



Press Release

Embargoed 19 December 2012 11AM

Residents of Dar are unsatisfied with service delivery, have little faith in public institutions and are unaware of policies

Some report taking action to change their circumstances

19 December 2012, Dar es Salaam: Residents of Dar es Salaam are dissatisfied with levels of service delivery, report rising levels of corruption and have little trust in the institutions and individuals who are meant to represent and serve them. There are particularly high levels of dissatisfaction with the management of public service delivery. Between 60% and 80% are unhappy with how provision of health services; water; drainage and sewage facilities is handled. Provision of reliable electricity was rated much better in comparison to the other four, with over 50% of Dar residents saying it is handled well.

These findings were released in an Uwazi at Twaweza policy brief titled *What does Dar make of governance? Perceptions about services, policies and leaders*. The policy brief is based on a survey conducted in 550 households in August and September 2010. The survey was carried out in Ilala, Kinondoni and Temeke districts. Respondents were asked questions about their views on service delivery and how they addressed issues of concern.

When asked about levels of trust in public institutions' readiness to act in public interest, participants expressed more trust in the courts and the police than Dar es Salaam Water and Sewage Company (DAWASCO) and Tanzania National Electricity Supply Company (TANESCO). Only 29% of residents of Dar es Salaam trust or somewhat trust DAWASCO to act in the public interest, while 65% of them trust the courts and 62% trust the police to do so. In general, trust in individuals is higher than in institutions with 91% of respondents reporting trust in religious leaders and 84% trusting the President. The least trusted individuals, however, are Members of Parliament with just 44% believing that their representatives act in their interest.

At the same time, almost 60% of respondents think that corruption has increased compared to five years ago. Almost three in ten said they had to pay a bribe to receive "free" services at health facilities in the 12 months period before the survey, while one in ten reported bribing the police during the same period.

The survey also revealed low levels of awareness of national policies and priorities as well as knowledge of political representatives. Over 70% of respondents had either never heard of or were unable to

explain MKUKUTA, Kilimo Kwanza or the East African Community. Similarly nearly half of Dar es Salaam residents did not know the names of their Members of Parliament.

Despite high levels of dissatisfaction and mistrust, residents of Dar es Salaam do not report taking significant action to change service delivery outcomes. Fear of punishment could be one reason why. Close to 40% of survey participants thought it was somewhat or very likely that speaking out against poor service delivery would lead to punishment. In general, survey respondents reported taking action in groups rather than as individuals. The most popular forms of engagement were participation in street discussions (48%); attendance at community meetings (59%) and school committee meetings (40%). On the other hand, only 8% of respondents raised issues through correspondence and only 10% called into radio programs. Other reasons for the relatively low levels of action in relation to high levels of dissatisfaction could be a lack of awareness of the means and tools of engagement open to citizens, or the belief that it would not make a difference.

Elvis Mushi at Twaweza notes that *'Poor service delivery is an issue that the government needs to tackle as a matter of urgent priority. However, as citizens, we have the right and responsibility to ensure that we play our part, by learning about policies and national priorities, raising issues that we experience, and by communicating with the individuals and institutions that represent us so that they are aware of our views.'*

The high levels of faith reported in the President, and in religious leaders, provide an important opportunity to address some of the existing service delivery challenges. But promoting the various means of engagement by citizens is key. All segments of society, from governments to religious leaders, have a role to play in ensuring efficient and effective service delivery in Tanzania. Changes are most likely to take place when the authorities understand that there are consequences for inaction.

---- Ends ----

For more information:

Risha Chande

Communications and Advocacy Officer, Twaweza

e: rchande@twaweza.org | t: (+255) (0) 656 665 7559

Notes to Editors

- The full data from the 2010 Uwazi Public Service Delivery Survey can be accessed at www.listeningtodar.org.
- Twaweza is a ten year citizen-centered initiative, focusing on large-scale change in East Africa. Twaweza believes that lasting change requires bottom-up action, and seeks to foster conditions and expand opportunities through which millions of people can get information and make change happen in their own communities directly and by holding government to account.
- Uwazi at Twaweza works to 'liberate' data and information so as to better inform public discussion. Uwazi's mission is to enable key actors to have access to timely, reliable, relevant and easy to understand information and analyses which enhance public debate and accountability, and that contribute to citizen agency and action.
- You can follow Twaweza's work

Web: www.twaweza.org **Facebook:** Twaweza Tanzania **Twitter:** @Twaweza_NiSisi