

f. Other.....
.....

5. What are the two development priorities set by the Community Development Committee that you know of?

a.
.....

b.

c. I don't know.

6. What is the name of your Member of Parliament?

Name.....
.....

I don't know.

7. In your view what is the role of a Member of Parliament (Tick as appropriate)

- a. Community Development
- b. Make and pass laws
- c. Oversight on the Government
- d. Represent the constituency in Parliament
- e. Pay for school fees
- f. Take care of OVC and elderly
- g. Burial support
- h. Provision of transport
- i. Other

.....

8. What is the name of your Indvuna Yenkhundla?

Name:

.....
 ...

I don't know.

9. In your view what is the role of Indvuna Yenkhundla (Tick as appropriate)

- a. Community Development
- b. Make and pass laws
- c. Oversight on the Government
- d. Represent the constituency in Parliament
- e. Pay for school fees
- f. Take care of OVC and elderly

g. Burial support

h. Provision of transport

i. Other

.....
.....

j. When was the last time you attended a meeting called by the Indvuna Yenkundla to engage you on Constituency matters?

a. A month ago

b. 3 months ago

c. 6 months ago

d. 12 months ago

e. More than a year ago

f. We last saw him during the elections period

g. Other

11. How often would you like to meet with your Indvuna Yenkundla?

a. Once a Month

b. Once a quarter

c. Once in 6 months

d. Once a year

e. Other.....
.....

12. What is the name of your Bucopho?

Name:

.....

...

I don't know.

13. In your view what is the role of Chiefdom Bucopho (Tick as appropriate)

- a. Community Development
- b. Make and pass laws
- c. Oversight on the Government
- d. Represent the constituency in Parliament
- e. Pay for school fees
- f. Take care of OVC and elderly
- g. Burial support
- h. Provision of transport
- i. Other

14. When was the last time you attended a meeting called by the Chiefdom Bucopho to engage you on Constituency matters?

- a. A month ago
- b. 3 months ago
- 8. 6 months ago
- 9. 12 months ago
- 10. More than a year ago
- 11. We last saw him during the elections period
- 12. Other

15. How often would you like to meet with your Chiefdom Bucopho?

a. Once a Month

b. Once a quarter

c. Once in 6 months

d. Once a year

e. Other.....

