

**NATIONAL AFRICAN PEER REVIEW  
MECHANISM - GOVERNING COUNCIL**

**DISTRICT  
GOVERNANCE  
ASSESSMENT  
REPORT (2012)**



# **NATIONAL AFRICAN PEER REVIEW MECHANISM GOVERNING COUNCIL**

## **DISTRICT GOVERNANCE ASSESSMENT REPORT 2012**

### **Ghana National Report**

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# ACRONYMS

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ADR	Alternative Dispute Resolution
AMA	Accra Metropolitan Assembly
AM	Assembly Member
A-Level	General Certificate Examination Advanced Level
APR	Annual Progress Report
APRM	African Peer Review Mechanism
ARVs	Antiretroviral drugs
BAC	Business Advisory Centre
CHAG	Christian Health Association of Ghana
CHPS	Community Health Planning and Services
CHRAJ	Commission for Human Rights and Administrative Justice
DCD	District Assembly
DCE	District Chief Executive
DA	District Assembly
DGA	District Governance Assessment
DOC	District Oversight Committees
EAs	Enumeration Areas
GES	Ghana Education Service
GSS	Ghana Statistical Services
GYEEDA	Ghana Youth Employment and Entrepreneurial Development Agency
JHS	Junior High School
KAP	Knowledge Attitude and Practices
KMA	Kumasi Metropolitan Assembly
KVIP	Kumasi Ventilated Integrated Pit
MASLOC	Micro and Small Loans Centre
M&E	Monitoring and Evaluation
MDA	Ministries, Departments and Agencies
MMDA	Metropolitan, Municipal and District Assemblies
MMDCE	Metropolitan, Municipal, District Chief Executives
MSMEs	Medium and Small Enterprises
NACP	National AIDS Control Programme

NEPAD	New Partnership for Africa's Development
PHC	Population and Housing Census
PLWHA	Persons Living With HIV/AIDS
PWDs	Persons with Disabilities
SHS	Senior High School
UCM	Unit Committee Member

# EXECUTIVE SUMMARY

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## 1.0 INTRODUCTION

This is the report of the fourth district governance assessment undertaken between October and December 2012. The first three comprehensive surveys were conducted in 2009, 2010 and 2011. The governance assessment surveys assess and track the progress in governance and service delivery in Ghana. The survey adopted a four-pronged approach, combining a sample household survey, focus group discussions, expert interviews and desk research. In 2012 iteration was conducted in fifty (50) districts and was undertaken in two parts. The first survey which covered a total of 18,197 households sought the responses from the Democracy and Good Political Governance component of the African Peer Review Mechanism (APRM). Respondents were then asked if they wanted to participate in the second survey which covered the remaining components of the APRM – Economic Governance and Management, Corporate Governance and Socio-Economic Development. A total of 17,993 households out of the 18,197 households participated in the second survey. The number of households covered in the 4<sup>th</sup> iteration was more than those covered in the 1<sup>st</sup> iteration (6,650 households from 20 districts), 2<sup>nd</sup> iteration (9,640 households from 30 districts) and the 3<sup>rd</sup> iteration (11,056 households from 40 districts).

## 2.0 THE DISTRICT GOVERNANCE ASSESSMENT SURVEY

District Governance Assessments measure the status of relations between the state and the citizen, by focusing on the status of local governance and public service delivery at the local level. It captures the voices of citizens on key local governance issues and public service delivery. The governance assessment provides an opportunity for:

- Collecting citizen feedback on the quality of local governance, focusing on participation of citizens in key decision making, security of life and property, interaction with local authorities
- Collecting citizen feedback on the adequacy and quality of public services such as education, health, water supply, sanitation, roads, etc



- Developing an agenda for communities, local government officials and service providers to engage in post-survey dialogue for improving governance and public service delivery

### **3.0 METHODOLOGY**

#### **3.1 Sampling frame and units**

A two-stage stratified random sampling design was adopted in the Survey. The first stage involved the selection of the enumeration areas (EAs) in each stratum (region). The households in the selected EAs constituted the secondary sampling unit in the second stage of the sampling design. The survey used the Ghana Statistical Service's (GSS) list of EAs from the selected 50 districts together with their respective population and household sizes.

The unit of measurement for the survey was adult household members aged 18 years and older.

#### **3.2 Sample size, allocation and the sampling procedure**

The 2010 Population and Housing Census (PHC) was considered in the selection of the sample size for the survey. The EAs were selected from each of the 50 districts sub-metros independently using the systematic sampling procedure. This resulted in the selection of a total of 2,090 EAs. In each EA, 10 households were selected where individuals would be interviewed. This implied a total of 20,900 respondents were targeted.

#### **3.3 Selection of eligible respondents with the household**

To obtain a minimum of 20,900 adult (18 years and older) respondents, the Kish Grid was used by the interviewers to select one household member aged 18 years and older to administer the questionnaire. From the table, the number of people in the household is identified, and a random number is chosen to select a particular person for the interview.

### **4.0 LIMITATIONS OF THE SURVEY**

Overall the survey experienced minimal challenges, although the following were encountered which might have influenced responses and delivery times of data:

- Phone breakdowns: a number of phones suffered "freezing" which delayed data submission dates

- Despite explaining the purpose of the survey, some respondents were of the view that the survey was meant to praise or criticize the performance of government and this influenced their responses.
- Some respondents indicated that the survey would not benefit them and so refused to participate or refused to answer some questions.
- The survey was conducted during the raining period and this delayed travelling times to certain EAs.

## **5.0 FINDINGS**

### **5.1 Response Rate**

A total of 18,179 households were interviewed out of an expected 20,900, representing a response rate of 87.0%.

### **5.2 Demographics**

(A) First Survey

A total of 10,130 males (representing 55.7% of total respondents) and 8,067 females (representing 44.3%) took part in the first survey. 8,211 respondents (representing 45.1%) were living in urban communities, whilst 9,986 respondents (representing 54.9%) were from rural communities. The age distribution of the respondents were as follows: 3,644 respondents (20.0%) were in the 18-25 year group; 7,759 respondents (42.6%) were in the 25-40 year group; 4,983 respondents (27.4%) were in the 41-60 year group; and 1,811 respondents (10.0%) were in the >60 years group. A disaggregation of data by the educational levels showed that 3,305 respondents (18.2%) had no formal education; 1,361 respondents (7.5%) had primary education; 5,099 respondents (28.0%) had middle/JHS education; 3,529 respondents (19.4%) had SHS or A-level education; 2,492 respondents (13.7%) had post-secondary education; 2,134 respondents (11.7%) had tertiary education; 215 respondents (1.2%) had koranic education; and 62 respondents (0.3%) had other forms of education.

### **5.3 Vulnerability indices**

The survey used the following key vulnerability indices – gender of household head, the household dependency ratio, physical capital of households – type of roofing and nature of toilet facility used by household), and the occupation of the household head.

## **6.0 DEMOCRACY AND GOOD POLITICAL GOVERNANCE**

### **6.1 Most problematic democratic governance issue**

The commonly cited problems were conflicts (20.6 percent), security of life and property (20.3 percent), access to justice (17.8 percent), participating and inclusion in the development process (15.9 percent) and children's issues (12.4 percent). The least mentioned problems were: ability to freely associate with a group/party (7.1 percent) and to freely express an opinion without harassment (4.3 percent).

A regional disaggregation of the data showed that "ability to speak freely without harassment" was not a key issue, respondents from the Brong Ahafo (5.9%) were more likely to cite it as a concern than respondents from other regions: Western (4.9%), Central (4.8%), Northern (4.5%), Ashanti (4.5%), Eastern (4.3%), Volta (4.3%), Greater Accra (3.8%), Upper East (2.8%) and Upper West (2.8%). The "ability to freely associate with a group" was cited by more respondents in the Western region (10.0%) than in other regions. The "ability to participate in the development process" was cited by a higher proportion of respondents in the Eastern region (21.0%) than in the other regions. "Security of life and property" was cited by a higher proportion of respondents in the Ashanti (26.2%) and Greater Accra (25.4%) than in the other regions. "Conflicts" were cited more in the Western (24.1%), Volta (23.8%), and Greater Accra (23.5%) than in the other regions. "Access to justice" was cited by a higher proportion of respondents in the Northern (25.0%) and Upper East (21.1%) regions than in the other regions.

### **6.2 Freedoms**

#### **6.2.1 Freedom of Speech**

The survey in 2012 showed an appreciable increase in the proportion of respondents who reported being harassed after expressing an opinion (10.9% males and 7.3% females) compared to 2009 (2.0% males and 3.0% females), 2010 (5.2% males and 4.0% females), 2011 (7.5% males and 5.4% females).

#### **6.2.2 Freedom of association**

The survey showed that the proportion of respondents reporting that they had been assaulted/insulted/ harassed had been increasing for both sexes over the years. Respondents reporting that they had been insulted/assaulted/harassed for voicing an opinion increased from 5.2% - males, 2.5% - females in 2011 to 8.5% - males, 3.5% females in 2012.

### **6.2.3 Ability to openly declare political affiliation**

The majority of respondents (80.9%) indicated that they were able to openly declare their political affiliation without fear of insult, assault or harassment.

### **6.3 Participation and Inclusion**

About half the number of respondents (49.7%) indicated that they had never attended any public meetings organized by the District Assembly. About 42.4% of respondents indicated that they had not attended any meetings organized by their Assembly member. Almost half the number of respondents (49.7%) reported that they had never attended any meeting organized by the Unit Committee member.

A total of 6,546 respondents (71.5%) indicated that they were able to make recommendations at public meetings organized by the District Assembly in their communities. 4,354 respondents (41.6%) reported that they were able to make recommendations at meetings organized by the Assembly member. 5,403 respondents (59.0%) indicated that they are able to make recommendations at meetings organized by their Unit Committee member.

### **6.4 Interaction with institutions**

Only 4,526 respondents (24.9%) indicated that they had contacted the District Assembly in the past 12 months. 1,531 respondents (33.8%) indicated that they were very satisfied with the response they received from the district assembly.

5,307 respondents (29.2%) reported that they had contacted the District Assembly member in the past 12 months. 3,408 respondents, representing 64.2%, reported that they were somewhat satisfied with the response received from their assembly member. 3,520 respondents (19.3%) reported that they had contacted their Unit Committee member in the past 12 months. 706 respondents (20.1%) said that they were very satisfied with the response they received from the Unit Committee Member.

Only 2,862 respondents (15.7%) said they had contacted their Metropolitan, Municipal, or District Chief Executive in the past 12 months. 1,005 respondents (35.1%) reported that they were very satisfied with the response from their MMDCE.

The majority, 15,710 respondents (86.3%) reported that they had not contacted their Member of Parliament (MP) in the past 12 months. Only 2,377 respondents (13.1%) said they had contacted their MP. 725 respondents (30.5%) reported that they were very satisfied with the response from their MP.

## **6.5 Civic Responsibilities**

9,657 respondents (53.1%) admitted that they had not paid any income tax in the past 12 months. 8,540 respondents (45.9%) said they had paid some income tax in the past 12 months.

The majority, 12,234 respondents (67.2%) indicated that they had paid no income tax in the past 12 months. Only 5,963 respondents (32.8%) indicated that they had paid some income tax.

## **6.6 Security of Life and Property**

15,183 respondents (83.4%) indicated that they felt safe going about their normal business while 3,104 respondents (16.6%) indicated that they did not feel safe going about their normal business.

12,937 respondents (71.1%) reported that they felt safe going out alone at night while 5,260 respondents (28.9%) reported that they did not feel safe going out at night alone.

The majority, 13,104 of respondents (72%) indicated that they would contact the police if they felt unsafe. 2,732 respondents (15%) indicated that they would contact a traditional authority; 1,165 respondents (6.4%) indicated they would contact an assembly member; 374 respondents (2.1%) said they would contact a unit committee member; 107 respondents (0.6%) would contact the chairperson or a member of a political party; 350 respondents (1.9%) would contact a religious leader; while 365 respondents (2.0%) indicated that they would contact other authorities.

10,855 respondents (59.7%) indicated that the Police gave them a sense of security. 7,342 respondents (40.3%) indicated that the police did not give them a sense of security.

## **6.7 Access to Justice**

9,137 respondents (50.2%) said that they trusted the courts to give them a fair trial. 8,088 respondents reported that they did not trust the formal courts to give them a fair trial.

997 respondents (90.1%) indicated that they had encountered some problems in dealing with the justice system. Only 100 respondents (9.0%) said they had not encountered any problems with the justice system.

399 respondents (40%) cited the cost of legal fees as their major problem; 356 respondents (35.7%) cited delays in settling cases as their major problem; 210 respondents (21.1%) cited cost of filing and transportation; 28 respondents (2.8%) cited distance to the court as their major problem; while 4 respondents (0.4%) cited other reasons.

## **6.8 Children's Issues**

### **6.8.1 Child Trafficking**

The proportion of respondents who reported they witnessed/heard of trafficking in their communities decreased dramatically from 36.7% (males) and 39.7% (females) in 2011 to 9.0% (males) and 9.6% (females) in 2012

### **6.8.2 Child Labour**

The percentage of respondents who expressed satisfaction with what local authorities were doing to address child trafficking in their communities decreased from 43.5% (males) and 44.7% (females) in 2011 to 24.6% (males) and 21.4% (females) in 2012.

Respondents from the Northern (60.8%), Upper East (55.8%), and Greater Accra (55.5%), regions were more likely to report occurrence of child labour in their communities compared to respondents from the other regions

### **6.8.3 Child Prostitution**

The majority of respondents (73.1%) reported that they had not witnessed any child prostitution in their community. Only 26.9 % reported that they witnessed any child prostitution.

Respondents in the Greater Accra (42.1%) and Central (38.5%) regions were more likely to report that child prostitution occurs in their communities compared to the proportions of respondents who report so in the other regions.

### **6.8.4 Teenage pregnancy**

78.4 percent of respondents indicated that they had witnessed/ observed teenage pregnancy in their communities. Only 21.6% said that they had witnessed any such cases.

Respondents from the Upper East (89.6%), Western (88.7%), Volta (85.2%) and Northern (85.1%) regions were more likely to report occurrence of teenage pregnancies in their communities.

### **6.8.5 Delinquent children in adult cells**

16.1 percent of respondents indicated that children were put in the same cells (at the police station) as adults in their community. The majority of respondents (54%) however admitted that they were not aware that juvenile delinquents were kept in adult cells.

Respondents from the Ashanti (24.6%) regions were more likely to report that delinquent children are held in adult cells in their communities compared to respondents from the other regions.

### **6.9 Persons with Disability**

5,837 respondents (32.1%) reported that District Assembly buildings were accessible to Persons with Disability (PWDs), while 6,634 respondents (35.4%) reported that district assembly buildings were not accessible to PWDs.

12,316 respondents (67.7%) reported that health facilities in their communities were accessible to PWDs, while 3,406 respondents (18.7%) reported that health institutions in their communities were accessible to PWDs.

### **6.10 Conflicts**

1,272 respondents (7%) reported that they had witnessed violent conflicts in their community. 16,925 respondents (93%) reported that they had not witnessed any violent conflicts in their community.

## **7.0 ECONOMIC GOVERNANCE AND MANAGEMENT**

### **7.1 Most Important Economic Governance Issue**

The two most important issues raised by respondents were unemployment 7,667 representing (42.6%) and the cost of living 7,608 being (42.3%).

### **7.2 Employment**

The majority of respondents indicated that it was difficult getting wage employment in their communities. As much as 13,003 (72.3%) shared the same opinion.

55.4 percent of respondents indicated they had been in active employment compared with 44.6% that have not been actively employed continuously in the past 12 months

### **7.3 Dissemination of DA progress reports?**

Responses indicated that DA through their Assembly member disseminates its progress reports through the electronic media (community radio stations), 54.2% more than the paper medium as only 24.9% of respondents replied that they receive the progress report through this medium.

### **7.4 Corruption**

The majority 14,885 (82.7%) indicated that they had not given a bribe to any public official in the past 12 months but 7,025 (39%) admitted that they had given gifts to public officials.

## **8.0 CORPORATE GOVERNANCE**

### **8.1 Consultations between District Assemblies and business operators**

13,579 (75.5%) of respondents reported that the DA does not consult local business operators before fixing rates and taxes.

### **8.2 Public services to enterprises**

5,439 (30.2percent) of respondents indicated that electricity services to MSMEs had improved over the past 12 months, compared to 2,889 (16.1%) who indicated the services had worsened. Almost the same response was received for water service. 30.8 percent of respondents indicated that water services to MSMEs had improved over the past 12 months, compared to 11.7% who indicated the services had worsened.

## **9.0 SOCIO- ECONOMIC DEVELOPMENT**

### **9.1 Most important socio-economic challenge facing the community**

Respondents named the most important socio-economic issue facing their communities as being the provision of quality water 3,504 (19.5%) . This was followed by education 3,273 (18.2%), health services 2,938 (16.3%), roads 2,860 (15.9%) and garbage disposal 2,588 (14.4%).

### **9.2 Education**

#### **9.2.2 Improvement in availability of basic schools**

There was a decrease in the proportion of respondents (both males and females) who indicated that there had been an improvement in the availability of basic schools in their communities. The proportion of male respondents who indicated there had been an improvement in the availability of basic schools decreased from 81.5% in 2011 to 49.1% in 2012. Likewise, the proportion of female respondents who reported an improvement in the



availability of basic schools decreased from 84.2% in 2011 to 51.1% in 2012. Alternatively, the proportion of respondents who indicated that there had been no change in the availability of basic schools increased in 2012 compared to 2011.

### **9.2.3 Satisfied with quality of basic education**

There was an increase in the proportion of respondents who expressed satisfaction with the quality of education in the basic schools in their communities. The proportion of male respondents who reported that they were satisfied with the quality of basic education increased from 27.6% in 2011 to 51.6% in 2012. Also, the proportion of female respondents who indicated that they were satisfied increased from 30.4% in 2011 to 54.2% in 2012.

## **9.3 Health**

### **9.3.1 Availability of health facilities**

The percentage of respondents that reported an improvement in the availability of basic health care facilities decreased from 68.2% (males) and 71.5% (females) in 2011 to 42.1% (males) and 45.3% (females) in 2012.

Respondents were asked if there had been an improvement in their ability to access health care services in so far as costs involved were concerned. 41.1% of respondents indicated that their ability to access health care had improved in the past 12 months, while 48.9% reported that there had been no change. Only 5.3% indicated that it was difficult for them to access health care because of the costs involved

### **9.3.2 Satisfied with quality of health services**

Respondents were asked, taking everything into consideration, if they were satisfied with the quality of health services they received at their last visit to a health facility. 54.5% indicated that they were satisfied with the quality of health services, whilst 29.6% expressed dissatisfaction (with 2.8% indicating that they were very dissatisfied) with the service they

## **10.0 SERVICE DELIVERY**

### **10.1 Overall Cleanliness of Communities (refuse collection)**

The proportion of respondents that rated the overall cleanliness of their communities as "poor" increased from 29.6% (males) and 29.8% (females) in 2011 to 39.6% (males) and 38.3% (females) in 2012.

Respondents in Ashanti (49.0%), Central (45.9%) and Upper East (43.1%) regions were more likely to rate their overall cleanliness of their communities as "poor".

### **10.2 Provision of water in the community**

The percentage of respondents who rated the overall provision of portable water to their communities as "good" increased from 34.1% (males) and 32.2% (females) in 2011 to 39.5% (males) and 40.4% (females) in 2012.

Respondents in the Volta region (62.0%) were more likely than respondents from the other regions to rate the overall provision of portable water to their communities as "good". Alternatively, respondents from the Eastern region (30.2%) were more likely to rate water provision to their communities as "poor".

### **10.3 Quality water in the community**

53.1 percent of respondents indicated that the quality of water consumed in their communities was "good", and 26.8% reported it as "fair". 13.8% of respondents reported that the quality of water was "poor".

Respondents in Upper West (67.2%) and Northern (65.9%) regions were more likely to rate the quality of portable water in their communities as "good" whilst respondents in the Western (26.1%) and Eastern (23.1%) regions were most likely to rate water quality as "poor".

### **10.4 Sanitation facilities (toilets)**

The percentage of respondents rating sanitation services in their communities as "good" decreased from 28.6% (males) and 28.4% (females) in 2011 to 24.4% (males) and 25.7% (females) in 2012. Alternatively, the proportion of respondents rating the service as "poor" increased from 29.6% (males) and 29.8% (females) in 2011 to 41.0% (males) and 40.0% (females) in 2012.

Respondents in Volta (39.8%), Northern (39.0%) and Central (32.0%) regions were more likely to rate sanitation services in their communities as "good" whilst respondents in Greater Accra (49.9%), Ashanti (45.4%) and Brong Ahafo (44.7%) were more likely to rate the service as "poor".

### **10.5 Provision of fire services**

25.9 percent of respondents indicated that the provision of fire services in their communities was good, and 28.9% indicated it was "fair". 19.4% of respondents ranked the provision of the services as "fair", and 23.6% indicated it was non-existent in their communities.

Respondents in Ashanti (35.6%), Northern (32.8%) and Eastern (31.8%) regions were more likely than respondents from the other regions to rate the fire services in their communities as "good" whilst respondents in Upper East (36.1%), Brong Ahafo (28.4%) and Western (23.2%) were more likely to rate the service as "poor".

#### **10.6 Overall traffic management**

20.6% of respondents indicated that overall traffic management in their communities was good, and 25.5% indicated it was "fair". 15.4% of respondents ranked the provision of the services as "poor", and 36.5% indicated it was non-existent in their communities

Respondents in the Brong Ahafo (32.0%), Ashanti (29.6%) and Volta (27.9%) regions were more likely to rate traffic management services in their communities as "good" whilst respondents in the Western (32.2%), Eastern (22.5%) and Central (19.7%) were more likely to rate the service as "poor". Respondents in the three northern regions – Upper West (58.4%), Upper East (56.8%) and Northern (53.1%) were more likely than respondents from the other regions to report that the service was "non-existent" in their communities.

#### **10.7 Provision of housing**

The percentage of respondents who rated the provision of housing in their communities as "good" increased from 18.3% (males) and 17.2% (females) in 2011 to 30.7% (males) and 32.7% (females) in 2012. Alternatively, the percentage of respondents who rated the service as "poor" decreased from 29.4% (males) and 25.5% (females) in 2011 to 22.8% (males) and 21.8% (females) in 2012.

Respondents in the Northern (49.0%) and Brong Ahafo (43.5%) regions were more likely than respondents in other regions to rate provision of housing units in their communities as "good". Alternatively, respondents in the Eastern (36.6%) and Western (30.2%) were more likely than respondents in the other regions to rate the service as "poor".

#### **10.8 Usability of Road Network**

The percentage of respondents who rated the usability of the road networks in their communities as "good" increased from 21.6% (males) and 19.5% (females) in 2011 to 22.9% (males) and 23.7% (females) in 2012. Additionally, the percentage of respondents who rated the service as "poor" increased from 16.6% (males) and 15.8% (females) in 2011 to 49.9% (males) and 47.8% (females) in 2012.

Respondents in the Northern (42.5%), Volta (34.5%) and Greater Accra (31.4%) regions were more likely than respondents in other regions to rate the usability of their road network in their communities as "good". Alternatively, respondents in the Upper East (76.5%), Eastern (67.1%) and Volta (49.0%) regions were more likely than respondents in the other regions to rate the service as "poor".

### **10.9 Recreational Facilities**

11.0 percent of respondents indicated that overall recreational facilities in their communities were good, and 21.4% indicated they were "fair". 31.4% of respondents ranked the provision of the facilities as "poor", and 35.9% indicated they were non-existent in their communities

Respondents in the Volta (19.3%), and Greater Accra (18.0%) regions were more likely than respondents in other regions to rate the availability of recreational facilities in their communities as "good". Alternatively, respondents in Central (40.3%), Eastern (39.5%), Upper East (35.5%) and Ashanti (35.5%) regions were more likely than respondents in the other regions to rate the service as "poor".

### **10.10 Electricity supply**

35.4 percent of respondents indicated that overall electricity supply in their communities was good, and 33.3% indicated it was "fair". 25.6% of respondents ranked the provision of the services as "poor", and 4.1% indicated it was non-existent in their communities.

Respondents in the Northern (48.3%), Volta (47.9%), and Upper West (46.2%) regions were more likely than respondents in other regions to rate electricity supply in their communities as "good". Alternatively, respondents in Ashanti (58.1%), Brong Ahafo (31.2%), and Upper East (30.6%) regions were more likely than respondents in the other regions to rate the service as "poor".

### **10.11 Provision of Mobile Telephony Services**

44.2% of respondents indicated that mobile telephony services in their communities were good, whilst 30.4% said they were fair. 15.5% of respondents said services were poor, and 3.4% indicated the services were non-existent in their communities.

Respondents in Northern (63.7%), Ashanti (56.9%) and Greater Accra (50.3%) were more to rate mobile telephony services in their communities as "good" compared to respondents from other regions. Alternatively, respondents in the Eastern (29.1%), Central (27.9%) and

Western (22.8%) were more likely to rate the service as “poor” compared to respondents from other regions.

## **11 System for receiving public grievances**

The proportion of respondents who reported that they were aware of a system at the District Assembly to receive and address grievances decreased from 34.6% (males) and 27.3% (females) in 2011 to 22.4% (males) and 19.6% (females) in 2012.

## **12 HIV/AIDS**

### **12.1 Attitude towards HIV/AIDS**

There was a decrease in the proportion of males (62.8%) and females (61.3%) who reported that community members’ attitude towards HIV/AIDS in 2012 had improved compared to 2011 (68.5% and 65.0% respectively).

Higher proportions of respondents in the Northern (74.9%) and Upper West (73.5%) reported that community members’ attitude towards HIV/AIDS had changed for the better than in the other regions. Respondents in the Eastern region (41.5%) were the least likely to report that community members’ attitude towards HIV/AIDS had improved.

### **12.2 Citizens Knowledge of their HIV/AIDS status**

The percentage of respondents (both male and female) who reported that they knew their HIV/AIDS status decreased from 45.2% (males) and 49.3% (females) in 2011 to 42.8% (males) and 45.1% (females) in 2012.

Respondents from the Upper East (57.9%) and Ashanti (50.9%) were more likely to indicate that they know their status than respondents from the other regions. Respondents from the Eastern (34.3%) and Northern (28.5%) were least likely to indicate that they know their HIV/AIDS status.

### **12.3 Education and sensitization has equipped you to prevent infection**

There was a decrease in the proportion of males respondents (81.8%) who indicated that they had enough education on HOV/AIDS to avoid getting infected in 2012 compared to 2011 (83.8%). The proportion of female respondents, however, remained almost the same for the two years – 83.7% (2011) and 83.6% (2012).

Respondents from the Brong Ahafo (93.0%), Greater Accra (88.1%), Ashanti (87.4%) and Upper East (86.4%) were more likely to report that they had sufficient information to prevent

contacting the virus compared to the other regions. Respondents in the Eastern region (67.5%) were the least likely to indicate that they had enough knowledge.







# Chapter

# 1

## INTRODUCTION

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### 1.1 Context and Background

District Governance Assessments measure the status of relations between the state and the citizen, by focusing on the status of local governance and public service delivery at the local level. It captures the voices of citizens on key local governance issues and public service delivery. The governance assessment provides an opportunity for:

- Collecting citizen feedback on the quality of local governance, focusing on participation of citizens in key decision making, security of life and property, interaction with local authorities
- Collecting citizen feedback on the adequacy and quality of public services such as education, health, water supply, sanitation, roads, etc
- Developing an agenda for communities, local government officials and service providers to engage in post-survey dialogue for improving governance and public service delivery

### 1.2 Study Scope and Design

The objectives of the district governance survey are as follows:

- Obtaining citizen feedback on the quality of governance at the local level
- Obtaining citizen feedback on the adequacy and quality of public services
- Developing an agenda for communities, local government officials and service providers to engage in post-survey dialogue for improving governance and public service delivery.

In order to fill the crucial gap of qualitative analytical links, this year's survey has adopted a multipronged approach to provide greater analytical depth in understanding the dynamics of public service delivery to communities in well-endowed and less-endowed districts.

The quantitative individual survey has measured levels of satisfaction of citizens with government services. The survey employed the use of a Citizens Report Card to collect responses from households. The qualitative part of the survey has sought answers through multiple instruments:

- Focus Group Discussions

These discussions qualitatively explore a number of defined areas of interest relating to service delivery and local government with select homogenous group (demand side)

- In-depth Interviews

These interviews qualitatively explore the knowledge, attitudes and practices (KAP) of key former and current local government actors and decision makers at the district level regarding the functioning of local government systems and public service delivery (supply side)

- Key Informant Interviews

This set of interviews conducted with senior political, policy and government actors explores their opinion on evolving local government situations.

### **1.3 Sampling Frame and Units**

A two-stage stratified random sampling design was adopted in the Survey. The first stage involved the selection of the enumeration areas (EAs) in each stratum (region). The households in the selected EAs constituted the secondary sampling unit in the second stage of the sampling design. The survey used the Ghana Statistical Service's (GSS) list of EAs from the selected 50 districts together with their respective population and household sizes. This list of EAs was defined at the primary sampling units.

The unit of measurement for the survey was adult household members aged 18 years and older.

### **1.4 Sample size, allocation and the sampling procedure**

The 2010 Population and Housing Census (PHC) was considered in the selection of the sample size for the survey. In calculating the sample size, an appropriate mathematical formula, using several factors and specified values from PHC and previous or similar surveys was considered.

**Table 1: Required households sample size by region (proportion of persons aged 18 years and older as indicator)<sup>1</sup>**

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<sup>1</sup> Source: GSS (May 2012), 2010 Population and Housing Census Summary Results of Final Report.

Region	2010 Census population (18 years and older for the 50 selected districts) distribution <sup>1</sup>	2010 census percent population (18 years and older for the 50 selected districts) distribution	Population share	Proportionate Allocation of selected EAs	Number of Households selected per EA
Western	465,848	7.2	19.6	39	390
Central	416,206	6.4	18.9	36	360
Greater Accra	1,804,267	27.9	45.0	66	660
Volta	465,831	7.2	22.0	35	350
Eastern	415,539	6.4	15.8	43	430
Ashanti	1,521,231	23.5	31.8	79	790
Brong Ahafo	326,703	5.1	14.1	38	380
Northern	500,994	7.7	20.2	41	410
Upper East	285,174	4.4	27.2	17	170
Upper West	266,245	4.1	37.9	12	120
National	6,468,038	100.0	100	406	4,060

The minimum sample size by probability proportional to size for the least populated region, Upper East, was 120 households or 12 EAs. This sample size required a minimum of 400 households per district. But such a sample size would not provide sufficient data to estimate plausible parameters for larger metropolises like Kumasi and Accra. As a result, the sample design is adjusted in such a way that there would be enough households for all districts and sub-metros in the Accra Metropolitan Assembly (AMA) and Kumasi Metropolitan Assembly (KMA) to meet the requirements. Therefore a minimum of a first stage sample size of 1,280 EAs and 20,000 respondents were considered for the survey. The final adjusted sample and allocation is shown in Table 2.

**Table 2: Final Households Sample Allocation per District <sup>2</sup>**

REGION	DISTRICT	Pop 18 yrs and older	No. of households	Number of selected EAs per District	Number of Selected respondents per District
WESTERN	STMA	341,053	142,560	50	500
	NZEMA EAST Municipal	31,828	13,509	40	400
	SHAMA	42,441	19,291	40	400

<sup>2</sup> Source: Computed from: GSS (May 2012), 2010 Population and Housing Census Summary Results of Final Report.

<b>REGION</b>	<b>DISTRICT</b>	<b>Pop 18 yrs and older</b>	<b>No. of households</b>	<b>Number of selected EAs per District</b>	<b>Number of Selected respondents per District</b>
	TARKWA NSUAEM	50,526	21,713	40	400
CENTRAL	MFANTSIMAN	101,606	48,304	40	400
	CAPE COAST	110,333	40,386	50	500
	AWUTU SENYA	70,887	35,106	40	400
	GOMOA WEST	70,597	32,715	40	400
	AGONA WEST	62,783	29,478	40	400
GT. ACCRA	GA EAST	167,043	66,286	40	400
	GA WEST	161,452	66,706	40	400
	AMA	1,214,414	501,956	50	500
	LEKMA	143,432	60,856	40	400
	ADENTAN	49,666	20,478	40	400
	DANGME EAST	68,260	27,273	40	400
VOLTA	HOHOE	149,152	65,858	40	400
	SOUTH TONG	47,228	20,509	40	400
	KETA	71,454	33,762	40	400
	HO	165,595	73,703	50	500
	KADJEBI	32,402	13,303	40	400
EASTERN	SUHUM KRABOA COALTAL	91,883	40,413	40	400
	AKWAPIM NORTH	77,746	33,322	40	400
	BIRIM CENTRAL	78,349	36,354	40	400
	YILO KROBO	115,597	49,474	40	400
	KWAHU WEST	51,964	23,296	40	400
ASHANTI	KMA	1,222,814	512,767	50	500
	OBUASI MUNICIPAL	94,837	41,312	40	400
	ASANTE AKIM NORTH	75,838	32,400	40	400
	ATWIMA NWABIAGYA	81,174	35,205	40	400
	MAMPONG	46,568	19,203	40	400
BRONG AHA FO	BEREKUM	71,021	31,130	40	400
	NKORANZA SOUTH	27,173	11,722	40	400
	TANO SOUTH	39,906	16,312	40	400
	SUNYANI MUNICIPAL	76,355	28,434	50	500
	TECHIMAN	112,248	47,627	40	400
NORTHERN	TAMALE	210,869	58,855	50	500
	SAVELUGU NANTON	70,516	14,669	40	400
	CENTRAL GONJA	41,581	11,413	40	400

<b>REGION</b>	<b>DISTRICT</b>	<b>Pop 18 yrs and older</b>	<b>No. of households</b>	<b>Number of selected EAs per District</b>	<b>Number of Selected respondents per District</b>
	BOLE	98,616	21,563	40	400
	MAMPRUSI WEST	79,412	19,646	40	400
UPPER EAST	BUILSA	49,525	16,915	40	400
	BONGO	42,501	15,188	40	400
	KASSENA NANKANA EAST	59,435	19,790	40	400
	BOLGATANGA MUNICIPAL	73,815	26,706	50	500
	TALENSI NABDAM	59,898	21,716	40	400
UPPER WEST	SISSALA EAST	28,984	8,652	40	400
	NADOWLI	48,649	15,210	40	400
	WA WEST	81,348	11,486	40	400
	WA MUNICIPAL	62,654	18,891	50	500
	JIRAPA	44,610	13,911	40	400
<b>NATIONAL</b>		<b>6,468,038</b>	<b>2,587,334</b>	<b>2,090</b>	<b>20,900</b>

### **1.5 Selection of EAs and Households**

The EAs were selected from each of the 50 districts sub-metros independently using the systematic sampling procedure. This resulted in the selection of a total of 2,090 EAs. In each EA, 10 households were selected where individuals would be interviewed. This implied a total of 20,900 respondents to be targeted.

### **1.6 Selection of Eligible Respondents within the Households**

To obtain a minimum of 20,900 adult (18 years and older) respondents, the Kish Grid was used by the interviewers to select one household member aged 18 years and older to administer the questionnaire. From the table, the number of people in the household is identified, and a random number is chosen to select a particular person for the interview. If the randomly selected household member was not available, enumerators were allowed to interview another available household member. This was due to the limited time allocated for the completion of the survey, September 15 – 30 October 2013.

## **1.7 Recruitment and training of enumerators**

Enumerators and supervisors were members of the District APRM Oversight Committees who had extensive experience in conducting household surveys and who spoke the local language(s) of the selected districts. A total of 200 enumerators and supervisors were invited and trained. The two-day training focused on:

- Objectives of the survey
- Roles and responsibilities of enumerators, supervisors, IT specialist, statistician
- Question by question explanations
- Respondent selection
- Ethics of surveys
- Expectations and deliverables of the team

## **1.8 Organisation of fieldwork**

Mobile data collection was adopted using smartphones. The enumerators administered the questionnaires using phones which allowed real-time delivery of the interviews that had been completed.

In each of the selected districts, the team leader presented introductory letters to the Metropolitan/Municipal and District Chief Executives (MMDCE) and introduced the members of the team. Where the MMDCE was not available the letters were presented to the Presiding Members or the Coordinating Directors. At the EAs the teams were introduced to Assembly members and Unit Committee members and in some instances to the traditional head.

## **1.9 Organisation of teams**

Enumerators were organised into groups of 3-4 and one supervisor per district. The supervisor was responsible for allocating work to the enumerators, conducting back-checks and quality control measures and holding regular de-briefing sessions with enumerators and the monitoring and evaluation (M&E) expert, IT expert and statistician.

## **2.0 Quality control processes**

The following quality control measures were put in place:

- The M&E expert, IT specialist and statistician accompanied the teams during the first four weeks of the survey. This was to ensure that enumerators selected households and respondents as well as conducted the interviews as they had been educated to do. The team participated in 2,104 interviews (representing 11% of the total number of successful interviews conducted)
- The supervisors conducted back-checks to validate that enumerators had visited the EA, the household and conducted the interview. They also validated some of the responses that

were appearing on the server. A total of 4,500 (24% of successful interviews) back-checks were undertaken.

- Regular checking of the data submitted. Since the data was submitted in real-time (though in some cases there were delays due to unavailability of internet coverage), the M&E expert, IT specialist and statistician checked the data and gave feedback to the teams.

### **3.0 Data processing**

The data was transported from the server to Excel where responses to “Other” were coded. The data was then transported to SPSS where data analysis was undertaken. Frequency analysis and primary cross tabulations were generated based on sex, locality (urban or rural), education and age. Vulnerability analysis was also performed on the data. These were based on head of household, dependency burden of the household, physical capital (roofing material and type of toilet facility) and profession of household head.

### **4.0 Survey limitations**

Overall the survey experienced minimal challenges, although the following were encountered which might have influenced responses and delivery times of data:

- Phone breakdowns: a number of phones suffered “freezing” which delayed data submission dates
- Despite explaining the purpose of the survey, some respondents were of the view that the survey was meant to praise or criticize the performance of government and this influenced their responses.
- Some respondents indicated that the survey would not benefit them and so refused to participate or refused to answer some questions.
- The survey was conducted during the raining period and this delayed travelling times to certain EAs.

### **5.0 Response rate**

None of the above challenges had any major impact on the survey or the validity of the responses received. A total of 18,179 respondents were interviewed out of an expected 20,900, representing a response rate of 87.0%.

The existing national level surveys conducted by the Ghana Statistical Service like the Ghana Demographic Survey demonstrate that a sample size of 12,000 households provides reliable national estimates for social as well as economic indicators within the 5% margin of error and 95% confidence level. In the 2012 survey, a national level sample size of 18,197 respondents is deemed adequate to provide reliable national estimates.

# Chapter 2 DEMOGRAPHICS

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## 2.0 Introduction

This chapter presents the demographic characteristics of sampled respondents to provide a reference to the reader on the substantive data.

## 2.1 Characteristics of Respondents

The 2012 District Governance Assessment Survey sampled 18,197 respondents across the ten regions of Ghana. Of the respondents 10,130 representing 55.7 percent were men, while 8,067 representing 44.3 percent were women (**Table 2.1**).

This gives a sex ratio of 126 men to 100 women. This does not reflect the distribution of male and female population in Ghana where the latest Ghana Population and Housing Census of 2010 gives a sex ratio of 100 females to 95.2 males.

	Number of Respondents	% of Respondents
Male	10,130	55.7
Female	8,067	44.3
Total	18,197	100.0

*Source: Survey data, 2012*

About 44.2 percent of the sampled respondents in the 2012 survey were themselves head of household (Table 2.2). This high percentage of sampled head of the household demonstrates that household level questions about access and contact with public service providers results in informed data.

	Number of Respondents	% of Respondents
Self	8,035	44.2
Wife	3,160	17.4
Mother	1,172	6.4
Daughter	1,710	9.4



Son	2,325	12.8
Brother	700	3.8
Other	1,095	6.0
Total	18,197	100.0

Source: Survey data, 2012

As shown in **Table 2.3**, the proportion of respondents living in urban areas is 45.1 percent whilst those living in the rural areas is 54.9 percent.

<b>Table 2.3: Locality of the Respondents</b>		
	Number of Respondents	% Respondents
Urban	8,211	45.1
Rural	9,986	54.9
Total	18,197	100.0

Source: Survey data, 2012

The regional distribution of the households that participated in the 2012 survey is shown in Table 2.4. 13.0% of respondents were from the Greater Accra Region, 10.6% from the Ashanti Region, 10.4% from the Northern Region, 10.2% from the Central Region, 10.1% from the Eastern Region, 9.5% from the Volta Region, 9.4% from both the Upper East and Upper West Regions, and 7.6% from the Western Region.

<b>Table 2.4: Number of households interviewed per region</b>		
Region	Frequency	Percent
Upper East	1711	9.4
Upper West	1704	9.4
Northern	1894	10.4
Brong Ahafo	1797	9.9
Ashanti	1921	10.6
Eastern	1841	10.1
Volta	1726	9.5
Greater Accra	2365	13.0
Central	1863	10.2
Western	1375	7.6
	18197	100.0

**Table 2.5** shows that the majority of respondents (81.8 percent) had attended some school, with only 18.2 percent reporting they had not attended school. Of those who are in school or had had schooling, 7.5 percent and 1.2 percent had had primary school and koranic (makaranta) education respectively. 28.0 percent and 19.4 percent had middle/JHS/O-level/vocational/commercial school and SHS/A-level education respectively. 13.7 percent and 11.7 percent of respondents had training college/technical/professional and

university/post-graduate education respectively. Only 0.3 percent had participated in other forms of education such as “adult education” programmes

<b>Table 2.5: Educational level of Respondent</b>		
	Number of Respondents	% of Respondents
None	3,305	18.2
Primary (some or completed)	1,361	7.5
Middle/JHS/O-level/vocational/commercial	5,099	28.0
SHS/A-level	3,529	19.4
Training college/technical/professional	2,492	13.7
Tertiary/graduate/post-graduate	2,134	11.7
Koranic	215	1.2
Other	62	0.3
Total	18,197	100.0

Source: Survey data, 2012

The data shows a youthful distribution of the sample (**Table 2.6**) consisting of a large proportion (62.6% )of respondents under 41 years. Additionally, about 90 percent of the sample are aged between 18 – 60 years and are likely to be part of the workforce.

<b>Table 2.6: Age of Respondent</b>		
	Number of Respondents	% of Respondents
18-25	3,644	20.0
25-40	7,759	42.6
41-60	4,983	27.4
>60	1,811	10.0
Total	18,197	100.0

Source: Survey data, 2012

**Table 2.7** shows that of the total sample, 57.6 percent were married while 30.7 had never been married. In addition, 11.7 percent had been married before, but at the time of the survey were separated (3.4%), divorced (2.7%) or widowed (5.6%).

<b>Table 2.7: Marital status of respondents</b>		
	Number of Respondents	% of Respondents
Never married/single	5,581	30.7
Married	10,481	57.6

Separated	627	3.4
Divorced	483	2.7
Widowed	1,025	5.6
Total	18,197	100.0

Source: Survey data, 2012

## 2.2 Vulnerability Analysis

The key vulnerability indices used in this study are – gender of household head, the household dependency ratio, physical capital of household (type of roofing and nature of toilet used by household) and the occupation of the household head.

### 2.2.1 Household head

The study classifies female-headed households as vulnerable since they are typically disadvantaged regarding the access to land, labour, credit and insurance markets, discriminated against by cultural norms and suffering from, among others, economic immobility and the “double day burden” of their heads.

The data (**Table 2.8**) shows that 18.4 percent of household interviewed were headed by females, whilst 81.6 percent were headed by males.

Non-Vulnerable		Vulnerable	
Male-headed	%	Female-headed	%
14,851	81.6	3,346	18.4

Source: Survey data, 2012

### 2.2.2 Dependency Burden of Households

The study defines the dependency burden of a household as the number of dependents (aged 0 – 14 years) and over 65 years who earn no income and are supported by the household. The study argues that a household with many dependents tend to exert more pressure on household resources and are more vulnerable at becoming poor.

**Table 2.9** shows that 39.2 percent of households had 3 or less dependents, compared with 9.2 percent that had more than 7 dependents.

	Number of Respondents	% of Respondents
3 or less	7,132	39.2

4	3,516	19.3
5	2,619	14.4
6	1,479	8.1
7	1,778	9.8
More than 7	1,673	9.2
Total	18,197	100.0

Source: Survey data, 2012

**Table 2.10** indicates that 81.0 percent of households had 6 or less dependents and are classified as non-vulnerable, whilst 19.0 percent had 7 or more dependents and are classified as vulnerable.

<b>Table 2.10: Dependency burden of household</b>			
<b>Non-Vulnerable</b>		<b>Vulnerable</b>	
<b>Hh members 6 and below</b>	<b>%</b>	<b>Hh member 7 and above</b>	<b>%</b>
14,746	81.0	3,451	19.0

Source: Survey data, 2012

### 2.2.3 Physical capital of household

The study adopted the UN definition of a house as “a structurally separate and independent place of abode such that a person or group of persons can isolate themselves from the hazards of climate such as storms and the sun”. Data was collected on two physical capital variables – roofing material and toilets. Respondents living in homesteads with thatch/wood/raffia were regarded as vulnerable since these materials are more susceptible to destruction by environmental hazards. Apart from the queuing for long periods to gain access to public toilets and latrines, unhygienic conditions at these facilities threaten the health of users.

**Table 2.11a** shows that iron/metallic sheet (75.8%) is the main material used for roofing dwelling units. This was followed by cemented/lantered (13.8%), wood/thatch/raffia (9.0%). The remainder (1.4%) comprised roofing tiles and asbestos.

<b>Table 2.11a: Material used for roof of household</b>		
	<b>Number of Respondents</b>	<b>% of Respondents</b>
Cemented/lantered	2,509	13.8
Iron/metallic sheet	13,798	75.8
Wood/thatch	1,643	9.0
Other	247	1.4
Total	18,197	100.0

Source: Survey data, 2012

**Table 11b** shows that only 9.6 percent of respondents lived in dwellings with thatch/raffia/wood roofing, whilst 90.4 percent lived in dwellings with cemented/lantered/tiles/iron/metallic sheets.

Non-Vulnerable		Vulnerable	
Cemented/concrete/tiles Iron/metallic sheet	%	Thatch/raffia/wood	%
16,456	90.4	1,741	9.6

Source: Survey data, 2012

**Table 2.11c** indicates that about 44.5 percent of households have toilet facilities that are inside the homestead and are exclusively used by their members, these comprised 20.0 percent who use flush/water closet toilets, and 24.5 percent who use KVIP/pit latrines. 34.5 percent of households use public toilet facilities (flush/KVIP/pit), whilst 21.0 percent use open fields or beaches.

	Number of Respondents	% of Respondents
Flush/WC (inside homestead)	3,640	20.0
kvip/pit (inside homestead)	4,458	24.5
Kvip/pit/flush (outside homestead)	6,270	34.5
Open field/beach	3,829	21.0
Total	18,197	100.0

Source: Survey data, 2012

**Table 11d** shows that about 55.5 percent of households used public toilet facilities or the beaches and open fields compared with 44.5 percent who had exclusive use of their toilet facilities. These figures differed significantly from the 2010 Population and Housing Census results where only 16.9 percent of households have toilet facilities that are exclusively used by their members.

Non-Vulnerable		Vulnerable	
Toilet inside homestead	%	Toilet outside house stead/open	%

		<b>field/beach</b>	
8,098	44.5	10,099	55.5

Source: Survey data, 2012

#### 2.2.4 Occupation of household head

The data (Table 2.12) indicates that about 80.5 percent of respondents were economically active, and comprised 16.4 percent unskilled labour, 16.4 percent skilled labour, 8.2 percent in clerical/office work, 17.9 percent professionals, 19.6 percent in trade, and 2.0 percent working abroad. Only 19.5 percent were economically inactive, and comprised 17.5 percent unemployed and 2.0 percent students.

	Number of Respondents	% of Respondents
Unemployed	3,193	17.5
Unskilled labour (labourer/etc)	2,980	16.4
Skilled labour (artisan/etc)	2,976	16.4
Clerk/office work	1,490	8.2
Professional (teacher/nurse/etc)	3,257	17.9
Business/trade	3,559	19.6
Abroad	373	2.0
Student	369	2.0
Total	18,197	100.0

Source: Survey data, 2012

**Table 2.13** shows that 33.9 percent of households are vulnerable compared with 66.1 percent that are non-vulnerable.

<b>Non-Vulnerable</b>		<b>Vulnerable</b>	
<b>Skilled/professional</b>	<b>%</b>	<b>Unemployed/unskilled Student/retired</b>	<b>%</b>
12,024	66.1	6,173	33.9

Source: Survey data, 2012

# **SECTION 1**

# **FINDINGS**



# **DEMOCRACY AND GOOD POLITICAL GOVERNANCE**

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# Chapter

## 3

# MOST PROBLEMATIC DEMOCRATIC GOVERNANCE ISSUES

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### 3.0 Introduction

This Chapter examined perceptions among citizens on what constituted the major democratic governance problem in their community. Results from the household data would in subsequent iterations be juxtaposed against views from the District Assemblies, to see in which areas the greatest deviation occurs.

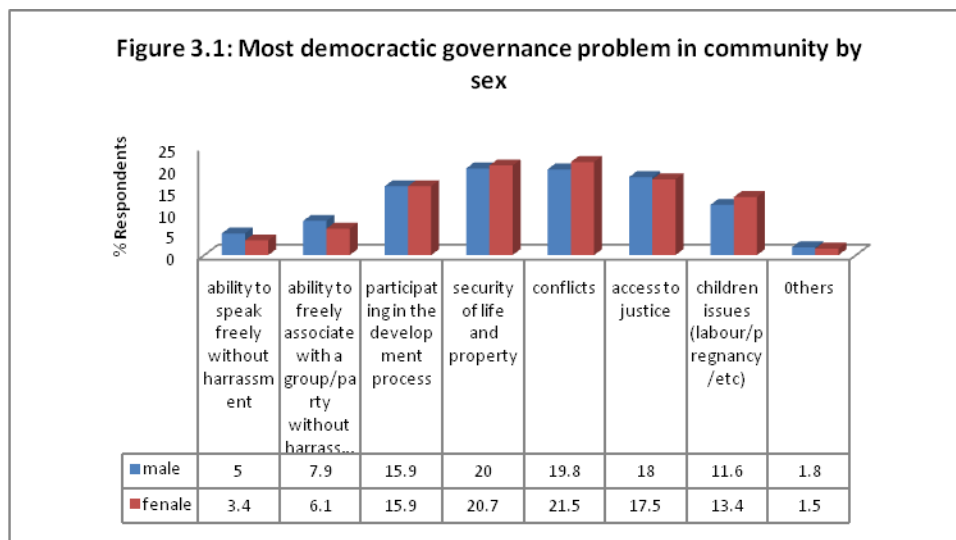
### 3.1 Most Problematic Governance Issue

When respondents were asked to cite the most problematic democratic governance problem facing their communities (**Table 3.1**), the commonly cited problems were conflicts (20.6 percent), security of life and property (20.3 percent), access to justice (17.8 percent), participating and inclusion in the development process (15.9 percent) and children's issues (12.4 percent). The least mentioned problems were: ability to freely associate with a group/party (7.1 percent) and to freely express an opinion without harassment (4.3 percent).

	Number of Respondents	% of Respondents
Ability to speak freely without harassment	775	4.3
Ability to freely associate with a group/party without harassment	1,297	7.1
Participating in the development process	2,885	15.9
Security of life and property	3,701	20.3
Conflicts	3,741	20.6
Access to justice	3,238	17.8
Children issues (labour/pregnancy/etc)	2,258	12.4
Others	302	1.7
Total	18,197	100.0

*Source: Survey data, 2012*

Males were more likely to cite ability to freely express an opinion (5.0%) and freely associate with a group/political party (7.9%) than females (3.4%) and (6.1%) respectively (**Figure 1**). On the other hand, females are more likely to cite security of life and property (20.7% against 20.0% for males) and conflicts (21.5 percent against 19.8 percent for males). Slightly more males (18.0%) than females (17.5%) mentioned access to justice as the most problematic democratic problem in their community. Females (13.4%) were more likely to state child issues as the major problem than males (11.6 %).



Source: Survey data, 2012

Respondents in urban communities are more likely to list ability to freely express and opinion (4.5%), ability to freely associate with a group/political party (7.7%) and security of life and property (22.2%) than those in the rural communities (4.1%, 18.8% and 6.6% respectively) as the major problems facing their communities. On the other hand, respondents from rural communities are more likely to cite participation and inclusion in the development process (16.1%), conflicts (21.0%), access to justice (19.3%) and children issues (12.8%) than their urban counterparts (15.5%, 20.1%, 15.9% and 11.9 % respectively).

Respondents with no formal education are more likely to cite conflicts (22.6%) and access to justice (23.6%) as the most problematic democratic governance issue facing their community. Those with tertiary/post-graduate education are more likely to cite security to life and property (26.0%).

Respondents aged between 18-25 years (4.6%) and 26-40 years (5.0%) are more likely to cite "ability to freely speak without harassment" as a major problem in their community than those aged 41-60 years (3.3%) and >60 years (3.2%). Respondents aged >60 years are more

likely to cite “conflicts” (24.3%) and “access to justice” (24.0%) than the other age groups. Respondents aged 18-25 years are more likely to cite “children issues” (14.5%) than the other age groups.

### **Vulnerability Analysis**

The most problematic democratic issues for both male-headed and female-headed households were similar. Both cited conflicts (20.4% for male-headed and 21.1% for female-headed) and security of life and property (20.3% for male-headed and 20.3% for female-headed). Female-headed households regarded child issues slightly more important (14.2%) than male-headed households (12.0%). Surprisingly, the proportion of male-headed households that mentioned “access to justice” as the most problematic democratic governance issue (18.1%) was more than female-headed households (16.6%).

When the data was disaggregated by the physical capital of the household, respondents living in households with thatch/wood/raffia roofing were more likely to cite “participating in the development process” (16.3%), “conflicts” (21.9%), and access to “access to justice” (21.2%) than respondents living in houses with cemented/lantered/tiles/iron/metallic sheet roofing.

The most problematic democratic governance issue for households that use toilets outside the homesteads was conflicts (21.2%), whilst that for households that use toilets located inside the homestead was “security of life and property” (23.3%).

Households with heads who are unemployed/ unskilled/students were likely to cite “conflicts” (25.8%) as the most problematic governance issue in their communities compared with households with heads who are in skilled/professional/etc employment (21.3%).

### **Regional analysis**

**Table 3.2** shows that even though “ability to speak freely without harassment” was not a key issue in most regions, respondents from the Brong Ahafo (5.9%) were more likely to cite it as a concern than respondents from other regions: Western (4.9%), Central (4.8%), Northern (4.5%), Ashanti (4.5%), Eastern (4.3%), Volta (4.3%), Greater Accra (3.8%), Upper East (2.8%) and Upper West (2.8%). The “ability to freely associate with a group” was cited by more respondents in the Western region (10.0%) than in other regions. The “ability to participate in the development process” was cited by a higher proportion of respondents in the Eastern region (21.0%) than in the other regions. “Security of life and property” was cited by a higher proportion of respondents in the Ashanti (26.2%) and Greater Accra (25.4%) than in the other regions. “Conflicts” were cited more in the Western (24.1%), Volta (23.8%), and Greater Accra (23.5%) than in the other regions. “Access to justice” was cited by a higher proportion

of respondents in the Northern (25.0%) and Upper East (21.1%) regions than in the other regions.

**Table 3.2: Most problematic democratic governance issue by region**

Region	Most important democratic governance issue							
	ability to speak freely without harassment	ability to freely associate with a group/party without harassment	participating in the development process	security of life and property	conflicts	access to justice	children issues (labour/pregnancy/etc)	Other
Upper East	2.8	4.3	16.2	18.6	22.0	21.1	13.4	1.6
Upper West	2.8	8.0	18.3	11.9	19.2	19.4	19.5	0.8
Northern	4.5	6.6	13.8	18.9	19.4	25.0	10.2	1.6
BrongAhafo	5.9	7.0	16.9	19.4	19.9	16.9	12.6	1.4
Ashanti	4.5	7.5	14.9	26.2	17.3	17.1	10.8	1.7
Eastern	4.3	6.9	21.0	19.0	21.8	15.4	9.6	2.0
Volta	4.3	6.8	15.4	17.4	23.8	17.7	13.4	1.2
Greater Accra	3.8	7.3	14.8	25.4	23.5	13.7	9.0	2.5
Central	4.8	7.3	15.8	20.7	20.1	16.3	12.5	2.5
Western	4.9	10.0	10.7	24.1	17.2	16.4	15.7	0.9
<b>National</b>	<b>4.3</b>	<b>7.1</b>	<b>15.9</b>	<b>20.3</b>	<b>20.6</b>	<b>17.8</b>	<b>12.4</b>	<b>1.7</b>

Source: Survey data, 2012

# CHAPTER 4 RIGHTS

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## 4.0 Introduction

The Universal Declaration of Human Rights adopted by the United Nations General Assembly, and to which Ghana is a signatory, states in article 19 that “everyone has the right to freedom of opinion and expression, this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers”. The right to free expression for all citizens is enshrined in the 1992 Constitution. The Constitution declares that “all persons shall have the right to – freedom of speech and expression, which shall include freedom of the press and other media.

The rights to freedom of expression and of association are constitutionally guaranteed and generally respected within the country. In practice however, security operatives and political activist groups occasionally restrict both individual and press freedom through harassment, arrests and criminal charges.

This section seeks the opinions of respondents on their ability to freely express an opinion, join a group or openly voice their political affiliation.

## 4.1 Assaulted/insulted for expressing an opinion

The majority of respondents (90.7%) indicated that they enjoyed the basic right to freely express themselves without harassment from any authority or persons (**Table 4:1**). 9.3 percent of respondents, however, indicated that they had been insulted, assaulted or harassed for expressing an opinion.

	Number of Respondents	% of Respondents
Yes	1,699	9.3
No	16,498	90.7
Total	18,197	100.0

Source: Survey data, 2012

Male respondents are more likely to be assaulted/insulted/harassed (10.9%) for expressing an opinion than for a female respondent (7.3%). The likelihood of being assaulted/insulted/harassed for expressing an opinion is the same (9.3%) irrespective of whether the individual resided in a rural or urban community.

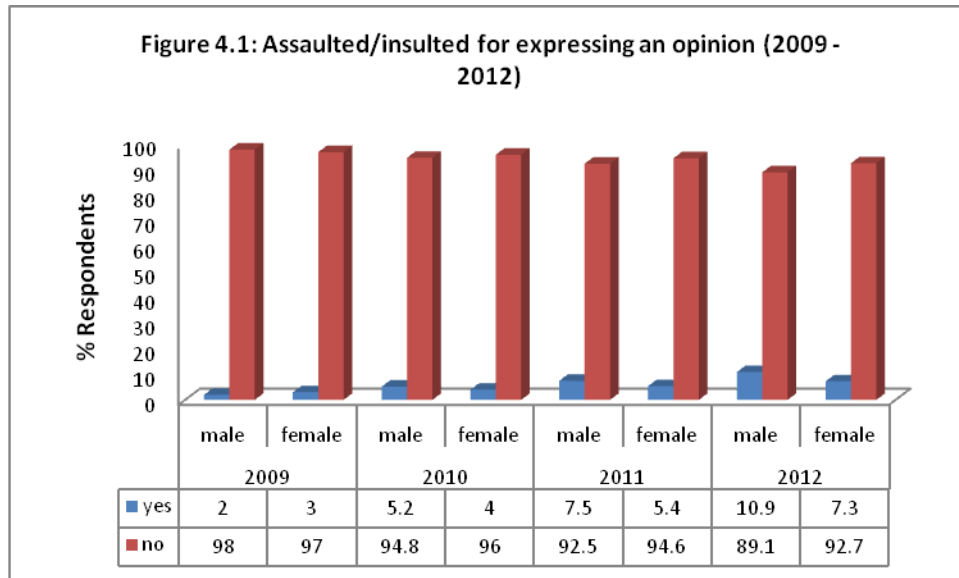
Respondents with koranic (16.3%), SHS/A-level (13.2%) and primary (10.9%) are more likely to be assaulted/insulted/harassed for expressing an opinion than those with graduate/post graduate education (5.1%). Youthful respondents aged between 18 and 25 years are more likely (16.0%) to be assaulted/insulted/harassed for expressing an opinion than those in the 41-60 (4.1 percent) or above 60 year (3.5%) groups.

### **Vulnerability Analysis**

The probability of being assaulted/insulted/harassed for expressing an opinion is almost the same for both male-headed (9.3%) and female-headed (9.5%) households. Respondents living in houses with lantered/cemented/iron sheet roofing are more likely (9.4 percent) to cite being assaulted/insulted/harassed compared with respondents living in houses with wood/thatch roofing (8.2 percent). When the data is disaggregated by nature of toilet used by household, the probability of an individual being assaulted/insulted/harassed for expressing an opinion was the same irrespective of whether one used a toilet located in the homestead (9.4%) or outside the homestead (9.3%).

### **Trend Analysis**

The following outlines the trend emerging in individuals who are harassed for expressing an opinion across the country between 2009 and 2012 (Figure 4.1). The survey in 2012 saw an appreciable increase in the proportion of respondents who reported being harassed after expressing an opinion (10.9% males and 7.3% females) compared to 2009 (2.0% males and 3.0% females), 2010 (5.2% males and 4.0% females), 2011 (7.5% males and 5.4% females). The increase in abuse may be attributed to the fact that 2012 was an election year, and hence the increase in intolerance to divergent opinions.



Source: Survey data, 2009-2012

### Regional analysis

Respondents in the Greater Accra (15.8%), Upper East (13.2%) and Central (11.1%) were more likely to be assaulted/insulted/harassed for voicing an opinion compared to the other regions (**Table 4.2**)

**Table 4.2: Assaulted/insulted/harassed for voicing an opinion by region**

	Yes		No	
		%		%
Upper East	225	13.2	1486	86.8
Upper West	100	5.9	1604	94.1
Northern	187	9.9	1707	90.1
Brong Ahafo	110	6.1	1687	93.9
Ashanti	167	8.7	1754	91.3
Eastern	132	7.2	1709	92.8
Volta	122	7.1	1604	92.9
Greater Accra	374	15.8	1991	84.2
Central	207	11.1	1656	88.9
Western	75	5.5	1300	94.5
National	1699	9.3	16498	90.7

Source: Survey data, 2012

### 4.2 If assaulted/insulted for voicing opinion, was incident reported

Of those who reported having been assaulted/insulted/harassed for voicing an opinion, 36.3% indicated that they reported the incident to some authority (**Table 4.3**).



<b>Table 4.3: If assaulted/insulted for voicing opinion, was incident reported?</b>		
	Number of Respondents	% of Respondents
Yes	618	36.4
No	1082	63.6
Total	1700	100.0

Source: Survey data, 2012

Disaggregating the data by sex shows that male respondents (37.9%) are more likely to report an incident than females (33.3%). Discussions at the validation workshops indicated that females because of their multiple tasks of taking care of family and business could seldom spare the time to report an incident.

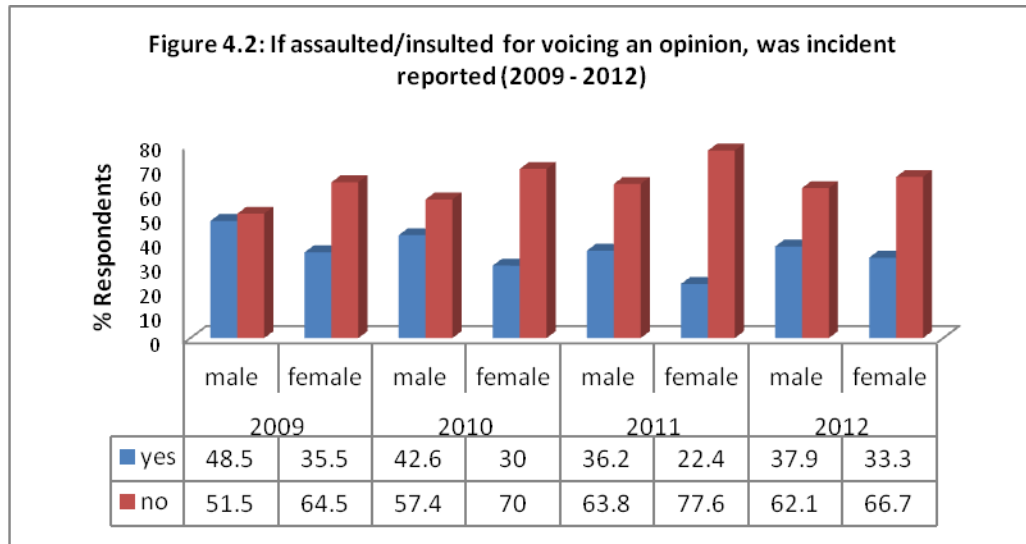
Respondents in urban areas (39.9 percent) are more likely to report an incident than those in rural communities (33.4 percent). There was no clear pattern when the data was disaggregated by educational level of respondents. Respondents with primary education (40.3%) are more likely to report an incident than those with no formal education (36.0%). Those with post-secondary (45.7%) and tertiary education (41.3%) are more likely to report an incident than those with koranic (34.3%), SHS/A-level (29.8%), middle/JHS (36.6%), primary (40.3%) and no formal education (36.0%).

### **Vulnerability Analysis**

Respondents from female-headed households are more likely to report an incident (38.2%) than those from male-headed households (36.3%). Respondents living in houses with wood/thatch roofing are more likely to report an incident (40.7 percent) than those in houses with cemented/iron sheet roofing (36.1 percent). Respondents living in houses that have toilet facilities are more likely to report an incident (38.7 percent) than those living in houses without toilet facilities (34.4 percent).

### **Trend Analysis**

The percentage of respondents reporting incidents of abuses to free expression in 2012 increased over the proportion that reported in 2011. The proportion of males reporting an incident increased slightly from 36.2 percent in 2011 to 37.9 percent in 2013, whilst that for female respondents increased appreciably from 22.4 percent to 33.3 percent in the same period (**Figure 4.2**).



Source: Survey data, 2009 -2012

#### 4.3 Which authority was incident reported to?

As shown in **Table 4.4**, respondents are more likely to report an incident to the police (52.3 percent) than to traditional authority (9.7 percent) or CHRAJ (9.9 percent) or their Assembly member (6.6 percent) or others (head of household /employer/etc).

<b>Table 4.4: Which authority was incident reported to?</b>		
	Number of Respondents	% of Respondents
Police	323	52.3
CHRAJ	61	9.9
Assembly member	41	6.6
Traditional authority	60	9.7
Other	133	21.5
Total	618	100.0

Source: Survey data, 2012

When the data is disaggregated by sex it shows that female respondents (10.7%) are more likely to report an incident to traditional authorities than male respondents (9.3%). Again, female respondents are more likely (23.9%) to report to a family member than male respondents (20.5%). Households in rural communities are more likely to report an incident to a traditional authority (12.5%) than households from urban communities (6.9%), whilst households in urban communities are more likely to report to the police (54.6%) than households in rural communities (49.8%). In both cases, the preferred authority for reporting an incident is the police.

### Vulnerability Analysis

Female-headed households are more likely (58.7%) to report to the police than male-headed households (50.6%). Alternatively, male-headed households are more likely (21.8%) to report to other (family member) than female-headed households (20.7%).

Households with 7 or more dependents are more likely to report an incident to a traditional authority (14.7%) than households with 6 or less dependents (8.7%). Alternatively, non-vulnerable households are more likely to report to CHRAJ (10.4%) than vulnerable households (7.3%). Households that use toilet facilities outside the homestead are more likely to contact a traditional authority (13.0%) than households that use toilet facilities inside the homestead (6.1%).

### Trend Analysis

One key area of change from the 2011 iteration has been the decrease in the percentage of people who would report an incident to Traditional authorities (from 59.2% males and 60.5% females in 2011 to 9.3% males and 10.7% females in 2012) and the sharp increase in the percentage of respondents who would report the incident to the police (10.5% males and 8.5% females in 2011 to 52.9% males and 50.8% females).

#### 4.4 Satisfaction with response from authority to which incident was report

Respondents were generally satisfied with the responses they received after reporting cases of harassments to an authority, with 34.6 percent and 45.6 percent indicating they were “very satisfied” and “somewhat satisfied” respectively, and only 19.8 percent indicating they were dissatisfied with the response they received (**Table 4.5**).

	Number of Respondents	% of Respondents
Yes, very satisfied	182	34.6
Yes, somewhat satisfied	240	45.6
No, not satisfied	104	19.8
Total	526	100.0

Source: Survey data, 2011

#### 4.5 Assaulted/insulted/harassed for associating with a group/political party

**Table 4.6** shows that the majority of respondents enjoyed this constitutional provision without any problem. 93.7 percent of respondents indicated that they were not assaulted/harassed/insulted for associating with a group/political party whilst 6.3 percent reported that they suffered some abuse.

<b>Table 4.6: Assaulted/insulted/harassed for associating with a group/political party</b>		
	Number of Respondents	% of Respondents
Yes	1,139	6.3
No	17,058	93.7
Total	18,197	100.0

Source: Survey data, 2012

Male respondents (8.5%) are more likely to report that they have been assaulted/insulted/harassed for associating with a group than female respondents (3.5%). When disaggregated by locality the data shows that respondents living in urban communities are as likely to be assaulted/insulted/harassed (6.4%) as those living in rural communities (6.2%).

Respondents with lower levels of education, none (7.0%) and primary (7.3%) were more likely to report being assaulted/insulted/harassed compared to respondents with high levels of education, post-secondary (3.6%) and tertiary (3.0%). A disproportionately high percentage (14.4%) of respondents with koranic education indicated they were assaulted/insulted/harassed for associating with a group.

### **Vulnerability Analysis**

Respondents from male-headed households were slightly more likely to report being assaulted/insulted/harassed (6.4%) than respondents from female-headed households (5.7%). Respondents who lived in houses with thatch/wood/raffia roofing are more likely (9.0%) to be assaulted/insulted for associating with a group than those who resided in houses with cemented/lantered/tiled/iron sheet roofing (6.0%). Respondents who used toilet facilities outside the homestead are more likely (7.1%) to report being assaulted/insulted/harassed for associating with a group than respondents who used toilet facilities located in the homestead (5.2%).

Unemployed/unskilled/student respondents are more likely (8.6%) to report being assaulted/insulted/harassed for associating with a group than skilled/professional respondents (4.9%).

### **Trend Analysis**

The proportion of respondents reporting that they had been assaulted/insulted/ harassed has been increasing for both sexes over the years (**Figure 4.5**). Respondents reporting that they had been insulted/assaulted/harassed for voicing an opinion increased from 5.2% - males, 2.5% - females in 2011 to 8.5% - males, 3.5% females in 2012. During validation

workshops, participants attributed the increase in numbers to the fact that the year 2012 was an election year. During such periods there are increases in political altercations.

### Regional analysis

**Table 4.7** shows that respondents from the Upper East (10.2%), Upper West (8.3%) and Ashanti (8.2%) were more likely to be assaulted/insulted/harassed for associating with any group than respondents from any of the other regions.

	Yes		No	
		%		%
Upper East	175	10.2	1536	89.8
Upper West	142	8.3	1562	91.7
Northern	102	5.4	1792	94.6
Brong Ahafo	66	3.7	1731	96.3
Ashanti	158	8.2	1763	91.8
Eastern	113	6.1	1728	93.9
Volta	80	4.6	1646	95.4
Greater Accra	166	7.0	2199	93.0
Central	101	5.4	1762	94.6
Western	36	2.6	1339	97.4
National	1139	6.3	17058	93.7

Source: Survey data, 2012

### 4.6 Was assault/insult incident reported?

When respondents who reported they had been assaulted/insulted/harassed for associating with a group were asked if they reported the incident, only 26.3 percent responded in the affirmative (**Table 4.8**).

	Number of Respondents	% of Respondents
Yes	299	26.3
No	840	73.7
Total	1139	100.0

Source: Survey data, 2012

Female respondents are more likely (29.1%) to report an incident of assault/insult/harassment for associating with a group than male respondents (25.3%). Respondents in urban communities are more likely (28.1%) to report an incident of assault/insult/harassment for associating with a group than respondents living in rural communities (24.7%). Respondents with higher levels of education are more likely to report

an incident of assault/insult/harassment for associating with a group. Respondents with tertiary levels of education are more likely (65.3%) to report an incident than respondents with koranic education (18.8%).

### **Vulnerability Analysis**

About equal proportions of both respondents from male-headed (26.4%) and female-headed (25.7%) households are likely to report the incident. Also, equal proportions of respondents living in homesteads with cemented/lantered/tiled/iron sheets roofing (26.3%) and those living in homesteads with thatch/wood/raffia roofing (25.7%) are likely to report the incident. Non-vulnerable respondents living in households with toilet facilities located in the homestead are more likely (31.3%) to report the incident than vulnerable respondents who use toilet facilities outside the homestead (23.3%).

#### **4.7 Which authority was incident reported to?**

Respondents who indicated they reported the incidence in section 4.7 above were asked which authority they reported to. The majority of respondents (57.2%) indicated that they reported the incident to the police, while the minority (6.0%) indicated they reported to CHRAJ (**Table 4.9**).

<b>Table 4.9: Which authority was incident reported to?</b>		
	Number of Respondents	% of Respondents
Police	171	57.2
CHRAJ	18	6.0
Assembly member	36	12.0
Traditional authority	32	10.7
Other	42	14.0
Total	299	100.0

*Source: Survey data, 2012*

Male respondents are more likely (58.3%) to report the incident to the police than female respondents (54.2%). Likewise, female respondents are more likely to report to CHRAJ (7.2%), Assembly member (13.3%) and traditional authority (12.0%) than their male counterparts, 5.6 percent, 11.6 percent and 10.2 percent respectively. Respondents living in urban communities are more likely to report to the police (61.9%) and CHRAJ (7.5%), whilst respondents living in rural communities are more likely to report to Assembly members (17.1%) and traditional authority (11.8%).

### Vulnerability Analysis

Respondents from female-headed households are more likely (65.3%) to report to the police and traditional authority (12.2%) than respondents from male-headed households (55.6% and 10.4% respectively). Respondents living in homes with cemented/lantered/tiled/ iron sheets are more likely (59.0%) to report the incident to the police than respondents living in homes with thatch/wood/raffia (44.7%). Disaggregating the data by type of toilet follows the same trend as noted in Table 4.59 above. Non-vulnerable respondents are more likely (68.2%) to report the incident than vulnerable respondents (48.5%).

#### 4.8 Satisfaction with response from authority

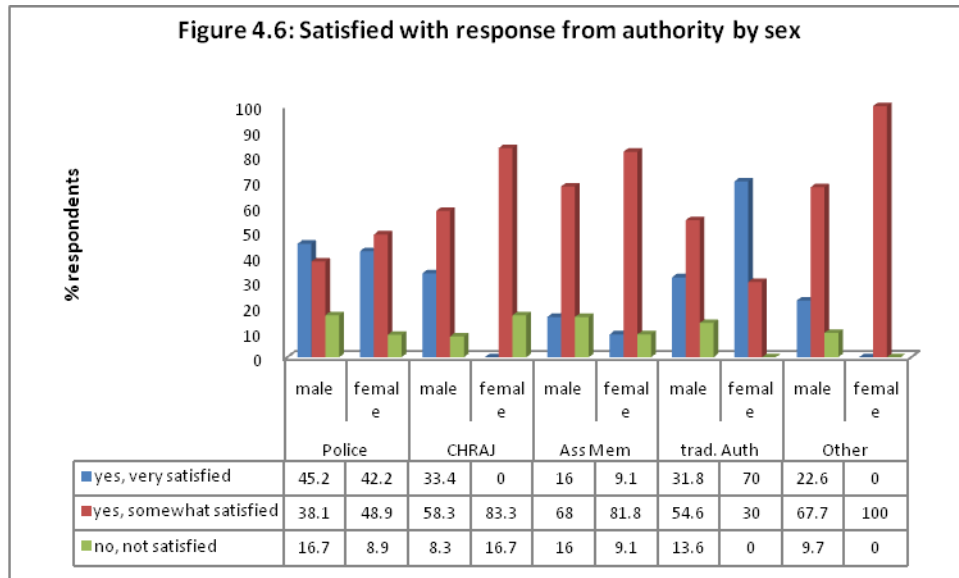
If citizens will use institutions that have been established to address grievances, it depends on the level of satisfaction to the responses when they use such institutions.

When asked if they were satisfied with the response from the institutions they reported the incident to, only 12.7 percent reported they were not. This implies that the majority 87.3 percent were satisfied, with 35.5% indicating they were very satisfied and 51.8 percent indicated they were somewhat satisfied (**Table 4.10**).

<b>Table 4.10: Satisfaction with response from authority</b>		
	Number of Respondents	% of Respondents
Yes, very satisfied	106	35.5
Yes, somewhat satisfied	155	51.8
No, not satisfied	38	12.7
Total	299	100.0

Source: Survey data, 2012

**Figure 4.6** shows that all female respondents indicated they were somewhat satisfied with the response following their report to the institutions.



Source: Survey data, 2012

#### 4.09 Ability to openly declare political affiliation

The 1992 Constitution guarantees Ghanaians the right to belong to a political party. However, in practice, to openly declare one's affiliation with a political party can lead to harassment or discrimination by supporters of a- rival party.

When asked if they are able to openly declare their political affiliation without fear of harassment, intimidation or discrimination, the majority (80.9%) responded in the affirmative (**Table 4.11**).

<b>Table 4.11: Ability to openly declare political party affiliation</b>		
	Number of Respondents	% of Respondents
Yes	14,730	80.9
No	3,467	19.1
Total	18,197	100.0

Source: Survey data, 2012

Male respondents are more likely (82.1%) to be able to openly declare their political affiliation than their female counterparts (79.5%). Respondents living in urban communities are more likely to indicate they are able to openly declare their political affiliation (81.9%) than those living in rural communities (80.2%). Respondents with tertiary education are the least likely to openly declare their political affiliation (77.7%) compared to the respondents with other educational levels – no formal education (79.8%), primary (82.1%), middle/JHS (82.1%), SHS/A-level (81.7%), post-secondary (81.8%), koranic education (82.3%).



### Vulnerability Analysis

Respondents from male-headed households are more likely (81.3%) to indicate they can openly declare their political affiliation than respondents from female-headed households (79.3), even though the difference is marginal.

When the data is disaggregated by type of toilet facility used we observe that non-vulnerable respondents are more likely (83.5%) to openly declare their political affiliation than vulnerable respondents (78.9%). When the data is further disaggregated by the occupation of the household head, non-vulnerable respondents are more likely (82.0%) to openly declare their political affiliation than vulnerable respondents (79.0%).

#### 4.10 Reason for inability to openly declare political affiliation

Respondents proffered a number of reasons for their inability/refusal to openly declare their political affiliations (**Table 4.12**). 18.6% indicated that it was because they wanted “to avoid discrimination or attacks (verbal or physical)”, 18.5% said it was because they were “not interested in politics,” and a further 17.7% indicated that “affiliation to a political party was a personal/private affair and felt no need to share”.

<b>Table 4.12: Reason for inability to openly declare political party affiliation</b>		
	Number of Respondents	% of Respondents
Not interested in politics	641	18.5
Nature of my work/civil/public servant/student	465	13.4
It's a personal thing	614	17.7
To avoid discrimination/fear/security	644	18.6
No reason	202	5.8
Have no party affiliation/floating voter	468	13.5
Trad. authority/opinion leader/assembly or unit committee	210	6.1
Religious beliefs	32	0.9
No need to disclose/not necessary	191	5.5
Total	3,467	100.0

Source: Survey data, 2012

When the data is disaggregated by sex we notice that, female respondents were more likely to indicate they wanted to “avoid discrimination” (21.7%) or that they were “not interested in politics” (20.8%) than male respondents (15.8% and 16.4% respectively).

# Chapter

# 5

## PARTICIPATION AND INCLUSION

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### 5.0 Introduction

A key aspect of measuring state-citizen relationship is the involvement of citizens in the decision making process. Provision is made for local government in the 1992 Constitution. Article 35(5d) requires the state to take appropriate action to ensure decentralization in administrative and financial machinery of government and to give opportunities to people to participate in decision-making at every level in national life and government.

Ghana's decentralization process is intended to promote a more consultative and participatory approach towards the realization of social and economic development at the local level. The local government concept is intended to afford citizens the opportunity to participate and own the decision making process.

The most visible change that the decentralization policy is intended to bring is the opening up of political space at the sub national levels through the creation of accessible platforms for citizens' engagement in the decision-making process.

Public meetings keep community members well informed about community activities and are better able to engage with duty bearers. Active community participation is key to building an empowered community that is able to hold duty bearers accountable. Participating communities achieve greater community satisfaction with essential services.

This section aims to measure this aspect of inclusion and participation of citizens in nation building at the local level. It assesses the degrees to which two key institutions - the District Assembly (including Assembly members) and Unit Committees- are enabling citizens to participate in the decision making process.

## A. DISTRICT ASSEMBLY

### 5.1 How often did the District Assembly hold public meetings?

When asked, “how often did the District Assembly hold public meetings in their communities in the past 12 months to discuss development issues”, 38.2 percent responded they “don’t know” whilst 7.1 percent indicated “the District Assembly did not hold any such meetings” (Table 5.1).

	Number of Respondents	% of Respondents
Never held any meeting	3,534	19.4
Twice a year	1,641	9.0
Once a year	1,291	7.1
Once in a while, when the need arises	2,869	15.8
Other	1,911	10.5
Don’t know	6,951	38.2
Total	18,197	100.0

Source: Survey data, 2012

Female respondents (41.5%) were more likely to indicate they don’t know “how often the District Assembly holds public meetings in their community” than male respondents (35.5%). Respondents in urban communities were more likely (40.0%) to indicate they have no idea how many times the District Assembly holds public meetings in their community than respondents from rural communities (36.7%). Younger respondents (aged 18-25 years) are more likely to report that they don’t know how often the District Assembly holds public meetings in their communities to discuss development projects.

#### **Vulnerability Analysis**

Respondents from female-headed households were more likely (41.8%) to report they don’t know how often the district assembly holds public meetings in their communities than respondents from male-headed households. When the data is disaggregated by type of roofing, there is very little difference between vulnerable (38.0%) and non-vulnerable (38.2%) respondents who didn’t know how often the district assembly held meetings in their communities. When the data is analyzed by type of toilet facility used (Table 5.9) it is observed that there is little difference between vulnerable (38.4%) and non-vulnerable (37.9%) respondents who reported “don’t know”.

## 5.2 How are you informed about such meetings?

The commonest means of informing citizens about a district assembly’s public meeting was through loud hailing (46.4%) using a megaphone (either on foot or mounted on a vehicle) or by beating the gongon (**Table 5.2**). 23.1 percent of respondents indicated “other means” – “by word of mouth from friends, neighbours or family members”.

<b>Table 5.2: How are you usually informed about public meetings organized by the DA in your community?</b>		
	Number of Respondents	% of Respondents
Loud hailing/gongon	8,437	46.4
Radio announcements	2,095	11.5
Invitation letters	2,437	13.4
Public notice boards	1,021	5.6
Other	4,207	23.1
Total	18,197	100.0

Source: Survey data, 2012

Female respondents were more likely to be informed of public meetings by loud hailing/gongon (47.8%) and by other means (word of mouth among others)(24.0%) than male respondents (loud hailing/gongon - 22.4%; other – 22.4%). Alternatively, male respondents are more likely to be informed through “radio announcements” (12.0%) and “invitation letters” (14.6%) than female respondents (radio – 10.9%; letters – 11.8%).

Respondents living in rural communities are more likely (52.8%) to be informed through “loud hailing/gongon than their counterparts living in urban communities (38.5%). Alternatively, respondents living in urban communities are more likely (27.4%) to be informed by other means (word of mouth from friends/family members) than those living in rural communities (19.6%).

### **Vulnerability Analysis**

Vulnerable respondents are more likely to be informed of District Assembly public meetings through other means – word of mouth by friends and family members (27.1%) than non-vulnerable respondents (22.2%). When the data is disaggregated by type of roofing, vulnerable respondents are more likely (62.0%) to be informed through loud hailing/gongon than non-vulnerable respondents (44.8%). Alternatively, non-vulnerable respondents are more likely to be informed through radio announcements (11.8%) and invitation letters (13.7%) than vulnerable respondents (8.6% and 10.4% respectively).

### 5.3 Have you attended any public meeting organized by the DA in the past 12 months

**Table 5.3** shows that 50.3 percent of respondents (3.3% attend all meetings and 47.0% attend some meetings) had attended public meetings organized by the District Assembly in their communities. About half (49.7%) indicated that they had never attended any public meeting organized by the DA.

<b>Table 5.3: Have you attended any public meeting organized by the DA in the past 12 months?</b>		
	Number of Respondents	% of Respondents
Yes, I attend all meetings	606	3.3
Yes, I attend some meetings	8,548	47.0
No, I have never attended any DA public meetings	9,043	49.7
Total	18,197	100.0

Source: Survey data, 2012

Male respondents (50.0%) were more likely to attend public meetings organized by the DA than female respondents (43.2%). Female respondents (53.8%) were more likely to report that they never attend public meetings organized by the DA. Respondents residing in urban communities (53.6%) were more likely not to attend public meetings organized by the DA than respondents residing in rural communities (46.5%).

#### **Vulnerability Analysis**

Respondents from female-headed households (57.0%) were more likely not to attend public meetings organized by the DA compared to respondents from male-headed households (48.0%).

A disaggregation of the data by the type of roofing material of homesteads of respondents shows that non-vulnerable respondents (50.4%) were less likely to attend public meetings organized by the DA, compared to vulnerable respondents (42.8%). When the data is disaggregated by nature of toilet used by the respondents, it shows that about equal proportions of non-vulnerable (50.5%) and vulnerable (49.1%) respondents are less likely to attend public meetings organized by DA.

### 5.4 Reasons for not attending any DA public meetings in the past 12 months

Respondents proffered a number of reasons for their inability/refusal to attend public meetings organized by the District Assemblies in their communities (**Table 5.4**). The majority of respondents (49.8%) indicated that it was because they had no interest in such meetings.

	Number of Respondents	% of Respondents
The venue is inaccessible	487	5.4
The forum does not allow for public input	1,513	16.7
I have no interest	4,506	49.8
Others	2,538	28.1
Total	9,044	100.0

Source: Survey data, 2012

Female respondents (52.0%) were more likely to cite lack of interest as the main reason for not attending public meetings organized by the District Assembly compared to male respondents (47.8%). When the data is disaggregated by locality, respondents living in urban communities (52.2%) were more likely to cite "lack of interest" than rural communities (47.6%). Alternatively, respondents living in rural communities (30.3%) were more likely to cite "others" (busy/travelled/indisposed) compared to respondents living in urban communities (25.7%). When the data is disaggregated by age of respondent, it shows that the younger the respondent, the more likely (56.8%) he/she was to cite "no interest" as the reason for not participating in public meetings organized by the District Assembly compared to older respondents.

### **Vulnerability Analysis**

Vulnerable households (female-headed households) were slightly more likely (51.9%) to cite "no interest" as reason for not attending public meetings organized by the DA compared to non-vulnerable households (49.3%). However, non-vulnerable households were more likely (17.9%) to cite "the forum does not make for public input" than vulnerable households (12.5%). A disaggregation of the data by the nature of toilet used by the household shows that vulnerable households were more likely (20.2%) to cite "the forum does not allow for public input" compared to non-vulnerable households (12.5%). Alternatively, non-vulnerable households (57.3%) were more likely to cite "no interest" compared to vulnerable households (43.6%).

### **5.5 Were you satisfied with the level of attendance at such meetings?**

The usefulness of community meetings depends on how representative participants are of the community. In 2011, officials of the District Assembly who attended the validation exercise expressed dissatisfaction with the level of attendance at public meetings.

**Table 5.5** shows that the majority of respondents that attend public meetings organized by the District Assembly were satisfied (67.2%) with the level of attendance at such meetings, compared to 32.8% who expressed dissatisfaction.

<b>Table 5.5: Satisfied with level of attendance at DA public meetings</b>		
	Number of Respondents	% of Respondents
Yes	6,153	67.2
No	3,000	32.8
Total	9,153	100.0

Source: Survey data, 2009 - 2012

Male respondents were slightly more likely (67.7%) to be satisfied by the level of attendance at public meetings organized by the DA than female respondents (66.5%). The proportion of respondents who were satisfied with the level of attendance at public meetings organized by the DA was almost the same for both those living in urban (67.1%) as well as rural (67.3%) communities.

### **Vulnerability Analysis**

Non-vulnerable respondents (from male-headed households) are slightly more likely (67.5%) to indicate that they were satisfied with the level of attendance at public meetings held by the DA than vulnerable respondents (65.9%). A disaggregation of the data by type of roofing material shows that respondents living in houses with thatch/wood/raffia roofing materials were slightly more likely (68.9%) to express satisfaction with the level of attendance than respondents living in houses with cemented/lantered/etc roofing material (67.0%).

### **5.6 Ability to give recommendations to the DA at such meetings**

Participants at community meetings have often expressed dissatisfaction with their inability to put forward recommendations at such meetings. The success of community meetings depends on the freedom with which participants feel they can express themselves openly and the degree to which recommendations made at such meetings are implemented.

**Table 5.6** shows that the majority of respondents (71.5%) indicated that they were able to put forward recommendations at such public meetings organized by the District Assembly.

<b>Table 5.6: Ability to give recommendations to the DA at such meetings</b>		
	Number of Respondents	% of Respondents
Yes	6,546	71.5
No	2,225	24.3
Don't Know	382	4.2

Total	9,153	100.0
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Source: Survey data, 2009 - 2012

A disaggregation of the data by sex shows that male respondents were more likely (76.0%) to indicate they were able to give recommendations at public meetings organized by the DA than female respondents (65.0%). Respondents living in urban communities were slightly more likely (72.3%) to be able to give recommendations at public meetings held by the DA than respondents from rural communities (70.9%).

The data shows that the ability to give recommendations at public meetings organized by the DA increases with age of respondent. Respondents aged over 60 were more likely (79.3%) to indicate they are able to give recommendations at public meetings organized by the DA compared to respondents aged 41-60 (76.7%), 26-40 (69.7%) and 18-25 (59.7%).

### Vulnerability Analysis

Respondents from male-headed households were more likely (72.3%) to indicate they were able to make recommendations to the DA than respondents from female-headed households (67.5%). A disaggregation of data by nature of toilet facility used by household shows that respondents from non-vulnerable households are more likely (73.9%) to indicate that they were able to make recommendations at DA public meetings than respondents from vulnerable households (69.7%).

## 5.7 Does the District Assembly implement the recommendations?

Respondents who indicated they were able to make recommendations at DA public meetings were further asked if the DA implements these recommendations. Only 22.6 percent indicated that the DA never implements such recommendations. 77.4% of respondents indicated that the DA implements the recommendations, with 38.8% stating the DA always implements the recommendations (**Table 5.7**).

	Number of Respondents	% of Respondents
Yes, always	2,538	38.8
Yes, sometimes	2,530	38.6
No, never	1,478	22.6
Total	6,546	100.0

Source: Survey data, 2009 - 2012

A disaggregation of the data by sex of respondent shows that female respondents were more likely (25.8%) to indicate that the DA never implements recommendations made at



public meetings organized by the DA than male respondents (20.7%). Respondents from urban communities were more likely (26.6%) to indicate that the DA never implements recommendations made at public meetings compared to respondents from rural communities (19.7%). When the data is disaggregated by educational level it shows that respondents with “koranic education” (27.8%) and “no formal education” (26.9%) were more likely to indicate that the DA does not implement recommendations made at public meetings compared with other groups.

### **Vulnerability Analysis**

Respondents from female-headed households were more likely (26.0%) to indicate that the DA does not implement recommendations made at public meetings compared to respondents from male-headed households (22.0%). A disaggregation of the data by type of roofing of household shows that respondents from vulnerable households were more likely (25.5%) to indicate that the DA never implements recommendations made at public meetings compared to respondents from non-vulnerable households (22.2%). When the data is disaggregated by the nature of toilet facility used by the respondent, it is found that non-vulnerable households were more likely (43.0%) to indicate that the DA always implements recommendations made at public meetings, whilst vulnerable households were more likely (40.8%) to indicate that the DA sometimes implements the recommendations, and that it doesn’t implement the recommendations (23.9%).

## **B. ASSEMBLY MEMBER**

### **5.8 How often did the Assembly Member hold public meetings?**

Respondents were asked how often their Assembly member held public meetings” in their communities in the past 12 months. 23.2% responded that the Assembly member held only one public meeting, whilst 19.2% indicated that, when the need arose, the Assembly member organized public meetings. 9.7% claimed that the Assembly member did not organize any public meetings (and indeed some claimed they do not even know their Assembly member). 35.7% of respondents reported that they didn’t know about any public meetings organized by the Assembly member (**Table 5.8**).

<b>Table 5.8: How often did the AM hold public meetings in the community?</b>		
	Number of Respondents	% of Respondents
Never held any meeting	1,757	9.7
Twice a year	2,132	11.7
Once a year	4,216	23.2
Once in a while, when the need arises	3,497	19.2

Other	90	0.5
Don't know	6,505	35.7
Total	18,197	100.0

Source: Survey data, 2012

Female respondents were more likely (38.8%) to indicate that they do not know if the Assembly member held any public meetings in the past 12 months. When the data is disaggregated by locality, it shows that respondents in urban communities were more likely (38.7%) to indicate that they do not know if the Assembly member organised a public meeting in their community compared to respondents living in rural communities (33.3%).

### Vulnerability Analysis

Respondents from female-headed households were more likely (38.4%) not to know about public meetings organized by the Assembly member than non-vulnerable households (35.2%). When the data is disaggregated by type of roofing material, it was observed that respondents from non-vulnerable households were more likely (36.0%) to indicate that they didn't know about any public meetings organized by the Assembly member compared with respondents from vulnerable households (33.6%). When the data is disaggregated by nature of toilet facility used by the household, there is very little difference between respondents from non-vulnerable households (36.1%) and those from vulnerable households (35.5%).

### 5.9: How are you usually informed about such meetings

Table 5.9 shows that the most popular channel for informing respondents about public meetings organized by the Assembly member is loud hailing/gongon (58.3%). The least used method is posting on public notice boards (5.6%).

<b>Table 5.9: How are you usually informed about public meetings organized by the AM in your community?</b>		
	Number of Respondents	% of Respondents
Loud hailing/gongon	10,617	58.3
radio announcements	1,805	9.9
invitation letters	1,064	5.8
public notice boards	1,028	5.6
Others	3,683	20.2
Total	18,197	100.0

Source: Survey data, 2012

Female respondents were slightly more likely (59.7%) than male respondents (57.3%) to indicate that they were informed of public meetings by the Assembly member through loud hailing/gongon. On the other hand, male respondents were slightly more likely (10.3%) than

female respondents (9.5%) to be informed through radio announcements. Though loud hailing/gongon is the predominant channel for conveying public meeting announcements in both urban and rural communities, respondents living in rural communities were more likely (66.2%) to be informed through loud hailing/gongon compared to respondents living in urban communities (48.8%). Respondents with none (70.0%) or koranic education (66.0%) or primary (61.4%) levels of formal education were more likely to be informed through loud hailing/gongon, whilst respondents with high levels of education were likely to be informed through other means - word of mouth from friends/colleagues/family members, or invitation letters and public notice boards.

### Vulnerability Analysis

Respondents from male-headed households were slightly more likely (58.7%) than respondents from female-headed households (57.0%) to be informed of public meetings of the Assembly member through loud hailing/gongon. Respondents from vulnerable households, on the other hand, were slightly more likely (21.4%) to be informed through "others" than respondents from non-vulnerable households (20.0%). When the data is disaggregated by the type of roofing material of homestead, it is observed that respondents from vulnerable households were more likely (70.5%) than those from non-vulnerable households (57.1%) to be informed through loud hailing/gongon. Again, when the data is disaggregated by nature of toilet facility used by household, respondents from vulnerable households were more likely (65.4%) than those from non-vulnerable households (49.5%), to be informed through loud hailing/gongon.

#### 5.10 Have you attended any public meeting organized by the AM in the past 12 months

Respondents were asked if they had attended any of the meetings organized by the Assembly member in the past 12 months (**Table 5.10**). 57.6% of the respondents indicated that they had attended meetings organized by the Assembly member in their communities; with 15.1% indicating they attended all meetings, and 42.5% saying they attended some meetings.

	Number of Respondents	% of Respondents
Yes, I attend all meetings	2,739	15.1
Yes, I attend some meetings	7,735	42.5
No, I have never attended any AM meetings	7,723	42.4
Total	18,197	100.0

Source: Survey data, 2012

As expected, male respondents were more likely (17.3%) to indicate they attend all meetings organized by the assembly member than female respondents (12.2%). Female respondents were more likely (45.5%) than male respondents (40.0%) to indicate that they never attend any meetings organized by the assembly member. Respondents living in urban communities were more likely (49.3%) than those residing in rural communities (36.8%) to indicate they never attend any meetings organised by the assembly member.

### **Vulnerability Analysis**

Respondents from female-headed households were least likely (46.9%) to attend public meetings organized by the assembly member than non-vulnerable households (41.4%). However, when the data is disaggregated by dependency burden of households, it shows that respondents from non-vulnerable households were least likely (43.5%) to attend public meetings organized by the assembly member than respondents from vulnerable households (38.0%). When the data is disaggregated by type of roofing material, respondents from non-vulnerable households were least likely (43.0%) to attend public meetings organized by the assembly member compared to respondents from vulnerable households (36.5%).

### **5.11 Reason for not attending any AM public meetings in the past 12 months**

Respondents who indicated that they have never attended any public meetings organized by the assembly member were asked “the primary reason for not attending” (**Table 5.11**). The majority (59.6%) cited a lack of interest as the primary reason for not attending such public meetings. Others (25.3%) gave reasons such as: too busy, or were engaged in another business, or had travelled, was not feeling well/was sick, etc.

<b>Table 5.11: Reason for not attending any AM public meetings in past 12 months</b>		
	Number of Respondents	% of Respondents
The venue is inaccessible	342	4.4
The forum does not allow for public input	823	10.7
I have no interest	4,604	59.6
Other	1,954	25.3
Total	7,723	100.0

*Source: Survey data, 2012*

Female respondents were more likely (61.7%) to cite “no interest” than male respondents (57.8%). Female respondents again were slightly more likely (11.3%) than male respondents (10.1%) to indicate that they do not attend public meetings organized by the assembly member because the forum did not allow for public input. Respondents living in urban

communities were more likely (61.4%) than those living in rural communities (57.7%) to cite “no interest” as the primary reason for not attending meetings organized by the assembly member.

### **Vulnerability Analysis**

When the data is disaggregated by head of household, it shows that there is only a very slight difference between respondents from vulnerable households (60.8%) and those from non-vulnerable households (59.3%). Respondents from non-vulnerable households were also slightly more likely (10.9%) than those from vulnerable households (9.8%) to indicate that the forum does not allow for public input. When the data was disaggregated by type of roofing of homestead, it shows that vulnerable households were more likely (16.0%) than non-vulnerable households (10.2%) to indicate that they did not attend public meetings organized by the assembly member because they were unable to express themselves as they would wish. Additionally, vulnerable households were more likely (61.1%) than non-vulnerable households (59.5%) to indicate they have no interest in attending public meetings.

### **5.12 Were you satisfied with the level of attendance at such meetings?**

Respondents who indicated they attend public meetings organized by the assembly member were asked if they were satisfied with the level of attendance at such meetings (**Table 5.12**). The majority (66.2%) expressed satisfaction with the level of attendance.

<b>Table 5.12: Satisfied with level of attendance at AM public meetings</b>		
	Number of Respondents	% of Respondents
Yes	6,939	66.2
No	3,535	33.8
Total	10,474	100.0

*Source: Survey data, 2009 – 2012*

Male respondents were more likely (67.2%) than female respondents (64.9%) to indicate they were satisfied with the level of attendance at public meetings organized by the assembly member. Respondents living in rural communities were slightly more likely (66.6%) than respondents living in urban communities (65.7%) to express satisfaction with the level of attendance. Respondents with lower levels of education – koranic (75.6%), none (68.4%), middle/JHS (68.8%) and primary (66.3%) were more likely to express satisfaction with meeting attendance compared to those with relatively higher levels of education – post secondary (64.4%), SHS/A-level (62.9%) and tertiary (61.9%).

### Vulnerability Analysis

There is very little difference between respondents from female-headed households (66.4%) and those from male-headed households (66.2%) in their satisfaction with the level of attendance at public meetings organized by assembly members.

A disaggregation of the data by type of roofing shows that vulnerable households were only slightly more likely (67.4%) than non-vulnerable households (66.1%) to express satisfaction with the level of attendance. Also a disaggregation of the data by nature of toilet facility used by household shows that vulnerable households were more likely to be satisfied with the level of attendance at public meetings organized by the assembly member.

### 5.13 Ability to give recommendations to the AM at such meetings

When asked whether they were able to make recommendations at such public meetings organized by the assembly member, 41.6% replied in the affirmative, 40.1% indicated they were unable to, whilst a further 18.4% replied they didn't know. (Table 5.13).

Table 5.13: Ability to give recommendations to the AM at such meetings		
	Number of Respondents	% of Respondents
Yes	4,354	41.6
No	4,195	40.1
Don't Know	1,925	18.4
Total	10,474	100.0

Source: Survey data, 2009 - 2012

Male respondents were more likely (45.4%) than female respondents (36.2%) to indicate that they were able to make recommendations at public meetings organised by the assembly member. Respondents living in urban communities were slightly more likely (42.6%) than those living in rural communities (40.9%) to indicate that they were able to make recommendations at such public meetings. A disaggregation of the data by educational level of respondents shows that those with koranic education (51.9%), post-secondary (48.9%) and tertiary (47.2%) were more likely than those with middle/JHS (42.5%), SHS/A-level (39.5%), and primary education (35.7%) to indicate that they were able to make recommendations at such public meetings.

### Vulnerability Analysis

Respondents from male-headed households were slightly more likely (41.9%) than those from female-headed households (40.0%) to indicate that they were able to make recommendations at public meetings. Respondents from non-vulnerable households were more likely (42.6%) than those from vulnerable households (32.5%) to indicate that they

were able to give recommendations at such public meetings. A disaggregation of the data by the nature of toilet facility used by the household shows that respondents from non-vulnerable households were more likely (44.8%) than those from vulnerable households (39.3%) to be able to make recommendations at public meetings organized by the assembly member.

#### 5.14 Does the AM implement recommendations?

When asked if the assembly member acted on the recommendations proffered at such public meetings, only 3.4% responded in the negative. 69.2% of respondents indicated that the assembly member sometimes acted on the recommendations, and 27.5% indicated he/she always acted on the recommendations (Table 5.14).

<b>Table 5.14: Does the AM implement recommendations?</b>		
	Number of Respondents	% of Respondents
Yes, always	1,197	27.5
Yes, sometimes	3,011	69.2
No, never	146	3.4
Total	4,354	100.0

Source: Survey data, 2009 - 2012

Female respondents were slightly more likely (28.4%) than male respondents (27.0%) to indicate that the assembly member always acted in their recommendations. Respondents living in rural communities were more likely (33.7%) than those living in urban communities (18.5%) to indicate that the assembly member always implements the recommendations made at such public meetings. The higher the level of education of the respondent, the higher the likelihood of indicating that the assembly member does not act on the recommendations. Respondents with tertiary education were more likely (5.0%) than the rest to indicate that the assembly member does not act on the recommendations made at the public meetings.

#### Vulnerability Analysis

Respondents from male-headed households were more likely (28.1%) than respondents from female-headed households (24.2%) to indicate that the assembly members always act on their recommendations. A disaggregation of the data by the type of roofing material of the homestead shows that respondents from non-vulnerable households were more likely (27.8%) than those from vulnerable households (23.9%) to indicate that the assembly member acts on all recommendations made at the public meetings.

## **UNIT COMMITTEE**

### **5.15 How often did the Unit Committee Member hold a public meeting in the past 12 Months?**

As shown in **Table 5.15**, 40.3 percent reported that they didn't know if the Unit Committee member held any public meetings in the past 12 months, whilst 6.6% reported that the UCM never held any meetings in the past 12 months.

<b>Table 5.15: How often did the UCM hold public meetings in the community?</b>		
	Number of Respondents	% of Respondents
Never held any meeting	1,195	6.6
Twice a year	1,955	10.7
Once a year	3,317	18.2
Once in a while, when the need arises	2,626	14.4
Other	1,762	9.7
Don't know	7,342	40.3
Total	18,197	100.0

*Source: Survey data, 2012*

Female respondents (42.4%) were more likely to indicate they don't know if the Unit Committee member held any meetings in the past 12 months compared to male respondents (38.7%). Respondents from urban communities (45.7%) were more likely than those from rural communities (35.9%) to indicate they didn't know if the Unit Committee member held any public meetings in the past 12 months.

### **Vulnerability Analysis**

A disaggregation of the data by gender of household head shows that respondents from female-headed households were more likely (41.5%) than respondents from male-headed households (40.1%) to indicate that they did not know how often the unit committee member in their community held public meetings. A disaggregation of the data by type of roofing material of homestead shows that respondents from non-vulnerable households were more likely (40.7%) than respondents from vulnerable households (36.9%) to indicate that they do not know how often the unit committee member in their community has held public meetings. A disaggregation of the data by nature of toilet facility used by household shows that respondents from non-vulnerable households were more likely (41.4%) than



respondents from vulnerable households (39.5%) to indicate that they didn't know how often the unit committee member in their community held public meetings.

### 5.16 How are you usually informed about such meetings?

**Table 5.16** shows that loud hailing/gongon is the main channel (55.8%) for informing citizens about unit committee meetings, and this is followed by those who answered "Other" (25.3%) – e.g. word of mouth from neighbours/friends.

<b>Table 5.16: How are you usually informed about public meetings organized by the UCM in your community?</b>		
	Number of Respondents	% of Respondents
Loud hailing/gongon	10,155	55.8
radio announcements	1,443	7.9
invitation letters	989	5.4
public notice boards	1,011	5.6
Other	4,599	25.3
Total	18,197	100.0

Source: Survey data, 2012

Female respondents were more likely (57.0%) to be summoned to unit committee meetings than their male respondents (54.8%), whilst male respondents were more likely to be summoned through invitation letters (6.1%) than female respondents (4.6%). Respondents from rural communities were more likely to be informed of unit committee meetings through loud hailing/gongon (63.8%) compared to respondents from urban communities (46.0%).

### Vulnerability Analysis

A disaggregation of the data by the gender of household head shows that Respondents from non-vulnerable households were slightly more likely (56.1%) than those from vulnerable households (54.4%) to indicate that they were informed of public meetings organized by the unit committee member through loud hailing/gongon. Respondents from vulnerable households were more likely (72.1%) than those from non-vulnerable households (54.2%) to indicate that they were informed of public meetings organized by the unit committee member through loud hailing/gongon.

### 5.17 Have you attended any public meeting organized by the UCM the in past 12 months?

A slight majority (50.3%) of respondents indicated that they attended public meetings, with 6.9% indicating that they attended all public meetings, and 43.4% indicating that they

attended some of the meetings. Almost half (49.7%) of respondents indicated that they had never attended public meetings held by the unit committee member (**Table 5.17**).

<b>Table 5.17: Have you attended any public meeting organized by the UCM in the past 12 months?</b>		
	Number of Respondents	% of Respondents
Yes, I attend all meetings	1,258	6.9
Yes, I attend some meetings	7,897	43.4
No, I have never attended any UCM meeting	9,042	49.7
Total	18,197	100.0

Source: Survey data, 2012

Female respondents were more likely (53.8%) than male respondents (46.4%) to indicate that they have never attended any public meetings organized by the unit committee member. Respondents from urban communities were more likely (53.6%) than respondents living in rural communities (46.5%) to indicate that they had never attended any public meetings organized by the unit committee member. Respondents with SHS/A-level (55.9%), Tertiary (51.5%) and primary (50.7%) were more likely than the other categories to indicate that they had never attended any public meetings organized by the unit committee member.

### **Vulnerability Analysis**

Respondents from female-headed households were more likely (57.1%) than those from male-headed households (48.0%) to indicate that they had never attended any public meetings organized by the unit committee member. A disaggregation of the data by type of roofing material used in the homestead shows that respondents from non-vulnerable households were more likely (50.4%) than those from vulnerable households (42.8%) to indicate that they had never attended any public meetings organized by the unit committee member.

### **5.18 Reason for not attending any UCM public meetings in the past 12 months**

Respondents who indicated that they had “never attended any public meeting organized by the unit committee member in the past 12 months” were asked to give the primary reason for their action (**Table 5.18**). 48.2% of the respondents indicated they did not attend because they “had no interest in such meetings”, 8.5% cited the fact that “such meetings did not allow for public inputs”. Only some “important” persons were allowed to express an opinion”. Other reasons were proffered – “had travelled”, “too busy/was engaged in another activity”, “was sick/ill”, etc.

<b>Table 5.18: Reason for not attending any UCM public meetings in the past 12 months</b>		
	Number of Respondents	% of Respondents
the venue is inaccessible	290	3.2
the forum does not allow for public input	767	8.5
i have no interest	4,361	48.2
Others	3,624	40.1
Total	9,042	100.0

Source: Survey data, 2012

Female respondents were more likely (50.3%) than male respondents (47.7%) to indicate that they didn't attend public meetings organized by the unit committee member because they had no interest. Surprisingly, male respondents were more likely (8.9%) than female respondents (7.0%) to cite the fact that the fora did not allow for public inputs as the primary reason for not attending such meetings. Respondents living in urban communities were more likely (53.0%) than those living in rural communities (43.7%) to indicate that they didn't attend public meetings organized by the unit committee member because they had no interest. Again, urban residents were more likely (10.6%) than rural residents (6.5%) to cite the fact that the fora did not allow for public inputs as the primary reason for not attending such meetings.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head showed that respondents from vulnerable households were more likely (50.3%) than those from non-vulnerable households (47.7%) to indicate that they didn't attend public meetings organized by the unit committee member because they had no interest. Surprisingly, respondents from non-vulnerable households were more likely (8.9%) than those from vulnerable households (7.0%) to indicate the fact that the fora did not allow for public inputs as the primary reason for not attending such meetings.

A disaggregation of the data by nature of toilet facility used by household showed that respondents from non-vulnerable households were more likely (55.2%) than those from vulnerable households (42.5%) to indicate that they didn't attend public meetings organized by the unit committee member because they had no interest. Alternatively, respondents from vulnerable households were more likely (9.2%) than those from non-vulnerable households (7.6%) to indicate the fact that the fora did not allow for public inputs as the primary reason for not attending such meetings.

### 5.19 Were you satisfied with the level of attendance at such meetings?

Attendance at meetings was decried as very unsatisfactory by Unit Committee members. When asked whether they were satisfied with the level of attendance at meetings organized by Unit Committee members (**Table 5.19**), about half (48.9%), the number of respondents who had indicated they attend such meetings, responded in the affirmative.

	Number of Respondents	% of Respondents
Yes	4,474	48.9
No	4,681	51.1
Total	9,155	100.0

Source: Survey data, 2009 - 2012

When the data was disaggregated by sex, it showed that male respondents were slightly more likely (49.8%) to indicate their satisfaction with the level of attendance at such meetings than female respondents (47.5%). Respondents living in rural communities were more likely to be satisfied with the level of attendance to public meetings organized by the unit committee member (51.0%) than those living in urban communities (45.8%). A disaggregation of the data by educational levels of respondents showed that respondents with lower levels of education – koranic (53.0%), none (52.5%), primary (50.1%) and middle/JHS (50.9%) – were more likely to be satisfied with the level of attendance than respondents with higher educational levels – tertiary (40.4%), SHS/A-level (45.3%) and post-secondary (49.3%).

#### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head showed that respondents from vulnerable households were more likely (50.2%) than those from non-vulnerable households (48.6%) to indicate that they were satisfied with the level of attendance at public meetings organised by the unit committee member. When the data is disaggregated by the type of roofing material used at the homestead, it shows that respondents from vulnerable households were more likely (50.8%) than those from non-vulnerable households (48.6%) to indicate that they were satisfied with the level of attendance at public meetings organised in their communities by their unit committee representative.

### 5.20 Ability to give recommendations to the UCM at such meetings

Respondents were asked if they were able to make recommendations to the unit committee member through such public meetings. The majority of the respondents (59.0%) responded in the affirmative (**Table 5.20**).

<b>Table 5.20: Ability to give recommendations to the AM at such meetings</b>		
	Number of Respondents	% of Respondents
Yes	5,403	59.0
No	2,774	30.3
Don't Know	978	10.7
Total	9,155	100.0

Source: Survey data, 2009 - 2012

Male respondents were more likely (62.2%) than female respondents (54.4%) to indicate that they were able to make recommendations at public meetings organized by the unit committee member. Respondents living in rural communities were more likely (61.1%) than respondents living in urban communities (56.1%) to indicate that they were able to make recommendations at public meetings organized by their unit committee representative. Respondents with post-secondary education were more likely (62.5%) than the other categories to indicate that they were able to make recommendations at public meetings organized by unit committee members.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head shows that respondents from non-vulnerable households were more likely (59.3%) than those from vulnerable households (57.6%) to indicate that they were satisfied with the level of attendance at public meetings organised by the unit committee member. A disaggregation of the data by type of roofing material used for the homestead showed that respondents from vulnerable households were more likely (66.9%) than those from non-vulnerable households (58.1%) to indicate that they were satisfied with the level of attendance at public meetings organised by their unit committee representatives.

### **5.21 Does the UCM implement the recommendations?**

When asked if the unit committee member acted on the recommendations made by community members at such public meetings, 78.1% responded in the affirmative, with 40.8% indicating they always implemented recommendations and 37.3% indicating that they sometimes did. However, 21.8% of respondents said they never implement recommendations (**Table 5.21**).

<b>Table 5.21: Does the UCM implement the recommendations?</b>		
	Number of Respondents	% of Respondents
Yes, always	2,207	40.8
Yes, sometimes	2,018	37.3
No, never	1,178	21.8

Total	5,403	100.0
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Source: Survey data, 2009 - 2012

Female respondents were slightly more likely (24.6%) than male respondents (20.1%) to indicate that the unit committee member never acted on their recommendations. Respondents living in urban communities were more likely (28.3%) than those living in rural communities (17.6%) to indicate that the unit committee member never implemented recommendations made at such public meetings. A disaggregation of the data by educational level of the respondent showed that the lower the level of education of respondents, the higher the likelihood that they would indicate that the unit committee members did not act on the recommendations. Respondents with no formal education were more likely (26.3%) than the rest to indicate that the unit committee member did not act on the recommendations made at the public meetings.

### **Vulnerability Analysis**

Respondents from male-headed households were more likely (28.1%) than respondents from female-headed households (24.2%) to indicate that the unit committee members always acted on their recommendations. A disaggregation of the data by the type of roofing material of the homestead showed that respondents from non-vulnerable households were more likely (42.5%) than those from vulnerable households (28.2%) to indicate that the unit committee member always acted on all recommendations made at the public meetings. Respondents from vulnerable households, on the other hand, were more likely (25.6%) than non-vulnerable households (21.3%) to indicate that the unit committee member never acted on recommendations.

# Chapter 6

## INTERACTION WITH INSTITUTIONS, ELECTED AND APPOINTED POLITICAL OFFICIALS

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### 6.0 Introduction

The core institutions that deal with citizens at the district level are the District Assembly, the Member of Parliament, the District Chief Executive, the Assembly member and the Unit Committee member. Given Ghana's decentralization structure, it is expected that citizens at the grassroots level would have more direct interaction with the Unit Committee member and the Assembly member than with the District Chief executive or the Member of Parliament for the resolution of their day-to-day service delivery and governance challenges. Measuring the perception and attitudes of citizens towards these institutions provides insight into the level of state-citizen relationship.

#### A. District Assembly

### 6.1 Contacted District Assembly in the past 12 months

Respondents were asked if they or any member of their household contacted the District Assembly (any official of the district assembly other than the Chief Executive) in the past 12 months. Only 29.2 percent of respondents indicated that they had contacted the District Assembly in the past 12 months (**Table 6.1**).

<b>Table 6.1: Did you contact the District Assembly in the past 12 months?</b>		
	Number of Respondents	% of Respondents
Yes	4,526	24.9
No	13,330	73.3
Don't Know	341	1.9
Total	18,197	100.0

Source: Survey data, 2009 - 2012

Male respondents were more likely (29.0%) to indicate they contacted/visited the District Assembly compared to female respondents (19.7%). The likelihood of contacting the district assembly was slightly higher for respondents living in rural communities (25.4%) compared

to those living in urban communities (24.2%). Respondents with higher levels of education were more likely (tertiary – 35.8%, post-secondary – 33.5%) to contact the district assembly compared to respondents with none (15.1%) or lower levels of education (primary – 17.6%, koranic education– 22.3%, SHS/A-level – 23.8%, middle/JHS – 25.0%). Respondents aged 41-60 years were more likely (29.4%) to contact the DA than those aged 26-40 years (25.2%), >60 years (24.6%) and 18-25 years (18.1%).

### **Vulnerability Analysis**

When the data was disaggregated the data by gender of household head it showed that respondents from male-headed households were more likely (25.7%) to indicate that they had contacted the DA in the last 12 months compared to respondents from female-headed households (21.1%). When the data was disaggregated by the type of roofing material for the household it is noted again that non-vulnerable households were more likely (25.3%) to contact the DA compared to vulnerable households (20.1%).

## **6.2 Primary reason for contacting District Assembly**

**Table 6.2** shows that the most frequently mentioned primary reason for contact the assembly was for documentation purposes (52.7%) – passports, building permits, etc.

<b>Table 6.2: Primary reason for contacting District Assembly</b>		
	Number of Respondents	% of Respondents
Documentation purposes	2,384	52.7
Problem with a service	702	15.5
To seek employment	569	12.6
For financial assistance	871	19.2
Total	4,526	100.0

*Source: Survey data, 2012*

Male respondents were more likely (56.0%) than female respondents (46.6%) to indicate that their primary reason for contacting the district assembly was for documentation purposes. Female respondents, on the other hand, were more likely to cite “problem with a service” (19.5%) and “to seek employment” (15.5%) compared to female respondents - 13.4% and 15.5% respectively. Respondents living in rural communities were more likely (54.0%) than those living in urban communities (51.0%) to contact the district assembly for documentation purposes. Respondents from urban communities were more likely (21.5%) than those in rural communities (17.5%) to contact the district assembly for financial assistance (MASLOC and other public funding schemes). Respondents with koranic education were more likely (66.7%) than the other groups to contact the district assembly for documentation purposes. Respondents with tertiary education were more likely (26.4%) than



the other groups to contact the district assembly for financial assistance (MASLOC and other public funding schemes).

### **Vulnerability Analysis**

Respondents from non-vulnerable households were more likely (53.6%) than those from vulnerable households (47.9%) to contact the district assembly for documentation purposes. Alternatively, those from vulnerable households were more likely (17.4%) than those from non-vulnerable households (15.2%) to contact the district assembly because of a problem with a service. The results showed that when it came to contacting the district assembly for financial assistance there was very little difference between non-vulnerable households (19.2%) and vulnerable households (19.3%).

When the data was disaggregated by type of roofing material, it showed that the probability of a respondent from a non-vulnerable household (52.7%) and those from vulnerable households (52.7%) to contact the district assembly for documentation purposes was the same. The data showed that respondents from vulnerable households were more likely (23.0%) than those from non-vulnerable households (14.9%) to contact the district assembly because of a problem with a service. Members of vulnerable households were more likely (15.8%) than those of non-vulnerable households (12.3%) to contact district assembly for employment opportunities. Alternatively, members of non-vulnerable households were more likely (20.1%) than those of vulnerable households (8.5%) to contact the district assembly for financial assistance

### **6.3 Satisfied with response from the District Assembly**

Respondents were asked if they were satisfied with the response they received after they contacted the district assembly (**Table 6.3**). The majority of respondents (63.2%) indicated that they were satisfied with the response from the District Assembly; with 33.8% indicating they were very satisfied. 36.8% of the respondents expressed their dissatisfaction with the response from the district assembly.

<b>Table 6.3: Satisfied with response from the DA</b>		
	Number of Respondents	% of Respondents
Yes, very satisfied	1,531	33.8
Yes, somewhat satisfied	1,332	29.4
No, not satisfied	1,663	36.8
Total	4,526	100.0

*Source: Survey data, 2012*

Male respondents were slightly more likely (34.5%) than female respondents (32.6%) to express satisfaction with the response from the district assembly. Female respondents were slightly more likely (37.6%) than male respondents (36.3%) to express dissatisfaction with the response from the district assembly. Respondents living in urban communities were more likely (36.0%) than those living in rural communities (32.1%) to express satisfaction with the response from the district assembly. Additionally, respondents living in urban communities were slightly more likely (37.5%) than those living in rural communities (36.2%) to express dissatisfaction with the response from the district assembly. Respondents with post-secondary (39.1%), no formal (36.4%), and tertiary (36.3) education were more likely to indicate that they were very satisfied with the response from the district assembly compared to the other groups.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of the household head showed that respondents from vulnerable households were slightly more likely (37.1%) than those from non-vulnerable households (36.7%) to indicate dissatisfaction with the response from the district assembly. A disaggregation of the data by type of roofing material used in the homestead showed that members of vulnerable households were more likely (41.5%) than members from non-vulnerable households (36.4%) to indicate their dissatisfaction with the response from the district assembly.

## **B. District Assembly Member**

### **6.4 Contacted District Assembly member in the past 12 months**

Respondents were asked if they had contacted the district assembly member in their community in the past 12 months. The majority of respondents (70.2%) responded in the negative. Only 29.2% indicated that they had contacted the assembly member (**Table 6.4**).

<b>Table 6.4: Contacted District Assembly Member in the past 12 months</b>		
	Number of Respondents	% of Respondents
Yes	5,307	29.2
No	12,777	70.2
Don't know	113	.6
Total	18,197	100.0

Source: Survey data, 2012

Female respondents were more likely (75.0%) than male respondents (66.4%) to indicate that they had not contacted their assembly member in the past 12 months. Alternatively, male respondents were more likely (33.1%) than female respondents (24.2%) to indicate that they

had contacted the assembly member. Respondents living in rural communities were more likely (30.4%) than those living in urban communities (27.7%) to indicate that they had contacted the assembly member.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head showed that members of non-vulnerable households were more likely (30.0%) than those from vulnerable households (25.3%) to indicate that they contacted their assembly member. The data by the type of roofing material used in the homestead indicated that members of vulnerable households were more likely (32.8%) than those from non-vulnerable households (28.8%) to indicate that they had contacted their assembly member. Disaggregating the data by the nature of toilet facility used by the homestead shows that the probability of contacting their assembly member was almost the same for both members of vulnerable households (29.0%) and non-vulnerable households (29.3%).

### **6.5 Primary reason for contacting District Assembly Member**

Respondents were asked “what was the primary reason for contacting the district assembly member?” The majority (60.5%) indicated that they did so for documentation purposes, 13.7% for financial assistance, 12.1% to complain/report a problem with a service, and 7.9% was to seek employment. 5.8% indicated they contacted the assembly member for other reasons, and these ranged from – settling disputes, assistance to bail a family member from the police, adopting a child, marijuana smoking in community, land encroachment issues, unlawful ejection by landlord, unruly tenants, etc (Table 6.5).

<b>Table 6.5: Primary reason for contacting District Assembly Member</b>		
	Number of Respondents	% of Respondents
Documentation purposes	3,210	60.5
Problem with a service	644	12.1
To seek employment	418	7.9
For financial assistance	728	13.7
Other	307	5.8
Total	5,307	100.0

Source: Survey data, 2012

Male respondents were more likely (61.5%) than female respondents (58.7%) to contact the assembly member for documentation purposes. Alternatively, female respondents were more likely (11.3%) than male respondents (5.9%) to contact assembly members to be assisted to get jobs for themselves or a family member. Male respondents were more likely (15.0%) than female respondents (11.5%) to contact an assembly member for financial

assistance. Respondents living in urban communities were more likely (65.1%) than those living in rural communities (57.0%) to contact their assembly member for documentation purposes. Again, respondents living in urban communities were slightly more likely (8.2%) than those living in rural communities (7.6%) to contact the assembly member to be assisted to get jobs for themselves or a family member. Alternatively, respondents living in rural communities were more likely (15.9%) than those living in urban communities (10.9%) to contact an assembly member for financial assistance. Respondents with no formal education (24.6%) and Koranic education (22.5%) were more likely than those with other levels of education to indicate that they had contacted their assembly member in the past 12 months for financial assistance. Respondents with tertiary education were least likely to contact the assembly member for assistance in gaining employment.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head indicated that members of non-vulnerable households were more likely (61.1%) than those from vulnerable households (57.4%) to indicate that they contacted their assembly member for documentation purposes. Vulnerable households were more likely (11.7%) than members of non-vulnerable households (7.2%) to contact their assembly member to seek employment opportunities. Surprisingly, the data showed that non-vulnerable households were slightly more likely (13.9%) than vulnerable households (12.9%) to contact the assembly member for financial assistance. A disaggregation of the data by the type of roofing material used in the homestead showed that members of vulnerable households were more likely to indicate that they had contacted the assembly member to seek employment (12.2%) and financial assistance (16.5%) compared to those from non-vulnerable households (7.4%) and (13.4%) respectively.

## **6.6 Satisfied with response from District Assembly member**

**Table 6.6** shows that, overall 70.2% of respondents expressed satisfaction with the response from their assembly member with 64.2% indicating they were somewhat satisfied and 6.0% indicating that they were very satisfied. Only 29.8% of respondents expressed dissatisfaction with the response from their assembly member.

<b>Table 6.6: Satisfied with response from the Assembly Member</b>		
	Number of Respondents	% of Respondents
Yes, very satisfied	316	6.0
Yes, somewhat satisfied	3,408	64.2
No, not satisfied	1,583	29.8
Total	5,307	100.0

*Source: Survey data, 2012*

Male respondents were slightly more likely (71.0% with 6.5% indicating they were very satisfied) than female respondents (68.7% with 5.0% indicating they were very satisfied) to express satisfaction with the response from their assembly member. Female respondents were slightly more likely (31.3%) than male respondents (29.0%) to express dissatisfaction with the response from their assembly member. Respondents living in rural communities were more likely (73.5% with 6.0% indicating they were very satisfied) than those living in urban communities (65.7% with 5.9% indicating they were very satisfied) to express satisfaction with the response from the assembly member. Additionally, respondents living in urban communities were slightly more likely (37.5%) than those living in rural communities (36.2%) to express dissatisfaction with the response from the assembly member.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of the household head showed that respondents from vulnerable households were slightly more likely (30.2%) than those from non-vulnerable households (29.8%) to indicate dissatisfaction with the response from their assembly member. A disaggregation of the data by type of roofing material used in the homestead indicated that members of vulnerable households were more likely (32.1%) than members from non-vulnerable households (29.6%) to indicate they were dissatisfied with the response from the assembly member.

## **C. Unit Committee Member (UCM)**

### **6.7 Contacted a Unit Committee Member in the past 12 months**

When asked if they or any member of their household had contacted the unit committee member in their locality in the past 12 months, the majority (79.8%) replied they had not (**Table 6.7**).

<b>Table 6.7: Contacted a UCM in the past 12 months</b>		
	Number of Respondents	% of Respondents
Yes	3,520	19.3
No	14,527	79.8
Don't know	150	0.8
Total	18,197	100.0

*Source: Survey data, 2012*

Male respondents were more likely (21.8%) than female respondents (16.3%) to indicate that they had contacted a unit committee member in the past 12 months. Alternatively, female

respondents were more likely (82.8%) than male respondents (77.5%) to indicate that they had not contacted a unit committee member. Respondents living in rural communities were more likely (23.3%) than those living in urban communities (14.5%) to indicate that they had contacted a unit committee member.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head showed that members of non-vulnerable households were more likely (20.0%) than those from vulnerable households (16.6%) to indicate that they contacted a unit committee member.

A disaggregation of the data by the type of roofing material used in the homestead showed that members of vulnerable households were more likely (24.8%) than those from non-vulnerable households (18.8%) to indicate that they contacted a unit committee member.

### **6.8 Primary reason for contacting Unit Committee Member**

When respondents were asked what was their primary reason for contacting the unit committee member, the majority (78.3%) indicated that it was for documentation purposes, 9.5% indicating that it was to seek for financial assistance, whilst 7.3% indicating it was to complain about a problem with a service (**Table 6.8**).

<b>Table 6.8: Primary reason for contacting UCM</b>		
	Number of Respondents	% of Respondents
Documentation purposes	2,755	78.3
Problem with a service	257	7.3
Community activity (clearing bushes, etc)	168	4.8
For financial assistance	333	9.5
Other	7	0.2
Total	3,520	100.0

*Source: Survey data, 2012*

Male respondents were more likely (80.0%) than female respondents (75.3%) to contact their assembly members for documentation purposes. Alternatively, female respondents were more likely (7.4%) than male respondents (3.4%) to contact a unit committee member to complain about a problem with a service. Surprisingly, male respondents were more likely (10.4%) than female respondents (7.8%) to contact a unit committee member for financial assistance. A respondent living in an urban community (78.7%) was as likely as one living in a rural community (78.1%) to contact a unit committee member for documentation purposes. Respondents in urban communities were more likely (8.6%) than those in rural communities

(6.7%) to contact a unit committee member to complain about a service. Alternatively, respondents living in rural communities were more likely (10.7%) than those living in urban communities (7.0%) to contact an assembly member for financial assistance.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head indicated that members of non-vulnerable households were more likely (79.4%) than those from vulnerable households (72.3%) to indicate that they contacted a unit committee member for documentation purposes. Vulnerable households were more likely (9.0%) than members of non-vulnerable households (7.0%) to contact a unit committee member to complain about a service. Again, the data showed that vulnerable households were slightly more likely (10.1%) than non-vulnerable households (9.3%) to contact a unit committee member for financial assistance. A disaggregation of the data by the type of roofing material used in the homestead shows that members of non-vulnerable households were more likely to indicate that they had contacted the unit committee member to assist with documentation (79.0%) and surprisingly, for financial assistance (9.7%) than members of vulnerable households 72.3% and 7.8% respectively.

### **6.9 Satisfied with response from Unit Committee Member**

Respondents were asked if they were satisfied with the response from the unit committee members. 47.1% responded in the positive, with 20.1% indicating they were very satisfied with the response. 52.9% indicated they were dissatisfied with the response from the unit committee member (**Table 6.9**).

<b>Table 6.9: Satisfied with response from the Unit Committee Member</b>		
	Number of Respondents	% of Respondents
Yes, very satisfied	706	20.1
Yes, somewhat satisfied	952	27.0
No, not satisfied	1,862	52.9
Total	3,520	100.0

*Source: Survey data, 2012*

Male respondents were slightly more likely (47.6%) with (22.0% indicating they were very satisfied) than female respondents (46.2%) with (16.7% indicating they were very satisfied) to express satisfaction with the response from the unit committee member. Female respondents were more likely (53.8%) than male respondents (52.4%) to express dissatisfaction with the response from the unit committee member. Respondents living in urban communities were more likely (53.5%) with (24.7% indicating they were very satisfied) than those living in rural communities (43.8%) with (17.7% indicating they were very

satisfied) to express satisfaction with the response from the unit committee member. Additionally, respondents living in rural communities were slightly more likely (56.2%) than those living in urban communities (46.4%) to express dissatisfaction with the response from the unit committee member.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of the household head shows that respondents from non-vulnerable households were slightly more likely (53.2%) than those from vulnerable households (51.4%) to indicate dissatisfaction with the response from the unit committee member. A disaggregation of the data by type of roofing material used in the homestead showed that members of vulnerable households were slightly more likely (53.3%) than members from non-vulnerable households (52.8%) to indicate they were dissatisfied with the response from the unit committee member. A disaggregation of the data by nature of toilet facility used by the homestead indicated that members of vulnerable households were slightly more likely (53.0%) than members from non-vulnerable households (52.8%) to indicate they were dissatisfied with the response from the unit committee member.

## **D. Metropolitan/Municipal/District Chief Executive (MMDCE)**

### **6.10 Contacted District Chief Executive (DCE) in the past 12 months**

Respondents were asked if they or a member of their household had contacted the Metropolitan/Municipal/District Chief Executive (MMDCE) in the past 12 months. Only 15.7% of respondents indicated they had contacted the MMDCE in the past 12 months (**Table 6.10**).

<b>Table 6.10: Contacted the MMDCE in the past 12 months</b>		
	Number of Respondents	% of Respondents
Yes	2,862	15.7
No	15,147	83.2
Don't Know	188	1.0
Total	18,197	100.0

*Source: Survey data, 2012*

Male respondents were more likely (18.4%) than female respondents (12.4%) to indicate that they had contacted the MMDCE in the past 12 months. Respondents living in rural communities were more likely (17.3%) than those living in urban communities (13.9%) to indicate that they had contacted the MMDCE in the past 12 months.



### Vulnerability Analysis

A disaggregation of the data by the gender of household head shows that members of vulnerable households were more likely (84.6%) than those from non-vulnerable households (82.9%) to indicate that they did not contact the MMDCE. Disaggregating the data by the type of roofing material used in the homestead shows that members of vulnerable households were more likely (85.3%) than those from non-vulnerable households (83.0%) to indicate that they contacted the MMDCE.

#### 6.11 Primary reason for contacting District Chief Executive (DCE)

Respondents were asked "what was the primary reason for their first contact/visit to the Metropolitan/Municipal/District Chief Executive" (**Table 6.11**). 42.2% indicated it was to seek employment (under the Ghana Youth Employment, and Entrepreneurial Development Authority(GYEEDA) for themselves or a family member, 28.1% was for financial assistance/sponsorship under MASLOC, 13.9% was to complain about a problem with a service.

	Number of Respondents	% of Respondents
Discuss development project	223	7.8
Problem with a service	397	13.9
Seek employment	1,209	42.2
Financial assistance/sponsorship	804	28.1
Other	229	8.0
Total	2,862	100.0

Source: Survey data, 2012

Male respondents were more likely (8.3%) than female respondents (6.8%) to contact the MMDCE for documentation purposes. Alternatively, female respondents were more likely (18.2%) than male respondents (11.5%) to contact the MMDCE to be assisted with a problem with a service. Surprisingly, male respondents were more likely (30.3%) than female respondents (23.9%) to contact the MMDCE for financial assistance. Respondents living in urban communities were more likely (8.1%) than those living in rural communities (7.6%) to contact the MMDCE for documentation purposes. Again, respondents living in urban communities were more likely (43.5%) than those living in rural communities (41.1%) to contact the MMDCE to be assisted to seek employment for themselves or a family member. Alternatively, respondents living in rural communities were more likely (29.9%) than those living in urban communities (25.4%) to contact the MMDCE for financial assistance. Respondents with koranic education (36.4%), post-secondary education (35.8%) and tertiary education (32.5%) were more likely than those with other levels of education to

indicate that they contacted the MMDCE in the past 12 months for financial assistance. Respondents with no formal education were the least likely (18.8%) to contact the MMDCE for financial assistance.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head indicated that members of non-vulnerable households were more likely (8.0%) than those from vulnerable households (6.7%) to indicate that they contacted their MMDCE for documentation purposes. Vulnerable households were more likely (15.3%) than members of non-vulnerable households (13.6%) to contact their MMDCE about a problem with a service. The data showed that non-vulnerable households were slightly more likely (28.7%) than vulnerable households (25.0%) to contact the MMDCE for financial assistance. A disaggregation of the data by the type of roofing material used in the homestead showed that Members of vulnerable households were more likely to indicate that they contacted the MMDCE to complain about a problem with a service (20.3%) and seek employment (45.9%) compared to those from non-vulnerable households 13.4% and 42.0% respectively. A disaggregation of the data by the nature of toilet facility used by the homestead showed that members of vulnerable households were more likely (16.7%) than those from non-vulnerable households (10.8%) to indicate that they contacted the MMDCE to complain about a problem with a service. Alternatively, members from non-vulnerable households were more likely to contact the MMDCE about employment opportunities (43.3%) compared to 41.3% for vulnerable households and financial assistance (30.7%) compared to 25.8% for vulnerable households.

### **6.12 Satisfied with response from MMDistrict Chief Executive (DCE)**

Respondents who contacted the MMDCE for one reason or the other were asked if they were satisfied with the response from they received. 67.4% indicated they were satisfied, with 35.1% indicating they were very satisfied with the response from the MMDCE. 32.6% however expressed their dissatisfaction with the response they received from the MMDCE (**Table 6.12**).

<b>Table 6.12: Satisfied with response from the MMDCE</b>		
	Number of Respondents	% of Respondents
Yes, very satisfied	1,005	35.1
Yes, somewhat satisfied	925	32.3
No, not satisfied	932	32.6
Total	2,862	100.0

*Source: Survey data, 2012*

Male respondents were slightly more likely (68.4% with 35.3% indicating they were very satisfied) than female respondents (65.6% with 34.8% indicating they were very satisfied) to

express satisfaction with the response from the MMDCE. Female respondents were more likely (34.4%) than male respondents (31.6%) to express dissatisfaction with the response from the MMDCE. Respondents living in rural communities were more likely (68.3% with 37.7% indicating they were very satisfied) than those living in urban communities (65.7% with 31.2% indicating they were very satisfied) to express satisfaction with the response from the MMDCE. Alternatively, respondents living in urban communities were slightly more likely (34.3%) than those living in rural communities (31.4%) to express dissatisfaction with the response from the MMDCE.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of the household head showed that respondents from vulnerable households were slightly more likely (34.3%) than those from non-vulnerable households (32.2%) to indicate dissatisfaction with the response from the MMDCE. A disaggregation of the data by type of roofing material used in the homestead indicated that members of vulnerable households were more likely (40.0%) than members from non-vulnerable households (32.0%) to indicate they were dissatisfied with the response from the MMDCE.

## **E. Member of Parliament**

### **6.13 Contacted the Member of Parliament**

Respondents were asked if they or a member of their household had contacted their Member of Parliament within the past 12 months. **Table 6.13** shows that only 13.1% indicated they had done so, the majority (86.3%) reporting that they had not done so.

<b>Table 6.13: Contacted the MP in past 12 months</b>		
	Number of Respondents	% of Respondents
Yes	2,377	13.1
No	15,710	86.3
Don't know	110	0.6
Total	18,197	100.0

Source: Survey data, 2012

Male respondents were more likely (15.0%) than female respondents (10.6%) to indicate that they had contacted their MP in the past 12 months. Respondents living in rural communities were more likely (14.3%) than those living in urban communities (11.6%) to indicate that they had contacted their MP in the past 12 months. The older the respondent the higher the likelihood of he/she having contact the MP. Those aged above 60 years (16.6%) and 41-60

years (16.0%) were more likely than those aged 26-40 years (12.1%) and 18-25 years (9.5%) to indicate that they contacted their MP in the past 12 months.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head showed that members of non-vulnerable households were more likely (13.5%) than those from vulnerable households (11.1%) to indicate that they contacted their MP in the past 12 months. When the data was disaggregated by the type of roofing material used in the homestead, the probability of contacting an MP in the past 12 months was the same for both members of vulnerable households (13.1%) and non-vulnerable households (13.1%). Respondents who used toilet facilities inside the homestead were slightly more likely (13.2%) than those who used toilet facilities outside the homestead (13.0%) to indicate that they had contacted their MP in the past 12 months.

### **6.14 Primary reason for contacting MP**

When asked for the primary reason for contacting the MP, 14.9% indicated that they did so to discuss government policy, 19.1% said it was to discuss a problem with a service in their community, 21.6% to seek employment for themselves or a family member, 33.0% did so for financial assistance. 11.4% of the respondents also gave "other reasons" such as to invite the MP for a funeral, outdoorings, wedding, school admission, support to travel outside the country, report an assault, etc (**Table 6.14**)

<b>Table 6.14: Primary reason for contacting MP</b>		
	Number of Respondents	% of Respondents
Discuss government policy	353	14.9
Problem with a service	453	19.1
Seek employment	514	21.6
Financial assistance/sponsorship	785	33.0
Other	272	11.4
Total	2,377	100.0

Source: Survey data, 2012

Male respondents were more likely (15.4%) than female respondents (13.8%) to contact their MP to discuss government policy. Also, male respondents were more likely (22.1%) than female respondents (20.8%) to contact their MP to be assisted to get employment for themselves or a family member. Female respondents were more likely (37.6%) than male respondents (30.5%) to contact their MP for financial assistance. Respondents living in urban communities were more likely (18.8%) than those living in rural communities (12.2%) to contact their MP to discuss government policy. Again, respondents living in urban

communities were slightly more likely (24.8%) than those living in rural communities (19.5%) to contact their MP to be assisted to obtain employment for themselves or a family member. Alternatively, respondents living in rural communities were more likely (37.4%) than those living in urban communities (26.5%) to contact their MP for financial assistance.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of household head showed that members of non-vulnerable households were more likely (15.3%) than those from vulnerable households (12.3%) to indicate that they contacted their MP to discuss government policy. Vulnerable households were more likely (37.8%) than members of non-vulnerable households (32.1%) to contact their MP for financial assistance. A presentation of the data by the type of roofing material used in the homestead indicated that members of vulnerable households were slightly more likely (15.3%) than those of non-vulnerable households (14.8%) to indicate that they contacted their MP to discuss government policy. Also, members of vulnerable households were more likely (40.0%) than those from non-vulnerable households (32.3%) to contact their MP for financial assistance.

#### **6.15 Satisfied with response from MP**

Respondents who contacted their MP in the past 12 months were asked if they were satisfied with the response from their MPs. The majority (76.4%) expressed satisfaction with the response from the MP (with 30.5% indicating they were very satisfied). 23.6% expressed dissatisfaction with the response from the MP (**Table 6.15**).

<b>Table 6.15: Satisfied with response from the MP</b>		
	Number of Respondents	% of Respondents
Yes, very satisfied	725	30.5
Yes, somewhat satisfied	1,091	45.9
No, not satisfied	561	23.6
Total	2,377	100.0

*Source: Survey data, 2012*

Male respondents were slightly more likely (77.5% with 31.3% indicating they were very satisfied) than female respondents (74.4% with 29.0% indicating they were very satisfied) to express satisfaction with the response from their MP. Female respondents were slightly more likely (25.5%) than male respondents (22.5%) to express dissatisfaction with the response from their MP.

Respondents living in rural communities were more likely (77.1% with 30.9% indicating they were very satisfied) than those living in urban communities (75.2% with 29.8% indicating

they were very satisfied) to express satisfaction with the response from their MP. Alternatively, respondents living in urban communities were more likely (24.8%) than those living in rural communities (22.8%) to express dissatisfaction with the response from their MP.

### **Vulnerability Analysis**

A disaggregation of the data by the gender of the household head showed that respondents from vulnerable households were more likely (30.3%) than those from non-vulnerable households (22.4%) to indicate dissatisfaction with the response from their MP. A disaggregation of the data by type of roofing material used in the homestead showed that members of non-vulnerable households were more likely (23.9%) than members from vulnerable households (20.9%) to indicate they were dissatisfied with the response from their MP.

# Chapter 7

## CIVIC RESPONSIBILITIES

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### 7.0 Introduction

The 1992 Constitution enjoins the government to inculcate in the citizens of Ghana awareness of their civic responsibilities and an appreciation of their rights and obligations as free people.

This section examines the degree to which citizens exercise their civic responsibilities towards the payment of taxes.

### 7.1 Uses of taxes/levies/rates collected by the District Assembly

Respondents were asked to mention one use to which the District Assembly put the taxes/levies and rates they collected to (**Table 7.1**). 58% of respondents indicated it was used for development projects, 18.3% indicated it was to pay salaries and/or allowances of staff of the assembly, 1.9% indicated it was put to other uses (peace and security activities, fund party activities, support lavish lifestyle of DCE and top officials, etc). As many as 21.8% indicated they had no idea what the money collected was used for.

<b>Table 7.1: Uses of taxes collected by DA</b>		
	Number of Respondents	% of Respondents
For development projects	10,549	58.0
To pay staff salaries, allowances	3,331	18.3
Others	346	1.9
Don't know	3,971	21.8
Total	18,197	100.0

*Source: Survey data, 2012*

Male respondents were more likely (60.9%) than female respondents (54.3%) to cite that taxes/levies/rates were used for development projects. Alternatively, female respondents were more likely (26.5%) than male respondents (18.1%) to indicate they had no idea what the taxes were used for. Respondents living in rural communities were more likely (58.9%) than those living in urban communities (56.9%) to indicate that the taxes collected were

used for development projects. Urban respondents were more likely (21.3%) than rural respondents (15.9%) to indicate that taxes are used to pay salaries and/or allowances of district assembly staff. Rural respondents were more likely (23.9%) than urban respondents (19.3%) to indicate that they had no idea what the taxes were used for. Respondents with post-secondary (69.6%) and tertiary (64.8%) education were more likely than the others to indicate that the taxes are used for development projects. Alternatively, respondents with no formal education (38.5%), primary (38.7%), middle/JHS (31.2%) and Koranic education (27.4%) were more likely than those with SHS/A-level (8.4%), post-secondary (4.1%) and tertiary (4.6%) to indicate they had no idea what the taxes were used for.

### Vulnerability Analysis

A disaggregation of the data by gender of household head showed that members of vulnerable households were more likely (26.1%) than members of non-vulnerable households (20.9%) to indicate that they did not know what the district assembly uses the taxes they collect for. When the data was disaggregated by type of roofing material used in the homestead, it showed that members of vulnerable households were more likely (31.6%) than members of non-vulnerable households (20.9%) to indicate that they did not know what the district assembly uses the taxes for. Again, when the data was disaggregated by nature of toilet facility used by the household, it shows that members of vulnerable households were more likely (26.2%) than those from non-vulnerable households (16.3%) to indicate that they had no idea what the district assembly uses the taxes for.

## 7.2 Have you paid any income tax in past 12 months?

When respondents were asked if they had paid any income tax in the past twelve months, 53.1% replied in the affirmative, whilst 46.9% indicated they had not (**Table 7.2**).

<b>Table 7.2: Have you paid any income tax in past 12 months</b>		
	Number of Respondents	% of Respondents
Yes	8,540	46.9
No	9,657	53.1
Total	18,197	100.0

Source: Survey data, 2012

Female respondents were more likely (56.9%) than male respondents (50.0%) to indicate that they had not paid any income tax in the past 12 months. Respondents from rural communities were more likely (57.6%) than those from urban communities (47.5%) to indicate that they had not paid any income tax for the past 12 months. Respondents with no formal education (74.5%), SHS/A-level (64.8%), primary (64.4%), middle/JHS (57.1%) and



koranic (52.6%) were more likely than the other groups – tertiary (20.9%) and post-secondary (21.5%) – to indicate that they had not paid any income tax in the past 12 months.

### **Vulnerability Analysis**

When the data was disaggregated by the gender of household head it showed that members of non-vulnerable households were slightly more likely (53.3%) than those from vulnerable households (52.0%) to indicate that they had not paid any income tax in the past 12 months. A disaggregation of the data by type of roofing material showed that respondents from vulnerable households were more likely (75.5%) than those from non-vulnerable households (50.8%) to indicate that they had not paid any income tax in the past 12 months.

### **7.3 Have you paid any property tax in the past 12 months?**

Respondents were asked if they had paid any property tax in the past 12 months (**Table 7.3**). The majority (67.2%) indicated they had not paid any property tax in the past 12 months.

<b>Table 7.3: Have you paid any property tax in past 12 months</b>		
	Number of Respondents	% of Respondents
Yes	5,963	32.8
No	12,234	67.2
Total	18,197	100.0

*Source: Survey data, 2012*

Male respondents were more likely (36.5%) than female respondents (28.1%) to indicate that they paid property tax in the past 12 months. Respondents living in urban communities were more likely (39.0%) than those living in rural communities (27.6%) to indicate that they had paid property tax in the past 12 months. Respondents with post-secondary (46.3%), tertiary (46.8%) and Koranic education (47.0%) were more likely than the other groups to indicate that they had paid property tax in the past 12 months.

### **Vulnerability Analysis**

A disaggregation of the data by gender of the household head showed that respondents from vulnerable households were more likely (68.4%) than those from non-vulnerable households (67.0%) to indicate that they had not paid property tax in the past 12 months. When the data was disaggregated by type of roofing material used in the homestead it indicates that respondents from non-vulnerable households were more likely (34.0%) than those from vulnerable households (20.1%) to indicate that they had paid property tax in the past 12 months.

# Chapter

## 8

# SECURITY OF LIFE AND PROPERTY

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### 8.0 Introduction

Some of the key functions of government are, providing citizens with protection of life and property, the enforcement of law and facilitating justice. This chapter explores citizens' perceptions and practices in terms of what people do when they face threats or insecurity. Where citizens seek help, when faced with a problem or threat to personal life or property, gives a key insight into the trust and reliance they place (or do not place) in formal and legal mechanisms of law enforcement and justice.

### 8.1 Sense of safety going about normal business

Overall, there is a sense of safety among respondents in going about their normal daily activities. The majority (83.4%) indicated that they "feel safe going about their normal activities" compared with 16.6 percent who indicated that they didn't feel safe (**Table 8.1**).

	Number of Respondents	% of Respondents
Yes	15,183	83.4
No	3,104	16.6
Total	18,197	100.0

Source: Survey data, 2012

Male respondents are more likely to indicate they felt safe (85.0%) compared to females (81.4%). Respondents living in urban communities were more likely to report they felt safe when going about their normal businesses (84.6%) than those living in rural communities (82.4%). Whilst a higher proportion of all respondents with different educational background reported they felt safe going about their normal business, respondents with tertiary level of education were more likely (88.5%) to indicate that they felt safe going about their normal business than the other respondents. Respondents aged 41-60 years were more likely to report that they felt safe going about their business (86.1%) than the other age groups.

Youthful respondents (aged 18-25 years) were more likely (22.3%) to report that they didn't feel safe going about their daily business.

### Vulnerability Analysis

Respondents from male-headed households were more likely to indicate they felt safe going to the farm/workplace (84.1%) than respondents from female-headed households (80.4%). Respondents from households with 7 or more dependents (85.6%) were more likely to feel safe going about their normal business than those from households with 6 or less dependents (82.9%). There is very little difference in the proportions of respondents from households living in houses with cemented/lantered/tile/iron sheet roofing (83.4%) and respondents from households living in houses with thatch/wood/raffia roofing (84.0%) who indicated they felt safe going about their normal business. Households who use toilets inside the homestead (non-vulnerable) were more likely (85.1%) to indicate they felt safe going to the farm/work than vulnerable households (82.1%) who use toilet facilities outside the homestead.

### Regional Analysis

Whilst the majority of respondents in all the regions indicated that they feel safe going about their normal business in the communities, a higher proportion of respondents in the Upper East (92.3%) and Central (91.8%) indicated so compared with the other regions. Respondents in the Western (30.7%), Northern (22.3%) and Ashanti (21.7%) were more likely to report that they did not feel safe going about their normal daily business (**Table 8.2**).

	Yes		No	
		%		%
Upper East	1579	92.3	132	7.7
Upper West	1410	82.7	294	17.3
Northern	1471	77.7	423	22.3
Brong Ahafo	1544	85.9	253	14.1
Ashanti	1505	78.3	416	21.7
Eastern	1554	84.4	287	15.6
Volta	1500	86.9	226	13.1
Greater Accra	1956	82.7	409	17.3
Central	1711	91.8	152	8.2
Western	953	69.3	422	30.7
<b>National</b>	<b>15183</b>	<b>83.4</b>	<b>3014</b>	<b>16.6</b>

Source: Survey data, 2012

## 8.2 Sense of safety going out alone at night

The majority of respondents (71.1%) reported that they felt safe going out at night alone within their communities, with only 28.9 percent reporting that they did not feel safe going out alone at night (**Table 8.3**).

	Number of Respondents	% of Respondents
Yes	12,937	71.1
No	5,260	28.9
Total	18,197	100.0

Source: Survey data, 2012

A disaggregation of the data by sex of the respondent showed that male respondents were more likely to indicate that they felt safe going out at night (74.3%) than their female counterparts (67.0%). A slightly higher proportion of respondents living in rural communities (71.6%) reported that they felt safe going out alone at night compared to respondents living in urban communities (70.5%). Whilst a higher proportion of all respondents with different educational background reported they felt safe going out at night, respondents with middle/JHS (72.4%), primary (71.7%) and tertiary (71.4%), level of education were slightly more likely to indicate that they felt safe going out at night compared to the other groups.

### Vulnerability Analysis

Respondents from male-headed households were more likely (72.3%) than respondents from female-headed households (65.9%) to indicate that they felt safe going out at night. Households who use toilets inside the homestead (non-vulnerable) were slightly more likely (71.8%) to indicate that they felt safe going out alone at night than respondents from vulnerable households (70.5%) who use toilet facilities outside the homestead.

### Regional Analysis

Respondents in Central (85.2%) and Northern (74.4%) are more likely to report that they feel safe going out alone at night in their communities compared with responses from respondents in other regions (**Table 8.4**). Respondents from the Western (38.9%) and Greater Accra (37.7%) are more likely to indicate that they do not feel safe going out alone in the night.

	Yes		No	
		%		%
Upper East	1287	75.2	424	24.8

Upper West	1128	66.2	576	33.8
Northern	1409	74.4	485	25.6
Brong Ahafo	1234	68.7	563	31.3
Ashanti	1337	69.6	584	30.4
Eastern	1412	76.7	429	23.3
Volta	1230	71.3	496	28.7
Greater Accra	1473	62.3	892	37.7
Central	1587	85.2	276	14.8
Western	840	61.1	535	38.9
National	12937	71.1	5260	28.9

Source: Survey data, 2012

### 8.3 Who would you contact if you felt unsafe?

Respondents were asked who they would seek help from if they felt there was a threat to their personal security. **Table 8.5** shows that the majority (72.0%) indicated they would contact the police. This was followed by traditional authority (15.0%), Assembly member (6.4%), Unit Committee member (2.1%), political party chairman/member (0.6%), religious leader (1.9%) and other (2.0%). The difference between the proportions who would contact the police and the others highlights a high reliance on agents of the state for guaranteeing personal safety than on local support networks.

	Number of Respondents	% of Respondents
Police	13,104	72.0
Traditional authority	2,732	15.0
Assembly member	1,165	6.4
Unit committee member	374	2.1
Political party chairperson/ member	107	.6
Religious leader	350	1.9
Other (family member)	365	2.0
Total	18,197	100.0

Source: Survey data, 2012

A disaggregating of the data by sex showed that males (73.1%) were more likely to report to the police than females (70.7%), whereas females were more likely to contact their religious leaders (2.4%) and family members (2.7%) than their male counterparts (1.6%) and (1.5%) respectively. Respondents living in urban areas were generally more likely (76.9%) than those living in rural communities (68.0%) to contact the police in cases of a threat to their safety. Alternatively, those living in rural communities were generally more likely (18.2%) to contact a traditional authority than those living in urban communities (11.1%). Respondents

with tertiary education were more likely (88.7%) to contact the police if they felt unsafe compared to the other categories.

Alternatively, respondents with koranic education (59.1%) and no formal education (46.5%) are least likely to contact the police if they felt unsafe. Younger respondents (18-25 years – 73.5% and 26-40 years – 74.9%) were more likely to indicate they would contact the police if they felt unsafe compared to older respondents (41-60 years – 71.6% and >60 years – 57.9%). Alternatively, older respondents were more likely to indicate they would contact a traditional authority if they felt unsafe compared to younger respondents.

### **Vulnerability Analysis**

When the data was disaggregated by gender of household head it showed that respondents from vulnerable households were more likely (76.7%) than those from non-vulnerable households (71.0%) to indicate that they would report to the police if they felt unsafe. Surprisingly, members of non-vulnerable households were more likely (15.8%) than those of vulnerable households (11.4%) to indicate that they would contact a traditional authority if they felt unsafe.

A disaggregation of the data by dependency burden shows that respondents from non-vulnerable households were more likely (74.6%) than those from vulnerable households (61.1%) to indicate that they would contact the police if they felt insecure. Alternatively, respondents from vulnerable households were more likely (22.5%) than those from non-vulnerable households (13.3%) to indicate that they would contact a traditional authority if they felt insecure. A disaggregation of the data by type of roofing material shows that respondents from non-vulnerable households were more likely (75.1%) than those from vulnerable households (40.7%) to indicate that they would contact the police if they felt insecure.

Alternatively, respondents from vulnerable households were more likely (39.2%) than those from non-vulnerable households (12.6%) to indicate that they would contact a traditional authority if they felt insecure. A disaggregation of the data by nature of toilet facility used by the household shows that respondents from non-vulnerable households were more likely (82.6%) than those from vulnerable households (63.5%) to indicate that they would contact the police if they felt insecure. Alternatively, respondents from vulnerable households were more likely (21.3%) than those from non-vulnerable households (7.2%) to indicate that they would contact a traditional authority if they felt insecure.

### **Regional Analysis**

Respondents from the Greater Accra (87.4%), Ashanti (85.2%, Central (82.9%) and Eastern (80.7%) were more likely to contact the police if they feel unsafe. Alternatively, the likelihood of contacting a traditional authority was highest in Northern (34.0%) and Upper West (27.2%) regions (**Table 8.6**).

	Police	Trad Auth	Ass. Mem	UCM	Political Party	Religious leader	Other
	%	%	%	%	%	%	%
Upper East	62.8	18.6	12.2	2.0	1.1	1.5	1.9
Upper West	57.9	27.2	10.1	1.7	0.2	1.2	1.7
Northern	43.9	34.0	12.9	1.6	2.9	1.6	3.1
Brong Ahafo	78.6	6.5	4.1	6.7	0.3	3.4	0.4
Ashanti	85.2	5.7	2.9	1.4	0.2	2.2	2.4
Eastern	80.7	11.2	4.8	0.6	0.6	0.4	1.7
Volta	68.7	19.5	3.8	4.5	0.1	1.7	1.7
Greater Accra	87.4	4.5	2.4	0.1	0.2	2.1	3.3
Central	82.9	10.4	2.8	1.2	0.2	1.7	0.8
Western	63.9	17.4	10.8	1.4	0.0	3.9	2.6
National	72.0	15.0	6.4	2.1	0.6	1.9	2.0

Source: Survey data, 2012

#### 8.4 Does the Police give you a sense of security?

Respondents were asked if the police gave them a sense of security in their communities. Surprisingly, 59.7% (short of the 72% that indicated that they would contact the police in case of insecurity) replied in the affirmative, whilst 40.3% indicated that the police did not give them a sense of security (**Table 8.7**).

	Number of Respondents	% of Respondents
Yes	10,855	59.7
No	7,342	40.3
Total	18,197	100.0

Source: Survey data, 2012

A disaggregation of the data by sex of the respondent shows that male respondents were more likely (60.6%) than female respondents (58.5%) to indicate that the police gave them a sense of security. A slightly higher proportion of respondents living in rural communities (60.8%) reported that the police gave them a sense of security compared to respondents living in urban communities (58.7%). Respondents with SHS/A-level (62.0%), tertiary (61.1%) and post-secondary (60.6%) levels of education were slightly more likely than the other

educational groups to indicate that the police gave them a sense of security. The majority of respondents in all the age groups indicated that the police gave them a sense of security and there was very little difference between the age groups – 41-60 years (61.3%), 26-40 years (59.3%), >60 years (59.1%) and 18-25 years (58.6%).

### Vulnerability Analysis

Respondents from male-headed households were more likely (60.1%) than respondents from female-headed households (57.6%) to indicate that the police gave them a sense of security in their communities. Respondents from non-vulnerable households were more likely (60.4%) than those from vulnerable households (52.2%) to indicate that they the police gave them a sense of security in their communities. Households who use toilets inside the homestead (non-vulnerable) were more likely (61.0%) than respondents from vulnerable households (58.6%) to indicate that the police gave them a sense of security in their communities.

### Regional Analysis

Respondents in the Central region (71.6%) were more likely than respondents from the other regions to indicate that the police gave them a sense of security (**Table 8.8**). Respondents from the Western (49.5%), Greater Accra (49.4%), Upper East (44.5%), Upper West (43.7%) and Brong Ahafo (42.0%) were more likely to report that the police did not give them a sense of security.

	Yes		No	
	Freq	%	Freq	%
Upper East	950	55.5	761	44.5
Upper West	960	56.3	744	43.7
Northern	1266	66.8	628	33.2
Brong Ahafo	1042	58.0	755	42.0
Ashanti	1230	64.0	691	36.0
Eastern	1137	61.8	704	38.2
Volta	1047	60.7	679	39.3
Greater Accra	1196	50.6	1169	49.4
Central	1333	71.6	530	28.4
Western	694	50.5	681	49.5
<b>National</b>	<b>10855</b>	<b>59.7</b>	<b>7342</b>	<b>40.3</b>

Source: Survey data, 2012



## 8.5 Arrested/invited to the police station

Respondents were asked if they had been arrested or invited to the police station in the past 12 months (**Table 8.9**). The majority (87.4%) replied in the negative, with only 12.6% indicating that they had been arrested.

	Number of Respondents	% of Respondents
Yes	2,299	12.6
No	15,898	87.4
Total	18,197	100.0

Source: Survey data, 2012

Male respondents were more likely (15.8%) than female respondents (8.6%) to indicate that they had been arrested/invited to the police station. Respondents living in urban communities were slightly more likely (13.1%) than those living in rural communities (12.3%) to indicate that they had been arrested/invited to the police station. The older the respondent the higher the likelihood that he/she has been arrested/invited to a police station. Respondents aged >60 years were more likely (19.2%) than those aged 41-60 years (16.1%), 26-40 years (11.9%) and 18-25 years (6.1%) to indicate that they had been arrested/invited to a police station.

### Vulnerability Analysis

A disaggregation of the data by gender of household head shows that respondents from non-vulnerable households were slightly more likely (12.9%) than those from vulnerable households (11.2%) to indicate that they had been arrested/invited to a police station in the past 12 months. A disaggregation of the data by the type of roofing material used in the homestead shows that respondents from non-vulnerable households were more likely (13.0%) than those from vulnerable households (8.5%) to indicate that they had been arrested/invited to a police station in the past 12 months. When the data is disaggregated by the nature of toilet facility used by the household, it shows that respondents from non-vulnerable households were slightly more likely (12.9%) than those from vulnerable households (12.4%) to indicate that they had been arrested/invited to the police station.

### Regional Analysis

Respondents in the Upper West (18.4%) and Ashanti (16.4%) regions were more likely to report that they had been arrested/invited by the police in the past 12 months (**Table 8.10**).

	Yes		No	
		%		%
Upper East	209	12.2	1502	87.8
Upper West	313	18.4	1391	81.6
Northern	217	11.5	1677	88.5
Brong Ahafo	223	12.4	1574	87.6
Ashanti	316	16.4	1605	83.6
Eastern	260	14.1	1581	85.9
Volta	190	11.0	1536	89.0
Greater Accra	253	10.7	2112	89.3
Central	168	9.0	1695	91.0
Western	150	10.9	1225	89.1
National	2299	12.6	15898	87.4

Source: Survey data, 2012

### 8.6 Informed of the reason for the arrest/invitation

Respondents who indicated they had been arrested/invited to a police station in the past 12 months were asked if they were informed of the reason for their arrest or invitation. The majority of respondents (81.9%) indicated that the police informed them of the reason for their arrest or invitation (**Table 8.11**).

	Number of Respondents	% of Respondents
Yes	1,882	81.9
No	417	18.1
Total	2,299	100.0

Source: Survey data, 2012

Male respondents were more likely (84.0%) than female respondents (76.8%) to indicate that they were informed of the reason for their arrest/invitation to the police station. Respondents living in rural communities were more likely (84.1%) than those living in urban communities (79.3%) to indicate that they were informed of the reason for the arrest or invitation to the police station had been arrested/invited to the police station. Respondents with primary education (23.6%) and tertiary education (19.0%) were more likely than the other educational groups to indicate that they were not told of the reason for which they were arrested/invited to the police station. The older the respondent the higher the likelihood that he/she would indicate that they were told of the reason for their arrest/invitation to the police station. Respondents aged 41-60 years (86.9%) and >60 years (85.9%) were more likely than those aged 26-40 years (79.0%) and 18-25 years (69.2%) to indicate that they were told of the reason for the arrest or invitation by the police.

### Vulnerability Analysis

A disaggregation of the data by gender of household head shows that respondents from non-vulnerable households were slightly more likely (83.3%) than those from vulnerable households (74.5%) to indicate that they were told of the reason for their arrest or invitation to the police station. A disaggregation of the data by the type of roofing material used in the homestead shows that respondents from non-vulnerable households were more likely (82.1%) than those from vulnerable households (77.9%) to indicate that they were informed of the reason for their arrest or invitation. When the data is disaggregated by the nature of toilet facility used by the household, it shows that respondents from non-vulnerable households were slightly more likely (82.1%) than those from vulnerable households (81.6%) to indicate that they were informed of the reason for the arrest or invitation to the police station.

### Regional Analysis

Respondents from the Brong Ahafo (91.0%), Eastern (89.2%), Western (88.0%) and Volta (85.8%) were more likely to indicate that the police gave them a reason for the arrest/invitation (**Table 8.12**).

	Yes		No	
		%		%
Upper East	157	75.1	52	24.9
Upper West	244	78.0	69	22.0
Northern	178	82.0	39	18.0
Brong Ahafo	203	91.0	20	9.0
Ashanti	244	77.2	72	22.8
Eastern	232	89.2	28	10.8
Volta	163	85.8	27	14.2
Greater Accra	196	77.5	57	22.5
Central	133	79.2	35	20.8
Western	132	88.0	18	12.0
<b>National</b>	<b>1882</b>	<b>81.9</b>	<b>417</b>	<b>18.1</b>

Source: Survey data, 2012

### 8.7 Were you manhandled or beaten along the way or at the police station?

Respondents who indicated that they had been arrested/invited to a police station were asked if they had been manhandled or beaten either on the way to the police station or at the police station. The majority (82.8%) replied in the negative, only 17.2% indicated they had been manhandled or beaten (**Table 8.13**).

	Number of Respondents	% of Respondents
Yes	395	17.2
No	1,904	82.8
Total	2,299	100.0

Source: Survey data, 2012

Male respondents (17.6%) and respondents from urban communities (18.7%) were slightly more likely than female respondents (17.2%) and respondents from rural communities (15.8%) to report that they were manhandled/beaten on the way to or at the police station.

### **Vulnerability analysis**

Respondents from female-headed households (20.7%) were more likely than respondents from male-headed households (16.5%) to report that they had been manhandled/beaten on the way to or at the police station. However, when the data was disaggregated by nature of toilet facilities used by household, there was very little difference in the proportion of respondents from households that use toilet facilities inside the homestead (17.4%) and those who use facilities outside the homestead (17.0%).

### **Regional Analysis**

Respondents in the Ashanti (24.7%) and Upper West (21.4%) regions were more likely to report that they were mishandled/beaten on the way to, or at the police station (**Table 8.14**).

	Yes		No	
		%		%
Upper East	37	17.7	172	82.3
Upper West	67	21.4	246	78.6
Northern	23	10.6	194	89.4
Brong Ahafo	36	16.1	187	83.9
Ashanti	78	24.7	238	75.3
Eastern	48	18.5	212	81.5
Volta	23	12.1	167	87.9
Greater Accra	33	13.0	220	87.0
Central	31	18.5	137	81.5
Western	19	12.7	131	87.3
National	395	17.2	1904	82.8

Source: Survey data, 2012

### 8.8 Did you pay any monies for which no receipt was issued?

Respondents who had been arrested/invited to a police station in the previous 12 months were asked if they had paid any money to the police for which no receipt was issued. 47.2% reported that they had paid money at the police station for which no receipt was issued (**Table 8.15**).

	Number of Respondents	% of Respondents
Yes	1,085	47.2
No	1,214	52.8
Total	2,299	100.0

Source: Survey data, 2012

Male respondents (48.4%) and respondents in rural communities (49.0%) were more likely than female respondents (44.4%) and respondents in urban communities (45.1%) to report that they paid money to the police for which no receipt was issued.

#### Vulnerability analysis

Respondents from male-headed households (47.5%) and respondents from households that use toilet facilities outside the homestead (48.7%) were more likely than those from female-headed households (45.7%) and respondents from households that use facilities inside the homestead (45.4%) to indicate that they paid money to the police for which no receipt was issued.

#### Regional Analysis

Respondents from the Brong Ahafo (61.3%), Ashanti (59.2%), Northern (54.8%) and Volta (50.5%) regions were more likely to report that they paid monies at the police station for which no receipt was issued (**Table 8.16**). Respondents from the Eastern (38.8%), Western (37.3%) and Greater Accra (36.6%) regions were least likely to report that they paid monies at the police station.

	Yes		No	
	#	%	#	%
Upper East	93	44.5	116	55.5
Upper West	131	41.9	182	58.1
Northern	119	54.8	98	45.2
Brong Ahafo	136	61.3	86	38.7

Ashanti	187	59.2	129	40.8
Eastern	101	38.8	159	61.2
Volta	96	50.5	94	49.5
Greater Accra	93	36.6	161	63.4
Central	73	43.5	95	56.5
Western	56	37.3	94	62.7
National	1085	47.2	1214	52.8

Source: Survey data, 2012

### 8.9 Are you aware of any grievance mechanism at the police station?

Respondents were asked if they knew off or were aware of the existence of a grievance mechanism in the police service where they could go to resolve any disagreements or dissatisfaction with a service provided by the police. Only 11.5% of respondents indicated that they knew of such a mechanism (**Table 8.17**).

	Number of Respondents	% of Respondents
Yes	2,084	11.5
No	16,113	88.5
Total	18,197	100.0

Source: Survey data, 2012

Male respondents (13.5%) and respondents in rural communities (12.0%) were more likely than female respondents (8.9%) and respondents in urban communities to indicate that they know of a grievance mechanism at the police station.

#### **Vulnerability Analysis**

Respondents from male-headed households (11.6%) and respondents who use toilet facilities in the homestead (12.4%) were slightly more likely than respondents from female-headed households (10.6%) and respondents who use toilet facilities outside the homestead (10.7%) to indicate that they were aware of a grievance mechanism at the police station.

#### **Regional Analysis**

Respondents in the Upper West (17.7%), Ashanti (14.4%) and Brong Ahafo (12.3%) regions were more likely to indicate that they were aware of a grievance mechanism at the police station (Table 8.18).

	Yes		No	
		%		%
Upper East	191	11.2	1520	88.8
Upper West	301	17.7	1403	82.3
Northern	267	14.1	1627	85.9
Brong Ahafo	221	12.3	1576	87.7
Ashanti	277	14.4	1644	85.6
Eastern	133	7.2	1708	92.8
Volta	112	6.5	1614	93.5
Greater Accra	244	10.3	2121	89.7
Central	209	11.2	1654	88.8
Western	129	9.4	1246	90.6
National	2084	11.5	16113	88.5

Source: Survey data, 2012

### 8.10 Used the grievance mechanism at police service

Respondents who indicated that they were aware of the grievance mechanisms of the police service were asked if they had ever used any of the mechanisms. All 2,083 respondents responded that they had not used available mechanisms to resolve any challenge they had had with the police (**Table 8.19**).

	Number of Respondents	% of Respondents
Yes	0	0.0
No	2,083	100.0
Total	2,083	100.0

Source: Survey data, 2012

# Chapter

## 9

### ACCESS TO JUSTICE

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#### 9.0 Introduction

Providing justice to citizens is one of the salient features of the state-citizen relationship. In this respect, the functioning of the courts, and hence, the judicial system is a key measure of the health of state-citizen relationship.

#### 9.1 Trust in the formal courts

A little over 50 percent (50.2%) of respondents indicated they trust the courts to give them a fair trial, whilst 44.4 percent reported they do not trust the courts to give them a fair trial. An additional 5.3 percent indicated they do not know if the courts would give them a fair trial (**Table 9.1**).

	Number of Respondents	% of Respondents
Yes	9137	50.2
No	8088	44.4
Don't know	972	5.3
Total	18197	100.0

*Source: Survey data, 2012*

When the data was disaggregated by sex, it showed that male respondents (53.5%) were more likely to trust the formal courts to give them a fair trial than female respondents (46.0%). Female respondents (5.8%) were slightly more likely to indicate that they did not know if the courts would give them a fair trial than the male respondents (5.0%). Respondents residing in rural communities (53.1%) were more likely to indicate that they trusted the courts to give them a fair trial than respondents residing in urban communities (46.6%). It is noted that trust in the courts to give one a fair trial increased with education, respondents with tertiary education were more likely to trust the courts for a fair trial (69.4%) than those with other education levels. The older the respondent is, the more likely he/she is to trust the courts to give them a fair trial. Respondents aged 41-60 years (57.1%) and >60



years (56.2%) were more likely to indicate that they trusted the courts to give a fair trial than younger respondents aged 18-25 years (35.8%) and 26-40 years (51.2%).

### **Vulnerability Analysis**

Respondents from male-headed households were more likely (51.8%) to trust the courts to give them a fair trial than those from female-headed households (43.3%).

Respondents from households with 7 or more dependents were more likely (56.4%) to indicate their trust in the courts to afford them a fair trial than respondents from households with 6 or less dependents (48.8%). When the data was disaggregated by type of roofing material on homestead, respondents living in homesteads with thatch/wood/raffia roofing were more likely to trust the courts to give them a fair trial (56.9%) than those living in homesteads with cemented/lantered/tiles/iron sheet roofing (49.5%). Respondents who use toilet facilities inside the homestead were more likely to indicate that they do not trust the courts to give them a fair trial (45.1%) compared to respondents who use toilet facilities outside the homestead (43.9%).

## **9.2 Have you or a close relation had contact with the courts in the past 12 months?**

However, when asked if they or any member of the household had contacted a court in the past 12 months, 93.6 percent of respondents indicated that they had not made contact (**Table 9.2**).

<b>Table 9.2: Had contact with courts in past 12 months?</b>		
	Number of Respondents	% of Respondents
Yes	1,107	6.1
No	17,090	93.9
Total	18,197	100.0

Source: Survey data, 2012

Male respondents are more likely to indicate that either they or a member of their household had visited or contacted a court (6.6%) than female respondents (5.4%). Despite the concentration of courts in urban areas compared to rural areas, almost an equal proportion of respondents residing in urban communities (6.0%) and in rural communities (6.1%) indicated that they had had contact with a court in the past 12 months.

### **Vulnerability Analysis**

Respondents from female-headed households were slightly more likely to contact a court (6.6%) than respondents from male-headed households (6.0%). Respondents living in homesteads with cemented/lantered/tiled/ iron sheets roofing were more likely (6.2%) to

have had contact with a court in the past 12 months than respondents living in homesteads with thatch/wood/raffia roofing (4.9%). An equal proportion of households that had toilet facilities inside the homestead (6.1%) and those that had toilet facilities outside the homestead (6.1%) have had contact with a court in the previous 12 months.

### 9.3 Reason for visiting or contacting court

**Table 9.3** shows that civil issues (67.3%) seem to be the main reason why the majority of households contacted courts. About a third (28.6%) went to court to resolve criminal cases, whilst 4.1 percent went to court to resolve other issues.

	Number of Respondents	% of Respondents
Civil case	745	67.3
Criminal case	317	28.6
Others	45	4.1
Total	1,107	100.0

*Source: Survey data, 2012*

The likelihood of contacting or visiting a court because of a civil case was almost the same for both sexes (male 67.5%, female 67.0%). However, females were more likely to visit a court for a criminal case (29.5%) than male respondents (28.1%). When the data is disaggregated by locality it was observed that households in rural communities are more likely to visit a court for a civil case (66.8%) than households in urban communities (67.9%). Alternatively, urban households are more likely to visit a court for a criminal case (29.7%) than a rural household (27.8%). Respondents with lower levels of formal education (none 31.3%, middle/JHS 34.6%) were more likely to visit a court for a criminal case than respondents with higher levels of formal education (post-secondary 24.3%, tertiary 25.6%).

#### **Vulnerability Analysis**

Male-headed households were more likely (68.2%) to contact a court for a civil case than female-headed households (63.5%). Female-headed households, on the other hand, were more likely to visit a court for a criminal case (33.5%) than a male-headed household (27.5%). Households that reside in homesteads with thatch/wood/ raffia roofing were more likely (32.1%) to contact a court for a criminal case than households that reside in homesteads with cemented/lantered/tiled roofing (28.4%). A disaggregation of the data by nature of toilet facility used by the household showed that respondents from non-vulnerable households were more likely (69.0%) than those from vulnerable households (66.0%) to contact the courts for a civil case. Alternatively, respondents from vulnerable households

were more likely (30.4%) than those from non-vulnerable households (26.4%) to contact the courts for a criminal case.

#### 9.4 Encountered any problems with the justice system

**Table 9.4** shows that almost 90 percent of all those who reported having had contact with the court indicated that they encountered some problems with the justice system.

<b>Table 9.4: Encountered problems with justice system?</b>		
	Number of Respondents	% of Respondents
Yes	997	90.1
No	100	9.0
Don't know	10	0.9
Total	1,107	100.0

*Source: Survey data, 2012*

Female respondents (90.4%) and respondents from the urban communities (91.3%) were slightly more likely to report that they had encountered problems using the justice system than male respondents (89.9%) and respondents from the rural communities (89.1%).

#### Vulnerability Analysis

Respondents from male-headed households (91.1%) and respondents who use toilet facilities inside the homestead (91.9%) were more likely to report that they encountered problems at the courts than respondents from female-headed households (86.0%) and respondents who use toilet facilities outside the homestead (88.5%).

#### 9.5 Major problem encountered

**Table 9.5** shows that cost as a major problem was cited by 56.8 percent (legal fees 35.7% and filing and transportation 21.1%) of households that had had contact with the courts. This was followed by delays in settling cases (40%). Distance to the court was cited by only 2.8 percent, but since 21.1 percent indicated transportation costs as a major problem it can be inferred that distance was a problem for a sizeable proportion of households.

<b>Table 9.5: What was the major problem encountered?</b>		
	Number of Respondents	% of Respondents
Cost of legal fees	356	35.7
Cost of filing and transportation	210	21.1
Delay in settling case	399	40.0
Distance to the court	28	2.8
Others	4	0.4

Total	997	100.0
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Source: Survey data, 2012

Male respondents were more likely (37.5%) than female respondents (32.9%) to cite “cost of legal fees” as the major problem they encountered with the justice system. Female respondents, on the other hand, were more likely to cite “cost of filing and transportation” as the major problem they face. Delays in settling cases were cited by 41.8% of female respondents and 38.9% of male respondents. Respondents living in urban communities were more likely (36.7%) than those living in rural communities (34.9%) to cite cost of legal fees as the major problem they face at the courts. Respondents from rural communities were more likely (22.2%) than those from urban communities (19.7%) to cite “cost of filing and transportation” as their major problem. Delays in settling cases was cited by 40.7% of urban dwellers and 39.4% of rural dwellers.

### Vulnerability Analysis

Respondents from non-vulnerable households were more likely (36.6%) than vulnerable households (31.9%) to cite “cost of legal fees” as the major problem they face at the courts. Alternatively, respondents from vulnerable households were more likely (28.3%) than those from non-vulnerable households (19.4%) to cite “cost of filing and transportation” as their major problems.

### 9.6 Paid monies for which no receipt was issued?

Litigants to a case are often trapped in a deliberate scheme of events orchestrated to induce them to give “bribes” and “tips” in order to receive attention. Participants at various validation workshops reported instances where they have had to pay more than the approved filing fees or are made to part with money for which no receipts are issued. From **Table 9.6**, 18.4 percent of respondents indicated that they made payments at various court premises to court officials for which no receipt was issued.

Table 9.6: Paid monies for which no receipt was issued?		
	Number of Respondents	% of Respondents
Yes	204	18.4
No	903	81.6
Total	1,107	100.0

Source: Survey data, 2012

Male respondents were more likely (19.6%) to make payments without receiving receipts than female respondents (16.7%). Respondents residing in rural communities were more likely (20.6%) to be treated this way than households residing in urban communities (15.8%).

### Vulnerability Analysis

Respondents from female-headed households (19.4%) and respondents from households that use toilet facilities outside the homestead (19.3) were more likely to make payments without being issued a receipt than respondents from male-headed households (18.2%) and respondents from households that use toilet facilities inside the homestead (17.3%).

### 9.7 Satisfaction with justice system

Respondents who indicated that they had had contact with the courts were asked if they were satisfied with the justice system (**Table 9.7**). The majority (85.5%) indicated that they were satisfied with the services they received from the justice system.

	Number of Respondents	% of Respondents
Yes	947	85.5
No	160	14.5
Total	1,107	100.0

Source: Survey data, 2012

Male respondents (88.7%) and respondents in urban communities (86.8%) were more likely to express satisfaction with the justice system than female respondents (80.8%) and respondents in rural communities (84.5%).

### Vulnerability Analysis

Respondents from male-headed households (86.7%) and respondents from households that use toilet facilities inside the homestead (85.6%) were more likely to express satisfaction with the justice system than respondents from female-headed households (81.1%) and respondents from households that use toilet facilities outside the homestead (85.5%).

### 9.8 Used a Court-linked ADR

Respondents were asked if they had used a court-linked ADR mechanism in the past 12 months (**Table 9.8**). Only 3.0% of the respondents responded in the affirmative.

	Number of Respondents	% of Respondents
Yes	544	3.0
No	17,653	97.0
Total	18,197	100.0

Source: Survey data, 2012

### 9.9 Satisfaction with court-linked ADR system

The majority (83.3%) of those who had indicated that they used a court-linked ADR reported that they were satisfied with the system (**Table 9.9**). Only 16.6% indicated that they were dissatisfied with the ADR system.

Table 9.9: Satisfied with Court-linked ADR system?		
	Number of Respondents	% of Respondents
Yes	453	83.3
No	91	16.7
Total	544	100.0

Source: Survey data, 2012

### 9.10 Contacted CHRAJ in past 12 months

10.5 percent of the respondents indicated that they had contacted the Commission for Human Rights and Administrative Justice (CHRAJ) to seek redress (**Table 9.10**). The majority (89.5%) said they hadn't contacted CHRAJ for assistance.

Table 9.10: Contacted CHRAJ in past 12 months?		
	Number of Respondents	% of Respondents
Yes	1,905	10.5
No	16,292	89.5
Total	18,197	100.0

Source: Survey data, 2012

### 9.11 Satisfied with response from CHRAJ

Respondents who indicated that they had contacted CHRAJ for a redress were asked if they were satisfied with the response from CHRAJ. The majority (75.1%) indicated that they were satisfied with the response as against 24.9% that indicated they were not (**Table 9.11**).

Table 9.11: Satisfied with response from CHRAJ?		
	Number of Respondents	% of Respondents
Yes	1,431	75.1
No	474	24.9
Total	1,905	100.0

Source: Survey data, 2012

### 9.12 Contacted DOVVSU in past 12 months

Only 4.1% of respondents indicated that they had contacted the Domestic Violence and Victim Support Unit (DOVVSU) in the past 12 months. The overwhelming majority (95.9%) of respondents said they had not used the services of DOVVSU (**Table 9.12**).

<b>Table 9.12: Contacted DOVVSU in past 12 months?</b>		
	Number of Respondents	% of Respondents
Yes	738	4.1
No	17,459	95.9
Total	18,197	100.0

Source: Survey data, 2012

### 9.13 Satisfied with response from DOVVSU

Majority (81.6%) of those who reported that they had contacted DOVVSU in the past 12 months indicated that they were satisfied with the response received from the institution (**Table 9.13**). Only 18.4 % of those who had used the services of DOVVSU indicated that they were dissatisfied with the response received from the Unit.

<b>Table 9.13: Satisfied with response from DOVVSU?</b>		
	Number of Respondents	% of Respondents
Yes	602	81.6
No	136	18.4
Total	738	100.0

Source: Survey data, 2012

# Chapter 10 CHILDREN ISSUES

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## 10.0 Introduction

Ghana ratified the Convention on the Rights of the Child (CRC) on 5 February 1990 but has yet to ratify the two optional protocols to the CRC (The First Optional Protocol restricts the involvement of children in military conflicts. The Second Optional Protocol prohibits the sale of children, child prostitution and child pornography). It ratified the African Charter on the Rights and Welfare of the Child on 10 June 2005.

Article 16 of the 1992 Constitution prohibits forced labour, slavery and servitude and Article 28(2) also states that children have the right to be protected from engaging in work that constitutes a threat to their health, education, and development. In addition, the Children's Act sets the minimum age of employment at 15 in both formal and informal labour sectors. The same Act prohibits children younger than age 18 from engaging in hazardous activities including working in mines or quarries, at sea, or in avenues likely to expose children to immoral behavior.

## 10.1 Incidence of Child trafficking in the community

Ghana also enacted a Human Trafficking Act in 5 December 2005 to prevent, reduce and punish human trafficking activities within, to, from, and through Ghana. Domestic trafficking (where mostly children are trafficked to work, among others, as domestic servants, head porters, street peddlers and in the fishing industry) is more prevalent than transnational trafficking.

During the survey it was realized that the majority of respondents had a difficulty defining what child trafficking is, and not surprisingly only 9.2 percent of respondents indicated that child trafficking occurred in their communities (**Table 10.1**)

**Table 10.1: Incidence of child trafficking in your community**

	Number of Respondents	% of Respondents
Yes	1,683	9.2



No	11,833	65.0
Don't know	4,681	25.7
Total	18,197	100.0

Source: Survey data, 2012

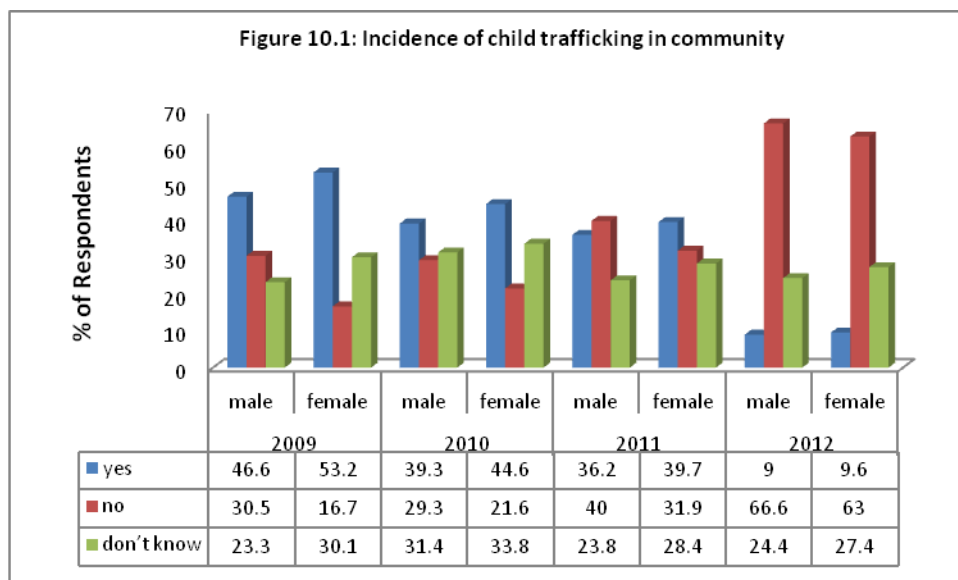
Female respondents (9.6%) and respondents in the rural communities (10.4%) were more likely than male respondents (9.0%) and respondents in the urban communities (7.8%) to indicate that they had witnessed/heard of child trafficking in their communities in the past 12 months.

### Vulnerability Analysis

Respondents from male-headed households (9.5%) and respondents from households that use toilet facilities outside the homestead (10.1%) were more likely to report that they witnessed/heard of child trafficking in their communities than respondents from female-headed households (8.3%) and respondents from households that use toilet facilities inside the homestead (8.2%).

### Trend Analysis

The proportion of respondents who reported they witnessed/heard of trafficking in their communities decreased dramatically from 36.7% (males) and 39.7% (females) in 2011 to 9.0% (males) and 9.6% (females) in 2012 (**Figure 10.1**).



Respondents from the Western (17.3%), Northern (15.4%) and Central (13.0%) were more likely to report that they witnessed/heard of child trafficking in their communities compared with respondents from the other regions (**Table 10.2**).

	Yes		No		Don't know	
	Freq	%	Freq	%	Freq	%
Upper East	194	11.3	830	48.5	687	40.2
Upper West	143	8.4	1125	66.0	436	25.6
Northern	291	15.4	909	48.0	694	36.6
Brong Ahafo	77	4.3	1203	66.9	517	28.8
Ashanti	109	5.7	1529	79.6	283	14.7
Eastern	81	4.4	1288	70.0	472	25.6
Volta	108	6.3	1219	70.6	399	23.1
Greater Accra	200	8.5	1725	72.9	440	18.6
Central	242	13.0	1193	64.0	428	23.0
Western	238	17.3	812	59.1	325	23.6
<b>National</b>	<b>1683</b>	<b>9.2</b>	<b>11833</b>	<b>65.0</b>	<b>4681</b>	<b>25.7</b>

Source: Survey data, 2012

## 10.2 Satisfaction with response from local authorities in dealing with child trafficking

Respondents who indicated that they had witnessed incidences of child trafficking in their communities were asked if they were satisfied with efforts by local authorities to address the problem (**Table 10.3**). 66.0% of the respondents indicated that they were not satisfied with efforts by local authorities to address the problem of child trafficking in their communities.

	Number of Respondents	% of Respondents
Yes	390	23.2
No	1,111	66.0
Don't Know	182	10.8
Total	1,683	100.0

Source: Survey data, 2012

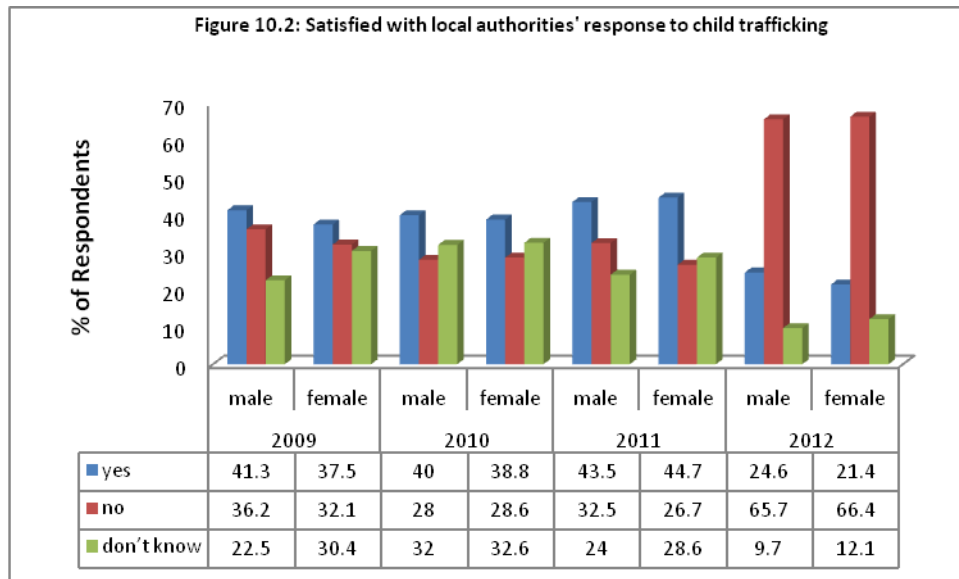
Male respondents (24.6%) and respondents in urban communities (28.2%) were more likely than female respondents (21.4%) and respondents in rural communities (20.1%) to indicate that they were satisfied with the responses from local authorities in dealing with the problem of child trafficking.

### Vulnerability Analysis

Respondents from male-headed households (23.3%) and respondents from households that use toilet facilities inside the homestead (31.4%) were more likely than respondents from female-headed households (22.4%) and respondents from households that use toilet facilities outside the homestead (17.9%) to express satisfaction with local authorities' responses to child trafficking.

### Trend Analysis

The percentage of respondents who expressed satisfaction with what local authorities were doing to address child trafficking in their communities decreased from 43.5% (males) and 44.7% (females) in 2011 to 24.6% (males) and 21.4% (females) in 2012 (**Figure 10.2**).



### 10.3 Incidence of child prostitution in the community

**Table 10.4** shows that the majority of respondents (73.1%) reported that they had not witnessed any child prostitution in their community. Only 26.9 % reported that they witnessed any child prostitution.

	Number of Respondents	% of Respondents
Yes	4,898	26.9
No	13,299	73.1
Total	18,197	100.0

Source: Survey data, 2012

Female respondents (27.6%) and respondents in urban communities (28.3%) were more likely to report that there was child prostitution in their communities than male respondents (26.3%) and respondents in rural communities (25.8%).

### Vulnerability Analysis

Respondents from female-headed households (27.4%) and respondents in households that use toilet facilities inside the homestead (29.2%) were more likely than respondents from male-headed households (26.8%) and respondents in households that use toilet facilities outside the homestead (25.1%).

### Regional Analysis

Respondents in the Greater Accra (42.1%) and Central (38.5%) regions were more likely to report that child prostitution occurs in their communities compared to the proportions of respondents who report so in the other regions (**Table 10.5**).

	Yes		No	
	Freq	%	Freq	%
Upper East	429	25.1	1282	74.9
Upper West	355	20.8	1349	79.2
Northern	499	26.3	1395	73.7
Brong Ahafo	251	14.0	1546	86.0
Ashanti	400	20.8	1521	79.2
Eastern	384	20.9	1457	79.1
Volta	472	27.3	1254	72.7
Greater Accra	996	42.1	1369	57.9
Central	717	38.5	1146	61.5
Western	395	28.7	980	71.3
<b>National</b>	<b>4898</b>	<b>26.9</b>	<b>13299</b>	<b>73.1</b>

Source: Survey data, 2012

#### 10.4 Satisfied with what authorities are doing about child prostitution?

Respondents who reported that they had witnessed child prostitution in their communities were asked if they were satisfied with what local authorities were doing to address this challenge. **Table 10.6** shows that 65.7% indicated they were not satisfied. 13.1% indicated that they were not aware of any initiative to address this problem.

	Number of Respondents	% of Respondents
Yes	1,038	21.2
No	3,219	65.7

Don't Know	641	13.1
Total	4,898	100.0

Source: Survey data, 2012

### 10.5 Incidence of Teenage pregnancy in community

**Table 10.7** shows that 78.4% of respondents indicated that they had witnessed/ observed teenage pregnancy in their communities. Only 21.6% said that they had witnessed any such cases.

	Number of Respondents	% of Respondents
Yes	14,258	78.4
No	3,939	21.6
Total	18,197	100.0

Source: Survey data, 2012

Female respondents (78.4%) and respondents in rural communities (81.3%) were slightly more likely than male respondents (78.3%) and respondents in urban communities (74.8%) to report that they witnessed/heard of teenage pregnancy in their communities.

#### Vulnerability Analysis

Respondents from male-headed households (78.5%) and respondents in households that use toilet facilities outside the homestead (81.5%) were more likely than respondents from female-headed households (77.8%) and respondents in households that use toilet facilities inside the homestead (74.5%).

#### Regional Analysis

Respondents from the Upper East (89.6%), Western (88.7%), Volta (85.2%) and Northern (85.1%) regions were more likely to report occurrence of teenage pregnancies in their communities (**Table 10.8**).

	Yes		No	
	Freq	%	Freq	%
Upper East	1533	89.6	178	10.4
Upper West	1024	60.1	680	39.9
Northern	1611	85.1	283	14.9
Brong Ahafo	1390	77.4	407	22.6
Ashanti	1455	75.7	466	24.3
Eastern	1445	78.5	396	21.5
Volta	1470	85.2	256	14.8

Greater Accra	1724	72.9	641	27.1
Central	1387	74.4	476	25.6
Western	1219	88.7	156	11.3
<b>National</b>	<b>14258</b>	<b>78.4</b>	<b>3939</b>	<b>21.6</b>

Source: Survey data, 2012

### 10.6 Satisfied with what authorities are doing about teenage pregnancy?

Respondents who reported that they had witnessed teenage pregnancy in their communities were asked if they were satisfied with what local authorities were doing to address this challenge. **Table 10.9** shows that 62.5% indicated they were not satisfied. 15.2% indicated that they were not aware of any initiative to address teenage pregnancy in their communities.

<b>Table 10.9: Satisfied with what authorities are doing to address teenage pregnancy in your community</b>		
	Number of Respondents	% of Respondents
Yes	3,176	22.3
No	8,908	62.5
Don't Know	2,174	15.2
Total	14,258	100.0

Source: Survey data, 2012

Male respondents (23.1%) and respondents in rural communities (24.6%) were more likely than female respondents (21.2%) and respondents in urban communities (19.2%) to indicate their satisfaction with what local authorities are doing to address teenage pregnancies in their communities.

### Vulnerability Analysis

Respondents from female-headed households (23.5%) and respondents from households that use toilet facilities outside the homestead (23.5%) were more likely than male-headed households (22.0%) and respondents from households that use toilet facilities inside the homestead (20.6%) to indicate their satisfaction with what local authorities are doing to address teenage pregnancies in their communities.

### 10.7 Incidence of child labour in community

**Table 10.10** shows that 47.0% of respondents indicated that they had observed/ witnessed incidences of child labour in their communities.

	Number of Respondents	% of Respondents
Yes	8,556	47.0
No	9,641	53.0
Total	18,197	100.0

Source: Survey data, 2012

Male respondents (48.1%) and respondents in rural communities (48.2%) were slightly more likely than female respondents (45.7%) and respondents in urban communities (45.5%) to report that they witnessed/heard of child labour in their communities.

### **Vulnerability Analysis**

Respondents from male-headed households (48.0%) and respondents in households that use toilet facilities outside the homestead (48.0%) were more likely than respondents from female-headed households (42.5%) and respondents in households that use toilet facilities inside the homestead (45.8%) to report that they witnessed/heard of child labour in their communities.

### **Regional Analysis**

Respondents from the Northern (60.8%), Upper East (55.8%), and Greater Accra (55.5%), regions were more likely to report occurrence of child labour in their communities compared to respondents from the other regions (**Table 10.11**).

	Yes		No	
	Freq	%	Freq	%
Upper East	955	55.8	756	44.2
Upper West	586	34.4	1118	65.6
Northern	1152	60.8	742	39.2
Brong Ahafo	741	41.2	1056	58.8
Ashanti	1014	52.8	907	47.2
Eastern	871	47.3	970	52.7
Volta	557	32.3	1169	67.7
Greater Accra	1312	55.5	1053	44.5
Central	672	36.1	1191	63.9
Western	696	50.6	679	49.4
National	8556	47.0	9641	53.0

Source: Survey data, 2012

## **10.8 Satisfied with what authorities are doing about child labour**

Respondents who reported that they had observed child labour in their communities were asked if they were satisfied with what local authorities were doing to address this challenge.

Table **10.12** shows that 67.3% indicated they were not satisfied. 15.2% indicated that they were not aware of any initiative to address this teenage pregnancy in their communities.

<b>Table 10.12: Satisfied with what authorities are doing to address child labour in your community</b>		
	Number of Respondents	% of Respondents
Yes	1,504	17.6
No	5,754	67.3
Don't Know	1,298	15.2
Total	8,556	100.0

Source: Survey data, 2012

Male respondents (18.2%) and respondents in rural communities (18.3%) were more likely than female respondents (16.7%) and respondents in urban communities (16.6%) to indicate their satisfaction with what local authorities are doing to address child labour in their communities.

### **Vulnerability Analysis**

Respondents from female-headed households (19.6%) and respondents from households that use toilet facilities inside the homestead (18.5%) were more likely than male-headed households (17.2%) and respondents from households that use toilet facilities outside the homestead (16.9%) to indicate their satisfaction with what local authorities are doing to address child labour in their communities.

### **10.9 Are there Delinquent children in adult cells**

**Table 10.13** shows that 16.1% of respondents indicated that children were put in the same cells (at the police station) as adults in their community. The majority of respondents (54%) however admitted that they were not aware that juvenile delinquents were kept in adult cells.

<b>Table 10.13: Delinquent children in adult cells in your community</b>		
	Number of Respondents	% of Respondents
Yes	2,929	16.1
No	5,444	29.9
Don't Know	9,824	54.0
Total	18,197	100.0

Source: Survey data, 2012



Male respondents (17.4%) and respondents in urban communities (17.5%) were slightly more likely than female respondents (14.5%) and respondents in rural communities (15.0%) to report that delinquent children are held in adult cells in their communities.

### Vulnerability Analysis

Respondents from male-headed households (16.3%) and respondents in households that use toilet facilities inside the homestead (16.6%) were more likely than respondents from female-headed households (15.1%) and respondents in households that use toilet facilities inside the homestead (15.5%) to report that delinquent children are held in adult cells in their communities.

### Regional Analysis

Respondents from the Ashanti (24.6%) regions were more likely to report that delinquent children are held in adult cells in their communities compared to respondents from the other regions (**Table 10.14**).

	Yes		No		Don't know	
	Freq	%	Freq	%	Freq	%
Upper East	334	19.5	495	28.9	882	51.5
Upper West	228	13.4	603	35.4	873	51.2
Northern	297	15.7	416	22.0	1181	62.4
Brong Ahafo	226	12.6	630	35.1	941	52.4
Ashanti	472	24.6	507	26.4	942	49.0
Eastern	316	17.2	492	26.7	1033	56.1
Volta	228	13.2	521	30.2	977	56.6
Greater Accra	375	15.9	826	34.9	1164	49.2
Central	225	12.1	673	36.1	965	51.8
Western	228	16.6	281	20.4	866	63.0
<b>National</b>	<b>2929</b>	<b>16.1</b>	<b>5444</b>	<b>29.9</b>	<b>9824</b>	<b>54.0</b>

Source: Survey data, 2012

# Chapter 11 PERSONS WITH DISABILITY

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## 11.0 Introduction

Article 29(4) of the 1992 Constitution states that persons with disabilities (PWDs) shall be protected against all forms of discrimination that are exploitative, abusive or degrading in nature. The Persons with Disability Act, (Act 715 of 2006) was passed to enable PWDs enjoy the rights enshrined in the Constitution, with the view to improving their living standards and mainstreaming their activities. These rights include, amongst others, accessibility to all public places, education, health care, transportation, recreation, equal employment opportunities and the creation of special bureaus at employment centres specifically for PWDs.

This section attempts to collate respondents' views on the accessibility of PWDs to certain public places – the District Assembly, educational and health facilities.

## 11.1 Are all the District Assembly buildings accessible to PWDs?

Respondents were asked if the District Assembly buildings were easily accessible to persons with disability (**Table 11.1**). 32.1 percent indicated that district assembly buildings were accessible to PWDs, and 35.4% responded that the buildings were not easily accessible. 32.6% indicated they had no idea because they hadn't visited to the district assembly.

<b>Table 11.1: Is the District Assembly accessible to PWDs</b>		
	Number of Respondents	% of Respondents
Yes	5,837	32.1
No	6,434	35.4
Don't know	5,926	32.6
Total	18,197	100.0

*Source: Survey data, 2009 - 2012*

Males were more likely (33.5%) than females (30.3%) to indicate that district assembly buildings were accessible to PWDs. Females were more likely (37.3%) to cite that they didn't know than males (28.8%) indicating that females are more likely not to visit district

assemblies. Respondents living in rural communities were likely (33.4%) to indicate that DA buildings were accessible to PWDs compared to those living in urban communities (30.4%). Urban residents were also more likely (34.4%) than rural ones (31.1%) to indicate they did not know if DA buildings were accessible.

### 11.2 Are educational institutions accessible to PWDs?

44.6% of respondents indicated that educational facilities in their communities were accessible to PWDs (**Table 11.2**). Only 18.8 % indicated that they did not know if these facilities were accessible to PWDs.

<b>Table 11.2: Are educational institutions accessible to PWDs?</b>		
	Number of Respondents	% of Respondents
Yes	8,123	44.6
No	6,661	36.6
Don't know	3,413	18.8
Total	18,197	100.0

Source: Survey data, 2009 – 2012

### 11.3 Are health institutions accessible to PWDs?

**Table 11.3** shows that 67.7% of respondents indicated that health facilities in their communities were accessible to PWDs (**Table 11.3**). Only 13.6 % said that they did not know if health facilities were accessible to PWDs.

<b>Table 11.3: Are health institutions accessible to PWDs</b>		
	Number of Respondents	% of Respondents
Yes	12,316	67.7
No	3,406	18.7
Don't know	2,475	13.6
Total	18,197	100.0

Source: Survey data, 2009 - 2012

# Chapter 12 CONFLICTS

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## 12.0 Introduction

The Global Peace Index (GPI) in 2012 ranked Ghana the 5<sup>th</sup> most peaceful nation in Sub-Saharan Africa, making it a sanctuary for refugees from the region including Liberia, Togo, Sudan, Sierra Leone and Cote d'Ivoire. However, the recurrent inter- and intra-ethnic conflicts as well as chieftaincy and land disputes were affecting the perception of Ghana's stability. The country's global ranking on the GPI fell from 40<sup>th</sup> in 2007 to 42<sup>nd</sup> in 2011 to 50<sup>th</sup> in 2012. Ghana's World Bank Governance Indicator rank for Political Stability/Absence of Violence has been in the 25<sup>th</sup>-50<sup>th</sup> percentile for the past 14 years with the exception of 2005 and 2011 that saw a slight improvement to push Ghana into the 50<sup>th</sup> -75<sup>th</sup> percentile.

Though Ghana has been lauded as an "oasis of peace in a turbulent sub-region", violence occurs from time to time involving various political, ethnic, economic, and even religious actors. Recognizing that these isolated conflicts have the potential to spill into full scale war, the country continues to take proactive steps aimed at addressing it. These include periodic educational campaigns on peace and the establishment of the National Peace Council (with offices nationwide).

This section is aimed at collecting and collating citizens lived experiences with conflicts in their communities.

## 12.1 Experience of Violent Conflict in community

Only 9.3% of the respondents reported that there had been violent conflicts in their communities. The majority (90.7%) reported that the conflicts witnessed in their communities were not of a violent nature (**Table 12.1**).

Table 12.1: Conflict in your community		
	Number of Respondents	% of Respondents
Yes	1699	9.3
No	16498	90.7
Total	18197	100.0

Source: Survey data, 2012

Male respondents (9.6%) and respondents in rural communities (9.6%) are slightly more likely than female respondents (9.0%) and respondents in urban communities (9.0%) to indicate that there are conflicts in their communities.

### Vulnerability analysis

Respondents from female-headed households (10.6%) and respondents from households that use toilet facilities in the homestead (10.4%) are more likely than respondents from male-headed households (9.1%) and respondents from households that use toilet facilities outside the homestead (8.5%) to report that there are conflicts in their communities.

### Regional analysis

When the data is disaggregated by region (**Table 12.2**), the proportion of respondents who indicated that there was conflict in their communities was higher in Greater Accra (14.8%), Ashanti (14.1%), and Northern (12.0%) than those from Volta (9.9%), Upper East (9.5%), Central (9.1%), Eastern (8.5%), Brong Ahafo (5.1%), Western (4.1%), and Upper West (2.6%).

Region	Yes		No	
	Freq	%	Freq	%
Upper East	162	9.5	1549	90.5
Upper West	44	2.6	1660	97.4
Northern	227	12.0	1667	88.0
Brong Ahafo	91	5.1	1706	94.9
Ashanti	271	14.1	1650	85.9
Eastern	156	8.5	1685	91.5
Volta	171	9.9	1555	90.1
Greater Accra	351	14.8	2014	85.2
Central	170	9.1	1693	90.9
Western	56	4.1	1319	95.9
National	1699	9.3	16498	90.7

Source: Survey data, 2012

### 12.2 Reason for conflict in the community

Respondents who reported of a violent conflict in their communities, were asked the reason for the conflict. Land and chieftaincy emerged as the major causes of conflict in many communities. 53.6% of respondents indicated it was land related, 39.5% indicated it was chieftaincy-related, 3.6% was election related, 0.6% reported that it involved a public official (such as MMDCE, etc), and 0.1% said it was religion related (**Table 12.3**).

<b>Table 12.3: Reason for conflict</b>		
	Number of Respondents	% of Respondents
Chieftaincy	671	39.5
Land	910	53.6
Election	61	3.6
Public official	11	0.6
Religion	1	0.1
Other	45	2.6
Total	1699	100.0

Source: Survey data, 2012

Male respondents were slightly more likely to cite chieftaincy (39.6%) and elections (4.4%) as causes of the conflict than female respondents (39.4% and 2.5% respectively). Alternatively, female respondents were more likely to indicate land (55.0%) as the source of conflict than male respondents (52.5%). Respondents in urban communities were more likely to cite chieftaincy (42.3%) and elections (6.2%) as the cause of conflicts in their communities than respondents in rural communities (37.2% and 1.6% respectively).

### **Vulnerability analysis**

Respondents from male-headed households were more likely to cite chieftaincy (39.9%) and elections (3.9%) than respondents from female-headed households (38.1% and 2.3% respectively) as the causes of conflict in their communities. Alternatively, respondents from female-headed households were more likely to indicate land (56.8%) as the cause of conflict than respondents from male-headed households (52.7%). Respondents from households that use toilet facilities outside the homestead were more likely to cite land (41.5%) as the cause of conflict than respondents from households that use toilet facilities inside the homestead (37.5%). Respondents from households that use toilet facilities inside the homestead were more likely to cite land (54.2%) as the cause of the conflict than respondents from households that use facilities outside the homestead (52.9%).

### **Regional analysis**

Respondents from the Northern (73.1%), Eastern (71.2%) and Brong Ahafo (63.7%) regions were more likely to cite **chieftaincy** as the main cause of conflict than the other regions: Central (47.1%), Ashanti (36.2%), Greater Accra (28.2%), Upper East (16.0%), Western (14.3%), Volta (12.9%), and Upper West (6.8%). Respondents from the Volta (86.0%), Upper West (81.8%), Upper East (78.4%), Western (76.8%) and Greater Accra (63.5%) were more likely to cite **land** as the major cause of conflict than the other regions: Ashanti (53.5%), Central (50.0%), Eastern (25.0%), Northern (21.1%), and Brong Ahafo (18.7%).

	Chieftaincy		Land		Election		Public Official		Religion		Other	
		%		%		%		%		%		%
U. East	26	16.0	127	78.4	3	1.9	1	0.6	0	0.0	5	3.1
U. West	3	6.8	36	81.8	1	2.3	3	6.8	0	0.0	1	2.3
Northern	166	73.1	48	21.1	7	3.1	0	0.0	0	0.0	6	2.6
B/ Ahafo	58	63.7	17	18.7	8	8.8	2	2.2	1	1.1	5	5.5
Ashanti	98	36.2	145	53.5	16	5.9	0	0.0	0	0.0	12	4.4
Eastern	111	71.2	39	25.0	1	0.6	0	0.0	0	0.0	5	3.2
Volta	22	12.9	147	86.0	0	0.0	0	0.0	0	0.0	2	1.2
G. Accra	99	28.2	223	63.5	21	6.0	4	1.1	0	0.0	4	1.1
Central	80	47.1	85	50.0	0	0.0	1	0.6	0	0.0	4	2.4
Western	8	14.3	43	76.8	4	7.1	0	0.0	0	0.0	1	1.8
National	671	39.5	910	53.6	61	3.6	11	0.6	1	0.1	45	2.6

Source: Survey data, 2012

### 12.3 Conflict resulted in loss of life

39.5% of respondents who indicated that there was conflict in their communities, added that the conflict resulted in loss of life (**Table 12.5**). The majority (65.1%) reported the conflicts were without loss of life.

	Number of Respondents	% of Respondents
Yes	593	34.9
No	1106	65.1
Total	1699	100.0

Source: Survey data, 2012

Male respondents (36.5%) and respondents in rural communities (35.2%) were more likely than female respondents (32.7%) and respondents from urban communities (34.5%) to report that the violence resulted in loss of lives.

### Vulnerability analysis

Respondents from male-headed households (35.7%) and respondents from households that use toilet facilities outside the homestead (35.2%) were more likely than respondents from female-headed households (31.9%) and respondents that use toilet facilities inside the homestead (34.6%) to indicate that the violence resulted in the loss of lives.

## Regional analysis

Respondents in the Northern (56.4%) and Volta (41.5%) regions were more likely to report a loss of lives as a result of the conflict than the other regions: Greater Accra (35.3%), Upper East (32.1%), Central (26.5%), Brong Ahafo (25.3%), Upper West (25.0%), Western (23.2%) and Eastern (19.9%).

	Yes		No	
		%		%
Upper East	52	32.1	110	67.9
Upper West	11	25.0	33	75.0
Northern	128	56.4	99	43.6
Brong Ahafo	23	25.3	68	74.7
Ashanti	95	35.1	176	64.9
Eastern	31	19.9	125	80.1
Volta	71	41.5	100	58.5
Greater Accra	124	35.3	227	64.7
Central	45	26.5	125	73.5
Western	13	23.2	43	76.8
National	593	34.9	1106	65.1

Source: Survey data, 2012

### 12.4 Conflict resulted in relocation of persons

27.7% of respondents reported that the conflicts led to relocation of persons from the communities (**Table 12.7**). On the other hand, the majority (72.3%) reported that the conflicts did not lead to relocation of persons.

	Number of Respondents	% of Respondents
Yes	471	27.7
No	1228	72.3
Total	1699	100.0

Source: Survey data, 2012

The proportion of male respondents (27.7%) that reported that the conflict led to a relocation of persons from their communities was almost the same as the proportion of female respondents (27.8%). Respondents in rural communities were more likely (31.9%) than respondents from urban communities (22.3%) to report that the violence resulted in relocation of persons from the community.



### Vulnerability analysis

An equal proportion of respondents from male-headed households (27.7%) and female-headed households (27.7%) reported that the violence resulted in relocation of persons. Respondents from households that use toilet facilities outside the homestead were more likely (30.1%) than respondents that use toilet facilities inside the homestead (25.3%) to indicate that the violence resulted in the relocation of persons.

### Regional analysis

Respondents in the Western (50.0%) and Upper East (46.3%) regions were more likely to report a relocation of persons as a result of the conflict than the other regions: Brong Ahafo (38.5%), Northern (30.0%), Central (25.3%), Eastern (23.1%), Greater Accra (19.9%), Upper West (18.2%), and Ashanti (17.3%).

	Yes		No	
		%		%
Upper East	75	46.3	87	53.7
Upper West	8	18.2	36	81.8
Northern	69	30.4	158	69.6
Brong Ahafo	35	38.5	56	61.5
Ashanti	47	17.3	224	82.7
Eastern	36	23.1	120	76.9
Volta	60	35.1	111	64.9
Greater Accra	70	19.9	281	80.1
Central	43	25.3	127	74.7
Western	28	50.0	28	50.0
National	471	27.7	1228	72.3

*Source: Survey data, 2012*

## **SECTION 2**

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# Chapter 13 DEMOGRAPHICS

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## 13.0 Introduction

A total of 17, 993 households participated in this phase of the survey which covers the remaining thematic areas – Economic Governance and Management, Corporate Governance, and Socio-Economic Development. Some households declined to participate in the second survey after the completion of the first phase, which covered the thematic area - Democracy and Good Political Governance –.

This chapter presents the demographic characteristics of the sampled respondents to the survey to provide a reference to the reader on the substantive data.

## 13.1 Characteristics of Respondents

The second part of the 2012 District Governance Assessment Survey sampled a total of 17,993 respondents, which involved 204 households less than the 18,197 households sampled in the first part of the survey.

Of the respondents 9,954 representing 55.7 percent were male, while 8,083 representing 44.3 percent were female (**Table 13.1**).

This gives a sex ratio of 124 men to 100 women. This again did not reflect the distribution of male and female population in Ghana where the latest Ghana Population and Housing Census of 2010 gives a sex ratio of 100 females to 95.2 males.

<b>Table 13.1: Gender of the respondent</b>		
	Number of Respondents	% of Respondents
Male	9,954	55.7
Female	8,039	44.3

Total	17,993	100.0
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Source: Survey data, 2012

About 44.7 percent of the sampled respondents in the second part of the 2012 survey were themselves heads of households (Table 13.2). This high percentage of sampled heads of the households demonstrates that household level questions about access and contact with public service providers results in informed data.

<b>Table 13.2: Relationship to the head of household</b>		
	Number of Respondents	% of Respondents
Self	8,039	44.7
Wife	3,100	17.2
Mother	1,276	7.1
Daughter	1,840	10.2
Son	2,197	12.2
Brother	715	4.0
Other	826	4.6
Total	17,993	100.0

Source: Survey data, 2012

As shown in **Table 13.3**, the proportion of respondents living in urban areas was 41.0 percent whilst those living in the rural areas was 59.0 percent.

<b>Table 13.3: Locality of the Respondents</b>		
	Number of Respondents	% Respondents
Urban	7,370	41.0
Rural	10,623	59.0
Total	17,993	100.0

Source: Survey data, 2012

**Table 13.4** shows that the majority of respondents (81.6 percent) had attended school to a certain extent, with only 18.4 percent reporting they had never been to school. Of those who were either in school or had had some formal education, 7.7 percent and 1.3 percent had been to primary school and koranic (makaranta) education respectively. 29.1 percent and 18.8 percent had been to middle/JHS/O-level/vocational/commercial school and SHS/A-level education respectively. 14.0 percent and 10.7 percent of respondents had training college/technical/professional and university/post-graduate education respectively. Only 0.3 percent had participated in other forms of education such as "adult education" programmes.

<b>Table 13.4: Educational level of Respondent</b>		
	Number of Respondents	% of Respondents
None	3,311	18.4
Primary (some or completed)	1,377	7.7
Middle/JHS/O-level/vocational/commercial	5,241	29.1
SHS/A-level	3,390	18.8
Training college/technical/professional	2,511	14.0
Tertiary/graduate/post-graduate	1,922	10.7
Koranic	233	1.3
Other	8	0.0
Total	17,993	100.0

Source: Survey data, 2012

The data shows a youthful distribution of the sample (**Table 13.5**) consisting of a large proportion (62.4%) of respondents under 41 years of age. Additionally, about 90.2 percent of the sample were aged between 18 – 60 years and were likely to be part of the workforce.

<b>Table 13.5: Age of Respondent</b>		
	Number of Respondents	% of Respondents
18-25	3,521	19.6
25-40	7,693	42.8
41-60	5,012	27.8
>60	1,767	9.8
Total	17,993	100.0

Source: Survey data, 2012

**Table 13.6** shows that of the total sample, 57.6 percent were married while 30.7 had never been married. In addition, 11.7 percent had been married before, but at the time of the survey were separated (3.4%), divorced (2.7%) or widowed (5.6%).

<b>Table 13.6: Marital status of respondents</b>		
	Number of Respondents	% of Respondents
Never married/single	5,283	29.4
Married	10,322	57.4
Separated	752	4.2
Divorced	557	3.1
Widowed	1,079	6.0
Total	17,993	100.0

Source: Survey data, 2012

## 13.2 Vulnerability Analysis

The key vulnerability indices used in this part of the study continue to be – gender of household head, the household dependency ratio, physical capital of household (type of roofing and nature of toilet used by household) and the occupation of the household head.

### 13.2.1 Household head

The study classifies female-headed households as vulnerable since they are typically disadvantaged regarding the access to land, labour, credit and insurance markets, are discriminated against by cultural norms and suffering from, among others, economic immobility and the “double day burden” of their heads.

The data (**Table 13.7**) shows that 19.9 percent of households interviewed were headed by females, whilst 80.1 percent were headed by males.

Non-Vulnerable		Vulnerable	
Male-headed	%	Female-headed	%
14,412	80.1	3,581	19.9

Source: Survey data, 2012

### 13.2.2 Dependency Burden of Households

study defines the dependency burden of a household as the number of dependents (aged 0 – 14 years) and over 65 years who earn no income and are supported by the household. The study argues that a household with many dependents tends to exert more pressure on household resources and are more vulnerable at becoming poor.

**Table 13.8** shows that 20.7 percent of households had 3 or less dependents, compared with 17.9 percent that had more than 7 dependents.

	Number of Respondents	% of Respondents
3 or less	3,724	20.7
4	3,572	19.9
5	3,426	19.0
6	2,518	14.0
7	1,529	8.5
More than 7	3,224	17.9
Total	17,993	100.0

Source: Survey data, 2012

**Table 13.9** indicates that 73.6 percent of households had 6 or fewer dependents and are classified as non-vulnerable, whilst 26.4 percent had 7 or more dependents and are classified as vulnerable.

Non-Vulnerable		Vulnerable	
Hh members 6 and below	%	Hh member 7 and above	%
13,240	73.6	4,753	26.4

Source: Survey data, 2012

### 13.2.3 Physical capital of household

The study adopted the UN definition of a house as “a structurally separate and independent place of abode such that a person or group of persons can isolate themselves from the hazards of climate such as storms and the sun”. Data was collected on two types of physical capital – roofing material and toilets. Respondents living in homesteads with thatch/wood/raffia were regarded as vulnerable since these materials are more susceptible to destruction by environmental hazards. Apart from the queuing for long periods to gain access to public toilets and latrines, unhygienic conditions at these facilities threaten the health of users.

**Table 13.10a** shows that iron/metallic sheets (78.6%) was the main material used for roofing dwelling units. This was followed by cemented/lantered (11.2%), wood/thatch/raffia roofs (9.3%). The remainder (1.4%) comprised roofing tiles and asbestos.

	Number of Respondents	% of Respondents
Cemented/lantered	2,022	11.2
Iron/metallic sheet	14,148	78.6
Wood/thatch	1,666	9.3
Others	157	0.9
Total	17,993	100.0

Source: Survey data, 2012

**Table 13.10b** shows that only 9.3 percent of respondents lived in dwellings with thatch/raffia/wood roofing, whilst 90.7 percent lived in dwellings with cemented/lantered/tilled/iron/metallic sheet/ asbestos roofs.

Non-Vulnerable		Vulnerable	
Cemented/concrete/tiles Iron/metallic sheet	%	Thatch/raffia/wood	%
16,456	90.7	1,741	9.3

Source: Survey data, 2012

**Table 13.10c** indicates that about 44.5 percent of households had toilet facilities that were inside the homestead and were exclusively used by their members. These comprised 19.9 percent who used flush/water closet toilets, and 24.6 percent who used KVIP/pit latrines. 34.8 percent of households used public toilet facilities (flush/KVIP/pit), whilst 20.8 percent used the open fields or beaches.

	Number of Respondents	% of Respondents
Flush/WC (inside homestead)	3,573	19.9
KVIP/pit (inside homestead)	4,420	24.6
KVIP/pit/flush (outside homestead)	6,258	34.8
Open field/beach	3,742	20.8
Total	17,993	100.0

Source: Survey data, 2012

**Table 13.10d** shows that about 55.6 percent of households used public toilet facilities or the beaches and open fields compared with 44.4 percent who had exclusive use of their toilet facilities. These figures differed significantly from the 2010 Population and Housing Census results where only 16.9 percent of households have toilet facilities that are exclusively used by their members.

Non-Vulnerable		Vulnerable	
Toilet inside homestead	%	Toilet outside homestead/open field/beach	%
7,993	44.4	10,000	55.6

Source: Survey data, 2012

#### **13.3.4 Occupation of household head**

The data (**Table 13.11**) indicates that about 78.2% of respondents were economically active, and comprised 15.9% unskilled labour, 17.3% skilled labour, 7.3% in clerical/office work,



17.5% professionals, 18.4% in trade, and 1.8% working abroad. Only 21.8% were economically inactive, whilst 19.9% were unemployed, and 1.9% students.

<b>Table 13.11: Occupation of household head</b>		
	Number of Respondents	% of Respondents
Unemployed	3,578	19.9
Unskilled labour (labourer/etc)	2,865	15.9
Skilled labour (artisan/carpenter/etc)	3,120	17.3
Clerk/office work	1,308	7.3
Professional (teacher/nurse/etc)	3,151	17.5
Business/trade	3,305	18.4
Abroad	330	1.8
Student	336	1.9
Total	17,993	100.0

Source: Survey data, 2012

**Table 13.12** shows that 37.7% of households are vulnerable compared with 62.3% that are non-vulnerable.

<b>Table 13.12: Disaggregation of gender by vulnerability</b>			
<b>Non-Vulnerable</b>		<b>Vulnerable</b>	
<b>Skilled/professional</b>	<b>%</b>	<b>Unemployed/unskilled Student/retired</b>	<b>%</b>
12,024	62.3	6,173	37.7

Source: Survey data, 2012

# **ECONOMIC GOVERNANCE AND MANAGEMENT**

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# Chapter 14

## MOST PROBLEMATIC ECONOMIC GOVERNANCE ISSUE

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### 14.0 Introduction

This section seeks to identify the most challenging economic governance issues confronting citizens. Citizens were first made to create a mental picture of all the economic challenges confronting them in their communities. They then prioritized the challenges they had identified, and selected the most challenging.

### 14.1 What is the most important economic governance issue in your community?

When respondents were asked to name the most important economic governance issue confronting their communities (**Table 14.1**) the two most important issues raised by them were unemployment (42.6%) and the cost of living (42.3%).

<b>Table 14.1: Most important economic governance issue</b>		
	Number of Respondents	% Respondents
Unemployment	7,667	42.6
Cost of living	7,608	42.3
Corruption	1,618	9.0
Falling value of the cedi	538	3.0
Lack of accountability of public officials	262	1.5
Others	300	1.7
Total	17,993	100.0

*Source: Survey data, 2012*

Male respondents were more likely (43.2%) than female respondents (41.9%) to cite unemployment as the most important economic governance issue confronting their communities. Female respondents were more likely (10.5%) than male respondents (7.7%) to cite corruption as the most important economic governance issue. Respondents living in rural communities were more likely (43.2%) than those living in rural communities (41.8%) to

cite unemployment as the most economic governance issue. Alternatively, respondents living in urban communities were more likely (43.1%) than those living in rural communities (41.7%) to indicate the cost of living as the most important economic governance issue.

### Vulnerability Analysis

Respondents from male-headed households were more likely (43.3%) than those from female-headed households to cite unemployment as the most important economic management issue confronting their community. Alternatively, respondents from female-headed households were more likely to indicate “cost of living” (44.8%) and “corruption” (10.1%) as the most important issue than respondents from male-headed households (41.7% and 44.8% respectively). Respondents who use toilet facilities outside the homestead were more likely to cite “unemployment” (46.0%) and “corruption” (11.0%) than respondents who use toilet facilities inside the homestead (38.4% and 6.5% respectively). However, respondents who use facilities inside the homestead were more likely (46.8%) to cite “cost of living” as the most important issue compared to respondents who use facilities outside the homestead (38.7%).

### Regional analysis

Unemployment was the key economic governance issue for respondents in the three northern regions – Northern (59.5%), Upper East (54.0%) and Upper West (50.9%). It was, however, the least cited problem in the Eastern (27.7%), Brong Ahafo (34.3%) and the Ashanti (36.9%) regions (**Table 14.2**). Cost of living was the key issue in Brong Ahafo (50.4%), Eastern (49.4%) and Volta (49.4%). It was least cited in the Northern (24.0%), Upper East (31.1%) and Upper West (39.9%) regions. Corruption was most cited in the Eastern (11.3%), Central (10.8%) and Northern (9.8%) regions. The falling value of the cedi was most cited in the Ashanti region (9.7%).

	unemployment	cost of living	corruption	falling value of the cedi	lack of accountability of public officials	others
Upper East	54.0	31.1	8.4	3.0	1.8	1.7
Upper West	50.9	39.9	9.3	0.0	0.0	0.0
Northern	59.5	24.0	9.8	3.6	2.2	0.8
Brong Ahafo	34.3	50.4	9.7	4.3	1.0	0.3
Ashanti	36.9	40.6	9.6	9.7	1.3	1.9
Eastern	27.7	49.4	11.3	5.1	4.2	2.3
Volta	45.2	49.4	5.4	0.0	0.0	0.0
Greater	38.8	46.1	8.4	1.2	1.8	3.7

Accra						
Central	40.8	44.5	10.8	0.0	0.0	4.0
Western	40.9	46.8	6.7	2.3	2.1	1.2
<b>National</b>	<b>42.6</b>	<b>42.3</b>	<b>9.0</b>	<b>3.0</b>	<b>1.5</b>	<b>1.7</b>

Source: Survey data, 2012

# Chapter 15 EMPLOYMENT AND EMPOWERMENT

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## 15.0 Introduction

This section seeks information on unemployment among respondents during the previous 12 months. It also asks respondents how difficult it is to obtain wage employment over the same period. Employment enables people particularly in deprived areas to become less vulnerable and is an important aspect of empowerment.

## 15.1 Have you been unemployed for the past 12 months?

55.4 percent of respondents have been in active employment compared with 44.6% that have not been actively employed continuously in the past 12 months (**Table 15.1**).

	Number of Respondents	% Respondents
Yes	8,030	44.6
No	9,963	55.4
Total	17,993	100.0

*Source: Survey data, 2012*

A disaggregation of the data by sex of the respondent shows that female respondents were more likely (45.9%) than male respondents (43.6%) to indicate that they had been continuously employed for the past 12 months. Respondents living in rural communities were more likely (48.2%) than those living in urban communities (39.5%) to report that they had not been continuously employed in the past 12 months. Education played a part in the responses provided by the respondents. Respondents with lower levels of education were more likely to indicate that they had not been continuously employed in the past 12 months. Respondents with no formal education (59.4%) and koranic education (53.6%) were more likely than those with tertiary education (23.7%) and post-secondary education (27.2%) to report that they had not been continuously employed for the past 12 months. As expected,

respondents aged 18-25 years (63.2%) and >60 years (60.0%) were more likely than those aged 26-40 years (39.0%) and 41-60 years (34.8%) to indicate that they had not been in continuous employment for the past 12 months.

### **Vulnerability Analysis**

Respondents from male-headed households were more likely (45.4%) than those from female-headed households (41.6%) to indicate that they had not had continuous employment for the past 12 months. When the data was disaggregated by dependency burden of the household it showed that respondents from vulnerable households were more likely (50.2%) than those from non-vulnerable households (42.6%) to indicate that they had not had continuous employment for the past 12 months.

Respondents who lived in homes with thatch/etc roofing (60.0%) and those who used toilet facilities outside the homestead (51.56%) were more likely than those from non-vulnerable households (43.1%) and those who used toilet facilities inside the homestead (35.9%) to indicate that they had not been continuously employed for the past 12 months.

### **Regional analysis**

A higher proportion of respondents in the Northern (61.7%), Upper East (55.3%) and Upper West (53.1%) indicated that they had been unemployed for the past 12 months than in the upper regions (Table 15.2%).

<b>15.2: Unemployed for the past 12 months by region</b>				
	<b>Yes</b>		<b>No</b>	
		<b>%</b>		<b>%</b>
Upper East	860	55.3	694	44.7
Upper West	947	53.1	836	46.9
Northern	1131	61.7	703	38.3
Brong Ahafo	654	37.7	1079	62.3
Ashanti	780	39.3	1203	60.7
Eastern	655	34.9	1223	65.1
Volta	853	50.5	835	49.5
Greater Accra	894	40.1	1333	59.9
Central	622	34.8	1164	65.2
Western	634	41.5	893	58.5
National	8030	44.6	9963	55.4

Source: Survey data, 2012

## 15.2 How difficult is it to get wage employment in your community?

The majority of respondents (72.3%) indicated that it was difficult getting wage employment in their communities (**Table 15.3**). A further 21.2% reported that wage employment was non-existent in their communities (while this may be a bit exaggerated, it nevertheless illustrates the challenges faced by households in getting wage employment).

<b>Table 15.3: How difficult is it to get wage employment in your community?</b>		
	Number of Respondents	% Respondents
Easy	253	1.4
Difficult	13,003	72.3
Non-existent	3,820	21.2
Don't know	917	5.1
Total	17,993	100.0

Source: Survey data, 2012

Male respondents were more likely (73.7%) than female respondents (70.5%) to indicate that it was difficult to get wage employment in their communities, whilst female respondents were more likely (22.1%) than male respondents (20.5%) to report that wage employment was non-existent in their communities. Respondents living in urban communities were more likely (78.7%) than those living in rural communities (67.8%) to indicate that it was difficult to get wage employment in their communities, whilst respondents living in rural communities were more likely (26.6%) than those living in urban communities (13.4%) to report that wage employment was non-existent in their communities. Education has an effect on the responses of the respondents. Respondents with lower levels of education were more likely than those with higher levels of education to report that wage employment was non-existent in their communities. Alternatively, respondents with higher levels of education were more likely than those with lower levels of education to indicate that it was difficult getting wage employment in their communities.

### **Vulnerability analysis**

Respondents from female-headed households were slightly more likely (1.6%) than those from male-headed households (1.4%) to indicate that it was easy getting wage employment. Alternatively, respondents from male-headed households were more likely to indicate that getting wage employment was "difficult" (72.7%) or "non-existent" (21.3%) compared to respondents from female-headed households (70.5% and 20.9% respectively).

Respondents from households that use toilet facilities inside the homestead were more likely (75.1%) than those who use facilities outside the homestead (70.0%) to indicate that getting wage employment in their communities was "difficult". Alternatively, respondents from



households that use toilet facilities outside the homestead were more likely (24.9%) than those who use facilities inside the homestead (16.6%) to report that wage employment was “non-existent” in their communities.

### Regional analysis

The majority of respondents in all the regions indicated that getting wage employment in their communities was difficult with the highest proportion coming from the Brong Ahafo (83.1%), Greater Accra (78.3%) and Upper East (78.1%) regions (**Table 15.4**).

	easy		difficult		non-existent		don't know	
U. East	19	1.2	1214	78.1	263	16.9	58	3.7
U. West	26	1.5	1252	70.2	419	23.5	86	4.8
Northern	9	0.5	1229	67.0	512	27.9	84	4.6
B. Ahafo	9	0.5	1440	83.1	230	13.3	54	3.1
Ashanti	29	1.5	1093	55.1	674	34.0	187	9.4
Eastern	12	0.6	1348	71.8	437	23.3	81	4.3
Volta	62	3.7	1311	77.7	259	15.3	56	3.3
G. Accra	48	2.2	1743	78.3	294	13.2	142	6.4
Central	30	1.7	1243	69.6	388	21.7	125	7.0
Western	9	0.6	1130	74.0	344	22.5	44	2.9
National	253	1.4	13003	72.3	3820	21.2	917	5.1

Source: Survey data, 2012

# Chapter

# 16

## TRANSPARENCY AND ACCOUNTABILITY

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### 16.0 Introduction

This section assesses whether local governments are making progress reports on their programmes and projects available to the public, as well as how widely these reports are disseminated to the public.

Pillar 4 of the Better Ghana Agenda: *In pursuing this objective, the Government of Ghana will develop mechanisms for promoting citizen-based monitoring and evaluation of public policies and programs, as well as providing feedback and suggestions on ways of improving the targeting of social and economic development programmes. Civil society will continue to have limitless space to participate in our governance system. It is healthy and allows growth of democratic governance.*

Subsequent iterations would investigate issues relating to how comprehensive, timely and useful the reports were.

### 16.1 Does the District Assembly provide progress reports on its activities

Respondents were asked "does the DA through your Assembly member provide progress reports on its activities?" (**Table 16.1**). 21.7% of the respondents indicated that the DA provided progress reports, whilst 42.1% indicated that the DA did not provide progress reports. A further 36.2% indicated that they didn't know if the DA provided progress reports.

	Number of Respondents	% Respondents
Yes	3,896	21.7
No	7,580	42.1
Don't know	6,517	36.2
Total	17,993	100.0

Source: Survey data, 2012

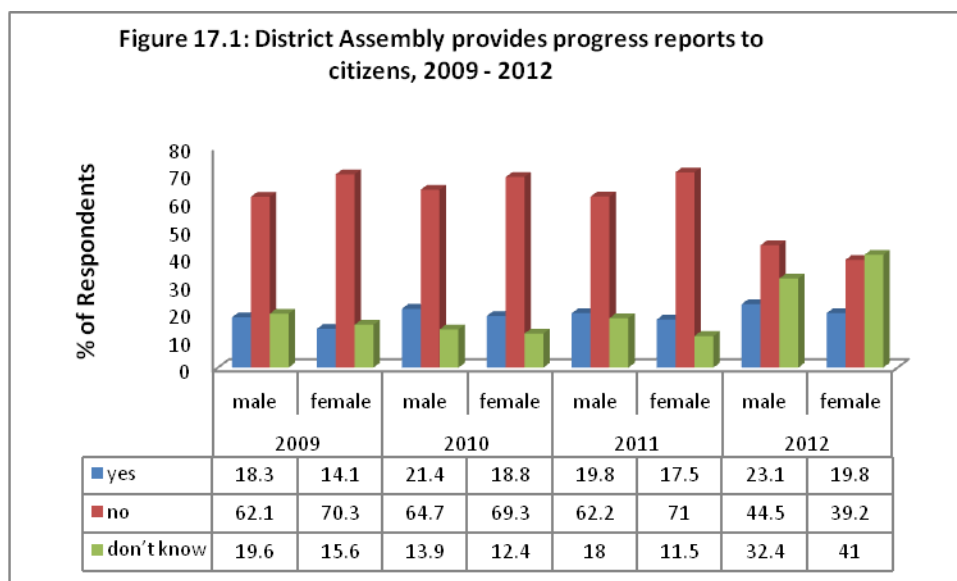
Male respondents are more likely (23.1%) than female respondents (19.8%) to indicate that the District Assembly provides progress reports on its activities to citizens through the Assembly member or via community radios or FM stations. Respondents from the urban communities are slightly more likely (22.4%) than those from rural communities (21.1%) to report that the District Assembly provides progress reports.

### Vulnerability analysis

Respondents from male-headed households (22.1%) and respondents from households that use toilet facilities inside the homestead (23.2%) were more likely than respondents from female-headed households (20.0%) and respondents from households that use toilet facilities outside the homestead (20.4%) to indicate that the District Assembly provides progress reports.

### Trend analysis

There was an increase in the proportions of respondents (both male and female) who indicated that the District Assembly makes available progress report of its activities to the citizens (Figure 17.1). There was an increase in the proportion of male respondents from 19.8% in 2011 to 23.1% in 2012. Likewise, there was an increase in the proportion of female respondents from 17.5% in 2011 to 19.8% in 2012.



## Regional analysis

Respondents from the Upper East (29.9%), Western (27.7%) and Central (26.9%) regions were more likely to report that the District Assembly provides progress report to citizens. Respondents from the Ashanti (12.7%) and Brong Ahafo (15.1%) regions were least likely to report that they receive such reports (**Table 16.2**).

	Yes		No		Don't know	
	Freq	%	Freq	%	Freq	%
Upper East	464	29.9	603	38.8	487	31.3
Upper West	439	24.6	813	45.6	531	29.8
Northern	426	23.2	588	32.1	820	44.7
Brong Ahafo	262	15.1	801	46.2	670	38.7
Ashanti	252	12.7	957	48.3	774	39.0
Eastern	382	20.3	913	48.6	583	31.0
Volta	332	19.7	784	46.4	572	33.9
Greater Accra	436	19.6	861	38.7	930	41.8
Central	480	26.9	569	31.9	737	41.3
Western	423	27.7	691	45.3	413	27.0
National	3896	21.7	7580	42.1	6517	36.2

Source: Survey data, 2012

## 16.2 Does the DA widely disseminate copies of the progress report?

The survey wanted to know the means by which these reports were disseminated and whether they were widely disseminated. When asked if the DA through their Assembly member widely distributed hard copies of the progress report to citizens, only 24.9% of respondents replied in the affirmative (**Table 16.2**) while 57.1% said that the reports were not widely disseminated.

	Number of Respondents	% Respondents
Yes	969	24.9
No	2,225	57.1
Don't know	702	18.0
Total	3,896	100.0

Source: Survey data, 2012

Male respondents are more likely (26.8%) than female respondents (22.1%) to indicate that the District Assembly widely distributes its progress reports. Respondents from the urban communities are more likely (29.3%) than those from rural communities (21.6%) to report that the District Assembly widely distributes copies of its progress reports.

### **Vulnerability analysis**

Respondents from female-headed households (27.8%) and respondents from households that use toilet facilities inside the homestead (28.7%) were more likely than respondents from male-headed households (24.2%) and respondents from households that use toilet facilities outside the homestead (21.4%) to indicate that the District Assembly widely distributes its progress reports.

#### **16.4 Does the DA widely disseminate progress reports via radio?**

Respondents were then asked if the DA through their Assembly member disseminated its progress reports through the electronic media (community radio stations), 54.2% of the respondents replied in the affirmative (**Table 16.4**) while 36.3% replied that they were not disseminated through this medium.

<b>Table 16.4: Are the progress reports disseminated widely via radio</b>		
	Number of Respondents	% Respondents
Yes	2,112	54.2
No	1,414	36.3
Don't know	370	9.5
Total	3,896	100.0

*Source: Survey data, 2012*

# Chapter 17 CORRUPTION

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## 17.0 Introduction

This chapter seeks to find out what role corruption plays in the communities where the survey was administered. Respondents were asked to state what their perception about corruption was, whether they had ever witnessed or heard about a corrupt act, and whether they had reported the act of corruption to. They were also asked who they reported the act to and whether any action had been taken by the authorities upon receipt of the report. They were also asked the sensitive question regarding whether they had ever paid a bribe or given a gift to a public official

## 17.1 Citizens understanding of “Corruption”

Respondents were asked to state what they understood by the term corruption. Respondents were limited to their first most important definition they are familiar with. The majority (54.0%) indicated corruption was “paying a bribe before a service is provided”. 27.7% indicated corruption occurred when there was “maladministration of public funds” 10.7% cited “nepotism in employment”, and 6.1% cited “irregularities in the award of contract” (Table 17.1).

Table 17.1: Definition of corruption		
	Number of Respondents	% Respondents
Nepotism in employment	1,921	10.7
Irregularities in award of services	1,097	6.1
Maladministration of public funds	4,979	27.7
Bribery before services are provided	9,712	54.0
Other	284	1.6
	17,993	100.0

Source: Survey data, 2012

Female respondents were more likely (11.7%) to define corruption as “nepotism in employment” than males (9.8%). Alternatively, male respondents were more likely to define corruption as “irregularities in the award of contracts” (6.5%), “maladministration of public

funds” (27.9%) and “bribery before service” (54.0%) than females (5.5%, 27.4% and 53.9% respectively). Respondents in rural communities were more likely to define corruption as “nepotism in employment” (11.0%), “irregularities in the award of contracts” (6.2%), and maladministration of public funds” (30.3%) than respondents in urban communities (10.1% and 25.8% respectively). Alternatively, respondents in urban areas were more likely to define corruption as “maladministration of public funds” (30.3%) than respondents in rural communities (25.8%).

### Vulnerability Analysis

Respondents from male-headed households were more likely to define corruption as “nepotism in employment” (10.8%), “irregularities in the award of contracts” (6.3%), “maladministration of public funds” (27.8%) than respondents from female-headed households (10.8%, 5.4% and 27.0% respectively). Alternatively, respondents from female-headed households were more likely (56.4%) to define corruption as “bribery before service” than respondents from male-headed households (53.4%). Respondents from households that use toilet facilities inside the homestead were more likely to define corruption as “irregularities in the award of contracts” (7.6%) and “maladministration of public funds” (31.9%) than respondents from households that use toilet facilities outside the homestead (4.9% and 24.3% respectively). Alternatively, respondents from households that use toilet facilities outside the homestead were more likely to define corruption as “nepotism in employment” (12.6%) and “bribery before service” (56.7%) than respondents from households that use toilet facilities inside the homestead (8.2% and 50.6% respectively)

### 17.2 Heard of/read about/witnessed any corruption in your daily activities

The majority of respondents (74.0%) indicated that they had not heard of, read about or witnessed any act of corruption in their daily activities. Only 26% reported that they had heard of, read about or witnessed any act of corruption in their work place (**Table 17.2**).

<b>Table 17.2: Heard of/read about/witnessed any corruption?</b>		
	Number of Respondents	% Respondents
Yes	4,673	26.0
No	13,320	74.0
Total	17,993	100.0

Source: Survey data, 2012

Male respondents (29.2%) and respondents in urban communities (27.5%) were more likely to indicate that they witnessed corruption in their daily activities than female respondents (22.0%) and respondents from rural communities (24.9%).

**Vulnerability Analysis**

Respondents from male-headed households (26.3%) and respondents from households that use toilet facilities inside the homestead (28.7%) were more likely than respondents from female-headed households (24.6%) and respondents from households that use toilet facilities outside the homestead (23.8%) to report that they witnessed corruption in their daily activities.

**17.3 Did you report the act of corruption?**

Respondents who reported they had “heard of, read about or witnessed an act of corruption in their work place” were asked if they reported the incident. Only 21.8% indicated that they reported the act of corruption (**Table 17.3**). The majority (78.2%) reported that they failed to report the act.

<b>Table 17.3: Did you report the act of corruption?</b>		
	Number of Respondents	% Respondents
Yes	1,021	21.8
No	3,652	78.2
Total	4,673	100.0

Source: Survey data, 2012

Male respondents (25.0%) and respondents in rural communities (22.7%) were more likely to indicate that they reported the act of corruption they witnessed in their daily activities than female respondents (16.7%) and respondents from urban communities (20.7%).

**Vulnerability Analysis**

Respondents from male-headed households (22.5%) and respondents from households that use toilet facilities inside the homestead (25.4%) were more likely than respondents from female-headed households (19.0%) and respondents from households that use toilet facilities outside the homestead (18.5%) to report the act of corruption they witnessed.

**17.4 To whom was the incident of corruption reported to?**

Respondents who indicated they reported the incident were asked who they reported to (**Table 17.4**). 38.8% of respondents indicated they reported to the police, 23.7% to the DCE, DCD, or PM, and 21.7% to assembly members. 13.7% of the respondents indicated that they did not report the incident.



<b>Table 17.4: To whom was the act of corruption reported to</b>		
	Number of Respondents	% Respondents
The Police	396	38.8
The DCE/DCD/PM	242	23.7
District Assembly members	222	21.7
Corruption was not reported	140	13.7
Others	21	2.1
Total	1,021	100.0

Source: Survey data, 2012

Male respondents were more likely (40.2%) to indicate that they reported the act of corruption to the police than the female respondents (35.3%). Alternatively, female respondents were more likely (28.5%) than male respondents (21.8%) to indicate that they reported the act of corruption to the DCE/District Coordinating Director/Presiding Member. Male respondents were more likely (14.2%) than female respondents (12.5%) to indicate that they did not report the incident.

Respondents in rural communities were more likely (39.8%) than respondents from urban communities (37.3%) to indicate that they reported the incident to the police. Alternatively, respondents from rural communities were more likely (23.3%) than respondents from urban communities (19.5%) to indicate that they reported the incident to the Assembly member. Respondents from urban communities were slightly more likely (14.0%) than those from rural communities (13.5%) to indicate that they did not report the incident.

### **Vulnerability Analysis**

Respondents from male-headed households were more likely (40.7%) than respondents from female-headed households (29.2%) to indicate that they reported the incident to the police. Respondents from female-headed households were more likely (24.4%) than respondents from male-headed households (21.2%) to indicate that they report the incidence to the Assembly member. Additionally, respondents from female-headed households were more likely (19.0%) than respondents from male-headed households (12.7%) to indicate that they did not report the incidence.

Respondents from households that use toilet facilities inside the homestead (45.4%) were more likely than respondents from households that use toilet facilities outside the homestead (30.1%) to indicate that they reported the incident to the police. Alternatively, respondents from households that use toilet facilities outside the homestead (28.0%) were more likely than respondents from households that use toilet facilities inside the homestead

(17.0%) to indicate that they reported the incident to the Assembly member. Respondents from households that use toilet facilities inside the homestead (14.6%) were more likely than respondents from households that use toilet facilities outside the homestead (12.5%) to indicate that they did not report the incident.

### 17.5 Reason for not reporting the incident of corruption

Respondents were asked to give the primary reason why they failed to report acts of corruption they had witnessed or heard about in their workplaces. 20.7% indicated they had no faith in the police or other public institutions to combat corruption, 7.6% reported that they had no faith in the MMDCE, DCD, PM, or the Assembly member to combat corruption. 33.2% of respondents indicated that they failed to report because of fear of reprisal, whilst 35.9% indicated they were not interested or felt it was not their duty to report.

<b>Table 17.5: Reason for not reporting the incident</b>		
	Number of Respondents	% Respondents
Lack of faith in the police	756	20.7
Lack of faith in the DCE/DCD/PM/AM	278	7.6
Fear of reprisal	1,211	33.2
Not interested	1,312	35.9
Other	95	2.6
	3,652	100.0

Source: Survey data, 2012

Male respondents were slightly more likely to indicate that they did not report the act of corruption because of "lack of faith in the police" (20.9%) and "lack of faith in the District Assembly" (7.8%) and "fear of reprisal" (33.4%) than the female respondents (20.4%, 7.4% and 32.8% respectively). Alternatively, female respondents were more likely (37.5%) than male respondents (34.8%) to indicate that they did not report the incident because they were "not interested".

Respondents in rural communities were more likely (36.1%) than respondents from urban communities (29.5%) to indicate that they did not report the incidence for "fear of reprisal". Alternatively, respondents from urban communities were more likely (37.8%) than respondents from rural communities (34.5%) to indicate that they did not report the incidence because "they were not interested".

### Vulnerability Analysis

Respondents from female-headed households were more likely (22.0%) than respondents from male-headed households (20.4%) to indicate that they did not report the incidence

because of “lack of faith in the police”. Respondents from female-headed households were more likely (35.3%) than respondents from male-headed households (32.6%) to indicate that they did not report the incident because of “fear of reprisal”. Respondents from male-headed households were more likely (36.4%) than respondents from female-headed households (34.0%) to indicate that they did not report the incident because they were “not interested”.

Respondents from households that use toilet facilities outside the homestead (21.0%) were more likely than respondents from households that use toilet facilities inside the homestead (20.4%) to indicate that they did not report the incident because they had no “faith in the police”. Alternatively, respondents from households that use toilet facilities inside the homestead were more likely (40.5%) than respondents from households that use toilet facilities outside the homestead (31.9%) to indicate that they did not report the incident because they were not “interested”.

#### 17.6 What happens when someone is accused of corruption in your community?

Respondents were asked about what generally happens to an individual who is accused of corruption in their community. 14.9% indicated that the individual was subjected to some disciplinary action, 36.1% indicated that the incidence was subjected to some investigation, 21.2% reported that no action was taken, whilst 27.9% were unable to give any definitive answer (**Table 18.6%**).

<b>Table 17.6: What happens when someone is accused of corruption</b>		
	Number of Respondents	% Respondents
Subject to disciplinary action	2,677	14.9
Investigated	6,489	36.1
No action taken	3,809	21.2
Don't know	5,018	27.9
	17,993	100.0

Source: Survey data, 2012

Male respondents were slightly more likely to indicate that persons accused of corruption were “subjected to disciplinary action” (14.9%) and “investigated” (38.4%) and “no action is taken” (21.9%) than the female respondents (14.8%, 33.2% and 20.3% respectively).

Respondents in urban communities were more likely to indicate that persons accused of corruption were “subjected to disciplinary action” (15.8%), or they were “investigated” (36.3%) than respondents from rural communities (14.3% and 35.9%). Alternatively,

respondents from rural communities were slightly more likely (21.3%) than respondents from urban communities (21.0%) to indicate that “no action” was taken against persons accused of corruption.

### **Vulnerability Analysis**

Respondents from male-headed households were more likely to report that persons accused of corruption were “subjected to disciplinary action” (15.1%), or “the allegations are investigated” (36.9%) than respondents from female-headed households (13.9% and 32.5% respectively). Alternatively, respondents from female-headed households were more likely (22.5%) than respondents from male-headed households (20.8%) to report that “no action” was taken against persons accused of corruption.

Respondents from households that use toilet facilities inside the homestead were slightly more likely to report that accused persons were “subjected to disciplinary action” (14.9%) and “investigated” (40.2%) than respondents from households that use toilet facilities outside the homestead (14.8% and 32.7% respectively). Alternatively, respondents from households that use toilet facilities outside the homestead were slightly more likely (21.3%) than respondents from households that use toilet facilities inside the homestead (21.1%) to indicate that “no action” was taken against persons accused of corruption.

### **17.7 Have you paid a bribe to a public official in the past 12 months?**

When respondents were asked if they had paid a bribe to any public official in the past 12 months, the majority (82.7%) indicated that they had not (**Table 17.7**). Only 17.3% admitted that they had paid a bribe.

<b>Table 17.7: Have you paid a bribe to a public official in the past 12 months?</b>		
	Number of Respondents	% Respondents
Yes	3,108	17.3
No	14,885	82.7
Total	17,993	100.0

*Source: Survey data, 2012*

Male respondents (18.6%) and respondents in urban communities (19.4%) were more likely than female respondents (15.6%) and respondents in rural communities (15.8%) to report that they paid a bribe to a public official in the past 12 months.

### **Vulnerability Analysis**

Respondents from male-headed households (17.4%) and respondents from households that use toilet facilities inside the homestead (18.1%) were more likely than respondents from

female-headed households (16.6%) and respondents from households that use toilet facilities outside the homestead (16.6%) to indicate that they personally paid a bribe to a public official in the past 12 months.

**17.8 Have you given a gift to a public official in the past 12 months?**

When respondents were asked if they had given a gift to a public official in the past 12 months, again the majority (61.0%) indicated that they had not (**Table 17.8**). Only 39% admitted that they had given gifts to public officials.

<b>Table 17.8: Have you given a gift to a public official in the past 12 months?</b>		
	Number of Respondents	% Respondents
Yes	7,025	39.0
No	10,968	61.0
Total	17,993	100.0

*Source: Survey data, 2012*

Male respondents (40.3%) and respondents in urban communities (41.1%) were more likely than female respondents (37.5%) and respondents in rural communities (37.6%) to report that they gave a gift to a public official in the past 12 months.

**Vulnerability Analysis**

Respondents from male-headed households (39.8%) and respondents from households that use toilet facilities outside the homestead (39.7%) were more likely than respondents from female-headed households (35.9%) and respondents from households that use toilet facilities inside the homestead (38.2%) to indicate that they personally gave a gift to a public official in the past 12 months.

# **CORPORATE GOVERNANCE**

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# Chapter 18

## BUSINESS ENVIRONMENT

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### 18.0 Introduction

This chapter examines the environment that exists for the conduct of business by assessing improvements in registration regimes, how consultative the process of fixing taxes and rates is, and whether the District Assembly took recommendations from the business community in fixing these taxes and rates. The chapter also seeks information on whether there have been improvements in the provision of water, electricity, telecommunication and other services to the business community. It also seeks to know whether the respondents or any members of their households have benefitted from government initiated programmes offering loans, business advice and specific assistance to the youth.

### 18.1 Improvement in registration services

Respondents were asked if there has been an improvement in the business registration regimes for micro, small and medium scale enterprises (MSMEs) in their communities in the past 12 months. 23.2% of respondents indicated that there had been an improvement in business registration for MSMEs, compared to 48.6% of respondents who reported that there had not been any improvement in the business environment (**Table 18.1**).

	Number of Respondents	% Respondents
Yes	4,172	23.2
No	8,747	48.6
Don't Know	5,074	28.2
Total	17,993	100.0

Source: Survey data, 2012

23.7% of male respondents compared to 22.6% of female respondents indicated that there has been an improvement in business registration for MSMEs. Respondents from urban

communities were more likely (28.7%) than those from rural communities (19.3%) to indicate that there had been an improvement in business registration for MSMEs.

### **Vulnerability analysis**

When the data was disaggregated by gender of household head, almost equal proportions of respondents from male-headed households (23.1%) and those from female-headed households (23.6%) indicated that there had been an improvement in business registration for MSMEs. Respondents who used toilet facilities inside the homestead were more likely (26.2%) than those who use toilet facilities outside the homestead (20.8%) to indicate that there had been an improvement in business registration for MSMEs in the previous 12 months.

## **18.2 District Assembly consults business operators in fixing rates/taxes**

Respondents were asked if the District Assembly consulted local business operators before fixing taxes/rates in their communities. 19.9% of respondents indicated that the DA consulted local business operators before fixing taxes/rates. However, 75.5% of respondents reported that the DA did not consult local business operators before fixing taxes/rates at the local level (Table 18.2).

<b>Table 18.2: DA consults business operators in fixing rates/taxes</b>		
	Number of Respondents	% Respondents
Yes	3,581	19.9
No	13,579	75.5
Don't Know	833	4.6
Total	17,993	100.0

*Source: Survey data, 2012*

When the data was disaggregated by sex of the respondent it showed that an almost equal proportions of male respondents (20.7%) and female respondents (19.0%) indicated that the DA consulted local business operators before fixing taxes/rates at the local level. Respondents from urban communities were more likely (23.5%) than those from rural communities (17.4%) to indicate that the DA consulted local business operators before fixing annual rates.

### **Vulnerability analysis**

Respondents from male-headed households were more likely (20.3%) than those from female-headed households (18.4%) to indicate that the DA consulted with local business



operators before fixing annual rates. 21.0% of respondents from households that used toilet facilities inside the households compared with 19.0% of respondents from households that used toilet facilities outside the homestead indicated that the DA consulted local business operators.

### 18.3 District Assembly takes recommendations from business operators in fixing rates/taxes

Respondents were asked if the DA took into consideration recommendations from local business operators before finally fixing the annual rates. 18.2% of respondents indicated that the DA took recommendations from local business operators into consideration before fixing its annual rates. 76.9% of respondents were of the opinion the DA did not take the recommendations of local business operators into consideration before fixing rates.

	Number of Respondents	% Respondents
Yes	3,280	18.2
No	13,844	76.9
Don't Know	869	4.8
Total	17,993	100.0

Source: Survey data, 2012

When the data was disaggregated by sex of the respondent it showed that almost equal proportions of male respondents (18.4%) and female respondents (18.0%) indicated that the DA took recommendations from local business operators into consideration before fixing taxes/rates at the local level. Respondents in urban communities were more likely (21.7%) than those in rural communities (15.8%) to report that the DA took recommendations from business operators before fixing annual taxes/rates.

#### **Vulnerability analysis**

When the data was disaggregated by gender of household head it showed that almost equal proportions of respondents from male-headed households (18.2%) and those from female-headed households (18.5%) indicated that the DA took recommendations from local business operators into consideration before fixing annual rates. Also, an almost equal proportion of respondents from households that used toilet facilities inside the homestead (18.4%) and those from households that used toilet facilities outside the homestead (18.1%) reported that the DA took recommendations from local business operators into consideration before fixing annual rates.

#### 18.4 Benefitted from any government initiative in the past 12 months

Respondents were asked if they or any member of their household had benefitted from any government initiative/programme such as MASLOC, BAC, GYEEDA, etc in the past 12 months. Only 11.6% of respondents indicated that they or a member of their household had been beneficiaries of such programmes in the last 12 months (**Table 18.4**).

	Number of Respondents	% Respondents
Yes	2,084	11.6
No	15,262	84.8
Don't Know	647	3.6
Total	17,993	100.0

Source: Survey data, 2012

Female respondents are more likely (12.8%) than male respondents (10.6%) to report that either they or a member of their household had benefitted from a government initiative in the past 12 months. Almost an equal proportion of urban respondents (11.4%) and rural respondents (11.7%) indicated that either they or a member of their household had benefitted from a government initiative in the past 12 months.

#### Vulnerability analysis

13.0 percent of respondents who live in female-headed households compared to 11.2% of respondents from male-headed households reported that they had benefitted from a government initiative in the past 12 months. Respondents from households that used toilet facilities outside the homestead were more likely (12.6%) than those from households that used toilet facilities inside the homestead (10.4%) to indicate that they or a member of their household benefitted from a government initiative in the past 12 months.

#### 18.5 Improvement in services to enterprises

Respondents were asked if the provision of the following services – electricity, water and telecommunications – to MSMEs in their communities had improved over the past 12 months.

##### 18.5.1 Electricity

30.2 percent of respondents indicated that electricity services to MSMEs had improved over the past 12 months, compared to 16.1% who indicated the services had worsened (**Table 18.5**).

<b>Table 18.5: Improvement of electrical services to enterprises?</b>		
	Number of Respondents	% Respondents
Improved	5,439	30.2
No change	7,997	44.4
Worsened	2,889	16.1
Don't know	1,668	9.3
Total	17,993	100.0

Source: Survey data, 2012

### **18.5.2 Water**

30.8 percent of respondents indicated that water services to MSMEs had improved over the past 12 months, compared to 11.7% who indicated the services had worsened (**Table 18.6**).

<b>Table 18.6: Improvement of water services to enterprises?</b>		
	Number of Respondents	% Respondents
Improved	5,533	30.8
No change	8,553	47.5
Worsened	2,106	11.7
Don't know	1,801	10.0
Total	17,993	100.0

Source: Survey data, 2012

### **18.2.3 Telecommunication services**

37.1 percent of respondents indicated that telecommunication services to MSMEs had improved over the past 12 months, compared to 7.8% who indicated the services had worsened (**Table 18.7**).

<b>Table 18.7: Improvement of telecommunication services to enterprises?</b>		
	Number of Respondents	% Respondents
Improved	6,673	37.1
No change	7,819	43.5
Worsened	1,409	7.8
Don't know	2,092	11.6
Total	17,993	100.0

Source: Survey data, 2012

## 18.6 Suffered any losses as a result of poor services

Respondents were asked if they had suffered any losses as a result of the following services – electricity, water and telecommunications.

### 18.6.1 Electricity

43.7 percent of respondents reported that they had suffered losses as a result of poor electricity services, compared to 48.2% of respondents who indicated that they had not (**Table 18.8**).

<b>Table 18.8: Suffered any losses because of poor electricity services?</b>		
	Number of Respondents	% Respondents
Yes	7,864	43.7
No	8,675	48.2
Don't Know	1,454	8.1
Total	17,993	100.0

Source: Survey data, 2012

### 18.6.2 Water

29.2 percent of respondents reported that they had suffered losses as a result of poor water services, compared to 62.6% of respondents who indicated that they had not (**Table 18.9**).

<b>Table 18.9: Suffered any losses because of poor water services?</b>		
	Number of Respondents	% Respondents
Yes	5,249	29.2
No	11,269	62.6
Don't Know	1,475	8.2
Total	17,993	100.0

Source: Survey data, 2012

### 18.6.3 Telecommunications

25.4 percent of respondents reported that they had suffered losses as a result of poor telecommunication services, compared to 63.7% of respondents who indicated that they had not (**Table 18.10**).

<b>Table 18.10: Suffered any losses because of poor telecommunication services?</b>		
	Number of Respondents	% Respondents
Yes	4,568	25.4
No	11,467	63.7
Don't Know	1,958	10.9

Total	17,993	100.0
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Source: Survey data, 2012

### 18.7 Economic activities generate harmful wastes

Respondents were asked if they had been engaged in any economic activity over the past 12 months that generated harmful wastes such as dirty oil, dyes, etc. 29.3% of respondents reported they had been engaged in activities that had generated harmful waste compared to 55.0% who indicate they had not. 15.7% of the respondents could not give a definitive response (**Table 18.11**).

Table 18.11: Economic activities generate harmful wastes?		
	Number of Respondents	% Respondents
Yes	5,275	29.3
No	9,893	55.0
Don't Know	2,825	15.7
Total	17,993	

Source: Survey data, 2012

### 18.8 How are harmful wastes disposed of?

Respondents who indicated that their economic activities in the past 12 months generated harmful wastes were asked how they disposed of such waste. 21.7% indicated they dumped it into gutters/drains, 34.5% indicated they threw it on the ground, and 38.0% indicated that they dumped the waste onto rubbish heaps (**Table 18.12**).

Table 18.12: How are harmful wastes disposed of?		
	Number of Respondents	% Respondents
in gutters	1,144	21.7
n on the ground	1,820	34.5
ed in a rubbish heap	2,002	38.0
	128	2.4
now	181	3.4
	5,275	100.0

Source: Survey data, 2012

# **SOCIO-ECONOMIC DEVELOPMENT**

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# Chapter 19

## MOST IMPORTANT SOCIO- ECONOMIC CHALLENGE

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### 19.0 Introduction

This chapter assesses socioeconomic conditions in local communities where the survey took place. It examines the most important socioeconomic challenge confronting the community including the provision of water, education and health services as well as the conditions of the roads among others.

### 19.1 Most important socio-economic challenge facing the community

Respondents were requested to name the most important socio-economic challenge facing their communities in the past 12 months (**Table 19.1**). 19.5% of respondents indicated that the most important socio-economic issue facing their communities was the provision of quality water. This was followed by education (18.2%), health services (16.3%), roads (15.9%) and garbage disposal (14.4%).

	Number of Respondents	% Respondents
Education	3,273	18.2
Health	2,938	16.3
Water	3,504	19.5
Garbage disposal	2,588	14.4
Sewerage	874	4.9
Street lights	968	5.4
Roads	2,860	15.9
Transportation	127	.7
Fire services	183	1.0
Telephones services	104	.6
Internet services	199	1.1
Others	375	2.1
	17,993	100.0

Source: Survey data, 2012

When the data was disaggregated by sex of respondent, female respondents were more likely to cite provision of water (20.3%), garbage disposal (20.3%), street lights (6.1%) as the most socio-economic challenge compared to male respondents – 18.8%, 13.7% and 4.8% respectively. Male respondents, on the other hand, were more likely to cite education (19.4%), health (16.8%) and internet services (1.2%) as a major challenge compared to than female respondents -16.6%, 15.7% and 1.0% respectively. Disaggregating the data by locality showed that respondents living in urban communities were more likely (20.2%) than those living in rural communities (19.0%) to cite provision of quality drinking water as the most important socio-economic issue. Respondents in rural communities were more likely (21.9% and 20.2) than those in urban communities (12.8% and 10.8) to cite education and health respectively as the most important socio-economic issue.

### **Vulnerability analysis**

Respondents from male-headed households were more likely to cite education (18.5%) and health (16.7%) as the most important challenge compared to respondents from female-headed households – 16.8% and 15.0% respectively. Alternatively, respondents from female-headed households were more likely to cite garbage disposal (15.1%), sewerage (5.4%) and roads (17.6%) as the most important socio-economic challenge facing their communities compared to those from male-headed households – 14.2%, 4.7% and 15.5% respectively. Respondents who used toilet facilities in the homestead were more likely to mention water (20.1%), garbage disposal (19.8%), sewerage (5.3%), street lights (6.9%) as the most important challenge compared to those who used toilet facilities outside the homestead – 19.0%, 10.0%, 4.5%, 4.2%. Alternatively, respondents who used toilet facilities outside the homestead were more likely to cite education (21.3%), health (18.6%) and roads (17.0%) compared to those who used toilet facilities inside the homestead – 14.3%, 13.5%, 14.5% respectively.



# Chapter 20 EDUCATION

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## 20.0 Introduction

The issue of education for all children of school going age continues to feature as one of the most important in the national development agenda. Enrolment of children and their retention in school at the basic level is an important focus of national and local government. This chapter assesses the types of schools children attend in the community, the availability of schools, and access to schools in terms of distance and cost. It also examines the issue of the quality of education in the schools.

## 20.1 Children aged between 3-14 years in households

68.8 percent of respondents indicated that they had children aged between 3 – 14 years in their households (**Table 20.1**).

<b>Table 20.1: Children aged between 3-14 years in household?</b>		
	Number of Respondents	% Respondents
Yes	12,378	68.8
No	4,808	26.7
Don't Know	807	4.5
Total	17,993	100.0

Source: Survey data, 2012

## 20.2 Do children aged 3-14 years in household attend school?

95.5 percent of respondents who indicated that they had children aged 3-14 years in the household reported that such children attended school. Only 4.0% of respondents indicated that such children do not attend school (**Table 20.2**).

<b>Table 20.2: Children aged between 3-14 years attend school?</b>		
	Number of Respondents	% Respondents
Yes	11,824	95.5
No	490	4.0
Don't Know	64	0.5

Total	12,378	100.0
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Source: Survey data, 2012

When the data was disaggregated by sex, equal proportions of males (95.5%) and females (95.5%) indicated that children aged between 3 – 14 years in their households attend school. Respondents living in urban communities were slightly more likely (96.4%) than those living in rural communities (95.0%) to indicate that children of the community were in school. Respondents with tertiary education were slightly more likely (97.8%) than the other groups – no formal education (93.3), primary (92.4), middle/JHS (96.1), SHS/A-level (96.7) and post-secondary (96.6) – to indicate that children of the community were in school.

### **Vulnerability analysis**

Respondents from male-headed households were slightly more likely (95.6%) than those from female-headed households (95.0%) to indicate that children aged 3-14 years were in school. Respondents who used toilet facilities inside the homestead were slightly more likely (96.1%) than those who used toilet facilities outside the homestead (95.2%) to indicate that the children were in school.

### **20.3 What type of school do the children attend?**

Respondents were asked what type of school the children aged 3-14 years attend. The majority (78.0%) indicated that the children attend public basic schools, whilst 22.0% reported that the children attend private schools.

	Number of Respondents	% Respondents
Public	9,221	78.0
Private	2,603	22.0
Total	11,824	100.0

Source: Survey data, 2012

The majority of respondents living in rural communities (86.9%) indicated that the children attend public schools compared to 13.1% who reported that the children attend private schools. 63.8% of those who lived in urban communities indicated that the children attend public schools, whilst 36.2% reported that the children were in private schools.

### **Vulnerability analysis**

Respondents from male-headed households were more likely (78.6%) than those from female-headed households (75.2%) to report that children aged 3-14 years attend public schools. Respondents who used toilet facilities outside the homestead were more likely

(88.7%) than those who used toilet facilities inside the homestead (61.3%) to indicate that the children attend public schools.

#### **20.4 Improvement in availability of basic schools**

50.0 percent of respondents indicated that there had been an improvement in the availability of basic schools in the community. Only 1.6% of respondents reported that there were no basic school facilities in their communities and that, children aged 3-14 years had to travel to other communities to attend school.

<b>Table 20.4: Improvement in availability of basic schools in past 12 months</b>		
	Number of Respondents	% Respondents
Improved	8,997	50.0
No change	7695	42.8
Non-existent	296	1.6
Don't know	1,005	5.6
Total	17,993	100.0

*Source: Survey data, 2012*

Female respondents were more likely (51.1%) than male respondents (49.1%) to indicate that there had been an improvement in the availability of basic schools in their communities. Respondents from urban communities were more likely (51.9%) than those from rural communities (48.7%) to indicate an improvement in the availability of basic schools in their communities.

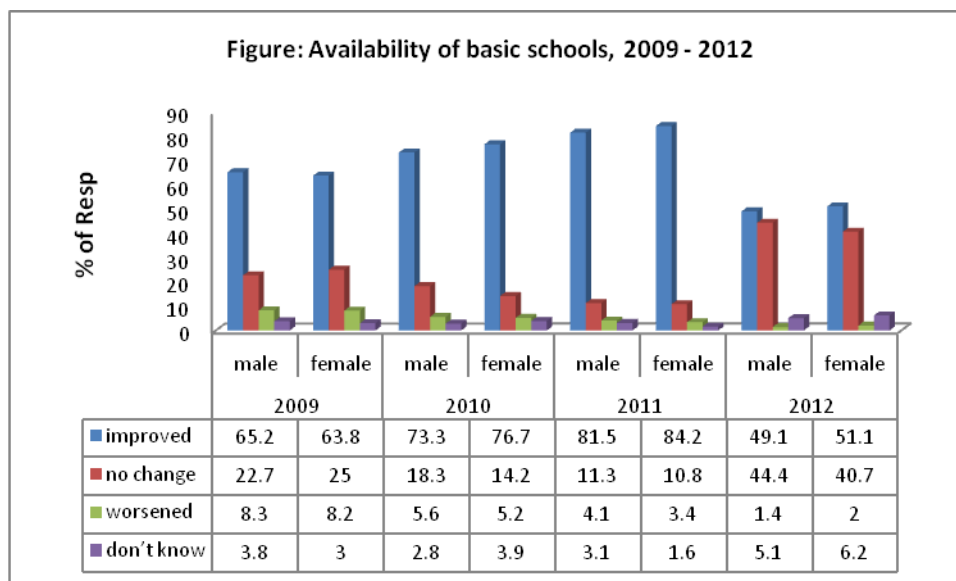
#### **Vulnerability analysis**

Respondents from female-headed households were slightly more likely (50.4%) than those from male-headed households (49.9%) to indicate that there had been an improvement in the availability of basic schools in the past 12 months. Respondents who used toilet facilities inside the homestead were slightly more likely (50.6%) than those who used toilet facilities outside the homestead (49.5%) to report an improvement in availability of basic schools in their communities in the last 12 months.

#### **Trend analysis**

There was a decrease in the proportion of respondents (both males and females) who indicated that there had been an improvement in the availability of basic schools in their communities. The proportion of male respondents who indicated there had been an improvement in the availability of basic schools decreased from 81.5% in 2011 to 49.1% in 2012. Likewise, the proportion of female respondents who reported an improvement in the

availability of basic schools decreased from 84.2% in 2011 to 51.1% in 2012. Alternatively, the proportion of respondents who indicated that there had been no change in the availability of basic schools increased in 2012 compared to 2011 (**Figure 20.1**).



## Regional Analysis

Respondents in the Northern (68.7%) and Upper East (61.7%) regions were more likely to indicate that there was improvement in the availability of basic schools in their communities in the past 12 months than respondents from other regions (**Table 20.5**).

	Improved	No Change	Non-Existent	Don't know
Upper East	51.1	43.2	0.5	5.2
Upper West	61.7	31.2	1.1	5.9
Northern	68.7	24.2	4.7	2.4
Brong Ahafo	48.9	46.2	0.3	4.7
Ashanti	40.6	47.3	2.7	9.4
Eastern	38.3	54.8	2.1	4.7
Volta	59.1	35.3	0.7	4.9
Greater Accra	45.6	45.7	2.2	6.5
Central	55.6	36.9	1.2	6.3
Western	30.4	64.3	0.1	5.2
<b>National</b>	<b>50.0</b>	<b>42.8</b>	<b>1.6</b>	<b>5.6</b>

Source: Survey data

## 20.5 Improvement in access to basic schools (distance travelled)

Respondents were asked to rate the improvement in access to basic schools in their communities as regards the distances children have to travel to attend school (**Table 20.6**). 44.8% indicated that access to basic schools had improved, whilst 47.3% reported that there was no change.

	Number of Respondents	% Respondents
Improved	8,060	44.8
No change	8,514	47.3
Difficult	409	2.3
Don't know	1,010	5.6
Total	17,993	100.0

Source: Survey data, 2012

Female respondents are more likely (45.4%) than male respondents (44.3%) to report that there has been an improvement in the access to basic education in their communities in the past 12 months. Respondents from urban communities are more likely (47.9%) than those from rural communities (42.6%) to indicate that there has been an improvement.

### Vulnerability analysis

Respondents from male-headed households were slightly more likely (45.0%) than those from female-headed households (43.8%) to report that there had been an improvement in accessing basic schools in their communities in the past 12 months. Respondents who lived in homes with cemented/etc roofing (45.2%) and those who used toilet facilities inside the homestead (46.0%) were more likely than respondents who lived in homes with thatch/etc roofing (41.4%) and those who used toilet facilities outside the homestead (43.8%) to indicate that there had been an improvement in the past 12 months.

### Regional Analysis

Respondents in the Upper West (61.7%) and Northern (60.7%) were more likely to report an improvement in access to basic schools in their communities in so far as distance travelled by the pupils was concerned than respondents from the other regions. Alternatively, respondents from the Eastern (4.6%) were more likely to report that accessing basic schools was difficult compared to responses from the other region (**Table 20.7**).

	Improved	No Change	Difficult	Don't know
Upper East	45.6	46.5	2.9	5.0
Upper West	61.7	30.7	1.7	5.9

Northern	60.7	33.5	1.5	4.3
Brong Ahafo	37.5	54.4	1.2	7.0
Ashanti	35.5	52.0	3.4	9.1
Eastern	36.8	54.4	4.6	4.2
Volta	54.2	39.3	2.1	4.4
Greater Accra	40.1	51.8	2.2	5.8
Central	49.6	43.6	1.5	5.3
Western	26.1	68.0	1.4	4.5
<b>National</b>	<b>44.8</b>	<b>47.3</b>	<b>2.3</b>	<b>5.6</b>

Source: Survey data

## 20.6 Improvement in access to basic schools (cost)

When asked to rate access to basic schools in terms of the costs (fees/charges) incurred, 39.2% of the respondents indicated that there had been an improvement in access to schools in their communities, whilst 45.4% reported that there had been no change. 8.9% of respondents indicated that access was difficult (**Table 20.8**).

	Number of Respondents	% Respondents
Improved	7,059	39.2
No change	8,163	45.4
Difficult	1,595	8.9
Don't know	1,176	6.5
Total	17,993	100.0

Source: Survey data, 2012

Female respondents were slightly more likely (40.0%) than male respondents (38.6%) to indicate that there had been an improvement in accessing basic schools in the past 12 months in so far as costs are concerned. Respondents from urban communities were more likely (40.8%) than those from rural communities (38.1%) to indicate that there had been an improvement in accessing basic education in the past 12 months.

### Vulnerability analysis

Respondents from male-headed households were slightly more likely (39.6%) than those from female-headed households (38.0%) to indicate that there had been an improvement in accessing basic education in their communities. Respondents who lived in homes with cemented/etc roofing (39.5%) and those who used toilet facilities outside the homestead (39.4%) were more likely than respondents who lived in homes with thatch/etc roofing (36.8%) and those who used toilet facilities inside the homestead (39.1%) to indicate that there had been an improvement in the past 12 months.

## Regional Analysis

Respondents from the Upper West (59.7%), Northern (55.5%) and Volta (54.3%) were most likely to report that there had been an improvement in access to basic education in so far as the costs incurred was concerned compared to the other regions. Alternatively, respondents from the Ashanti (20.3%) and Western (16.7%) were more likely to indicate that accessing basic education was difficult because of the costs involved (**Table 20.9**)

	Improved	No Change	Difficult	Don't know
Upper East	41.9	44.0	7.3	6.8
Upper West	59.7	31.9	2.8	5.6
Northern	55.5	34.6	5.2	4.7
Brong Ahafo	37.7	55.2	2.0	5.1
Ashanti	19.2	50.3	20.3	10.2
Eastern	31.0	49.9	9.1	10.0
Volta	54.3	34.4	6.2	5.0
Greater Accra	29.1	50.9	13.5	6.5
Central	48.0	42.6	3.8	5.6
Western	18.7	59.4	16.7	5.2
<b>National</b>	<b>39.2</b>	<b>45.4</b>	<b>8.9</b>	<b>6.5</b>

Source: Survey data

### 20.7 Satisfied with quality of basic education

Respondents were asked to rate the quality of education services at the basic schools in their communities. 52.8% of the respondents indicated that they were satisfied with the quality of education. 29.8% reported that they were dissatisfied with the quality of education in the basic schools in their communities (**Table 20.10**).

	Number of Respondents	% Respondents
Satisfied	9,493	52.8
Indifferent	3,129	17.4
Dissatisfied	5,371	29.8
Total	17,993	100.0

Source: Survey data, 2012

Female respondents were more likely (54.2%) than male respondents (51.6%) to express satisfaction with the quality of basic school education in their communities in the past 12 months. Respondents from urban communities were slightly more likely (53.3%) than those from rural communities (52.4%) to express satisfaction with the quality of basic education. Respondents with tertiary education were the least likely (47.6%) to be satisfied with the

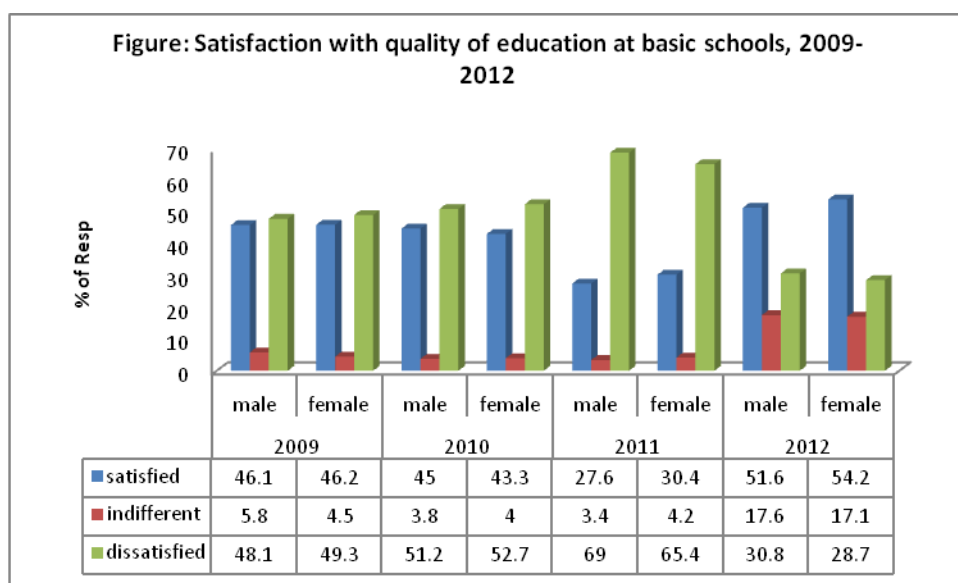
quality of basic education compared with the other groups – no formal education (51.6%), primary (53.4%), middle/JHS (53.7%), SHS/A-level (53.4%), post-secondary (54.4%) and koranic education (59.2%).

### Vulnerability analysis

When the data was disaggregated by gender of household head, there were almost equal proportions of respondents from male-headed households (52.7%) and those from female-headed households (52.9%) who reported they were satisfied with the quality of basic education in their communities. Respondents who lived in homes with cemented and similar types of roofing (53.9%) and those who used toilet facilities inside the homestead (55.3%) were more likely than respondents who lived in homes with thatch roofing (42.4%) and those who used toilet facilities outside the homestead (50.8%) to indicate that they were satisfied with the quality of basic education in their communities.

### Trend Analysis

There was an increase in the proportion of respondents who indicated that the quality of education in the basic schools in their communities had improved. The proportion of male respondents who reported that the quality of basic education had improved increased from 27.6% in 2011 to 51.6% in 2012. Also, the proportion of female respondents who indicated there was an improvement increased from 30.4% in 2011 to 54.2% in 2012 (**Figure 20.2**).



### Regional Analysis

Respondents in the Northern (62.3%), Volta (61.5%) and Central (61.3%) regions were more likely to indicate that they were satisfied with the quality of education in basic schools in



their communities compared with the other regions. Alternatively, respondents in the Eastern (40.7%) and Western (37.1%) were more likely to report that they were dissatisfied with the quality of education in the basic schools in their communities (**Table 20.11**).

<b>Table 20.11: Satisfaction with the quality of basic education by region (%)</b>				
	<b>Satisfied</b>	<b>Indifferent</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>
Upper East	38.7	7.7	50.5	3.2
Upper West	59.3	18.2	17.6	4.9
Northern	62.3	15.2	18.1	4.4
Brong Ahafo	58.7	16.0	21.6	3.7
Ashanti	48.1	28.9	17.6	5.4
Eastern	39.7	16.2	40.7	3.4
Volta	61.5	15.6	19.1	3.9
Greater Accra	55.2	20.7	17.8	6.2
Central	61.3	14.7	15.3	8.8
Western	40.2	17.4	37.1	5.3
<b>National</b>	<b>52.8</b>	<b>17.4</b>	<b>24.9</b>	<b>5.0</b>

Source: Survey data

# Chapter 21 HEALTH

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## 21.0 Introduction

The Ministry of Health (MoH) has sought to improve availability of health facilities by scaling up the Community-based Health Planning and Services (CHPS) as a close-to-client policy to increase access to basic health services. In the beginning of 2012 the number of CHPS was 1,675 (representing 48% of an overall national target of 3,499), this increased to 2,226 at the end of year 2012 (representing 64% of national target).

One of the major challenges facing health care delivery in the country is the availability, distribution and appropriate mix of relevant health staff at the health facilities. Out of the 149 hospitals (including CHAG facilities), 84 hospitals (representing 56.4%) have between 1 and 3 doctors, with 25 (16.8%) without a doctor. This has implications for the availability and quality of services (Source: Holistic Assessment of the Health Sector Programme of Work – 2012; Version 11<sup>th</sup> June 2013. [www.moh.ghana.org](http://www.moh.ghana.org)).

## 21.1 Improvement in Availability of Health facilities

43.5 percent of respondents reported an improvement in the availability of health facilities in their communities, whilst 7.8% indicated that health facilities were non-existent in their communities (**Table 22.1**).

<b>Table 21.1: Improvement in availability of health facilities in past 12 months</b>		
	Number of Respondents	% Respondents
Improved	7,832	43.5
No change	8,025	44.6
Non-existent	1,408	7.8
Don't know	728	4.0
Total	17,993	100.0

Source: Survey data, 2012

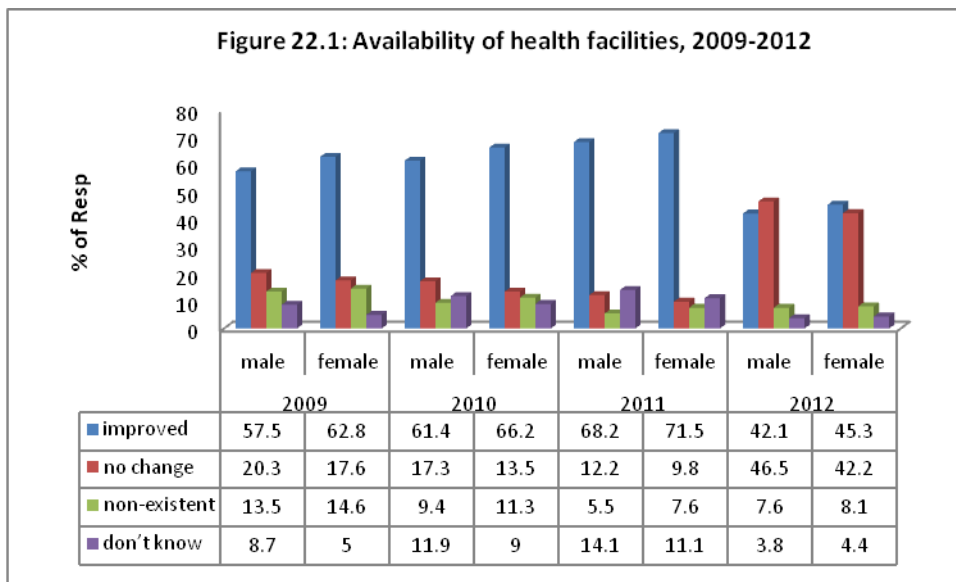
Female respondents were more likely (45.3%) than male respondents (42.1%) to indicate that there had been an improvement in the availability of health facilities in their communities in the past 12 months. Respondents in urban communities were more likely (47.9%) than those in rural communities (40.5%) to report an improvement in the availability of health facilities in their communities. Apart from respondents with koranic education (51.1%), the likelihood of a respondent indicating that there had been an improvement in the availability of health facilities increased with the level of education - no formal education (43.5%), primary (38.4%), middle/JHS (43.3%), SHS/A-level (43.0%), post-secondary (45.1%), and tertiary (46.0%).

### Vulnerability analysis

Respondents from female headed households were more likely (45.0%) than those from male-headed households (43.2%) to indicate that there had been an improvement in the availability of health facilities in their communities. Respondents who lived in homes with cemented roofing (43.7%) and those who used toilet facilities inside the homestead (46.6%) were more likely than respondents who live in homes with thatch roofing (41.9%) and those who used toilet facilities outside the homestead (41.1%) to indicate that there had been an improvement in the availability of health facilities in their communities.

### Trend Analysis

The percentage of respondents that reported an improvement in the availability of basic health care facilities decreased from 68.2% (males) and 71.5% (females) in 2011 to 42.1% (males) and 45.3% (females) in 2012 (**Figure 22.1**).



## Regional Analysis

Respondents in the Upper West (54.1%) and Northern (54.1%) were more likely to report an improvement in the availability of basic health facilities in their communities compared to the other regions (**Table 21.2**). Respondents in the Eastern and Northern (14.4%) were more likely to report that basic health facilities were “non-existent” in their communities.

	Improved	No Change	Non-Existent	Don't know
Upper East	38.0	55.3	2.3	4.4
Upper West	54.1	38.7	2.5	4.8
Northern	54.1	29.9	14.4	1.5
Brong Ahafo	37.2	53.6	7.0	2.1
Ashanti	41.0	44.1	7.6	7.3
Eastern	34.2	47.2	15.6	3.0
Volta	43.4	47.3	7.0	2.3
Greater Accra	44.5	44.2	6.5	4.8
Central	49.3	39.5	5.2	6.1
Western	38.0	49.1	9.4	3.4
<b>National</b>	<b>43.5</b>	<b>44.6</b>	<b>7.8</b>	<b>4.0</b>

Source: Survey data

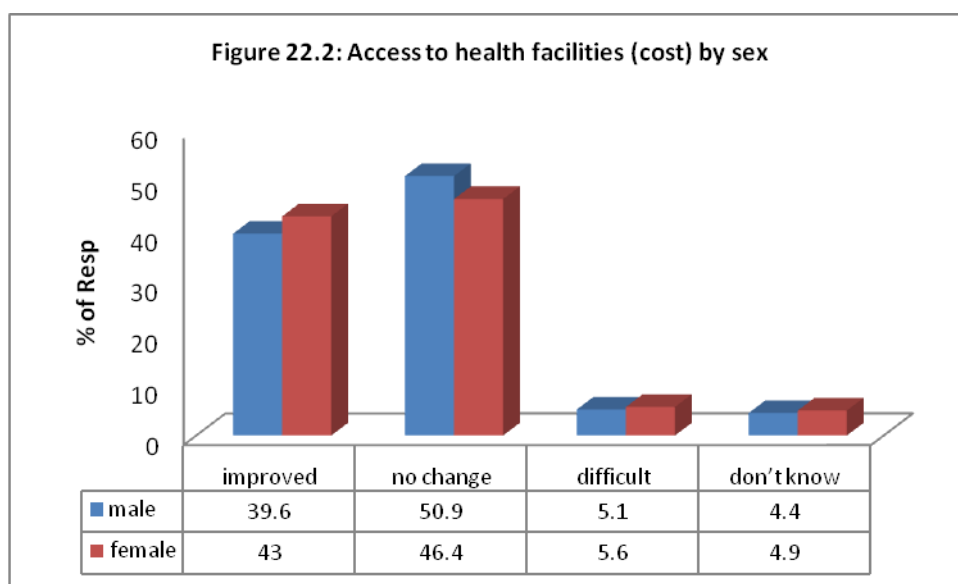
## 21.2 Improvement in access to health care services (cost)

Respondents were asked if there had been an improvement in their ability to access health care services in so far as costs involved were concerned. 41.1% of respondents indicated that their ability to access health care had improved in the past 12 months, while 48.9% reported that there had been no change. Only 5.3% indicated that it was difficult for them to access health care because of the costs involved (**Table 21.3**).

	Number of Respondents	% Respondents
Improved	7,404	41.1
No change	8,804	48.9
Difficult	955	5.3
Don't know	830	4.6
Total	17,993	100.0

Source: Survey data, 2012

When the data is disaggregated by sex of respondent (**Figure 21.2**), female respondents were more likely (43.0%) to indicate an improvement in accessing health facilities (in relation to cost) than male respondents (39.6%)



Source: Survey data, 2012

Respondents from urban communities were more likely (47.2%) than those from rural communities (36.9%) to report an improvement in the cost of accessing basic health services.

### Vulnerability analysis

When the data was disaggregated by gender of household head, 40.8% of respondents from female-headed households reported that there had been an improvement in the cost of accessing basic health care services compared to 36.9% of respondents from male-headed households. Alternatively, 44.6% of respondents from households that used toilet facilities inside the homestead indicated that there had been an improvement in the cost of accessing health care services compared with 38.4% of respondents from households that used toilet facilities outside the homestead.

### Regional Analysis

Respondents in the Upper West (52.8%) and Northern (49.5%) regions were more likely to report an improvement in cost of accessing basic health care in their communities. Respondents in the Ashanti region (9.4%) were more likely to indicate that it was difficult (costly) to access basic health care in their communities (**Table 21.4**).

	Improved	No Change	Difficult	Don't know
Upper East	39.3	49.9	5.3	5.5
Upper West	52.8	39.3	3.3	4.7
Northern	49.5	41.7	5.5	3.4

Brong Ahafo	33.4	58.4	5.5	2.7
Ashanti	38.5	44.7	9.4	7.4
Eastern	36.4	52.9	7.7	3.0
Volta	41.7	49.5	5.5	3.3
Greater Accra	38.2	51.3	5.0	5.4
Central	48.4	43.2	2.5	5.9
Western	32.7	60.3	2.5	4.5
<b>National</b>	<b>41.1</b>	<b>48.9</b>	<b>5.3</b>	<b>4.6</b>

Source: Survey data

### 21.3 How long does it take you to get to nearest health facility?

The majority of respondents (90.0%) reported that it took them less than 2 hours to get to a health facility, with 41.1% indicating they spent less than one hour and 48.9% spending between 1 and 2 hours. Only 10.0% of respondents indicated that they spent 2 or more hours to get to a health facility, with 4.6% spending more than 3 hours (**Table 21.5**).

	Number of Respondents	% Respondents
Less than an hour	7,404	41.1
1-2 hours	8,804	48.9
2-3 hours	955	5.4
More than 3 hours	830	4.6
Total	17,993	100.0

Source: Survey data, 2011

When the data was disaggregated by sex of respondent, male respondents were slightly more likely (60.5%) than female respondents (59.3%) to report that it took them less than an hour to get to the nearest health facility. Female respondents, on the other hand, were slightly more likely (29.0%) than male respondents (27.1%) to report that it took them between one and 2 hours to get to the nearest health facility. 70.3% of respondents from urban communities indicated that it took them less than one hour to get to the nearest health facility compared to 52.9% of respondents from rural communities. Alternatively, 4.8% of respondents from rural communities reported that it took them more than 3 hours to get to the nearest health facility compared to 1.9% of respondents from urban communities.

#### **Vulnerability analysis**

61.5 percent of respondents from female-headed households indicated that it took them less than one hour to get to the nearest health facility compared to 59.6% of respondents from male-headed households. 69.0% of respondents who used toilet facilities inside the

homestead compared to 52.8% of respondents who used toilet facilities outside the homestead reported that it took them less than one hour to get to the nearest health facility. Alternatively, 4.9% of respondents who used toilet facilities outside the homestead compared with 2.1% of respondents who used toilet facilities inside the homestead who indicated that it took them more than 3 hours to get to the nearest health facility.

### Regional Analysis

Respondents in Brong Ahafo (79.2%), Ashanti (73.9%) and Volta (70.4%) were more likely to report that it took them less than one hour to get to the nearest health care facility. Alternatively, respondents in Western (8.7%), Upper West (7.3%) and Upper East (6.9%) were more likely to report that it took them more than 3 hours to get to the nearest health facility (**Table 21.6**).

	< 1 hour	1-2 hours	2-3 hours	>3 hours
Upper East	27.6	48.2	17.3	6.9
Upper West	37.8	35.8	19.1	7.3
Northern	52.2	35.0	11.2	1.5
Brong Ahafo	79.2	16.1	2.3	2.4
Ashanti	73.9	18.4	6.4	1.4
Eastern	55.6	28.8	10.6	4.9
Volta	70.4	26.5	2.6	0.5
Greater Accra	63.2	29.9	5.1	1.8
Central	67.9	22.7	7.0	2.4
Western	68.4	19.6	3.3	8.7
<b>National</b>	60.0	28.0	8.4	3.6

Source: Survey data

### 21.4 Type of health facility last visited

The majority of respondents (65.0%) indicated that they visited a small government hospital (district hospitals, health posts, CHPS, etc), 15.5% of respondents reported that they visited a regional hospital, while 13.6% visited a private health facility (**Table 21.7**). The majority (80.5%) of respondents visited a public health facility, compared with 19.5% that visited a private health facility (private clinics, pharmacies, drug stores, etc).

	Number of Respondents	% Respondents
Regional government hospital	2,790	15.5
Small government hospital	11,690	65.0
Private health facility	2,450	13.6

Pharmacy	439	2.4
Drug store	471	2.6
Drug peddler	60	0.3
Other	93	0.5
Total	17,993	100.0

Source: Survey data, 201

Male respondents were more likely (16.8%) than female respondents (13.9%) to indicate that they frequently visited a large/regional government hospital. Alternatively, female respondents were more likely (66.9%) than male respondents (63.4%) to report that they frequently visited a small government hospital. 74.7% of respondents in rural communities compared with 51.0% of respondents from urban communities indicated that they frequently used small government hospitals.

### Vulnerability analysis

Respondents from female-headed households were more likely (67.1%) than those from male-headed households (64.4%) to indicate that they frequently visited small government health facilities. 72.2% of respondents from households that used toilet facilities outside the homestead compared with 55.9% of respondents from households who used toilet facilities inside the homestead who reported that they frequently used small government health facilities.

### 21.5 Doctor present at last visit

Respondents were asked if they had met a doctor at their last visit to a health facility. 52.4% of respondents indicated they met a doctor during their last visit to a health facility, whilst 35.3% reported that they did not (**Table 21.8**).

<b>Table 21.8: Doctor present at last visit</b>		
	Number of Respondents	% Respondents
Yes	9,429	52.4
No	6,357	35.3
Don't Know	2,207	12.3
Total	17,993	100.0

Source: Survey data, 2012

Almost an equal proportion of males (52.2%) and females (52.6%) reported that there was a doctor present the last time they visited the health facility. Respondents in urban communities were more likely (63.5%) than those in rural communities (44.7%) to report that there was a doctor present at the health facility.



### Vulnerability Analysis

An almost equal proportion of respondents from male-headed households (52.3%) and female-headed households (52.7%) reported that there was a doctor present the last time they visited the health facility. Respondents from households that use toilet facilities inside the homestead were more likely (60.8%) than respondents from households that use toilet facilities outside the homestead (45.6%) to indicate that there was a doctor present during their last visit to the health facility.

### Regional Analysis

Respondents in the Western (70.7%), Ashanti (68.5%) and Greater Accra (66.6%) were more likely to report meeting a doctor during their last visit to the health facility. Alternatively, respondents in Upper East (60.4%) and Upper West (47.8%) were more likely to report that a doctor was not present during their last visit to the health facility (**Table 21.9**).

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
Upper East	25.4	60.4	14.2
Upper West	33.9	47.8	18.3
Northern	55.2	37.9	6.9
Brong Ahafo	48.8	42.8	8.4
Ashanti	68.5	18.4	13.2
Eastern	53.7	37.3	8.9
Volta	44.8	42.9	12.3
Greater Accra	66.6	20.6	12.8
Central	49.7	32.0	18.4
Western	70.7	20.2	9.1
<b>National</b>	<b>52.4</b>	<b>35.3</b>	<b>12.3</b>

Source: Survey data

### 21.6 How long did you wait before seeing a doctor?

Respondents were asked "how long did they have to wait at the health facility before they were attended to by a doctor or health worker". 32.7% of respondents indicated they had to wait less than an hour, whilst 35.4% indicated they waited between 1 and 2 hours before being attended to by a doctor or health worker. Only 14.0% reported they waited for more than 3 hours before seeing a doctor (**Table 21.10**).

	Number of Respondents	% Respondents
Less than an hour	5,876	32.7
1-2 hours	6,361	35.4
2-3 hours	3,245	18.0
More than 3 hours	2,511	14.0

Total	17,993	100.0
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Source: Survey data, 201

Male respondents were more likely (33.8%) than female respondents (31.2%) to indicate that they waited for less than an hour at the health facility before seeing a doctor. Alternatively, female respondents were slightly more likely (14.0%) than male respondents (13.9%) to report that they waited for more than 3 hours at the health facility before they saw the doctor. Respondents in urban communities were more likely (34.4%) than respondents in rural communities (31.5%) to report that they waited for less than an hour at the facility before seeing a doctor. Respondents from rural communities were more likely (14.4%) than respondents from rural communities (13.3%) to indicate that they waited for more than 3 hours at the health facility before they were attended to by a doctor.

### Vulnerability Analysis

Respondents from female-headed households were more likely (33.5%) than respondents from male-headed households (32.4%) to indicate that they waited for less than an hour to see a doctor. Respondents from households that use toilet facilities outside the homestead were more likely (15.5%) than respondents from households that use toilet facilities inside the homestead (12.0%) to report that they waited for more than 3 hours before they were attended to by a doctor.

### 21.7 Received medication for your illness at your last visit

Respondents were asked if they had received all their medication during their visit to the health institution. 42.8% indicated that they received all the prescribed medicines at the health facility, whilst 53.2% indicated that they received some of the prescribed medication at the hospital and had purchased the rest from a pharmacy/drug store. Only 4.0% of respondents reported that they did not receive any of the prescribed medicines at the health facility. **(Table 21.11)**

<b>Table 21.11: Received medication for your illness at last visit</b>		
	Number of Respondents	% Respondents
Yes, received all medication	7,697	42.8
Yes, received some medication	9,569	53.2
No, received no medication	727	4.0
Total	17,993	100.0

Source: Survey data, 2012

Female respondents were more likely (43.3%) than male respondents (42.2%) to indicate that they received all their medications during their last visit to the health facility. Alternatively,

male respondents were slightly more likely (4.5%) than female respondents (3.5%) to report that they did not receive any of the medications prescribed at their last visit. Respondents in urban communities were more likely (47.7%) than respondents in rural communities (39.4%) to report that they received all medications.

### **Vulnerability Analysis**

Respondents from male-headed households were more likely (43.4%) than respondents from female-headed households (40.3%) to indicate that they received all the prescribed medications at their last visit to the health facility. Equal proportions of respondents from households that use toilet facilities inside the homestead (42.8%) and respondents from households that use toilet facilities outside the homestead (42.8%) reported that they received all their medications at the health facility.

### **21.8 Satisfied with quality of health services**

Respondents were asked, taking everything into consideration, if they were satisfied with the quality of health services they received at their last visit to a health facility. 54.5% indicated that they were satisfied with the quality of health services, whilst 29.6% expressed dissatisfaction (with 2.8% indicating that they were very dissatisfied) with the service they received (**Table 21.12**).

<b>Table 21.12: Satisfied with quality of health services</b>		
	Number of Respondents	% Respondents
Satisfied	9,806	54.5
Indifferent	2,865	15.9
Dissatisfied	4,814	26.8
Very dissatisfied	508	2.8
Total	17,993	100.0

*Source: Survey data, 2012*

Female respondents (55.6%) were more likely than male respondents (53.6%) to report that they were satisfied with the quality of health services they receive from health facility in their communities. Respondents in urban communities were more likely (59.7%) than respondents in rural communities (50.9%) to report that they were satisfied with the quality of health services they receive in their communities.

### Regional Analysis

Respondents in the Central (63.5%) and Greater Accra (60.9%) and Northern (59.7%) were more likely to indicate that they are satisfied with the quality of health care services in their communities (**Table 21.13**).

	<b>Satisfied</b>	<b>Indifferent</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>
Upper East	32.0	6.8	58.9	2.3
Upper West	57.4	17.4	22.4	2.7
Northern	59.7	18.3	19.3	2.7
Brong Ahafo	54.0	12.5	32.0	1.4
Ashanti	52.9	24.6	20.1	2.4
Eastern	53.2	13.7	30.8	2.3
Volta	56.0	16.9	25.4	1.7
Greater Accra	60.9	17.9	17.9	3.3
Central	63.5	15.6	14.3	6.6
Western	50.2	12.4	34.8	2.6
<b>National</b>	<b>54.5</b>	<b>15.9</b>	<b>26.8</b>	<b>2.8</b>

Source: Survey data, 2012

# Chapter 22 SERVICE DELIVERY

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## 22.0 Introduction

The Directive Principles of State Policy of the 1992 Constitution states, that “the State, in particular, shall take all necessary steps to establish a sound and healthy economy whose underlying principles shall include... undertaking even and balanced development of all regions and every part of ...Ghana, and in particular, improving the conditions of life in the rural areas”. It goes on to state that it includes, “the recognition that the most secure democracy is the one that assures the basic necessities of life for its people as a fundamental duty”.

This chapter assesses the state of service delivery at local level in Ghana. The provision of basic needs such as water, sanitation, roads, housing, fire services, and electricity is generally lower in rural areas than in urban centers. Though has been an obvious improvement over the years in these areas, to which can be added mobile telephone services, recreational facilities and traffic management where they apply, a significant gap remains and greater efforts need to be made by central and local government as well as private service providers to bridge it. Respondents in the survey were asked questions about their perceptions regarding progress made in the provision of these needs.

## 22.1 Overall cleanliness of your community (refuse removal)

22.0% of respondents ranked the cleanliness of their communities as “good”, and 35.5% ranked it as “fair”. 39.0% of respondents indicated the service was “poor”, and 1.5% reported that the service was not available in their communities (**Table 22.1**).

	Number of Respondents	% Respondents
Excellent	354	2.0
Good	3,959	22.0
Fair	6,382	35.5
Poor	7,020	39.0
Non-existent	278	1.5
Total	17,993	100.0

Source: Survey data, 2012

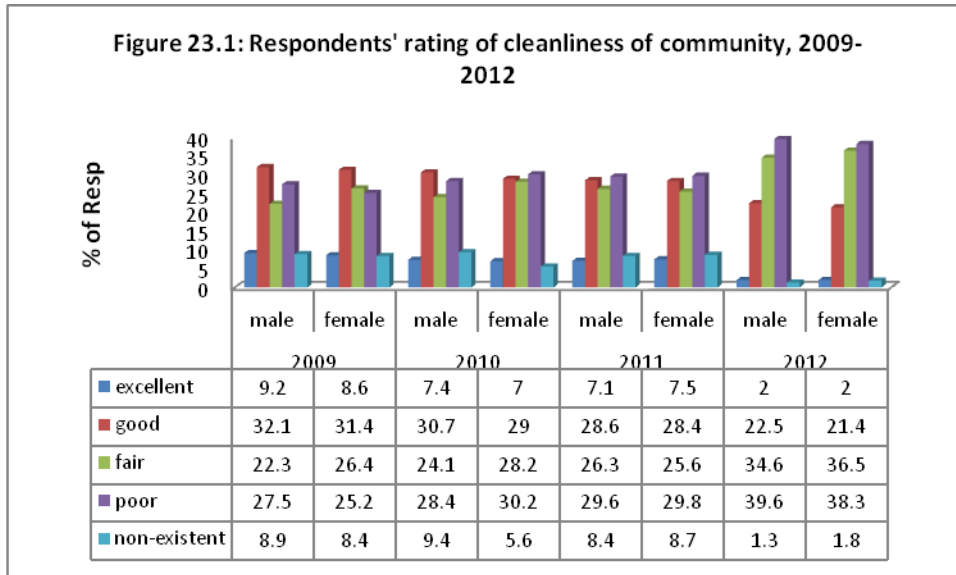
Male respondents were slightly more likely (39.6%) than female respondents (38.3%) to indicate that refuse collection in their communities was poor. Respondents in urban communities were slightly more likely (22.8%) than respondents in rural communities (21.4%) to report that the overall cleanliness of their communities was “good”. Additionally, respondents in urban communities were slightly more likely (40.1%) than respondents in rural communities (38.2%) to report that the overall cleanliness of their communities was “poor”.

### Vulnerability Analysis

Respondents from male-headed households (39.1%) and respondents from households that use toilet facilities inside the homestead (40.1%) were more likely than respondents from female-headed households (38.7%) and respondents from households that use toilet facilities outside the homestead (38.1%) to rate the overall cleanliness of their communities as “poor”.

### Trend Analysis

The proportion of respondents that rated the overall cleanliness of their communities as “poor” increased from 29.6% (males) and 29.8% (females) in 2011 to 39.6% (males) and 38.3% (females) in 2012 (**Figure 22.1**).



## Regional Analysis

Respondents in Ashanti (49.0%), Central (45.9%) and Upper East (43.1%) regions were more likely to rate their overall cleanliness of their communities as “poor” (**Table 22.2**).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	1.5	37.2	15.7	43.1	2.4
Upper West	2.2	21.3	35.1	34.1	7.3
Northern	0.6	15.2	51.6	32.0	0.7
Brong Ahafo	2.7	15.6	36.5	42.5	2.7
Ashanti	1.3	30.8	18.8	49.0	0.2
Eastern	1.7	24.9	44.8	28.4	0.2
Volta	2.5	11.3	46.2	39.0	0.9
Greater Accra	1.7	18.2	43.1	36.4	0.7
Central	4.1	9.2	40.3	45.9	0.6
Western	1.4	40.1	17.2	41.1	0.1
<b>National</b>	<b>2.0</b>	<b>22.0</b>	<b>35.5</b>	<b>39.0</b>	<b>1.5</b>

Source: Survey data, 2012

## 22.2 Provision of water in the community

When asked to rank the provision of water to their communities, 39.9% of respondents indicated it was “good”, and 36% ranked it as “fair”. 19.4% indicated that water provision service to their communities was “poor” and 3.0% said the service was non-existent (**Table 22.3**).

	Number of Respondents	% Respondents
Excellent	317	1.8
Good	7,183	39.9
Fair	6,473	36.0
Poor	3,486	19.4
Non-existent	534	3.0
Total	17,993	100.0

Source: Survey data, 2012

Female respondents were slightly more likely (40.4%) than male respondents (39.5%) to indicate that overall water provision was good. Additionally, female respondents were slightly more likely (3.4%) than male respondents (2.6%) to indicate that water provision was non-existent in their communities. Respondents in urban communities were more likely (44.3%) than those in rural communities (36.9%) to report that overall water provision was

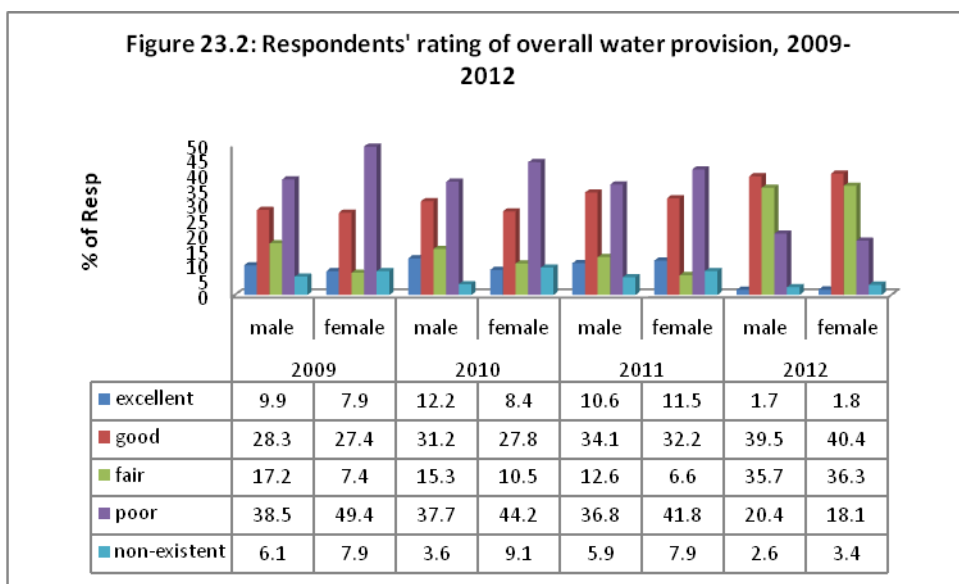
good. Also, respondents in urban communities were slightly more likely (3.2%) than those in rural communities (2.8%) to indicate that water provision was non-existent.

### Vulnerability analysis

Respondents from female-headed households were more likely (41.2%) than those from male-headed households (39.6%) to indicate that water provision was good. When the data was disaggregated by type of roofing, respondents living in homes with thatch/etc roofing (21.7%) and those who used toilet facilities outside the homestead (21.5%) were more likely than respondents living in homes with cemented and similar types of roofing (19.1%) and those who used toilet facilities inside the homestead (16.7%) to indicate that water provision was poor.

### Trend Analysis

The percentage of respondents who rated the overall provision of portable water to their communities as “good” increased from 34.1% (males) and 32.2% (females) in 2011 to 39.5% (males) and 40.4% (females) in 2012 (**Figure 22.2**).





## Regional Analysis

Respondents in the Volta region (62.0%) were more likely than respondents from the other regions to rate the overall provision of portable water to their communities as “good”. Alternatively, respondents from the Eastern region (30.2%) were more likely to rate water provision to their communities as “poor” (**Table 22.4**).

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Non-existent</b>
Upper East	1.1	30.3	48.0	19.6	1.0
Upper West	0.8	46.6	31.9	16.3	4.5
Northern	0.4	48.9	23.9	23.8	3.1
Brong Ahafo	3.9	38.4	41.0	14.1	2.6
Ashanti	1.8	28.5	44.8	24.5	0.4
Eastern	0.9	29.0	37.9	30.2	2.1
Volta	3.0	62.0	25.8	8.8	0.3
Greater Accra	0.9	36.3	32.0	19.4	11.4
Central	3.6	49.4	35.2	10.1	1.7
Western	1.5	31.0	41.3	26.1	0.1
<b>National</b>	<b>1.8</b>	<b>39.9</b>	<b>36.0</b>	<b>19.4</b>	<b>3.0</b>

Source: Survey data, 2012

### 22.3 Provision of Quality water in the community

53.1% of respondents indicated that the quality of water consumed in their communities was “good”, and 26.8% reported it as “fair”. 13.8% of respondents reported that the quality of water was “poor” (**Table 22.5**).

	<b>Number of Respondents</b>	<b>% Respondents</b>
Excellent	916	5.1
Good	9,563	53.1
Fair	4,828	26.8
Poor	2,478	13.8
Non-existent	208	1.2
Total	17,993	100.0

Source: Survey data, 2012

Approximately the same proportion of male (53.0%) and female (53.3%) respondents rated that overall water quality as good. Respondents living in urban communities were more likely (56.5%) than those living in rural communities (50.8%) to rate the quality of water as good.

### Vulnerability analysis

Respondents from male-headed households were more likely (53.7%) than female-headed households (50.9%) to rate water quality as good. Respondents who lived in homes with cemented and similar types of roofing (53.8%) and those who used toilet facilities in the homestead (54.2%) were more likely than respondents who lived in homes with thatch, raffia or wood roofing (47.2%) and those who used toilet facilities outside the homestead (52.3%) to rate the quality of the water they used as good.

### Regional Analysis

Respondents in Upper West (67.2%) and Northern (65.9%) regions were more likely to rate the quality of portable water in their communities as “good” whilst respondents in the Western (26.1%) and Eastern (23.1%) regions were most likely to rate water quality as “poor” (**Table 22.6**).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	2.5	53.2	30.5	13.4	0.5
Upper West	12.2	67.2	14.9	4.4	1.3
Northern	2.5	65.9	20.2	11.1	0.3
Brong Ahafo	9.8	54.9	24.1	9.5	1.7
Ashanti	4.1	42.6	36.0	16.9	0.4
Eastern	1.0	39.9	35.8	23.1	0.2
Volta	8.4	56.2	29.3	6.0	0.1
Greater Accra	4.4	49.2	25.1	16.7	4.6
Central	2.9	52.6	32.8	10.2	1.4
Western	3.5	52.3	18.0	26.1	0.1
<b>National</b>	<b>5.1</b>	<b>53.1</b>	<b>26.8</b>	<b>13.8</b>	<b>1.2</b>

Source: Survey data, 2012

### 22.4 Provision of sanitation facilities (toilets)

Respondents were asked to rate the provision of public toilet facilities in their communities. 40.5% of respondents indicated it was poor, and 29.8% reported it as fair. 25.0% of respondents ranked the service as good (**Table 22.7**).

	Number of Respondents	% Respondents
Excellent	130	0.7
Good	4,496	25.0
Fair	5,367	29.8
Poor	7,293	40.5
Non-existent	707	3.9

Total	17,993	100.0
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Source: Survey data, 2012

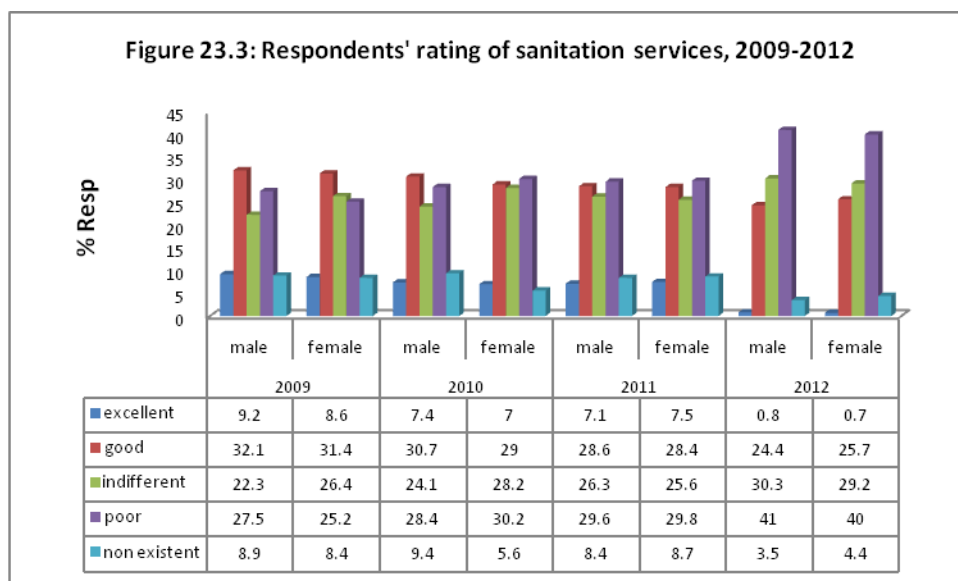
Female respondents were slightly more likely (25.7%) than male respondents (24.4%) to rate the provision of toilet facilities in their communities as good. Respondents living in rural communities were more likely (25.9%) than those living in urban communities (23.7%) to rate toilet facilities as good.

### Vulnerability Analysis

Respondents from female-headed households were more likely (26.5%) than those from male-headed households (24.6%) to rate public toilet facilities as good. When the data was disaggregated by nature of toilet used by the household, respondents from non-vulnerable households were more likely (43.9%) than those from vulnerable households (37.8%) to indicate that the provision of public toilet facilities in their communities was poor. Respondents from vulnerable households were more likely (6.0%) than those from non-vulnerable households (1.4%) to report that these facilities were non-existent.

### Trend analysis

The percentage of respondents rating sanitation services in their communities as “good” decreased from 28.6% (males) and 28.4% (females) in 2011 to 24.4% (males) and 25.7% (females) in 2012. Alternatively, the proportion of respondents rating the service as “poor” increased from 29.6% (males) and 29.8% (females) in 2011 to 41.0% (males) and 40.0% (females) in 2012 (**Figure 22.3**).



## Regional Analysis

Respondents in Volta (39.8%), Northern (39.0%) and Central (32.0%) regions were more likely to rate sanitation services in their communities as “good” whilst respondents in Greater Accra (49.9%), Ashanti (45.4%) and Brong Ahafo (44.7%) were more likely to rate the service as “poor” (Table 22.8).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	0.3	11.3	48.5	25.9	14.0
Upper West	0.6	22.5	26.2	38.9	11.8
Northern	0.2	39.0	23.8	35.4	1.6
Brong Ahafo	0.5	21.2	28.1	44.7	5.5
Ashanti	0.2	14.2	39.7	45.4	0.5
Eastern	0.7	26.7	33.5	36.6	2.3
Volta	1.8	39.8	20.0	36.7	1.7
Greater Accra	0.7	26.7	20.8	49.9	1.9
Central	1.8	32.0	21.8	43.5	0.8
Western	0.5	14.1	40.3	44.5	0.7
<b>National</b>	<b>0.7</b>	<b>25.0</b>	<b>29.8</b>	<b>40.5</b>	<b>3.9</b>

Source: Survey data, 2012

## 22.5 Provision of fire services

25.9% of respondents indicated that the provision of fire services in their communities was good, and 28.9% indicated it was “fair”. 19.4% of respondents ranked the provision of the services as “fair”, and 23.6% indicated it was non-existent in their communities (Table 22.9).

	Number of Respondents	% Respondents
Excellent	407	2.3
Good	4,659	25.9
Fair	5,199	28.9
Poor	3,489	19.4
Non-existent	4,239	23.6
Total	17,993	100.0

Source: Survey data, 2012

Female respondents were more likely (25.0%) than male respondents (22.4%) to rate fire services as non-existent. Respondents living rural communities were more likely (32.5%) than those in the urban communities (10.7%) to indicate that fire services were non-existent in their communities.

### Vulnerability analysis

Respondents from female-headed households were slightly more likely (24.2%) than male-headed households (23.4%) to rate fire services in their communities as non-existent. Respondents who lived in homes with thatch/etc roofing (40.3%) and those who used toilet facilities outside the homestead (29.0%) were more likely than respondents who lived in homes with cemented and similar types of roofing (21.8%) and those who used toilet facilities inside the homestead (16.7%) to rate the quality of the water they used as good.

### Regional Analysis

Respondents in Ashanti (35.6%), Northern (32.8%) and Eastern (31.8%) regions were more likely than respondents from the other regions to rate the fire services in their communities as "good" whilst respondents in Upper East (36.1%), Brong Ahafo (28.4%) and Western (23.2%) were more likely to rate the service as "poor" (**Table 22.10**).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	1.6	7.6	28.1	36.1	26.6
Upper West	1.2	25.7	24.3	21.5	27.3
Northern	1.2	32.8	17.8	28.4	19.8
Brong Ahafo	1.7	24.9	23.7	16.2	33.5
Ashanti	1.4	35.6	43.1	13.7	6.3
Eastern	5.3	31.8	13.4	16.0	33.5
Volta	2.6	29.7	28.3	6.8	32.6
Greater Accra	3.1	30.2	40.3	13.1	13.2
Central	3.3	16.8	26.0	23.0	30.9
Western	0.8	17.9	42.2	23.2	15.9
<b>National</b>	<b>2.3</b>	<b>25.9</b>	<b>28.9</b>	<b>19.4</b>	<b>23.6</b>

Source: Survey data, 2012

### 22.6 Overall traffic management

20.6% of respondents indicated that overall traffic management in their communities was good, and 25.5% indicated it was "fair". 15.4% of respondents ranked the provision of the services as "poor", and 36.5% indicated it was non-existent in their communities (**Table 22.11**).

	Number of Respondents	% Respondents
Excellent	375	2.1
Good	3,701	20.6
Fair	4,588	25.5
Poor	2,769	15.4
Non-existent	6,560	36.5

Total	17,993	100.0
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Source: Survey data, 2012

Almost an equal proportion of males (20.6%) and females (20.5%) rated traffic management services in their communities as “good” whilst a slightly higher percentage of males (15.7%) rated the service as “poor” compared to 15.0% of females. Respondents in urban communities were more likely (27.5%) to rate the service as “good” compared to 15.6% of respondents in rural communities. Respondents in rural communities were more likely (47.6%) than those in urban communities (20.4%) to indicate that the service was “non-existent” in their communities.

### Vulnerability analysis

Respondents from female-headed households were slightly more likely (22.0%) than male-headed households (20.2%) to rate traffic management services in their communities as “good”. An almost equal proportion of respondents from male-headed households (15.4%) and respondents from female-headed households (15.3%) rated the service as “poor”. Respondents from households that use toilet facilities inside the homestead were more likely (27.9%) than respondents that use toilet facilities outside the homestead (14.7%) to rate the service as “good”. Respondents who use toilet facilities outside the homestead were more likely (48.1%) than those who use toilet facilities inside the homestead (22.0%) to indicate that the service was “non-existent” in their communities.

### Regional Analysis

Respondents in the Brong Ahafo (32.0%), Ashanti (29.6%) and Volta (27.9%) regions were more likely to rate traffic management services in their communities as “good” whilst respondents in the Western (32.2%), Eastern (22.5%) and Central (19.7%) were more likely to rate the service as “poor”. Respondents in the three northern regions – Upper West (58.4%), Upper East (56.8%) and Northern (53.1%) were more likely than respondents from the other regions to report that the service was “non-existent” in their communities (**Table 22.12**).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	0.6	5.3	22.0	15.2	56.8
Upper West	0.8	18.8	13.7	8.2	58.4
Northern	0.3	15.8	14.6	16.2	53.1
Brong Ahafo	1.3	32.0	15.5	12.7	38.5
Ashanti	2.1	29.6	40.6	11.7	16.1
Eastern	10.0	21.4	22.5	22.5	23.6
Volta	2.5	27.9	31.0	8.5	30.0
Greater Accra	0.2	26.1	36.1	10.3	27.2
Central	2.4	11.9	21.9	19.7	44.2

Western	0.1	12.2	33.9	32.2	21.7
<b>National</b>	<b>2.1</b>	<b>20.6</b>	<b>25.5</b>	<b>15.4</b>	<b>36.5</b>

Source: Survey data, 2012

## 22.7 Provision of housing

31.6% of respondents indicated that housing in their communities was good, and 38.3% indicated it was "fair". 22.4% of respondents ranked the provision of the services as "poor", and 6.9% indicated it was non-existent in their communities (**Table 22.13**).

	Number of Respondents	% Respondents
Excellent	165	0.9
Good	5,679	31.6
Fair	6,888	38.3
Poor	4,026	22.4
Non-existent	1,235	6.9
Total	17,993	100.0

Source: Survey data, 2012

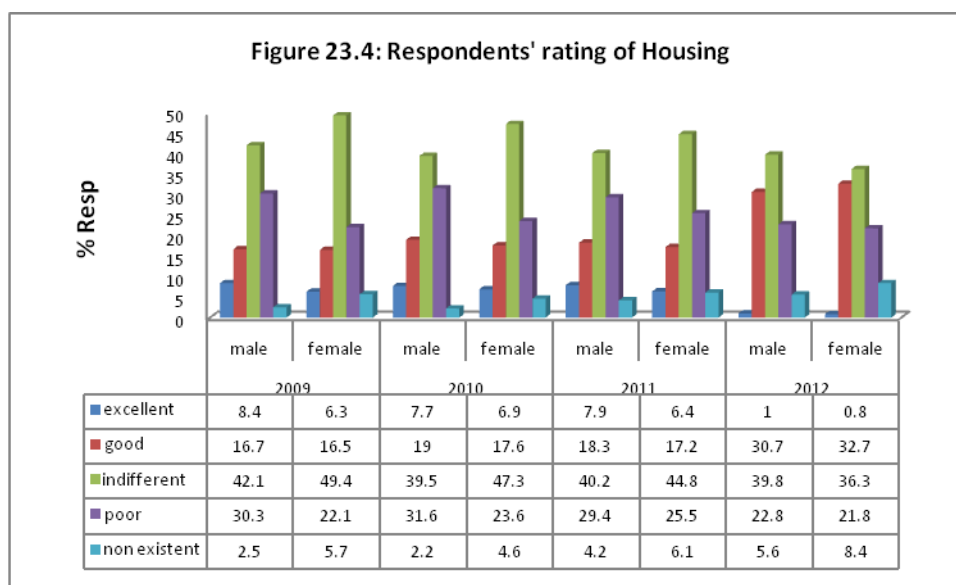
Female respondents were more likely (32.7%) than male respondents (30.7%) to rate the provision of housing facilities in their communities as "good" whilst male respondents were more likely (22.8%) than female respondents (21.8%) to rate the service as "poor". Respondents in urban communities were more likely (41.5%) than those in rural communities (24.7%) to rate the service as "good" whilst respondents in rural communities were more likely to rate the service as "poor" (24.3%) or "non-existent" (9.2%) compared to the urban counterparts – 19.6% and 3.5% respectively.

### Vulnerability Analysis

Respondents from female-headed households were more likely (33.1%) than those from male-headed households (31.2%) to rate the provision of housing as "good" whilst respondents from male-headed households were slightly more likely (22.5%) than those from female-headed households (21.9%) to rate the service as "poor". Respondents from households that use toilet facilities inside the homestead were more likely (37.7%) than those who use toilet facilities outside the homestead (26.7%) to rate the service as "good". Alternatively, Respondents from households that use toilet facilities outside the homestead were more likely (24.8%) than those who use toilet facilities inside the homestead (19.4%) to rate the service as "poor".

## Trend Analysis

The percentage of respondents who rated the provision of housing in their communities as “good” increased from 18.3% (males) and 17.2% (females) in 2011 to 30.7% (males) and 32.7% (females) in 2012. Alternatively, the percentage of respondents who rated the service as “poor” decreased from 29.4% (males) and 25.5% (females) in 2011 to 22.8% (males) and 21.8% (females) in 2012 (**Figure 22.4**).



## Regional Analysis

Respondents in the Northern (49.0%) and Brong Ahafo (43.5%) regions were more likely than respondents in other regions to rate provision of housing units in their communities as “good”. Alternatively, respondents in the Eastern (36.6%) and Western (30.2%) were more likely than respondents in the other regions to rate the service as “poor” (**Table 22.14**).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	0.5	13.1	39.3	38.6	8.6
Upper West	0.6	28.9	28.9	12.8	28.8
Northern	0.5	49.0	27.7	19.6	3.2
Brong Ahafo	1.2	43.5	38.5	14.5	2.3
Ashanti	0.9	29.2	46.4	17.4	6.0
Eastern	0.3	27.0	26.2	36.6	9.9
Volta	0.9	30.9	39.0	23.2	6.0
Greater Accra	1.4	39.9	44.2	12.3	2.2
Central	2.4	27.2	45.2	23.9	1.3
Western	0.2	21.3	47.4	30.2	0.9
<b>National</b>	<b>0.9</b>	<b>31.6</b>	<b>38.3</b>	<b>22.4</b>	<b>6.9</b>

Source: Survey data, 2012



## 22.8 Provision of Road Network

23.3 percent of respondents indicated that overall the road network in their communities was good, and 23.5% indicated it was "fair". 48.9% of respondents ranked the condition of the road network as "poor", and 2.6% indicated a road network was non-existent in their communities (**Table 22.15**).

<b>Table 22.15: Usability of road network</b>		
	Number of Respondents	% Respondents
Excellent	293	1.6
Good	4,191	23.3
Fair	4,229	23.5
Poor	8,806	48.9
Non-existent	474	2.6
Total	17,993	100.0

Source: Survey data, 2012

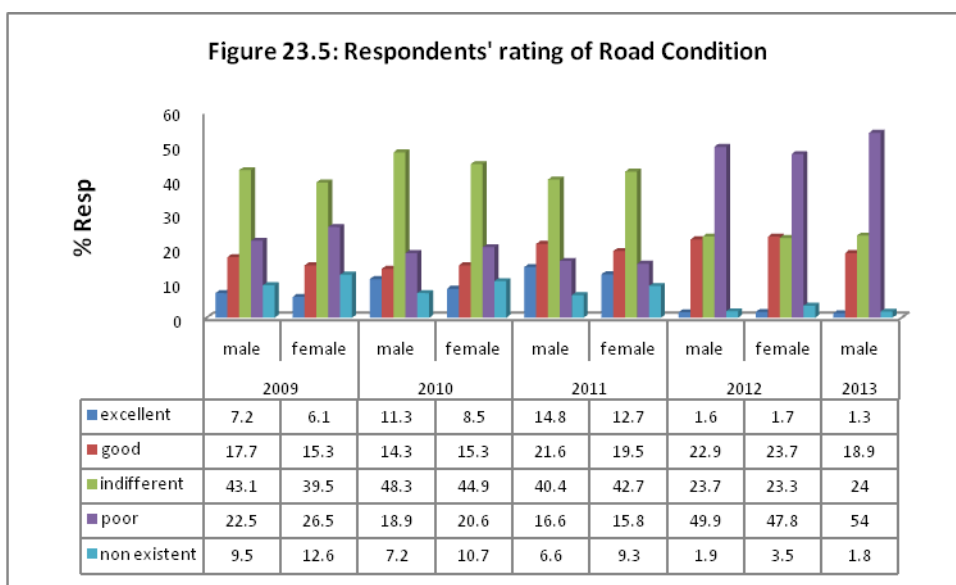
Female respondents were more likely (23.7%) than male respondents (22.9%) to rate the usability of the road network in their communities as "good" whilst male respondents were more likely (49.9%) than female respondents (47.8%) to rate the service as "poor". Respondents in urban communities were more likely (28.9%) than those in rural communities (19.4%) to rate the service as "good" whilst respondents in rural communities were more likely to rate the service as "poor" (54.5%) or "non-existent" (3.5%) compared to the urban counterparts – 41.0% and 1.4% respectively.

### **Vulnerability Analysis**

An equal proportion of respondents from male-headed households (23.3%) and female-headed households (23.3%) rated the usability of road networks in their communities as "good" whilst respondents from male-headed households were slightly more likely (49.0%) than those from female-headed households (48.6%) to rate the service as "poor". Respondents from households that use toilet facilities inside the homestead were more likely (29.0%) than those who use toilet facilities outside the homestead (18.7%) to rate the service as "good". Alternatively, Respondents from households that use toilet facilities outside the homestead were more likely (53.8%) than those who use toilet facilities inside the homestead (42.9%) to rate the road network in their communities as "poor".

## Trend Analysis

The percentage of respondents who rated the usability of the road networks in their communities as “good” increased from 21.6% (males) and 19.5% (females) in 2011 to 22.9% (males) and 23.7% (females) in 2012. Additionally, the percentage of respondents who rated the service as “poor” increased from 16.6% (males) and 15.8% (females) in 2011 to 49.9% (males) and 47.8% (females) in 2012 (**Figure 22.5**).



## Regional Analysis

Respondents in the Northern (42.5%), Volta (34.5%) and Greater Accra (31.4%) regions were more likely than respondents in other regions to rate the usability of their road network in their communities as “good”. Alternatively, respondents in the Upper East (76.5%), Eastern (67.1%) and Volta (49.0%) regions were more likely than respondents in the other regions to rate the service as “poor” (**Table 22.16**).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	0.1	7.3	15.5	76.5	0.6
Upper West	0.4	16.3	23.3	40.6	19.4
Northern	0.3	42.5	31.6	25.4	0.2
Brong Ahafo	3.4	18.7	26.3	49.8	1.8
Ashanti	1.1	27.4	32.4	38.8	0.4
Eastern	2.9	14.0	15.5	67.1	0.4
Volta	1.7	34.5	14.5	49.0	0.2
Greater Accra	1.9	31.4	24.5	40.2	2.0
Central	3.0	17.3	32.5	46.9	0.3
Western	1.3	18.7	15.1	63.9	1.0
<b>National</b>	<b>1.6</b>	<b>23.3</b>	<b>23.5</b>	<b>48.9</b>	<b>2.6</b>

Source: Survey data, 2012

## 22.9 Provision of Recreational Facilities

11.0 percent of respondents indicated that overall recreational facilities in their communities were good, and 21.4% indicated they were "fair". 31.4% of respondents ranked the provision of the facilities as "poor", and 35.9% indicated they were non-existent in their communities (**Table 22.17**).

	Number of Respondents	% Respondents
Excellent	81	0.5
Good	1,976	11.0
Fair	3,844	21.4
Poor	5,641	31.4
Non-existent	6,451	35.9
Total	17,993	100.0

Source: Survey data, 2012

Male respondents were slightly more likely (11.2%) than female respondents (10.7%) to rate the availability of recreational facilities in their communities as "good". whilst female respondents were more likely (37.8%) than male respondents (34.3%) to rate the service as "non-existent". Respondents in urban communities were more likely to rate the service as "good" (13.4%) and "poor" (33.6%) than those in rural communities (9.3% and 29.8%) whilst respondents in rural communities were more likely to rate the service as "non-existent" (43.5%) compared to the urban counterparts – 24.8%.

### Vulnerability Analysis

Respondents from female-headed households (11.6%) were more likely than male-headed households (10.8%) to rate the availability of recreational facilities in their communities as "good". Additionally, the percentage of respondents from female-headed households (31.4%) was almost as equal as the proportion of respondents from female-headed households (31.4%) to rate the service as "poor". Respondents from male-headed households were more likely (36.3%) than those from female-headed households (34.0%) to rate the service as "non-existent". Respondents from households that use toilet facilities inside the homestead were more likely (13.9%) than those who use toilet facilities outside the homestead (8.7%) to rate the availability of recreational facilities in their communities as "good". Respondents who use toilet facilities outside the homestead were more likely (41.2%) to indicate that the service was "non-existent" in their communities compared to respondents from households that use toilet facilities inside the homestead (29.1%)

## Regional Analysis

Respondents in the Volta (19.3%), and Greater Accra (18.0%) regions were more likely than respondents in other regions to rate the availability of recreational facilities in their communities as “good”. Alternatively, respondents in Central (40.3%), Eastern (39.5%), Upper East (35.5%) and Ashanti (35.5%) regions were more likely than respondents in the other regions to rate the service as “poor” (Table 22.18).

	Excellent	Good	Fair	Poor	Non-existent
Upper East	0.2	5.3	12.2	35.5	46.8
Upper West	0.1	11.4	15.5	15.6	57.4
Northern	0.1	12.3	28.8	32.8	26.0
Brong Ahafo	0.1	10.6	26.5	30.5	32.3
Ashanti	0.3	10.0	26.5	35.5	27.7
Eastern	0.2	4.4	13.2	39.5	42.7
Volta	0.2	19.3	10.3	24.8	45.4
Greater Accra	0.8	18.0	32.3	23.6	25.4
Central	2.4	12.7	28.7	40.3	16.0
Western	0.0	3.2	13.8	37.4	45.6
<b>National</b>	<b>0.5</b>	<b>11.0</b>	<b>21.4</b>	<b>31.4</b>	<b>35.9</b>

Source: Survey data, 2012

## 22.10 Provision of Electricity supply

35.4% of respondents indicated that overall electricity supply in their communities was good, and 33.3% indicated it was “fair”. 25.6% of respondents ranked the provision of the services as “poor”, and 4.1% indicated it was non-existent in their communities (Table 22.19).

	Number of Respondents	% Respondents
Excellent	272	1.5
Good	6,372	35.4
Fair	5,997	33.3
Poor	4,607	25.6
Non-existent	745	4.1
Total	17,993	100.0

Source: Survey data, 2012

Male respondents were slightly more likely (35.6%) than female respondents (35.2%) to rate electricity supply in their communities as “good”, whilst female respondents were more likely

(5.1%) than male respondents (3.4%) to rate the service as “non-existent”. Respondents in urban communities were more likely (41.1%) than those in rural communities (31.5%) to rate the service as “good”, whilst respondents in rural communities were more likely (28.8%) to rate the services as “poor” compared to respondents in the urban communities (20.9%).

### Vulnerability Analysis

Respondents from male-headed households (35.8%) were more likely than female-headed households (33.7%) to rate the electricity supply in their communities as “good”. Alternatively, respondents from female-headed households were more likely (29.4%) than respondents from male-headed households (24.7%) to rate the service as “poor”. Respondents from households that use toilet facilities inside the homestead were more likely (37.9%) than those who use toilet facilities outside the homestead (33.4%) to rate the electricity supply in their communities as “good”. Respondents who use toilet facilities outside the homestead were more likely (26.6%) to rate the service as “poor” in their communities compared to respondents from households that use toilet facilities inside the homestead (24.4%)

### Regional Analysis

Respondents in the Northern (48.3%), Volta (47.9%), and Upper West (46.2%) regions were more likely than respondents in other regions to rate electricity supply in their communities as “good”. Alternatively, respondents in Ashanti (58.1%), Brong Ahafo (31.2%), and Upper East (30.6%) regions were more likely than respondents in the other regions to rate the service as “poor” (**Table 22.20**).

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Non-existent</b>
Upper East	1.4	25.3	38.9	30.6	3.9
Upper West	0.8	46.2	26.2	13.5	13.3
Northern	5.7	48.3	23.7	14.4	7.9
Brong Ahafo	0.8	28.5	38.0	31.2	1.5
Ashanti	0.5	10.7	30.3	58.1	0.5
Eastern	0.2	36.6	25.3	27.8	10.0
Volta	2.5	47.9	31.0	17.2	1.3
Greater Accra	1.0	42.1	40.9	15.8	0.2
Central	2.0	39.0	37.5	19.8	1.7
Western	0.3	28.4	42.7	27.2	1.4
<b>National</b>	<b>1.5</b>	<b>35.4</b>	<b>33.3</b>	<b>25.6</b>	<b>4.1</b>

Source: Survey data, 2012

## 22.11 Provision of Mobile Telephony Services

44.2% of respondents indicated that mobile telephony services in their communities were good, whilst 30.4% said they were fair. 15.5% of respondents said services were poor, and 3.4% indicated the services were non-existent in their communities (**Table 22.21**).

	Number of Respondents	% Respondents
Excellent	1,154	6.4
Good	7,948	44.2
Fair	5,476	30.4
Poor	2,795	15.5
Non-existent	620	3.4
Total	17,993	100.0

Source: Survey data, 2012

Male respondents were slightly more likely (44.3%) than female respondents (44.0%) to rate mobile telephony services in their communities as “good”, whilst female respondents were more likely (3.8%) than male respondents (3.2%) to rate the service as “non-existent”. Respondents in urban communities were more likely (49.9%) than those in rural communities (40.2%) to rate the service as “good”, whilst respondents in rural communities were more likely (18.4%) to rate the services as “poor” compared to respondents in the urban communities (11.4%).

### Vulnerability Analysis

Respondents from male-headed households (44.4%) were more likely than female-headed households (43.1%) to rate mobile telephony services in their communities as “good”. Alternatively, respondents from female-headed households were more likely (16.1%) than those from male-headed households (15.4%) to rate the service as “poor”. Respondents from households that use toilet facilities inside the homestead were more likely (46.7%) than those who use toilet facilities outside the homestead (42.2%) to rate mobile telephony services in their communities as “good”. Alternatively, respondents who use toilet facilities outside the homestead were more likely (17.5%) to indicate that the service was “poor” in their communities compared to respondents from households that use toilet facilities inside the homestead (13.0%).

### Regional Analysis

Respondents in Northern (63.7%), Ashanti (56.9%) and Greater Accra (50.3%) were more likely to rate mobile telephony services in their communities as “good” compared to respondents from other regions. Alternatively, respondents in the Eastern (29.1%), Central (27.9%) and Western (22.8%) were more likely to rate the service as “poor” compared to respondents from other regions (**Table 22.22**).

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Non-existent</b>
Upper East	18.9	36.1	29.5	14.2	1.2
Upper West	5.7	50.4	23.7	14.0	6.2
Northern	8.2	63.7	15.2	10.7	2.1
Brong Ahafo	7.4	45.5	31.8	14.7	0.5
Ashanti	10.6	56.9	26.3	5.8	0.4
Eastern	6.8	29.8	29.8	29.1	4.6
Volta	2.6	42.8	40.2	10.2	4.2
Greater Accra	1.8	50.3	37.7	8.7	1.4
Central	2.3	27.3	30.1	27.9	12.4
Western	1.0	33.4	41.2	22.8	1.6
<b>National</b>	<b>6.4</b>	<b>44.2</b>	<b>30.4</b>	<b>15.5</b>	<b>3.4</b>

Source: Survey data, 2012

# Chapter 23

## REPORTING GRIEVANCES AND DISSATISFACTION

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### 23.0 Introduction

District Assemblies employ two main Committees in performing their functions. These are the Executive Committee and the Public Relations and Complaints (PR & C) Committee.

While the Executive Committee acts as an oversight committee of the Assembly, the PR & C committee receives, investigates public complaints about the conduct of staff members and local authorities and makes recommendations to the executive committee. Thus, for the purpose of ensuring good governance in terms of transparency, openness, effectiveness, efficiency, public accountability and the rule of law, the committee becomes a conduit for citizens to express their views on the conduct of people in the Assembly and seek redress when aggrieved (*Source: A Guide to District Assemblies in Ghana*).

### 23.1 Does the DA has a system for receiving public grievances

Respondents were asked if they were aware that the District Assembly had a system for addressing grievances (enumerator mentions the Public Relations and Complaints Committee by name). 21.1% indicated that they were aware of such a committee at the District Assembly, whilst 29.0% reported that there was no such system in place at the District Assembly. 49.8% of respondents indicated they “didn’t know” if such a committee existed at the District Assembly (**Table 23.1**).

<b>Table 23.1: DA has system for receiving public grievances</b>		
	Number of Respondents	% Respondents
Yes	3,804	21.1
No	5,224	29.0
Don't Know	8,965	49.8
Total	17,993	100.0

*Source: Survey data, 2012*



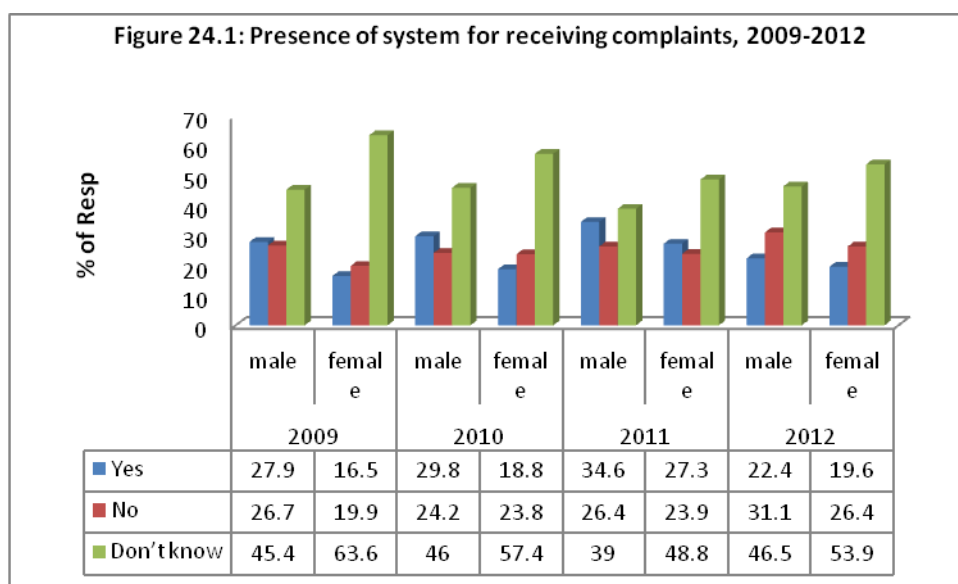
Male respondents were more likely (22.4%) than female respondents (19.6%) to indicate that they knew of the existence of a facility for receiving public grievance at the District Assembly. Respondents living in urban communities were more likely (22.6) than those living in rural communities (20.1%) to indicate that they were aware of such a facility. When the data was disaggregated by educational level of the respondent it showed that respondents with higher educational levels – post-secondary (27.2%) and tertiary (26.5%) – were more likely than those with lower levels of education – no formal education (19.1%), primary (19.8%), middle/JHS (18.3%), SHS/A-level (20.4%) and koranic education (24.5%) - to indicate that they were aware of the existence of such a facility at the District Assembly.

### Vulnerability Analysis

Respondents from male-headed households were more likely (21.4%) than those from female-headed households (20.1%) to report that they knew of the existence of a facility to address public complaints and grievances. Respondents living in homes with cemented and similar types of roofing (21.3%) and those who used toilet facilities inside the homestead (22.4%) were more likely than respondents living in homes with thatch, raffia or wood roofing (19.7%) and those who used toilet facilities outside the homestead (20.1%) to indicate that they knew of the existence of a facility to address public complaints and grievances at the District Assembly.

### Trend Analysis

The proportion of respondents who reported that they were aware of a system at the District Assembly to receive and address grievances decreased from 34.6% (males) and 27.3% (females) in 2011 to 22.4% (males) and 19.6% (females) in 2012 (**Figure 23.1**).



### 23.2 Does the DA deals effectively with reported grievances

Respondents who indicated that they knew of the existence of the committee were asked if cases reported were dealt with effectively (**Table 24.2**).48.3% indicated that the committee dealt effectively with all cases brought before it, whilst 42.8% disagreed with that assertion.

<b>Table 23.2:</b>		
	Number of Respondents	% Respondents
Yes	1,836	48.3
No	1,628	42.8
Don't Know	340	8.9
Total	3,804	100.0

*Source: Survey data, 2012*

# Chapter

# 24

## HIV/AIDS AND DRUG ABUSE

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### 24.0 Introduction

HIV/AIDS and drug abuse are key social issues in many countries around the world, the former issue being more of a challenge for developing countries, while the latter is a more serious problem in developed countries.

#### **HIV/AIDS**

While the HIV and AIDS prevalence rate in Ghana at 1.4% (2012) is relatively low – HIV prevalence rates in West Africa are generally low compared to significantly higher rates found in East and Southern Africa - the condition remains a challenge to the health authorities. One of the modes of transmission of the virus is mother to child transmission. The prevalent rate among pregnant women was 2.1% in 2012.

2012 HIV epidemic estimates show that 225,478 persons made up of 100,336 males and 125,141 females are living with HIV in Ghana. There were 12,077 new infections and 15,263 AIDS deaths. 30,395 children were living with HIV. A total of 1,704 new child infections occurred in almost equal proportions by gender. Annual AIDS deaths amongst children are estimated at 2,080(NACP, 2011). By the end of 2011, a total of 59,007 people were on anti-retroviral treatment, representing 57.9% of eligible persons made up of 56,050 adults and 2,957 children. Out of the estimated one million pregnant women annually, nearly 630,000 received HIV testing and 51% of eligible pregnant women received ARVs to prevent mother to child transmission.

The HIV prevention interventions have been expanded significantly to cover more and more Ghanaians including key populations such as sex workers and their clients, men who have sex with men, and prisoners. More than 34,000 female sex workers and 17,000 men who have sex with men were reached with HIV prevention services throughout the country (Ghana AIDS Commission, 2012).

#### **DRUG ABUSE**

The drug of choice among abusers has for a long time been marijuana. In recent times however, cocaine and heroin use has been increasing among drug abusers in the country.

Media reports indicate that the country is battling with rising drug (cocaine, marijuana) use among its citizens. The Ghanaian Chronicle (May 4, 2011, [thechronicle.com/gh/marijuana-ntampi-useage-in-ghana/](http://thechronicle.com/gh/marijuana-ntampi-useage-in-ghana/)) reported that drug abuse among the youth is no longer news in various communities, as many drug users do not care about the stigmatization associated with it.

#### 24.1 Improvement in community members' attitude towards HIV/AIDS

Respondents were asked if in their opinion there had been any change in the behavior of residents in their communities' attitude towards HIV/AIDS. 62.1% indicated that in their opinion, residents' attitude towards HIV/AIDS had improved over the past 12 months. 21.1% indicated that there had been no change, and 16.8% indicated that residents' attitude had worsened over the past 12 months (**Table 24.1**).

	Number of Respondents	% Respondents
Improved	11180	62.1
No change	3793	21.1
Worsened	3020	16.8
Total	17993	100.0

Source: Survey data, 2012

Female respondents are more likely (18.3%) than male respondents (15.5%) to indicate that community members' attitude towards HIV/AIDS had worsened (Table 25.2). Respondents living in rural communities are more likely (63.4%) than those living in urban communities (60.3%) to indicate that community members' behaviour towards HIV/AIDS had improved. Alternatively, respondents living in urban communities are more likely (18.3%) than those living in rural communities (15.8%) to report that community members' attitude towards HIV/AIDS had worsened. When the data is disaggregated by educational level of the respondent it shows that respondents with higher educational levels – post-secondary (66.4%) and tertiary (64.2%) – were more likely than the other groups to indicate that community members' attitude towards HIV/AIDS had improved.

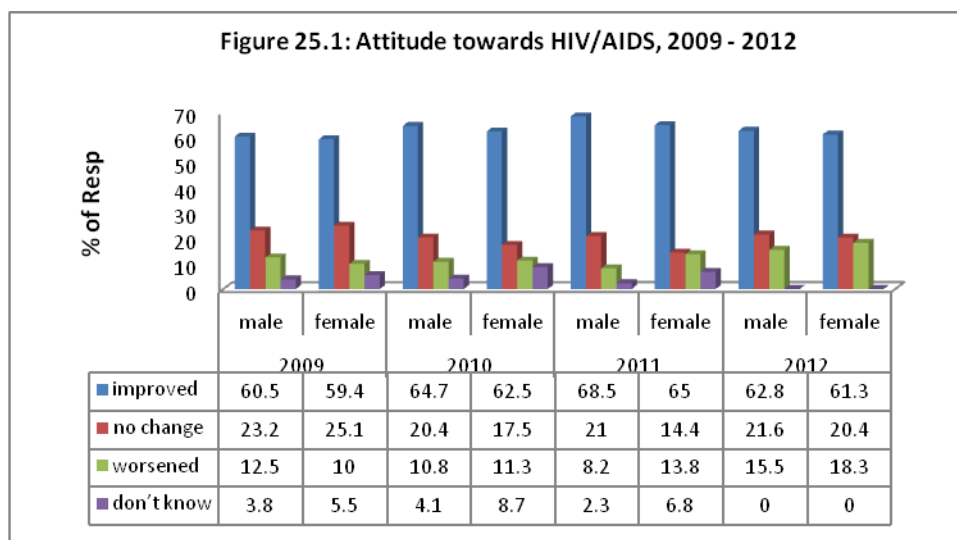
#### Vulnerability Analysis

Respondents from male-headed households are more likely (62.7%) than those from female-headed households (59.7%) to report that their community members' attitude towards HIV/AIDS had improved. Respondents living in homes with cemented/etc roofing (62.7%) and those who use toilet facilities outside the homestead (63.8%) are more likely than respondents living in homes with thatch/etc roofing (56.7%) and those who use toilet

facilities inside the homestead (60.0%) to indicate that community members' attitude towards HIV/AIDS had improved.

### Trend Analysis

There was a decrease in the proportion of males (62.8%) and females (61.3%) who reported that community members' attitude towards HIV/AIDS in 2012 had improved compared to 2011 (68.5% and 65.0% respectively).



### Regional analysis

Higher proportions of respondents in the Northern (74.9%) and Upper West (73.5%) reported that community members' attitude towards HIV/AIDS had changed for the better than in the other regions. Respondents in the Eastern region (41.5%) were the least likely to report that community members' attitude towards HIV/AIDS had improved (**Table 24.2**).

	Improved		No change		Worsened	
		%		%		%
Upper East	994	64.0	410	26.4	150	9.7
Upper West	1311	73.5	260	14.6	212	11.9
Northern	1373	74.9	271	14.8	190	10.4
Brong Ahafo	1197	69.1	302	17.4	234	13.5
Ashanti	1298	65.5	365	18.4	320	16.1
Eastern	779	41.5	706	37.6	393	20.9
Volta	1132	67.1	327	19.4	229	13.6
Greater Accra	1291	58.0	554	24.9	382	17.2

Central	1011	56.6	321	18.0	454	25.4
Western	794	52.0	277	18.1	456	29.9
National	11180	62.1	3793	21.1	3020	16.8

Source: Survey data, 2012

## 24.2 Citizens Knowledge of their HIV/AIDS status

When respondents were asked if they had checked their HIV/AIDS status, only 43.8% responded in the affirmative, whilst the remaining 56.2% indicated that they did not know their status (**Table 24.3**).

<b>Table 24.3: Know HIV/AIDS status</b>		
	Number of Respondents	% Respondents
Yes	7881	43.8
No	10112	56.2
Total	17993	100.0

Source: Survey data, 2012

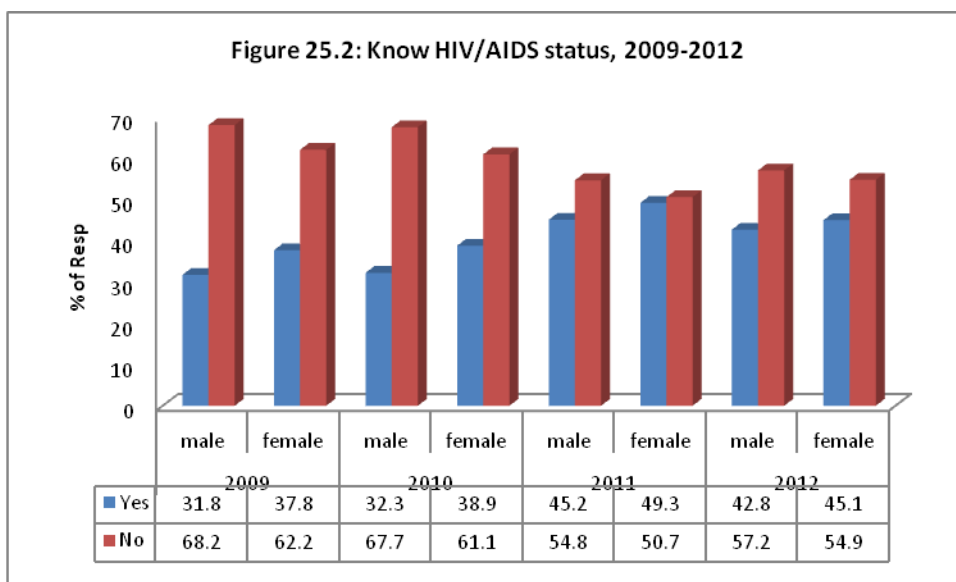
Female respondents are more likely (45.1%) than male respondents (42.8%) to indicate that they know their status. Respondents living in urban communities are more likely (48.4%) than those living in rural communities (40.6%) to indicate that they know their status. Respondents with higher levels of education – tertiary (69.9%) and post-secondary (58.9%) – are more likely to report that they know their status compared to those with lower levels of education – no formal education (27.7%), koranic (29.2%), primary (33.1%), middle/JHS (40.2%) and SHS/A-level (44.6%). Respondents aged – 26-40 years (47.6%) and 41-60 years (45.2%) – are more likely to indicate they know their status compared to respondents aged 18-25 years (38.7%) and >60 years (33.5%).

### Vulnerability Analysis

Respondents from female-headed households are more likely (45.6%) than those from male-headed households (43.4%) to indicate that they know their HIV/AIDS status. Respondents living in homes with cemented/etc roofing (45.0%) and those who use toilet facilities inside the homestead (50.2%) are more likely than respondents who live in homes with thatch/etc roofing (31.8%) and those who use toilet facilities outside the homestead (38.7%).

### Trend Analysis

The percentage of respondents (both male and female) who reported that they knew their HIV/AIDS status decreased from 45.2% (males) and 49.3% (females) in 2011 to 42.8% (males) and 45.1% (females) in 2012 (**Figure 24.2**).



Source: Survey data, 2009-2012

### Regional analysis

Respondents from the Upper East (57.9%) and Ashanti (50.9%) were more likely to indicate that they know their status than respondents from the other regions. Respondents from the Eastern (34.3%) and Northern (28.5%) were least likely to indicate that they know their HIV/AIDS status (**Table 24.4**)

**Table 24.4: Knowledge of HIV/AIDS status**

	Yes		No	
		%		%
Upper East	900	57.9	654	42.1
Upper West	863	48.4	920	51.6
Northern	523	28.5	1311	71.5
Brong Ahafo	812	46.9	921	53.1
Ashanti	1010	50.9	973	49.1
Eastern	645	34.3	1233	65.7
Volta	708	41.9	980	58.1
Greater Accra	942	42.3	1285	57.7
Central	820	45.9	966	54.1
Western	658	43.1	869	56.9
National	7881	43.8	10112	56.2

Source: Survey data, 2012

### 24.3 Education and sensitization has equipped you to prevent infection

Respondents were asked if in their opinion the education and sensitization being carried out by the National AIDS Commission and other bodies had equipped them with sufficient

information to prevent them from contracting the virus. The majority (82.6%) indicated that they had sufficient information on the mode of transmission and how they can prevent themselves from contacting the virus. Only 17.4% of respondents indicated they do not have sufficient information (**Table 24.5**)

<b>Table 24.5: Have sufficient information to prevent contracting the virus</b>		
	Number of Respondents	% Respondents
Yes	14862	82.6
No	3131	17.4
Total	17993	100.0

Source: Survey data, 2012

Female respondents are more likely (83.6%) than male respondents (81.8%) to report that they have sufficient information about HIV/AIDS. Respondents from urban communities are more likely (84.5%) than those from rural communities (81.3%) to report that they have sufficient information on HIV/AIDS. As expected, education played a role in the responses of the respondents, with those with higher levels of education – tertiary (89.6%) and post-secondary (87.6%) – more likely to report that they had enough information about HIV/AIDS compared to those with lower levels of education – no formal education (76.2%), primary (78.5%), middle/JHS (83.1%), SHS/A-level (81.9%) and koranic (84.1%). There was very little differences when the data was disaggregated by age – 18-25 years (82.1%), 26-40 years (82.3%), 41-60 years (83.6%) and >60 years (82.2%).

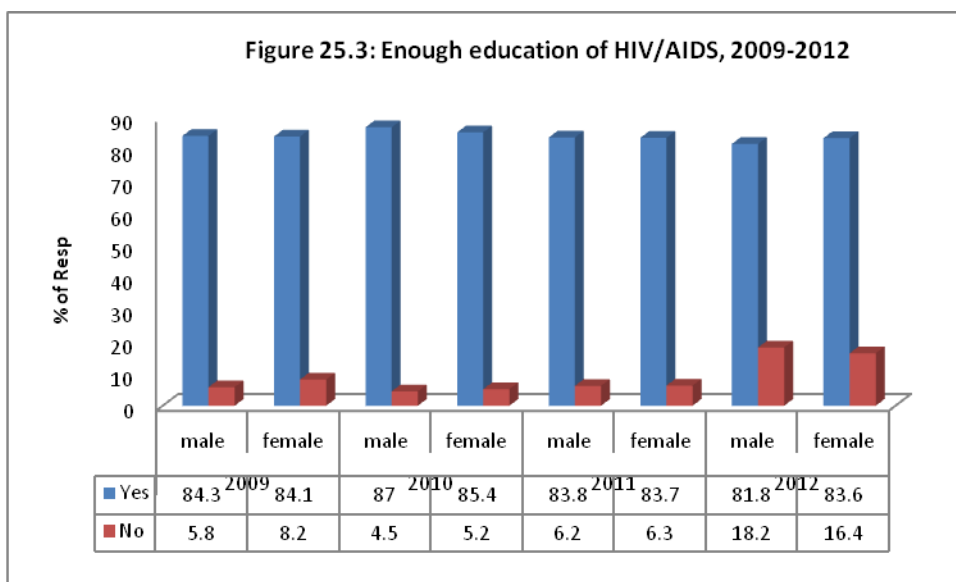
### **Vulnerability Analysis**

When the data was disaggregated by gender of household head there was practically no difference in the proportions of respondents living in male-headed households (82.6%) and those living in female-headed households (82.7%) who indicated that they had sufficient information about HIV/AIDS. Respondents who live in homes with cemented/etc roofing (83.7%) and those who use toilet facilities inside the homestead (84.1%) are more likely than respondents who live in homes with thatch/etc roofing (71.8%) and those who use toilet facilities outside the homestead (81.4%) to indicate that they had enough information about HIV/AIDS.

### **Trend Analysis**

There was a decrease in the proportion of males respondents (81.8%) who indicated that they had enough education on HOV/AIDS to avoid getting infected in 2012 compared to 2011 (83.8%). The proportion of female respondents, however, remained almost the same for the two years – 83.7% (2011) and 83.6% (2012).





### Regional analysis

Respondents from the Brong Ahafo (93.0%), Greater Accra (88.1%), Ashanti (87.4%) and Upper East (86.4%) were more likely to report that they had sufficient information to prevent contacting the virus compared to the other regions. Respondents in the Eastern region (67.5%) were the least likely to indicate that they had enough knowledge (**Table 24.6**).

**Table 24.6: Have sufficient information to prevent contacting the virus**

	Yes		No	
		%		%
Upper East	1343	86.4	211	13.6
Upper West	1410	79.1	373	20.9
Northern	1480	80.7	354	19.3
Brong Ahafo	1612	93.0	121	7.0
Ashanti	1733	87.4	250	12.6
Eastern	1268	67.5	610	32.5
Volta	1448	85.8	240	14.2
Greater Accra	1963	88.1	264	11.9
Central	1431	80.1	355	19.9
Western	1174	76.9	353	23.1
National	14862	82.6	3131	17.4

Source: Survey data, 2012

### 24.4 Comfortable sharing a meal with PLWHA

To test this claim made by respondents (section 25.3 above), they were asked if they would feel comfortable sharing a meal with a PLWHA. A respectable majority (61.5%) indicated they would feel comfortable, whilst 32.1% reported they would not be comfortable. A further

6.4% indicated they didn't know if they would be comfortable which may be interpreted as an indication that they would not (**Table 24.7**).

<b>Table 24.7: Comfortable sharing a meal with a PLWHA</b>		
	Number of Respondents	% Respondents
Yes	11070	61.5
No	5769	32.1
Don't know	1154	6.4
Total	17993	100.0

Source: Survey data, 2012

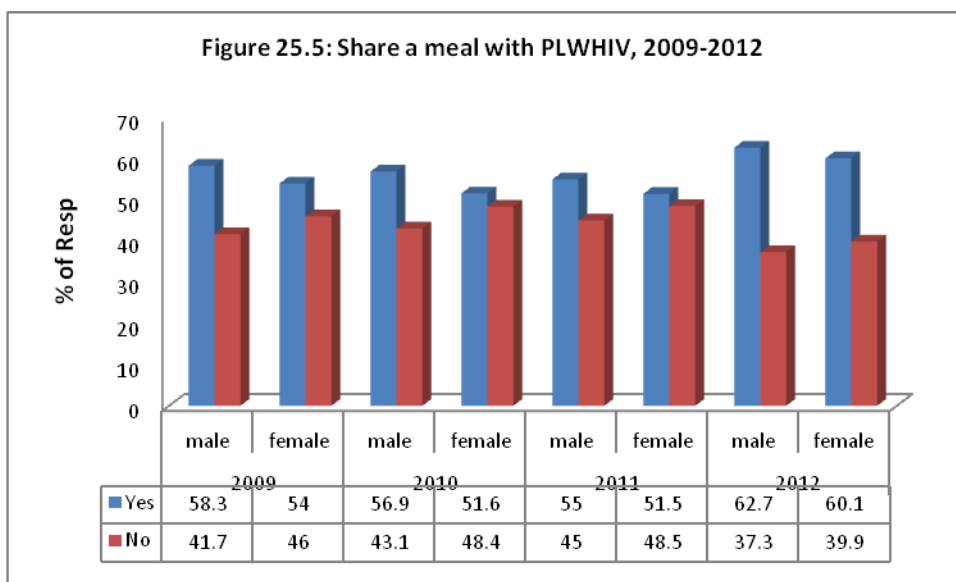
Male respondents are more likely (62.7%) than female respondents (60.1%) to indicate that they would be comfortable sharing a meal with a PLWHA. Respondents living in urban communities are more likely (63.3%) than those living in rural communities (60.3%) to indicate that they would be comfortable sharing a meal with a PLWHA. Respondents with higher levels of education – tertiary (74.8%) and post-secondary (71.7%) – were more likely than those with lower levels of education – no formal education (52.3%), primary (54.0%), middle/JHS (59.6%), SHS/A-level (61.7%) and koranic (58.8%) – to indicate that they would be comfortable sharing a meal with a PLWHA.

### **Vulnerability Analysis**

Respondents from male-headed households are more likely (62.2%) than those from female-headed households (58.6%) to indicate that they would be comfortable sharing a meal with a PLWHA. Respondents who live in homes with cemented/etc roofing (62.6%) and those who use toilet facilities inside the homestead (63.7%) were more likely than respondents who live in homes with thatch/etc (51.4%) and those who use toilet facilities outside the homestead (59.8%) to indicate that they would be comfortable sharing a meal with PLWHA.

### **Trend Analysis**

The proportion of respondents who indicated that they would be comfortable sharing a meal with a PLWHIV increased in 2012 – male (62.7%) and female (60.1%) – compared to 2011 – male (55.0%) and female (51.5%).



## 24.5 Comfortable sleeping on same bed as a PLWHA

Respondents were again asked if they would feel comfortable sleeping on the same bed with a PLWHA. 54.9% of respondents indicated they would be comfortable, whilst 39.0% said they would not be comfortable. 6.1% of respondents indicated that they were unsure if they would be comfortable sharing a bed with a PLWHA (**Table 24.8**)

	Number of Respondents	% Respondents
Yes	9881	54.9
No	7014	39.0
Don't know	1098	6.1
Total	17993	100.0

Source: Survey data, 2012

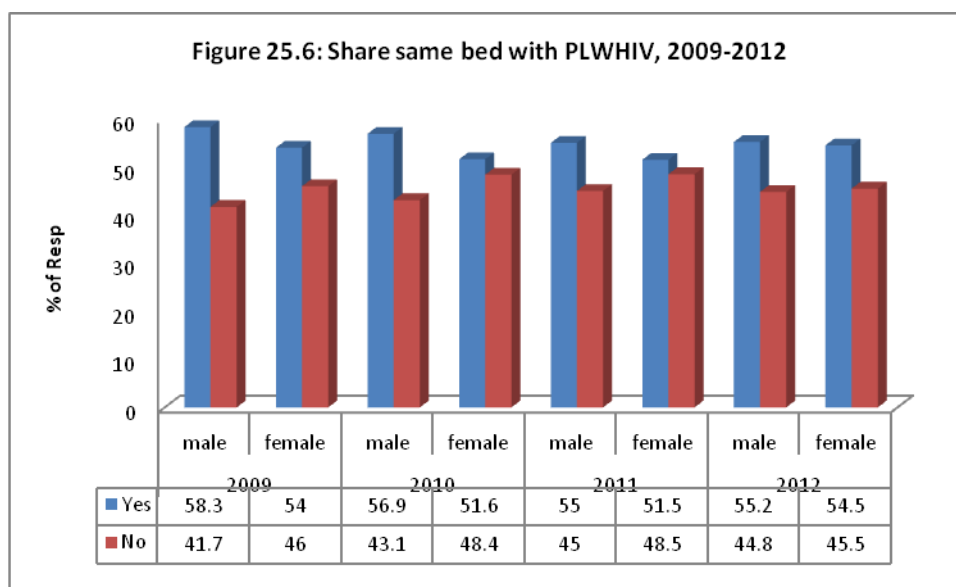
Male respondents are slightly more likely (55.2%) than female respondents (54.5%) to indicate that they would be comfortable sharing a bed with a PLWHA. Respondents living in urban communities are more likely (56.7%) than those living in rural communities (53.7%) to indicate that they would be comfortable sharing a bed with a PLWHA. Respondents with higher levels of education – tertiary (64.4%) and post-secondary (66.3%) – were more likely than those with lower levels of education – no formal education (41.9%), primary (47.6%), middle/JHS (55.9%), SHS/A-level (56.1%) and koranic (45.5%) – to indicate that they would be comfortable sleeping on the same bed with a PLWHA.

## Vulnerability Analysis

Respondents from female-headed households are slightly more likely (55.3%) than those from male-headed households (54.8%) to indicate that they would be comfortable sharing a bed with a PLWHA. Respondents who live in homes with cemented/etc roofing (56.4%) and those who use toilet facilities inside the homestead (58.2%) were more likely than respondents who live in homes with thatch/etc (40.6%) and those who use toilet facilities outside the homestead (52.3%) to indicate that they would be comfortable sharing a bed with PLWHA.

## Trend Analysis

The proportion of male respondents who indicated that they would be comfortable sleeping in the same bed as PLWHA increased slightly from 55.0% in 2011 to 55.2% in 2012. The proportion of female respondents increased from 51.5% in 2011 to 54.5% in 2012 (Figure 24.6).



## 24.6 Comfortable sharing your personal effects with a PLWHA

When respondents were asked if they would be comfortable sharing their personal belongings (enumerator lists off items such as – towels, sponges, spoons, cups, etc) with a PLWHA. The majority of respondents (60.3%) correctly replied in the negative, but 32.5% indicated they would be comfortable (**Table 24.9**).

	Number of Respondents	% Respondents
Yes	5839	32.5

No	10842	60.3
Don't know	1312	7.3
Total	17993	100.0

Source: Survey data, 2012

Male respondents are slightly more likely (33.5%) than female respondents (31.2%) to indicate they would be comfortable sharing personal effects with a PLWHA. Respondents living in urban communities are more likely (34.2%) than those living in rural communities (31.3%) to report that they would be comfortable sharing personal effects with a PLWHA. Surprisingly, respondents with higher levels of education – tertiary (38.7%) and post-secondary (39.7%) – were more likely than those with lower levels of education – no formal education (26.2%), primary (28.7%), middle/JHS (32.5%), SHS/A-level (31.5%) and koranic (26.6%) – to indicate that they would be comfortable sharing personal effects with a PLWHA.

### Vulnerability Analysis

Respondents from female-headed households are slightly more likely (33.3%) than those from male-headed households (32.2%) to indicate that they would be comfortable sharing personal effects with a PLWHA. Respondents who live in homes with cemented/etc roofing (33.6%) and those who use toilet facilities inside the homestead (33.6%) were more likely than respondents who live in homes with thatch/etc roofing (21.6%) and those who use toilet facilities outside the homestead (31.5%) to indicate that they would be comfortable sharing personal effects with PLWHA.

## 24.7 Should government establish special homes for PLWHA

Respondents were asked “should the government establish special homes for PLWHA so that they do not infect the rest of the population”. 22.3% replied “yes” but the majority 66.5% replied in the negative. 11.2% of respondents were, however, unable to give a definitive answer (**Table 24.10**).

	Number of Respondents	% Respondents
Yes	4016	22.3
No	11967	66.5
Don't know	2010	11.2
Total	17993	100.0

Source: Survey data, 2012

Female respondents are slightly more likely (23.2%) than male respondents (21.6%) to indicate that special homes be established for PLWHA. Respondents living in rural

communities are more likely (23.9%) than those living in urban communities (20.1%) to report that PLWHA should be housed in special homes. Respondents with lower levels of education – no formal education (29.6%), primary (27.0%), middle/JHS (22.1%), SHS/A-level (20.0%), koranic (33.5%) - are more likely than those with higher levels of education – post-secondary (19.1%) and tertiary (13.7%) – to indicate that PLWHA should be put in special homes.

### **Vulnerability Analysis**

Respondents from male-headed households are more likely (22.8%) than those from female-headed households (20.6%) to indicate that special homes be established for PLWHA. Respondents living in homes with thatch/etc roofing (27.6%) and those who use toilet facilities outside the homestead (27.8%) are more likely than respondents living in homes with cemented/etc roofing (21.8%) and those who use toilet facilities inside the homestead (15.5%) to indicate that PLWHA should be put into special homes.

#### **24.8 Is Marijuana abuse a problem in your community?**

56.4% of respondents indicated that the use of marijuana by some residents posed a challenge for the community, whilst 26.6% reported that the use of the substance did not pose any challenge to the community (**Table 24.11**).

<b>Table 24.11: Marijuana abuse poses a problem for community</b>		
	Number of Respondents	% Respondents
Yes	10155	56.4
No	4786	26.6
Don't know	3052	17.0
Total	17993	100.0

Source: Survey data, 2012

#### **24.9 Is Cocaine/Heroin abuse a problem in your community?**

When respondents were asked if cocaine/heroin use in the community posed a problem, 34.7% indicated they had no idea if cocaine/heroin was been used in the community (**Table 24.12**). Only 23.1% reported that cocaine/heroin use posed a challenge for the community.

<b>Table 24.12: Is Cocaine/heroin abuse a problem in your community</b>		
	Number of Respondents	% Respondents
Yes	4158	23.1
No	7588	42.2
Don't know	6247	34.7

Total	17993	100.0
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Source: Survey data, 2012

#### 24.10 Is alcohol abuse a problem in your community?

The majority of respondents (97.7%) indicated that alcohol consumption did not pose a problem for their communities. **(Table 24.13)**

<b>Table 24.13: Is alcohol abuse a problem in your community</b>		
	Number of Respondents	% Respondents
Yes	408	2.3
No	17585	97.7
Don't know	0	0
Total	17993	100.0

Source: Survey data, 2012

## **ANNEXES**



**ANNEX 1:  
DISTRICT DISAGGREGATION OF DATA**

## Annex 1: NUMBER OF RESPONDENTS PER DISTRICT

District	Number of Respondents	% of Respondents
Accra Metro	484	2.7
Adentan	409	2.2
Agona West	379	2.1
Akwapim North	369	2.0
Asante Akim Central	468	2.6
Atwima Nwabiagya	266	1.5
Berekum	368	2.0
Birim Central	358	2.0
Bongo	326	1.8
Bole	354	1.9
Bolgatanga	401	2.2
Bulisa	269	1.5
Cape Coast	435	2.4
Dangme East	348	1.9
Ga East	370	2.0
Ga West	341	1.9
Gomoa West	328	1.8
Gonja Central	376	2.1
Ho	399	2.2
Hohoe	329	1.8
Jirapa	313	1.7
Kadjebi	302	1.7
Kassena Nankana	330	1.8
Keta	355	2.0
Kumasi Metro Assembly (KMA)	452	2.5
Kwahu West	387	2.1
Ledzokuku Krowor (LEKMA)	413	2.3
Mampong Ashanti	409	2.2
Mamprusi West	367	2.0
Mfantsiman	372	2.0
Nadowli	395	2.2
Nkoranza South	299	1.6
Nzema East	322	1.8
Obuasi	327	1.8
Savelugu Nantom	342	1.9
Sekondi Takoradi Metro (STMA)	375	2.1
Awutu Senya	349	1.9
Shama	350	1.9
Sissala East	341	1.9
South Tongu	341	1.9
Suhum	378	2.1
Sunyani	417	2.3

Talensi Nabdam	384	2.1
Tamale	455	2.5
Tarkwa Nsueam	328	1.8
Techiman	327	1.8
Wa	403	2.2
Wa East	265	1.5
Tano South	373	2.0
Yilo Krobo	349	1.9
Total	18197	100.0

## Annex 2: Most important governance issue per District

Districts	ability to speak freely without harrassment	ability to freely associate with a group/party without harrassment	participating in the development process participating in the development process	security of life and property	conflicts	access to justice	Children issues (labour/ pregnancy /etc)	Others
Accra Metro	7.0	10.1	11.6	34.1	17.4	3.7	8.9	7.2
Adentan	5.4	8.6	10.0	34.0	22.5	12.0	5.6	2.0
Agona West	4.7	3.2	20.1	22.4	19.3	14.2	8.2	7.9
Akwapim North	4.6	8.7	21.1	6.5	22.0	15.7	18.4	3.0
Asante Akim Central	2.1	3.2	21.2	22.2	19.4	24.1	5.1	2.6
Atwima Nwabiagya	5.6	7.9	18.8	11.7	20.7	28.6	6.0	0.8
Berekum	5.2	7.1	16.3	24.2	21.2	20.9	3.5	1.6
Birim Central	4.7	5.3	22.1	20.1	20.4	23.5	2.5	1.4
Bongo	1.5	3.4	21.2	21.8	22.7	23.0	4.9	1.5
Bole	6.5	4.8	16.1	14.4	16.4	33.9	5.1	2.8
Bolgatanga	1.7	8.5	13.7	24.2	16.7	25.4	6.7	3.0
Builsa	1.1	3.3	17.8	11.9	23.0	22.3	19.3	1.1
Cape coast	5.3	3.4	9.9	34.0	14.9	13.3	16.1	3.0
Dangme East	3.2	4.9	16.7	16.7	22.4	26.1	8.6	1.4
Ga East	2.7	6.8	17.0	27.6	22.7	10.8	11.6	0.8

Ga West	2.6	5.3	17.0	15.5	28.4	20.5	8.2	2.3
Gomoa West	2.7	13.4	16.5	4.9	30.2	16.5	14.9	0.9
Gonja Central	3.5	6.6	19.7	13.3	14.9	20.5	19.9	1.6
Ho	2.3	7.3	13.8	24.6	22.1	13.8	15.3	1.0
Hohoe	2.7	4.0	21.0	16.4	35.9	13.7	6.4	0.0
Jirapa	3.8	9.6	19.2	17.3	16.9	23.0	8.6	1.6
Kadjebi	6.0	6.6	18.5	17.2	18.5	17.5	15.6	0.0
Kassena Nankana	2.7	3.6	13.3	11.5	23.9	28.5	16.4	0.0
Keta	3.9	6.5	13.5	18.3	20.3	21.1	16.3	0.0
Kumasi Metro Assembly (KMA)	3.8	9.3	7.1	45.8	6.2	8.8	15.0	4.0
Kwahu west	4.4	7.5	21.4	20.2	24.8	8.8	10.9	2.1
Ledzokuku Krowor (LEKMA)	1.2	7.0	17.7	20.1	29.3	13.8	10.9	0.0
Mampong Ashanti	3.4	6.8	20.3	18.3	19.3	14.4	17.4	0.0
Mamprusi West	3.5	3.3	15.8	28.3	16.9	23.7	8.4	0.0
Mfantsiman	6.7	10.5	19.9	19.9	22.8	16.7	3.5	0.0
Nadowli	1.0	9.1	18.0	9.4	26.6	15.4	20.5	0.0
Nkoranza South	3.7	14.4	21.4	12.0	12.7	17.1	17.7	1.0
Nzema East	1.9	11.2	0.3	28.6	5.0	31.4	20.8	0.9
Obuasi	9.2	11.9	6.7	26.3	24.8	12.2	8.9	0.0
Savelugu Nanton	3.8	7.3	5.3	15.5	24.3	23.7	20.2	0.0
Sekondi Takoradi Metro (STMA)	6.4	4.5	15.2	33.9	11.7	7.5	20.8	0.0
Awutu Senya	4.0	7.4	13.8	18.1	15.2	21.5	20.1	0.0
Shama	3.4	10.6	16.9	10.9	24.3	18.3	15.7	0.0
Sissala East	7.0	5.9	21.7	7.3	16.7	23.8	16.7	0.9
South Tong	7.0	9.7	11.1	9.4	22.6	22.6	12.9	4.7
Suhum	5.3	10.8	18.0	21.7	18.3	14.6	7.9	3.4
Sunyani	1.4	0.7	20.4	18.5	21.6	21.6	14.6	1.2
Talensi Nabdam	6.3	1.8	16.1	21.1	24.2	7.8	20.8	1.8

Tamale	5.3	10.1	11.9	22.0	23.7	24.0	0.0	3.1
Tarkwa Nsueam	7.9	14.6	9.1	22.9	28.0	9.8	4.9	2.7
Techiman	10.1	0.0	8.3	25.1	21.7	10.7	20.8	3.4
Wa	2.2	3.0	19.9	14.9	21.3	12.4	25.3	1.0
Wa West	1.1	14.3	12.8	10.6	10.6	24.9	24.9	0.8
Tano South	8.8	14.5	16.4	17.2	21.2	13.7	8.3	0.0
Yilo Krobo	2.3	1.7	22.6	26.9	23.5	14.9	8.0	0.0

Annex 3: Freedom of speech

District	Yes	No
Accra Metro	24.0	76.0
Adentan	11.5	88.5
Agona West	10.6	89.4
Akwapim North	12.2	87.8
Asante Akim Central	13.9	86.1
Atwima Nwabiagya	12.0	88.0
Berekum	9.0	91.0
Birim Central	9.2	90.8
Bongo	9.5	90.5
Bole	11.9	88.1
Bolgatanga	20.4	79.6
Builsa	25.7	74.3
Cape Coast	21.4	78.6
Dangme East	17.2	82.8
Ga East	18.9	81.1
Ga West	10.0	90.0
Gomoa West	11.9	88.1
Gonja Central	7.7	92.3
Ho	7.5	92.5
Hohoe	9.7	90.3
Jirapa	11.2	88.8
Kadjebi	7.9	92.1
Kassena Nankana	8.2	91.8
Keta	8.7	91.3
Kumasi Metro Assembly (KMA)	7.7	92.3
Kwahu West	6.2	93.8
Ledzokuku Krowor (LEKMA)	11.4	88.6
Mampong Ashanti	1.7	98.3
Mamprusi West	4.4	95.6
Mfantsiman	7.8	92.2
Nadowli	6.1	93.9
Nkoranza South	1.7	98.3

Nzema East	1.6	98.4
Obuasi	8.6	91.4
Savelugu Nanton	12.3	87.7
Sekondi Takoradi Metro (STMA)	5.6	94.4
Awutu Senya	1.7	98.3
Shama	3.7	96.3
Sissala East	1.2	98.8
South Tong	1.5	98.5
Suhum	2.1	97.9
Sunyani	3.8	96.2
Talensi Nabdam	4.2	95.8
Tamale	12.7	87.3
Tarkwa Nsueam	11.0	89.0
Techiman	9.2	90.8
Wa	4.2	95.8
Wa West	7.9	92.1
Tano South	6.7	93.3
Yilo Krobo	6.3	93.7

#### Annex 4: Freedom of Association

District	Yes	No
Accra Metro	10	90
Adentan	5	95
Agona West	6	94
Akwapim North	11	89
Asante Akim Central	18	82
Atwima Nwabiagya	5	95
Berekum	4	96
Birim Central	4	96
Bongo	3	97
Bole	6	94
Bolgatanga	11	89
Builsa	14	86
Cape Coast	6	94
Dangme East	6	94
Ga East	9	91
Ga West	6	94
Gomoa West	5	95
Gonja Central	6	94
Ho	4	96
Hohoe	5	95
Jirapa	17	83

Kadjebi	7	93
Kassena Nankana	13	87
Keta	3	97
Kumasi Metro Assembly (KMA)	2	98
Kwahu West	6	94
Ledzokuku Krowor (LEKMA)	5	95
Mampong Ashanti	4	96
Mamprusi West	3	97
Mfantsiman	4	96
Nadowli	7	93
Nkoranza South	2	98
Nzema East	2	98
Obuasi	11	89
Savelugu Nanton	5	95
Sekondi Takoradi Metro (STMA)	3	97
Awutu Senya	6	94
Shama	3	97
Sissala East	4	96
South Tong	4	96
Suhum	7	93
Sunyani	6	94
Talensi Nabdam	11	89
Tamale	6	94
Tarkwa Nsueam	1	99
Techiman	3	97
Wa	7	93
Wa West	8	92
Tano South	2	98
Yilo Krobo	1	99

Annex 5: Ability to freely state political affiliation

District	Yes	No
Accra Metro	99	1
Adentan	58	42
Agona West	91	9
Akwapim North	76	24
Asante Akim Central	70	30
Atwima Nwabiagya	92	8
Berekum	75	25
Birim Central	81	19
Bongo	70	30
Bole	89	11
Bolgatanga	86	14

Builsa	71	29
Cape Coast	94	6
Dangme East	84	16
Ga East	73	27
Ga West	74	26
Gomoa West	81	19
Gonja Central	93	7
Ho	81	19
Hohoe	85	15
Jirapa	70	30
Kadjebi	75	25
Kassena Nankana	61	39
Keta	91	9
Kumasi Metro Assembly (KMA)	86	14
Kwahu West	99	1
Ledokuku Krowor (LEKMA)	90	10
Mampong Ashanti	97	3
Mamprusi West	81	19
Mfantsiman	77	23
Nadowli	42	58
Nkoranza South	84	16
Nzema East	91	9
Obuasi	74	26
Savelugu Nanton	91	9
Sekondi Takoradi Metro (STMA)	94	6
Awutu Senya	88	12
Shama	57	43
Sissala East	79	21
South Tong	84	16
Suhum	74	26
Sunyani	73	27
Talensi Nabdam	84	16
Tamale	68	32
Tarkwa Nsueam	95	5
Techiman	93	7
Wa	89	11
Wa West	82	18
Tano South	73	27
Yilo Krobo	79	21

Annex 6: How often are district assembly meetings held in your community?

District	never held	twice a year	once a year	once in a while, when	other	don't know
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				need arises		
Accra Metro	39	6	0	24	0	31
Adentan	10	8	4	10	12	57
Agona West	20	8	4	8	3	57
Akwapim North	33	11	14	11	10	21
Asante Akim Central	18	12	1	5	5	59
Atwima Nwabiagya	32	21	12	10	1	24
Berekum	10	4	4	29	19	35
Birim Central	4	2	1	8	26	59
Bongo	26	18	9	4	1	41
Bole	16	11	5	16	3	49
Bolgatanga	14	26	2	16	19	22
Builsa	10	2	2	28	14	45
Cape Coast	53	9	4	17	3	15
Dangme East	25	7	0	20	11	37
Ga East	9	2	3	46	4	36
Ga West	15	11	3	3	6	62
Gomoa West	22	3	8	30	3	33
Gonja Central	51	0	0	5	1	44
Ho	11	7	39	9	2	32
Hohoe	12	2	5	5	53	22
Jirapa	22	9	1	16	5	46
Kadjebi	9	20	32	4	3	32
Kassena Nankana	23	12	5	19	14	26
Keta	11	2	3	34	20	29
Kumasi Metro Assembly (KMA)	2	20	0	3	0	75
Kwahu West	11	58	10	1	15	4
Ledzokuku Krowor (LEKMA)	2	3	8	13	1	73
Mampong Ashanti	5	1	0	3	7	84
Mamprusi West	54	0	0	25	10	10
Mfantsiman	21	3	1	6	41	29
Nadowli	16	10	0	8	39	26
Nkoranza	4	1	1	16	12	66

South						
Nzema East	12	1	0	36	34	17
Obuasi	13	13	4	22	1	47
Savelugu Nanton	32	4	2	61	0	1
Sekondi Takoradi Metro (STMA)	19	3	2	12	20	44
Awutu Senya	33	4	13	3	3	44
Shama	8	2	3	5	25	57
Sissala East	17	17	7	18	2	39
South Tongu	8	13	20	26	6	27
Suhum	21	12	38	14	7	7
Sunyani	16	2	2	25	2	53
Talensi Nabdam	10	2	5	27	1	56
Tamale	13	13	20	11	5	38
Tarkwa Nsueam	24	11	48	13	1	2
Techiman	6	4	4	3	17	66
Wa	46	6	5	24	4	15
Wa West	29	9	6	30	7	19
Tano South	12	3	0	11	29	45
Yilo Krobo	38	22	0	8	10	21

Annex 7: Attended any DA meetings

District	yes, i attend all meetings	yes, i attend some meetings	no, i have never attended any AM meetings
Accra Metro	7	7	86
Adentan	9	18	73
Agona West	12	54	34
Akwapim North	11	50	40
Asante Akim Central	4	25	70
Atwima Nwabiagya	12	47	41
Berekum	9	42	48
Birim Central	1	22	77
Bongo	0	48	52
Bole	0	45	55
Bolgatanga	0	58	42
Builsa	0	42	58
Cape Coast	0	77	23

Dangme East	0	39	61
Ga East	0	35	64
Ga West	0	33	67
Gomoa West	0	71	29
Gonja Central	0	14	85
Ho	0	64	36
Hohoe	6	45	49
Jirapa	16	48	37
Kadjebi	6	45	49
Kassena Nankana	12	62	25
Keta	8	40	52
Kumasi Metro Assembly (KMA)	2	16	83
Kwahu West	4	78	18
Ledzokuk Krowor (LEKMA)	0	56	43
Mampong Ashanti	0	9	91
Mamprusi West	1	54	45
Mfantiman	0	68	32
Nadowli	0	68	32
Nkoranza South	1	22	77
Nzema East	0	79	21
Obuasi	0	34	66
Savelugu Nanton	0	88	12
Sekondi Takoradi Metro (STMA)	0	46	54
Awutu Senya	0	46	54
Shama	0	53	47
Sissala East	0	59	41
South Tong	1	52	47
Suhum	0	79	21
Sunyani	0	34	66
Talensi Nabdram	0	59	41
Tamale	1	71	28
Tarkwa Nsueam	0	93	7
Techiman	0	27	73
Wa	0	48	52
Wa West	33	48	19
Tano South	7	18	75
Yilo Krobo	16	33	51

Annex 8: Attended meetings organised by Assembly member

District	yes, i attend all meetings	yes, i attend some meetings	no, i have never attended any
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			AM meetings
Accra Metro	1	10	89
Adentan	1	16	83
Agona West	19	51	30
Akwapim North	12	45	43
Asante Akim Central	5	23	72
Atwima Nwabiagya	15	43	42
Berekum	11	46	43
Birim Central	14	24	62
Bongo	26	57	17
Bole	12	34	53
Bolgatanga	15	45	40
Builsa	12	42	46
Cape Coast	43	38	19
Dangme East	5	34	61
Ga East	11	20	69
Ga West	7	45	48
Gomoa West	9	65	26
Gonja Central	4	47	48
Ho	17	48	36
Hohoe	20	59	21
Jirapa	10	57	33
Kadjebi	10	37	53
Kassena Nankana	5	59	35
Keta	5	55	40
Kumasi Metro Assembly (KMA)	2	17	80
Kwahu West	31	48	20
Ledzokuku Krowor (LEKMA)	6	54	41
Mampong Ashanti	11	50	39
Mamprusi West	16	54	30
Mfantsiman	13	50	37
Nadowli	30	46	24
Nkoranza South	21	31	48
Nzema East	48	34	18
Obuasi	6	28	65
Savelugu Nanton	33	56	11
Sekondi Takoradi Metro (STMA)	11	25	64
Awutu Senya	9	44	48
Shama	19	53	27
Sissala East	12	46	43

South Tong	12	45	42
Suhum	22	63	15
Sunyani	7	45	48
Talensi Nabdam	10	51	39
Tamale	24	46	30
Tarkwa Nsueam	68	25	7
Techiman	3	19	78
Wa	14	58	28
Wa West	17	58	25
Tano South	10	32	59
Yilo Krobo	19	71	9

Annex 9: Visited/contacted the District Assembly

District	Yes	No	Don't know
Accra Metro	4	95	0
Adentan	26	74	0
Agona West	32	68	0
Akwapim North	31	69	0
Asante Akim Central	19	81	0
Atwima Nwabiagya	18	82	0
Berekum	26	74	0
Birim Central	20	80	0
Bongo	23	77	0
Bole	30	70	0
Bolgatanga	30	70	0
Builsa	42	58	0
Cape Coast	51	49	0
Dangme East	8	92	0
Ga East	15	85	0
Ga West	16	82	1
Gomoa West	17	77	6
Gonja Central	23	69	8
Ho	20	75	5
Hohoe	24	73	3
Jirapa	26	70	4
Kadjebi	25	73	3
Kassena Nankana	25	72	3
Keta	21	75	5
Kumasi Metro Assembly (KMA)	6	91	2
Kwahu West	14	83	3
Ledzokuku Krowor (LEKMA)	25	73	2

Mampong Ashanti	39	58	3
Mamprusi West	34	65	1
Mfantsiman	17	79	3
Nadowli	61	38	1
Nkoranza South	27	72	2
Nzema East	46	52	1
Obuasi	34	65	1
Savelugu Nanton	29	67	4
Sekondi Takoradi Metro (STMA)	17	81	2
Awutu Senya	23	75	2
Shama	23	75	3
Sissala East	32	65	3
South Tong	14	81	5
Suhum	40	55	4
Sunyani	20	77	3
Talensi Nabdram	21	77	2
Tamale	12	87	0
Tarkwa Nsueam	8	89	3
Techiman	19	79	3
Wa	35	65	0
Wa West	36	64	0
Tano South	20	80	0
Yilo Krobo	32	68	0

Annex 10: Visited/contacted Assembly member

District	Yes	No	Don't know
Accra Metro	4	96	0
Adentan	17	83	0
Agona West	15	85	0
Akwapim North	33	67	0
Asante Akim Central	15	85	0
Atwima Nwabiagya	33	67	0
Berekum	32	68	0
Birim Central	18	82	0
Bongo	21	79	0
Bole	33	67	0
Bolgatanga	47	53	0
Builsa	41	59	0
Cape Coast	57	43	0
Dangme East	8	86	5
Ga East	12	88	0
Ga West	21	79	0

Gomoa West	22	78	0
Gonja Central	40	60	0
Ho	17	83	0
Hohoe	43	57	0
Jirapa	23	77	0
Kadjebi	30	70	0
Kassena Nankana	41	59	0
Keta	18	82	0
Kumasi Metro Assembly (KMA)	11	89	0
Kwahu West	15	85	0
Ledzokuku Krowor (LEKMA)	60	40	0
Mampong Ashanti	46	54	0
Mamprusi West	52	48	0
Mfantsiman	34	66	0
Nadowli	65	35	0
Nkoranza South	40	60	0
Nzema East	57	43	0
Obuasi	31	69	0
Savelugu Nanton	39	61	0
Sekondi Takoradi Metro (STMA)	11	89	0
Awutu Senya	17	83	0
Shama	20	80	0
Sissala East	35	65	0
South Tong	18	82	0
Suhum	54	46	0
Sunyani	25	75	0
Talensi Nabdam	12	88	0
Tamale	24	76	0
Tarkwa Nsueam	13	87	0
Techiman	18	76	6
Wa	42	55	3
Wa West	26	69	5
Tano South	6	82	12
Yilo Krobo	54	44	1

Annex 11: Visited/contacted MP

District	Yes	No	Don't know
Accra Metro	2	84	14
Adentan	6	88	6
Agona West	8	89	3
Akwapim north	20	80	0

Asante Akim Central	5	95	0
Atwima Nwabiagya	24	76	0
Berekum	15	85	0
Birim Central	9	91	0
Bongo	17	83	0
Bole	19	81	0
Bolgatanga	31	69	0
Builsa	18	82	0
Cape Coast	42	58	0
Dangme East	1	93	6
Ga East	5	95	0
Ga West	6	94	0
Gomoa West	14	86	0
Gonja Central	23	77	0
Ho	10	90	0
Hohoe	13	87	0
Jirapa	25	75	0
Kadjebi	16	84	0
Kassena Nankana	25	75	0
Keta	8	92	0
Kumasi Metro Assembly (KMA)	2	98	0
Kwahu West	4	96	0
Ledzokuku Krowor (LEKMA)	21	79	0
Mampong Ashanti	38	62	0
Mamprusi West	28	72	0
Mfantiman	5	95	0
Nadowli	52	48	0
Nkoranza South	20	80	0
Nzema East	22	77	1
Obuasi	17	79	4
Savelugu Nanton	15	72	13
Sekondi Takoradi Metro (STMA)	9	89	2
Awutu Senya	19	81	0
Shama	12	88	0
Sissala East	19	81	0
South Tong	9	91	0
Suhum	26	74	0
Sunyani	7	93	0
Talensi Nabdam	8	92	0
Tamale	7	93	0
Tarkwa Nsueam	11	89	0
Techiman	12	88	0



Wa	20	80	0
Wa West	30	70	0
Tano South	7	93	0
Yilo Krobo	14	86	0

Annex 12: Does the DA give progress reports?

District	Yes	No	Don't know
Accra Metro	33	38	29
Adentan	10	52	38
Agona West	45	28	27
Akwapim North	2	79	19
Asante Akim Central	20	37	44
Atwima Nwabiagya	26	50	24
Berekum	4	72	24
Birim Central	9	38	53
Bongo	40	22	37
Bole	20	41	40
Bolgatanga	38	34	28
Builsa	13	46	40
Cape Coast	31	17	52
Dangme East	18	38	44
Ga East	16	48	36
Ga West	5	30	65
Gomoa West	34	26	40
Gonja Central	3	9	88
Ho	31	29	40
Hohoe	2	94	4
Jirapa	19	32	49
Kadjebi	12	38	50
Kassena Nankana	39	29	32
Keta	32	30	38
Kumasi Metro Assembly (KMA)	4	54	42
Kwahu West	43	28	29
Ledzokuku Krowor (LEKMA)	32	24	44
Mampong Ashanti	8	56	35
Mamprusi West	49	28	23
Mfantsiman	4	55	41
Nadowli	9	87	4
Nkoranza South	12	55	33
Nzema East	62	30	7
Obuasi	11	43	46
Savelugu Nanton	29	62	9

Sekondi Takoradi Metro (STMA)	19	34	47
Awutu Senya	20	34	46
Shama	22	35	43
Sissala East	24	24	52
South Tong	15	48	37
Suhum	19	54	27
Sunyani	26	31	43
Talensi Nabdam	11	66	23
Tamale	17	24	58
Tarkwa Nsueam	9	78	13
Techiman	5	58	36
Wa	38	31	31
Wa West	33	46	21
Tano South	27	16	57
Yilo Krobo	22	49	28

Annex 13: Progress in availability of schools

District	improved	no change	non-existent	don't know
Accra Metro	51	45	1	3
Adentan	56	35	0	9
Agona West	63	35	1	1
Akwapim North	21	77	1	1
Asante Akim Central	11	72	5	12
Atwima Nwabiagya	70	22	7	0
Berekum	40	51	1	9
Birim Central	42	50	0	8
Bongo	82	12	0	6
Bole	75	23	0	2
Bolgatanga	44	53	0	3
Builsa	38	50	3	9
Cape Coast	59	25	1	16
Dangme East	66	32	0	1
Ga East	28	67	0	5
Ga West	45	32	12	11
Gomoa West	69	30	0	1
Gonja Central	87	3	10	0
Ho	73	22	0	5
Hohoe	72	28	1	0
Jirapa	30	65	0	5
Kadjebi	42	55	0	2
Kassena Nankana	66	27	0	7

Keta	47	39	2	12
Kumasi Metro Assembly (KMA)	31	56	0	13
Kwahu West	36	60	1	3
Ledzokuku Krowor (LEKMA)	25	64	1	10
Mampong Ashanti	69	30	0	1
Mamprusi West	45	54	0	0
Mfantiman	36	57	3	4
Nadowli	77	21	2	1
Nkoranza South	46	52	0	1
Nzema East	41	59	0	0
Obuasi	30	47	3	21
Savelugu Nanton	74	21	1	3
Sekondi Takoradi Metro (STMA)	16	72	1	12
Awutu Senya	51	39	2	8
Shama	44	48	0	8
Sissala East	52	33	0	15
South Tong	59	38	1	2
Suhum	61	29	0	10
Sunyani	74	22	0	4
Talensi Nabdam	22	75	0	3
Tamale	62	21	10	6
Tarkwa Nsueam	23	76	0	1
Techiman	28	72	0	0
Wa	68	21	2	9
Wa West	71	28	1	1
Tano South	51	40	0	9
Yilo Krobo	27	63	9	1

Annex 14: Improvement in access to school

District	improved	no change	difficult	don't know
Accra Metro	47	49	1	3
Adentan	55	37	1	7
Agona West	66	31	1	1
Akwapim North	19	79	1	1
Asante Akim Central	7	78	5	10
Atwima Nwabiagya	68	21	10	0

Berekum	38	52	2	8
Birim Central	41	53	1	5
Bongo	81	12	0	7
Bole	66	30	1	3
Bolgatanga	41	57	1	2
Builsa	28	59	0	12
Cape Coast	49	35	2	14
Dangme East	31	63	5	1
Ga East	37	58	0	5
Ga West	43	38	7	12
Gomoa West	67	31	1	1
Gonja Central	79	17	4	0
Ho	63	31	0	5
Hohoe	82	17	1	0
Jirapa	28	68	0	4
Kadjebi	20	74	4	1
Kassena Nankana	54	40	0	6
Keta	47	40	2	11
Kumasi Metro Assembly (KMA)	21	65	0	13
Kwahu West	35	61	0	3
Ledzokuku Krowor (LEKMA)	23	69	0	7
Mampong Ashanti	68	29	2	1
Mamprusi West	36	61	2	1
Mfantiman	16	80	2	2
Nadowli	75	21	3	1
Nkoranza South	31	63	3	3
Nzema East	42	54	2	1
Obuasi	20	57	2	21
Savelugu Nanton	65	33	0	2
Sekondi Takoradi Metro (STMA)	13	76	0	10
Awutu Senya	51	40	2	7
Shama	27	63	4	6
Sissala East	52	32	1	15
South Tong	53	40	4	2
Suhum	61	29	0	10
Sunyani	60	28	1	12
Talensi Nabdam	18	68	13	1
Tamale	56	28	1	15
Tarkwa Nsueam	23	77	0	1
Techiman	25	75	0	0
Wa	73	18	2	8
Wa West	69	27	3	2

Tano South	27	63	0	10
Yilo Krobo	22	53	24	1

Annex 15: Satisfaction with quality of school

District	satisfied	indifferent	dissatisfied	very dissatisfied
Accra Metro	71	26	2	1
Adentan	63	17	10	10
Agona West	71	15	14	1
Akwapim North	37	25	37	1
Asante Akim Central	22	56	15	8
Atwima Nwabiagya	64	19	17	0
Berekum	58	18	14	10
Birim Central	44	17	38	1
Bongo	42	3	50	5
Bole	50	8	41	2
Bolgatanga	38	10	52	1
Builsa	55	5	28	11
Cape Coast	54	8	11	27
Dangme East	69	20	10	1
Ga East	47	15	34	4
Ga West	49	12	29	10
Gomoa West	76	13	11	1
Gonja Central	92	1	6	2
Ho	62	19	14	4
Hohoe	76	18	6	1
Jirapa	49	18	28	5
Kadjebi	47	31	21	2
Kassena Nankana	51	7	41	1
Keta	60	5	27	7
Kumasi Metro Assembly (KMA)	60	18	15	7
Kwahu West	32	13	52	3
Ledzokuku Krowor (LEKMA)	28	31	29	12
Mampong Ashanti	64	10	26	0
Mamprusi West	42	34	23	1
Mfantsiman	46	20	27	7
Nadowli	76	7	16	1
Nkoranza South	54	24	21	0
Nzema East	81	10	6	2
Obuasi	33	43	13	11
Savelugu Nanton	70	23	6	1

Sekondi Takoradi Metro (STMA)	18	33	33	16
Awutu Senya	61	19	14	6
Shama	47	22	29	2
Sissala East	37	33	23	7
South Tong	61	6	28	5
Suhum	61	16	13	10
Sunyani	56	8	33	3
Talensi Nabdam	14	12	72	2
Tamale	58	12	16	15
Tarkwa Nsueam	18	5	76	1
Techiman	71	3	25	0
Wa	64	24	3	8
Wa West	66	10	20	4
Tano South	54	30	11	5
Yilo Krobo	21	12	66	1

Annex 16: Availability of health facilities

District	improved	no change	non-existent	don't know
Accra Metro	48	49	2	2
Adentan	46	39	8	8
Agona West	54	33	0	0
Akwapim North	19	71	4	4
Asante Akim Central	9	66	13	13
Atwima Nwabiagya	77	16	0	0
Berekum	42	51	2	2
Birim Central	35	57	3	3
Bongo	74	19	7	7
Bole	52	46	2	2
Bolgatanga	17	81	0	0
Builsa	20	62	6	6
Cape Coast	50	28	18	18
Dangme East	60	38	1	1
Ga East	32	47	2	2
Ga West	42	33	11	11
Gomoa West	66	31	1	1
Gonja Central	74	11	0	0
Ho	61	34	3	3
Hohoe	63	36	0	0
Jirapa	38	59	4	4
Kadjebi	24	62	2	2
Kassena Nankana	66	26	6	6

Keta	31	64	5	5
Kumasi Metro Assembly (KMA)	37	39	9	9
Kwahu West	53	44	3	3
Ledzokuku Krowor (LEKMA)	38	57	4	4
Mampong Ashanti	57	42	0	0
Mamprusi West	30	50	0	0
Mfantiman	27	67	4	4
Nadowli	66	31	0	0
Nkoranza South	31	48	4	4
Nzema East	70	24	0	0
Obuasi	38	46	14	14
Savelugu Nanton	69	30	0	0
Sekondi Takoradi Metro (STMA)	25	67	7	7
Awutu Senya	50	37	7	7
Shama	37	23	6	6
Sissala East	36	47	15	15
South Tong	33	42	0	0
Suhum	20	29	6	6
Sunyani	70	25	2	2
Talensi Nabdam	9	86	4	4
Tamale	47	16	5	5
Tarkwa Nsueam	22	77	0	0
Techiman	11	87	1	1
Wa	70	25	3	3
Wa West	56	38	2	2
Tano South	22	65	3	3
Yilo Krobo	41	40	0	0

	overall cleanliness of community (refuse removal)					Total
	excellent	good	fair	poor	non-existent	
Accra metro	3	13	343	90	0	449
Adentan	3	78	131	190	1	403
Agona west	3	72	56	231	0	362
Akwapim north	1	145	133	56	2	337
Ashanti akim central	12	109	159	177	2	459
Atwima Nwabiagya	0	104	18	132	0	254
Berekum	5	43	161	121	36	366

Birim Central	5	78	188	84	0	355
Bongo	3	122	34	141	26	326
Bole	1	121	84	151	0	357
Bolgatanga	0	238	2	138	0	378
Builsa	7	57	77	48	12	201
Cape Coast	61	20	177	134	1	393
Dangme East	2	11	191	138	1	343
Ga East	6	90	107	137	2	342
Ga West	22	73	136	91	12	334
Gomoa West	0	13	167	162	1	343
Gonja Central	4	1	367	1	0	373
Ho	12	37	233	117	2	401
Hohoe	1	19	15	290	2	327
Jirapa	10	1	120	113	0	244
Kadjebi	4	88	48	139	6	285
Kassena Nankana	9	61	84	171	0	325
Keta	15	3	348	17	0	383
KMA	0	116	85	248	0	449
Kwahu West	5	198	110	124	0	437
LEKMA	1	140	51	164	0	356
Mampong Ashanti	4	156	59	280	0	499
Mamprusi West	6	32	113	197	6	354
Mfantsiman	9	40	138	185	1	373
Nadowli	0	255	2	21	120	398
Nkoranza South	24	51	119	96	1	291
Nzema East	0	7	13	360	1	381
Obuasi	9	126	52	134	1	322
Savelugu Nanton	0	88	125	122	4	339
STMA	2	182	36	173	0	393
Awutu Senya	1	19	181	107	7	315
Shama	19	92	145	86	0	342
Sissala East	11	106	137	135	8	397
South Tongu	11	44	136	96	5	292
Suhum	17	33	222	146	0	418
Sunyani	7	78	212	113	9	419
Talensi Nabdam	5	100	47	172	0	324
Tarkwa	0	36	257	115	3	411
tarkwa Nsueam	1	332	68	9	1	411
Techiman	6	49	131	145	1	332
Wa	2	0	233	111	0	346



Wa West	17	18	133	228	2	398
Tano South	4	50	10	261	0	325
Yilo Krobo	4	14	188	123	2	331
	354	3959	6382	7020	278	17993

	overall provision of water					Total
	excellent	good	fair	poor	non-existent	
Accra metro	0	80	287	81	1	449
Adentan	1	6	23	183	190	403
Agona west	0	95	166	101	0	362
Akwapim north	1	54	152	126	4	337
Ashanti akim central	7	112	189	148	3	459
Atwima Nwabiagya	0	57	188	9	0	254
Berekum	7	158	155	44	2	366
Birim Central	5	105	130	115	0	355
Bongo	0	43	241	39	3	326
Bole	0	147	90	120	0	357
Bolgatanga	0	32	270	76	0	378
Builsa	2	61	55	71	12	201
Cape Coast	41	229	116	6	1	393
Dangme East	14	234	92	3	0	343
Ga East	2	145	107	48	40	342
Ga West	3	124	95	89	23	334
Gomoa West	0	163	160	20	0	343
Gonja Central	1	131	39	201	1	373
Ho	18	278	68	37	0	401
Hohoe	3	204	107	13	0	327
Jirapa	1	84	152	7	0	244
Kadjebi	8	144	101	32	0	285
Kassena Nankana	7	224	44	50	0	325
Keta	18	348	17	0	0	383
KMA	3	156	201	85	4	449
Kwahu West	4	186	92	155	0	437
LEKMA	0	220	109	27	0	356
Mampong Ashanti	4	62	228	205	0	499

Mamprusi West	5	153	172	19	5	354
Mfantsiman	18	217	103	35	0	373
Nadowli	0	54	65	201	78	398
Nkoranza South	23	153	99	15	1	291
Nzema East	0	21	341	17	2	381
Obuasi	22	179	82	39	0	322
Savelugu Nanton	2	275	49	13	0	339
STMA	0	192	166	35	0	393
Awutu Senya	6	178	84	18	29	315
Shama	21	206	96	19	0	342
Sissala East	6	206	145	39	1	397
South Tongu	4	73	143	67	5	292
Suhum	6	174	135	103	0	418
Sunyani	29	277	80	15	18	419
Talensi Nabdam	8	111	136	68	1	324
Tarkwa	0	190	88	83	50	411
tarkwa Nsueam	2	54	28	327	0	411
Techiman	4	60	103	141	24	332
Wa	5	280	56	5	0	346
Wa West	2	206	151	38	1	398
Tano South	4	17	274	30	0	325
Yilo Krobo	0	25	203	68	35	331
	317	7183	6473	3486	534	17993

	quality of water					Total
	excellent	good	fair	poor	non-existent	
Accra metro	1	214	208	26	0	449
Adentan	0	10	97	217	79	403
Agona west	2	118	159	83	0	362
Akwapim north	0	90	145	102	0	337
Ashanti akim central	13	116	195	132	3	459
Atwima Nwabiagya	0	54	158	42	0	254
Berekum	10	249	82	24	1	366
Birim Central	13	155	132	55	0	355
Bongo	0	36	211	79	0	326
Bole	5	262	65	25	0	357

Bolgatanga	8	302	58	10	0	378
Builsa	2	83	50	60	6	201
Cape Coast	35	249	83	25	1	393
Dangme East	22	239	80	2	0	343
Ga East	25	216	41	58	2	342
Ga West	7	131	112	62	22	334
Gomoa West	0	166	157	20	0	343
Gonja Central	4	265	54	50	0	373
Ho	48	279	48	26	0	401
Hohoe	2	98	219	7	1	327
Jirapa	3	215	24	2	0	244
Kadjebi	21	150	81	33	0	285
Kassena Nankana	15	239	55	16	0	325
Keta	68	298	17	0	0	383
KMA	23	303	112	10	1	449
Kwahu West	4	219	59	155	0	437
LEKMA	43	286	21	6	0	356
Mampong Ashanti	12	199	167	118	3	499
Mamprusi West	7	166	167	12	2	354
Mfantsiman	10	228	103	32	0	373
Nadowli	170	196	3	10	19	398
Nkoranza South	76	158	47	9	1	291
Nzema East	0	303	65	12	1	381
Obuasi	33	173	82	34	0	322
Savelugu Nanton	21	279	28	11	0	339
STMA	40	305	40	8	0	393
Awutu Senya	5	179	84	23	24	315
Shama	12	137	114	79	0	342
Sissala East	38	265	79	13	2	397
South Tongu	2	124	129	36	1	292
Suhum	2	217	146	53	0	418
Sunyani	56	283	55	10	15	419
Talensi Nabdam	14	166	100	43	1	324
Tarkwa	9	236	56	106	4	411
tarkwa Nsueam	2	54	56	299	0	411
Techiman	4	65	133	117	13	332
Wa	5	293	46	2	0	346
Wa West	1	230	114	51	2	398
Tano South	23	197	101	4	0	325
Yilo Krobo	0	68	190	69	4	331

	916	9563	4828	2478	208	17993
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	provision of public toilets					Total
	excellent	good	fair	poor	non-existent	
Accra metro	1	151	47	250	0	449
Adentan	1	64	114	221	3	403
Agona west	0	50	93	219	0	362
Akwapim north	0	61	155	117	4	337
Ashanti akim central	3	136	101	216	3	459
Atwima Nwabiagya	0	10	114	130	0	254
Berekum	4	88	75	168	31	366
Birim Central	2	35	198	86	34	355
Bongo	0	25	79	116	106	326
Bole	0	61	211	73	12	357
Bolgatanga	0	2	302	20	54	378
Builsa	0	29	56	58	58	201
Cape Coast	31	166	42	152	2	393
Dangme East	3	137	19	170	14	343
Ga East	2	72	84	168	16	342
Ga West	7	123	104	90	10	334
Gomoa West	0	99	120	123	1	343
Gonja Central	3	324	22	24	0	373
Ho	8	165	54	172	2	401
Hohoe	2	11	99	215	0	327
Jirapa	3	55	20	164	2	244
Kadjebi	0	20	126	121	18	285
Kassena Nankana	3	68	156	98	0	325
Keta	12	351	0	20	0	383
KMA	1	63	202	183	0	449
Kwahu West	5	88	202	142	0	437
LEKMA	1	47	96	212	0	356
Mampong Ashanti	0	41	250	206	2	499
Mamprusi West	0	86	61	195	12	354
Mfantseman	0	107	93	169	4	373
Nadowli	0	10	209	25	154	398

Nkoranza South	0	7	180	42	62	291
Nzema East	0	3	40	335	3	381
Obuasi	0	32	120	165	5	322
Savelugu Nanton	0	84	77	178	0	339
STMA	3	49	122	216	3	393
Awutu Senya	2	150	41	114	8	315
Shama	3	108	114	115	2	342
Sissala East	4	97	156	105	35	397
South Tongu	9	124	59	91	9	292
Suhum	7	168	45	192	6	418
Sunyani	1	147	96	173	2	419
Talensi Nabdam	2	51	161	110	0	324
Tarkwa	0	160	65	180	6	411
tarkwa Nsueam	1	55	339	13	3	411
Techiman	3	117	61	150	1	332
Wa	1	159	18	164	4	346
Wa West	2	81	64	235	16	398
Tano South	0	9	75	241	0	325
Yilo Krobo	0	150	30	151	0	331
	130	4496	5367	7293	707	17993

	provision of fire services					Total
	excellent	good	fair	poor	non-existent	
Accra metro	0	154	212	80	3	449
Adentan	0	41	174	143	45	403
Agona west	0	21	162	91	88	362
Akwapim north	0	7	11	70	249	337
Ashanti akim central	15	199	149	61	35	459
Atwima Nwabiagya	0	45	208	1	0	254
Berekum	3	62	29	91	181	366
Birim Central	5	198	101	46	5	355
Bongo	0	17	86	114	109	326
Bole	16	97	76	54	114	357
Bolgatanga	6	36	130	128	78	378

Builsa	0	20	47	32	102	201
Cape Coast	58	196	73	13	53	393
Dangme East	50	198	41	4	50	343
Ga East	3	88	147	27	77	342
Ga West	15	126	71	19	103	334
Gomoa West	0	39	94	138	72	343
Gonja Central	0	4	11	324	34	373
Ho	26	139	63	17	156	401
Hohoe	1	25	283	6	12	327
Jirapa	1	139	90	11	3	244
Kadjebi	3	24	74	59	125	285
Kassena Nankana	9	26	78	101	111	325
Keta	0	179	33	9	162	383
KMA	8	101	215	61	64	449
Kwahu West	5	219	42	151	20	437
LEKMA	1	66	253	19	17	356
Mampong Ashanti	3	256	136	96	8	499
Mamprusi West	1	192	115	5	41	354
Mfantsiman	1	21	70	100	181	373
Nadowli	1	8	12	259	118	398
Nkoranza South	1	40	107	71	72	291
Nzema East	0	82	281	0	18	381
Obuasi	1	104	147	52	18	322
Savelugu Nanton	5	134	83	12	105	339
STMA	2	62	260	41	28	393
Awutu Senya	0	23	66	68	158	315
Shama	1	37	95	99	110	342
Sissala East	16	135	131	48	67	397
South Tongu	14	134	25	23	96	292
Suhum	89	156	41	20	112	418
Sunyani	5	176	133	93	12	419
Talensi Nabdam	10	19	95	186	14	324
Tarkwa	0	174	42	126	69	411
tarkwa Nsueam	9	92	9	214	87	411
Techiman	20	154	123	18	17	332
Wa	1	159	160	25	1	346
Wa West	2	17	40	41	298	398
Tano South	0	0	19	8	298	325
Yilo Krobo	0	18	56	14	243	331
	407	4659	5199	3489	4239	17993

	overall traffic management					Total
	excellent	good	fair	poor	non-existent	
Accra metro	1	209	213	26	0	449
Adentan	2	152	183	64	2	403
Agona west	8	27	174	98	55	362
Akwapim north	0	57	26	99	155	337
Ashanti akim central	13	200	172	39	35	459
Atwima Nwabiagya	1	70	127	27	29	254
Berekum	4	108	31	11	212	366
Birim Central	5	117	151	82	0	355
Bongo	0	13	35	8	270	326
Bole	0	15	7	16	319	357
Bolgatanga	0	30	156	188	4	378
Builsa	0	0	3	2	196	201
Cape Coast	29	126	130	66	42	393
Dangme East	0	73	45	18	207	343
Ga East	1	11	87	20	223	342
Ga West	1	46	61	57	169	334
Gomoa West	0	3	25	42	273	343
Gonja Central	0	2	3	143	225	373
Ho	26	181	92	30	72	401
Hohoe	3	11	288	12	13	327
Jirapa	9	65	49	21	100	244
Kadjebi	1	15	75	50	144	285
Kassena Nankana	6	25	145	28	121	325
Keta	9	182	24	8	160	383
KMA	6	84	114	11	234	449
Kwahu West	3	98	137	168	31	437
LEKMA	0	90	216	45	5	356
Mampong Ashanti	21	139	256	77	6	499
Mamprusi West	3	63	90	22	176	354
Mfantsiman	4	9	30	69	261	373
Nadowli	3	0	2	7	386	398
Nkoranza South	10	123	95	58	5	291

Nzema East	0	28	134	178	41	381
Obuasi	0	93	136	78	15	322
Savelugu Nanton	1	34	45	53	206	339
STMA	1	83	216	85	8	393
Awutu Senya	1	48	32	76	158	315
Shama	1	54	65	32	190	342
Sissala East	1	14	57	77	248	397
South Tongu	4	82	44	44	118	292
Suhum	174	68	30	6	140	418
Sunyani	9	316	52	32	10	419
Talensi Nabdam	4	15	3	10	292	324
Tarkwa	2	176	123	63	47	411
tarkwa Nsueam	0	21	102	196	92	411
Techiman	0	3	4	97	228	332
Wa	1	235	96	7	7	346
Wa West	1	22	41	34	300	398
Tano South	0	4	87	22	212	325
Yilo Krobo	6	61	79	67	118	331
	375	3701	4588	2769	6560	17993

	availability of public housing					Total
	excellent	good	fair	poor	non-existent	
Accra metro	14	259	164	12	0	449
Adentan	1	105	243	53	1	403
Agona west	0	58	200	103	1	362
Akwapim north	0	104	74	155	4	337
Ashanti akim central	6	191	195	66	1	459
Atwima Nwabiagya	0	2	94	43	115	254
Berekum	3	209	99	25	30	366
Birim Central	2	70	172	111	0	355
Bongo	0	25	67	120	114	326
Bole	7	129	97	119	5	357
Bolgatanga	0	16	170	192	0	378
Builsa	0	13	60	111	17	201
Cape Coast	41	171	143	38	0	393
Dangme East	1	137	188	13	4	343



Ga East	4	127	139	70	2	342
Ga West	9	112	128	46	39	334
Gomoa West	0	44	182	113	4	343
Gonja Central	0	302	39	32	0	373
Ho	6	201	121	63	10	401
Hohoe	1	9	285	12	20	327
Jirapa	0	12	72	98	62	244
Kadjebi	0	15	108	160	2	285
Kassena Nankana	8	102	187	26	2	325
Keta	6	227	84	48	18	383
KMA	3	85	260	100	1	449
Kwahu West	2	172	92	170	1	437
LEKMA	3	148	122	80	3	356
Mampong Ashanti	4	166	268	61	0	499
Mamprusi West	1	50	160	116	27	354
Mfantsiman	2	35	174	151	11	373
Nadowli	0	0	3	22	373	398
Nkoranza South	2	65	104	119	1	291
Nzema East	0	17	270	94	0	381
Obuasi	5	135	104	76	2	322
Savelugu Nanton	1	174	114	31	19	339
STMA	3	163	154	70	3	393
Awutu Senya	0	178	108	22	7	315
Shama	0	92	104	137	9	342
Sissala East	4	188	101	30	74	397
South Tongu	3	70	60	108	51	292
Suhum	2	152	130	73	61	418
Sunyani	13	331	66	7	2	419
Talensi Nabdam	0	47	126	151	0	324
Tarkwa	0	244	98	62	7	411
tarkwa Nsueam	0	53	196	160	2	411
Techiman	2	132	155	37	6	332
Wa	3	249	84	10	0	346
Wa West	3	67	256	68	4	398
Tano South	0	17	244	64	0	325
Yilo Krobo	0	9	24	178	120	331
	165	5679	6888	4026	1235	17993

	usability of road networks					Total
	excellent	good	fair	poor	non-existent	
Accra metro	12	337	92	8	0	449
Adentan	1	26	116	253	7	403
Agona west	0	21	183	158	0	362
Akwapim north	1	115	51	169	1	337
Ashanti akim central	6	176	182	94	1	459
Atwima Nwabiagya	0	81	110	62	1	254
Berekum	0	48	148	165	5	366
Birim Central	0	53	135	166	1	355
Bongo	0	17	50	256	3	326
Bole	2	105	115	135	0	357
Bolgatanga	0	0	8	370	0	378
Builsa	0	0	9	188	4	201
Cape Coast	48	144	109	91	1	393
Dangme East	0	36	84	186	37	343
Ga East	7	47	26	262	0	342
Ga West	2	53	123	155	1	334
Gomoa West	1	17	37	288	0	343
Gonja Central	2	237	54	80	0	373
Ho	22	183	96	100	0	401
Hohoe	0	4	16	305	2	327
Jirapa	0	20	120	104	0	244
Kadjebi	0	6	27	252	0	285
Kassena Nankana	1	68	151	103	2	325
Keta	2	293	57	31	0	383
KMA	4	86	127	232	0	449
Kwahu West	3	11	23	400	0	437
LEKMA	20	200	105	31	0	356
Mampong Ashanti	9	104	98	288	0	499
Mamprusi West	1	58	188	106	1	354
Mfantsiman	1	49	123	200	0	373
Nadowli	0	3	2	66	327	398
Nkoranza South	6	75	87	122	1	291
Nzema East	0	0	12	368	1	381
Obuasi	2	96	125	94	5	322
Savelugu Nanton	1	156	163	17	2	339

STMA	20	196	126	51	0	393
Awutu Senya	3	78	128	101	5	315
Shama	0	26	84	219	13	342
Sissala East	4	69	88	225	11	397
South Tongu	5	97	49	139	2	292
Suhum	51	82	55	226	4	418
Sunyani	2	103	136	177	1	419
Talensi Nabdam	0	29	23	272	0	324
Tarkwa	0	224	60	127	0	411
tarkwa Nsueam	0	64	9	337	1	411
Techiman	51	93	71	93	24	332
Wa	1	180	77	88	0	346
Wa West	2	18	129	241	8	398
Tano South	0	5	14	306	0	325
Yilo Krobo	0	2	28	299	2	331
	293	4191	4229	8806	474	17993

	availability of recreation facilities (parks/centres)					Total
	excellent	good	fair	poor	non-existent	
Accra metro	0	198	204	34	13	449
Adentan	0	11	81	183	128	403
Agona west	0	85	125	129	23	362
Akwapim north	0	33	26	102	176	337
Ashanti akim central	4	76	173	139	67	459
Atwima Nwabiagya	0	19	95	0	140	254
Berekum	0	45	32	42	247	366
Birim Central	0	25	86	138	106	355
Bongo	0	12	25	87	202	326
Bole	0	13	22	156	166	357
Bolgatanga	0	2	4	162	210	378
Builsa	0	1	19	70	111	201
Cape Coast	41	67	93	94	98	393
Dangme East	1	89	141	48	64	343
Ga East	5	68	135	52	82	342
Ga West	12	26	21	57	218	334
Gomoa West	0	19	104	205	15	343
Gonja Central	0	26	175	171	1	373

Ho	1	71	47	83	199	401
Hohoe	0	2	28	157	140	327
Jirapa	0	0	32	38	174	244
Kadjebi	0	2	21	64	198	285
Kassena Nankana	3	48	37	112	125	325
Keta	2	192	24	17	148	383
KMA	1	39	76	43	290	449
Kwahu West	3	13	99	252	70	437
LEKMA	0	8	137	151	60	356
Mampong Ashanti	0	8	68	396	27	499
Mamprusi West	0	48	180	68	58	354
Mfantsiman	1	35	99	163	75	373
Nadowli	0	1	10	12	375	398
Nkoranza South	0	9	35	166	81	291
Nzema East	0	0	32	304	45	381
Obuasi	1	56	114	126	25	322
Savelugu Nanton	2	29	47	52	209	339
STMA	0	15	138	169	71	393
Awutu Senya	0	20	91	129	75	315
Shama	0	32	36	31	243	342
Sissala East	0	62	105	83	147	397
South Tongu	1	58	54	98	81	292
Suhum	0	4	23	144	247	418
Sunyani	2	81	141	117	78	419
Talensi Nabdam	0	20	105	120	79	324
Tarkwa	0	110	104	155	42	411
tarkwa Nsueam	0	2	4	67	338	411
Techiman	0	36	75	75	146	332
Wa	1	126	84	51	84	346
Wa West	0	14	46	94	244	398
Tano South	0	12	177	129	7	325
Yilo Krobo	0	8	14	106	203	331
	81	1976	3844	5641	6451	17993

	electricity supply					Total
	excellent	good	fair	poor	non-existent	
Accra metro	0	165	225	59	0	449

Adentan	0	18	213	170	2	403
Agona west	0	58	203	101	0	362
Akwapim north	0	122	80	103	32	337
Ashanti akim central	8	149	190	108	4	459
Atwima Nwabiagya	0	0	22	232	0	254
Berekum	6	162	106	77	15	366
Birim Central	3	242	70	40	0	355
Bongo	2	94	166	34	30	326
Bole	8	251	41	51	6	357
Bolgatanga	2	74	222	78	2	378
Builsa	1	11	64	110	15	201
Cape Coast	36	257	81	17	2	393
Dangme East	5	228	91	17	2	343
Ga East	3	104	180	55	0	342
Ga West	12	132	142	47	1	334
Gomoa West	0	180	117	46	0	343
Gonja Central	0	165	130	77	1	373
Ho	14	268	77	41	1	401
Hohoe	2	12	180	133	0	327
Jirapa	1	131	85	23	4	244
Kadjebi	0	44	147	79	15	285
Kassena Nankana	4	101	35	185	0	325
Keta	0	264	86	27	6	383
KMA	1	31	246	170	1	449
Kwahu West	0	72	129	232	4	437
LEKMA	2	291	60	3	0	356
Mampong Ashanti	0	8	48	439	4	499
Mamprusi West	87	100	96	11	60	354
Mfantsiman	0	40	152	165	16	373
Nadowli	2	131	77	37	151	398
Nkoranza South	3	68	118	102	0	291
Nzema East	0	1	346	15	19	381
Obuasi	0	25	94	203	0	322
Savelugu Nanton	2	193	109	33	2	339
STMA	2	256	124	11	0	393
Awutu Senya	0	161	116	25	13	315
Shama	3	57	119	161	2	342
Sissala East	5	191	132	32	37	397
South Tongu	27	220	34	11	0	292

Suhum	1	97	127	141	52	418
Sunyani	2	182	188	45	2	419
Talensi Nabdam	12	113	118	68	13	324
Tarkwa	7	177	59	93	75	411
tarkwa Nsueam	0	119	63	228	1	411
Techiman	3	74	148	98	9	332
Wa	1	251	82	10	2	346
Wa West	5	119	91	139	44	398
Tano South	0	8	98	219	0	325
Yilo Krobo	0	155	70	6	100	331
	272	6372	5997	4607	745	17993

	mobile telephony					Total
	excellent	good	fair	poor	non-existent	
Accra metro	1	179	210	59	0	449
Adentan	0	224	136	42	1	403
Agona west	2	111	149	100	0	362
Akwapim north	2	95	70	141	29	337
Ashanti akim central	15	227	161	53	3	459
Atwima Nwabiagya	1	141	111	1	0	254
Berekum	78	208	52	23	5	366
Birim Central	12	173	114	55	1	355
Bongo	0	113	172	36	5	326
Bole	5	277	37	32	6	357
Bolgatanga	4	228	132	14	0	378
Builsa	11	64	65	54	7	201
Cape Coast	32	227	74	55	5	393
Dangme East	15	262	56	8	2	343
Ga East	9	91	206	36	0	342
Ga West	13	163	106	23	29	334
Gomoa West	0	23	115	180	25	343
Gonja Central	20	295	55	3	0	373
Ho	15	228	95	63	0	401
Hohoe	2	28	292	5	0	327
Jirapa	7	179	49	5	4	244
Kadjebi	1	85	112	69	18	285

Kassena Nankana	178	94	31	22	0	325
Keta	3	227	123	21	9	383
KMA	81	243	114	11	0	449
Kwahu West	105	99	76	156	1	437
LEKMA	2	202	126	26	0	356
Mampong Ashanti	60	378	43	18	0	499
Mamprusi West	122	181	35	16	0	354
Mfantsiman	5	17	52	123	176	373
Nadowli	61	124	48	80	85	398
Nkoranza South	0	69	82	136	4	291
Nzema East	0	82	272	21	6	381
Obuasi	54	140	92	32	4	322
Savelugu Nanton	2	205	107	23	2	339
STMA	7	171	172	43	0	393
Awutu Senya	2	109	148	40	16	315
Shama	7	138	131	53	13	342
Sissala East	17	169	133	64	14	397
South Tongu	23	155	56	14	44	292
Suhum	8	163	141	71	35	418
Sunyani	3	223	134	59	0	419
Talensi Nabdam	101	62	59	95	7	324
Tarkwa	2	211	44	123	31	411
tarkwa Nsueam	2	119	54	231	5	411
Techiman	44	153	120	15	0	332
Wa	14	294	37	1	0	346
Wa West	2	133	156	99	8	398
Tano South	4	136	163	22	0	325
Yilo Krobo	0	30	158	123	20	331
	1154	7948	5476	2795	620	17993

	DA has system for receiving public grievances			Total
	yes	no	dont know	
Accra metro	85	246	118	449
Adentan	74	148	181	403
Agona west	113	97	152	362
Akwapim north	3	151	183	337

Ashanti akim central	137	78	244	459
Atwima Nwabiagya	137	94	23	254
Berekum	99	82	185	366
Birim Central	40	32	283	355
Bongo	44	106	176	326
Bole	130	71	156	357
Bolgatanga	214	66	98	378
Builsa	27	73	101	201
Cape Coast	142	70	181	393
Dangme East	59	68	216	343
Ga East	40	95	207	342
Ga West	23	52	259	334
Gomoa West	99	35	209	343
Gonja Central	1	55	317	373
Ho	95	72	234	401
Hohoe	9	293	25	327
Jirapa	52	40	152	244
Kadjebi	26	88	171	285
Kassena Nankana	164	22	139	325
Keta	107	113	163	383
KMA	18	182	249	449
Kwahu West	94	162	181	437
LEKMA	32	77	247	356
Mampong Ashanti	75	109	315	499
Mamprusi West	176	97	81	354
Mfantsiman	18	121	234	373
Nadowli	62	13	323	398
Nkoranza South	30	115	146	291
Nzema East	82	16	283	381
Obuasi	51	112	159	322
Savelugu Nanton	110	196	33	339
STMA	19	97	277	393
Awutu Senya	94	47	174	315
Shama	54	31	257	342
Sissala East	83	126	188	397
South Tongu	14	88	190	292
Suhum	100	209	109	418
Sunyani	125	83	211	419
Talensi Nabdam	46	202	76	324



Tarkwa	46	104	261	411
tarkwa Nsueam	72	280	59	411
Techiman	82	100	150	332
Wa	138	25	183	346
Wa West	178	95	125	398
Tano South	76	140	109	325
Yilo Krobo	9	150	172	331
	3804	5224	8965	17993

	change in community attitude towards HIV/AIDS			Total
	improved	no change	worsened	
Accra metro	150	232	67	449
Adentan	274	39	90	403
Agona west	203	90	69	362
Akwapim north	165	109	63	337
Ashanti akim central	260	87	112	459
Atwima Nwabiagya	217	14	23	254
Berekum	294	30	42	366
Birim Central	199	87	69	355
Bongo	256	20	50	326
Bole	243	76	38	357
Bolgatanga	256	120	2	378
Builsa	110	35	56	201
Cape Coast	231	47	115	393
Dangme East	163	143	37	343
Ga East	216	63	63	342
Ga West	195	62	77	334
Gomoa West	212	17	114	343
Gonja Central	368	1	4	373
Ho	327	52	22	401
Hohoe	234	83	10	327
Jirapa	214	7	23	244
Kadjebi	112	93	80	285
Kassena Nankana	195	106	24	325
Keta	257	70	56	383

KMA	319	55	75	449
Kwahu West	158	153	126	437
LEKMA	293	15	48	356
Mampong Ashanti	354	121	24	499
Mamprusi West	300	34	20	354
Mfantsiman	211	125	37	373
Nadowli	380	11	7	398
Nkoranza South	140	111	40	291
Nzema East	93	52	236	381
Obuasi	148	88	86	322
Savelugu Nanton	255	75	9	339
STMA	271	34	88	393
Awutu Senya	154	42	119	315
Shama	179	37	126	342
Sissala East	237	59	101	397
South Tongu	202	29	61	292
Suhum	141	218	59	418
Sunyani	305	50	64	419
Talensi Nabdam	177	129	18	324
Tarkwa	207	85	119	411
tarkwa Nsueam	251	154	6	411
Techiman	212	105	15	332
Wa	259	40	47	346
Wa West	221	143	34	398
Tano South	246	6	73	325
Yilo Krobo	116	139	76	331
	11180	3793	3020	17993

	do you know your HIV status		Total
	yes	no	
Accra metro	72	377	449
Adentan	170	233	403
Agona west	235	127	362
Akwapim north	69	268	337
Ashanti akim central	253	206	459
Atwima Nwabiagya	124	130	254

Berekum	159	207	366
Birim Central	144	211	355
Bongo	191	135	326
Bole	145	212	357
Bolgatanga	202	176	378
Builsa	80	121	201
Cape Coast	197	196	393
Dangme East	117	226	343
Ga East	160	182	342
Ga West	149	185	334
Gomoa West	147	196	343
Gonja Central	157	216	373
Ho	220	181	401
Hohoe	96	231	327
Jirapa	142	102	244
Kadjebi	87	198	285
Kassena Nankana	190	135	325
Keta	169	214	383
KMA	162	287	449
Kwahu West	149	288	437
LEKMA	274	82	356
Mampong Ashanti	306	193	499
Mamprusi West	80	274	354
Mfantsiman	145	228	373
Nadowli	233	165	398
Nkoranza South	126	165	291
Nzema East	109	272	381
Obuasi	165	157	322
Savelugu Nanton	52	287	339
STMA	271	122	393
Awutu Senya	96	219	315
Shama	203	139	342
Sissala East	176	221	397
South Tongu	136	156	292
Suhum	165	253	418
Sunyani	244	175	419
Talensi Nabdam	237	87	324
Tarkwa	89	322	411
tarkwa Nsueam	75	336	411
Techiman	153	179	332

Wa	210	136	346
Wa West	102	296	398
Tano South	130	195	325
Yilo Krobo	118	213	331
	7881	10112	17993

	HIV/AIDS education has sufficiently equipped you		Total
	yes	no	
Accra metro	363	86	449
Adentan	341	62	403
Agona west	279	83	362
Akwapim north	228	109	337
Ashanti akim central	372	87	459
Atwima Nwabiagya	228	26	254
Berekum	348	18	366
Birim Central	346	9	355
Bongo	281	45	326
Bole	271	86	357
Bolgatanga	370	8	378
Builsa	155	46	201
Cape Coast	319	74	393
Dangme East	272	71	343
Ga East	334	8	342
Ga West	306	28	334
Gomoa West	318	25	343
Gonja Central	373	0	373
Ho	357	44	401
Hohoe	312	15	327
Jirapa	230	14	244
Kadjebi	258	27	285
Kassena Nankana	271	54	325
Keta	263	120	383
KMA	407	42	449
Kwahu West	297	140	437
LEKMA	347	9	356

Mampong Ashanti	479	20	499
Mamprusi West	332	22	354
Mfantseman	283	90	373
Nadowli	388	10	398
Nkoranza South	234	57	291
Nzema East	312	69	381
Obuasi	247	75	322
Savelugu Nanton	251	88	339
STMA	370	23	393
Awutu Senya	232	83	315
Shama	233	109	342
Sissala East	306	91	397
South Tongu	258	34	292
Suhum	161	257	418
Sunyani	411	8	419
Talensi Nabdam	266	58	324
Tarkwa	253	158	411
tarkwa Nsueam	259	152	411
Techiman	310	22	332
Wa	265	81	346
Wa West	221	177	398
Tano South	309	16	325
Yilo Krobo	236	95	331
	14862	3131	17993

**ANNEX 2:  
SURVEY INSTRUMENT**

Annex 17: CITIZEN REPORT CHECKLIST

Region Name:	Date of completion of scorecard
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Name of District	Zonal/Traditional Area
Town/community	<input type="checkbox"/> Urban <input type="checkbox"/> Rural
<b>SECTION A: PERSONAL INFORMATION</b>	
<b>A1. Sex</b> <input type="checkbox"/> Male <input type="checkbox"/> Female	<b>A2. Age of Respondent</b> <input type="checkbox"/> 18 – 25 years <input type="checkbox"/> 26 – 40 years <input type="checkbox"/> 41 – 60 years <input type="checkbox"/> over 60 years
<b>A3. Relationship with head of household</b> <input type="checkbox"/> Self <input type="checkbox"/> Wife <input type="checkbox"/> Mother <input type="checkbox"/> Daughter <input type="checkbox"/> Son <input type="checkbox"/> Brother <input type="checkbox"/> Other	<b>A4. What is your highest level of education?</b> <input type="checkbox"/> Illiterate <input type="checkbox"/> Primary <input type="checkbox"/> Middle/JSS/O-Level/Vocational/ Commercial <input type="checkbox"/> SSS/A-Level <input type="checkbox"/> Training College/Technical/Professional <input type="checkbox"/> Tertiary/Graduate/Post Graduate <input type="checkbox"/> Koranic <input type="checkbox"/> Other .....
<b>A5. Marital status</b> <input type="checkbox"/> Never married <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed <input type="checkbox"/> Other .....	<b>A6. Respondent Category</b> <input type="checkbox"/> Member of District Assembly <input type="checkbox"/> Public Servant (other than member of DA) <input type="checkbox"/> Traditional Authority <input type="checkbox"/> Private Sector <input type="checkbox"/> Member of Public
<b>SECTION B. HOUSEHOLD CHARACTERISTICS</b>	
<b>A7. Average household size</b> <input type="checkbox"/> 3 or less <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> more than 7	<b>A8. Gender of head of household</b> <input type="checkbox"/> Male <input type="checkbox"/> Female
<b>A9. Material used for roof of house</b> <input type="checkbox"/> Cemented/lantered <input type="checkbox"/> Iron/metallic sheet <input type="checkbox"/> Wood/thatch <input type="checkbox"/> others	<b>A10. Nature of latrine used by household</b> <input type="checkbox"/> flush (inside house) <input type="checkbox"/> pit latrine (inside house) <input type="checkbox"/> pit latrine/flush outside house <input type="checkbox"/> open field/beach
<b>A11. Profession of person of household who is responsible for the financial expenses of household</b> <input type="checkbox"/> unemployed <input type="checkbox"/> unskilled labour	

<input type="checkbox"/> skilled labour (artisan/carpenter/etc)	
<input type="checkbox"/> clerk/office work	
<input type="checkbox"/> professional (teacher/nurse/etc)	
<input type="checkbox"/> business/trade	
<input type="checkbox"/> abroad	
<input type="checkbox"/> student	
<input type="checkbox"/> retired	
<input type="checkbox"/> others	

## B. DEMOCRACY AND GOOD POLITICAL GOVERNANCE

### Freedoms

The questions here refer to the degree to which citizens feel they can communicate without fear of harm, intimidation or humiliation.

B1. Have you ever been arrested or assaulted (verbally or physically) for voicing an opinion on any national issue or for associating with any group? <b>IF NO, SKIP TO B5</b>		
	Yes	No
Voicing an opinion		
Associating with a group		
B2. Did you report the incident? <b>IN NO, SKIP TO B5</b>		
	Yes	No
Voicing an opinion		
Associating with a group		
B3. Which authority did you report the incident to?		
	Voicing an opinion	Associating with a group
Police		
CHRAJ		
Assembly Member		
Traditional Authority		
Other (please specify)		

B4. Were you satisfied with the response from the authority?			
	Yes, very satisfied	Yes, somewhat satisfied	No, not satisfied
Police			
CHRAJ			
Assembly Member			
Traditional Authority			
Other (please specify)			
B5. Are you able to openly voice out your party affiliation to colleagues and friends? <input type="checkbox"/> Yes <input type="checkbox"/> No <b>IF YES, SKIP TO B7</b>			
B6. If NO, why not?			



**Participation and Inclusion**

We are interested here in how well individuals, groups or organizations, despite severe resource constraints, are able to participate in the policy process and influence policy outcomes. It is meant to be an indicator of how civil groups voice their issues and the available mechanisms for consultation with public officials.

B7. How often are public meetings held in your community by the District Assembly/Assembly Member/Unit Committee member to discuss development issues			
	District Assembly	Assembly Member	Unit Committee member
More than once a month			
Once a month			
Once every 3 months			
Once every year			
Other, please specify			
Don't Know			
B8. How are you informed of such meetings?			
	District Assembly	Assembly Member	Unit Committee member
Loud hailing/gongon			
Radio announcements			
Invitation letters			
Public notice boards			
Other, please specify			
B9. Do you attend such meetings?			
	District Assembly	Assembly Member	Unit Committee member
Yes, I attend all meetings			
Yes, I sometimes attend			
No, I have never attended			
<b>IF YES, SKIP TO B11</b>			
B10. If <b>YOU HAVE NEVER ATTENDED</b> any meeting, why not?			
	District Assembly	Assembly Member	Unit Committee member
The venue is inaccessible			
The forum does not allow for public input (only certain individuals are allowed to speak)			

I have no interest			
Other, please specify			

B11. If you attend meetings, are you satisfied with the level of attendance?

	District Assembly	Assembly Member	Unit Committee member
Yes			
No			

B12. Are you able to give recommendations regarding your community's development priorities to the District Assembly through these meetings?

	District Assembly	Assembly Member	Unit Committee member
Yes			
No			
Don't Know			

B13. Does the Assembly implement the recommendations given at the meetings?

	District Assembly	Assembly Member	Unit Committee member
Yes, always			
Yes, sometimes			
No, never			
Don't know			

B14. Are district buildings accessible to Persons with Disability (PWDs). (provision of ramps, lifts, escalators, etc)

	District Assembly	Educational institutions	Health institutions
Yes			
No			
Don't know			

**Interaction with Institutions and Officials**

We are interested in knowing how citizens interact with public officials (Member of Parliament, Metropolitan/Municipal/District Chief Executive, Assembly Member, Unit Committee Member) and the District Assembly.

**B15. Have you visited/contacted the District Assembly OR your Assembly member OR unit committee member in the past 12 months? IF NO, SKIP TO B18**

	District Assembly	Assembly Member	Unit Committee member
Yes			
No			

**B16. What was/were your reasons for visiting/contacting?**

	District Assembly	Assembly Member	Unit Committee member
Documentation purposes			
Problem with a local service (refuse collection, water, sewerage, etc)			
To seek employment			
For financial assistance			
Other, please specify			

**B17. Were you satisfied with the response from the District Assembly/Assembly member/Unit Committee member?**

	District Assembly	Assembly Member	Unit Committee member
Yes			
No			

**B18. Have you contacted/interacted with your District Chief Executive/Member of Parliament in the past 12 months? IF NO, SKIP TO B21**

	Metropolitan/Municipal/District Chief Executive	Member of Parliament
Yes		
No		

**B19. What was/were the reasons for contacting/interacting with your District Chief Executive/Member of Parliament?**

	M/M/DCE	MP
Discuss government policy		
Problem with a service		
Seek employment		

Financial assistance		
Other, please specify		

B20. Were you satisfied with the response from the M/M/DCE/Member of Parliament?

	M/M/DCE	MP
Yes		
No		

B21. How helpful and friendly were the frontline staff (receptionists, secretaries, security staff) at the District Assembly

- Most helpful and friendly
- Helpful and friendly
- Least helpful and friendly
- Don't know

**Civic Responsibilities**

These questions seek to assess the degree to which individuals behave as responsible citizens in the district.

B22. What does the Assembly do with the taxes it collects from citizens?

- for development projects (roads, schools, water systems, sanitation, etc)
- to pay Assembly staff salaries, allowances, etc
- Others (please specify)
- Don't know

B23. Have you paid any tax (income tax or property tax) in the past 12 months? **IF NO, SKIP TO B25**

	Income tax	Property tax	Other tax (please specify)
Yes			
No			

B24. IF YES, are you satisfied with what the Assembly is doing with the tax you pay?

- Yes             No

B25. IF NO, what are your reasons for not paying your tax?

- I am unemployed/don't own any property
- No one has asked me to pay any tax
- poor consultation by the District Assembly in fixing taxes and rates
- poor service provision

**SECURITY OF LIFE AND PROPERTY**

Local governments can promote rules that reduce the threat to personal security by providing a congenial political climate in which fear is limited and law and order are maintained.

B26. Do you feel safe going to your workplace/farm alone? <input type="checkbox"/> YES <input type="checkbox"/> NO
B27. Do you feel safe going out at night? <input type="checkbox"/> YES <input type="checkbox"/> NO
B28. Who would you contact should you have an issue of personal safety? <input type="checkbox"/> The Police <input type="checkbox"/> Traditional Authority <input type="checkbox"/> Assembly member <input type="checkbox"/> Unit Committee Members <input type="checkbox"/> Political Party Chairperson/Member <input type="checkbox"/> Religious Leader <input type="checkbox"/> Other (please specify)
B29. Have you ever been arrested or invited to the police station by the Police? <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If NO, please SKIP TO B33</b>
B30. Did the police tell you the charge OR reason for which you were being arrested or invited? <input type="checkbox"/> Yes <input type="checkbox"/> No
B31. Were you ever mishandled or beaten on the way to the police station or at the police station? <input type="checkbox"/> Yes <input type="checkbox"/> No
B32. Did you pay any monies to the police for which no receipt was issued? <input type="checkbox"/> Yes <input type="checkbox"/> No
B33. Does the police give you an overall sense of security? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
B34. Are you aware/know of any grievance mechanism at the police station? <input type="checkbox"/> Yes <input type="checkbox"/> No <b>IF NO, SKIP TO B36</b>
B35. Have you ever used this grievance/complaints mechanism? <input type="checkbox"/> Yes <input type="checkbox"/> No
B36. Overall, were you satisfied with how the police handled your complaint?

satisfied  
 dissatisfied  
 indifferent  
 don't know

B37. Have you had any contact with any of these institutions? **IF NO, SKIP TO B41.**

	Court	CHRAJ	DOVVSU	ADR
Yes				
No				

B38. What was your reason for contacting the institution(s)

	Court	CHRAJ	DOVVSU	ADR
1.				
2.				
3.				
4.				

B39. Did you make any payments at any of these institutions for which receipts were not issued?

	Court	CHRAJ	DOVVSU	ADR
Yes				
No				

B40. Were you satisfied with the service you received at the institutions?

	Court	CHRAJ	DOVVSU	ADR
Yes				
No				

**CONFLICTS**

These questions assess the degree to which communities and citizens live in harmony.

B41. Have there been any armed/violent conflicts in your community in past 12 months?  
 yes       no       don't know  
**IF NO, SKIP TO B45**

B42. What was the reason for this conflict?  
 chieftaincy  
 land

<input type="checkbox"/> Metropolitan/Municipal/District Chief Executive <input type="checkbox"/> Public Official <input type="checkbox"/> religion <input type="checkbox"/> other
E43. Did the conflict result in loss of life or property? <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> don't know
E44. Have people in your community moved to other communities as a result of some conflict? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> DON'T KNOW

**CHILD RIGHTS**

These questions assess the degree to which children are protected from exploitation.

B40. Are there incidences of child trafficking/child prostitution/teenage pregnancy/ child labour in your community?				
	Child trafficking	Child prostitution	Teenage pregnancy	Child labour
Yes				
No				
Don't know				
B41. Are you satisfied with what authorities are doing to address these challenges?				
	Child trafficking	Child prostitution	Teenage pregnancy	Child labour
Yes				
No				
Don't know				
B42. Are delinquent children put in the same cells (police) as adults in your community? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know				

**ECONOMIC GOVERNANCE AND MANAGEMENT**

This section assesses the degree to which economic resources are being managed at the district level to promote economic growth and reducing poverty. Issues raised here include:

- Employment and Empowerment
- Transparency and disclosure
- Corruption

**Employment and Empowerment**

This question measures the degree to which employable youth are gaining wage employment

<b>C1. What is the major economic issue in your community?</b> <input type="checkbox"/> unemployment
---

<input type="checkbox"/> cost of living <input type="checkbox"/> load shedding (electricity) <input type="checkbox"/> gas supply <input type="checkbox"/> others
C2. Have you been UNEMPLOYED for at least 3 months in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No
C3. How easy is it to get wage employment in your community? <input type="checkbox"/> Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Non-existent <input type="checkbox"/> Don't Know

**Transparency**

C4. Does the District Assembly through your Assembly Member give progress reports to your community on Assembly's projects and programmes?  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know												
C5. Are the Assembly's reports (annual or progress) widely distributed or communicated widely throughout the community <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 35%;">Annual or progress reports (paper)</th> <th style="width: 35%;">Annual or progress report (communicated verbally on radio)</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td></td> </tr> <tr> <td>No</td> <td></td> <td></td> </tr> <tr> <td>Don't Know</td> <td></td> <td></td> </tr> </tbody> </table>		Annual or progress reports (paper)	Annual or progress report (communicated verbally on radio)	Yes			No			Don't Know		
	Annual or progress reports (paper)	Annual or progress report (communicated verbally on radio)										
Yes												
No												
Don't Know												
C6. Do service providers (water, electricity, telephone, etc. educate community members on the services they provide? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know												
C7. Do services providers engage members of your community to know the challenges the community faces? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know												

**Corruption**

C8. What do you understand by the word "corruption"
---



<input type="checkbox"/> Nepotism in employment of officials <input type="checkbox"/> Irregularities in the award of tenders/contracts <input type="checkbox"/> Mal-administration of public funds and resources <input type="checkbox"/> bribery before services are rendered <input type="checkbox"/> Other, please specify
<p>C9. Have you heard of/read about/witnessed any corruption in your place of work? IF NO, SKIP TO</p> <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>C10. Did you report the act of corruption? IF NO, SKIP TO</p> <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>C11. To whom was the act of corruption reported?</p> <input type="checkbox"/> To the police <input type="checkbox"/> To the District Chief Executive/Coordinating Director/Presiding Member <input type="checkbox"/> District Assembly members <input type="checkbox"/> Corruption was not reported <input type="checkbox"/> Other, please specify <input type="checkbox"/> Don't know
<p>C12. If the corruption was not reported what was/were the reasons. More than one answer allowed</p> <input type="checkbox"/> lack of faith in the police <input type="checkbox"/> Lack of faith in the District Assembly <input type="checkbox"/> Fear of reprisal <input type="checkbox"/> Not interested/apathy <input type="checkbox"/> Other, please specify
<p>C13. What happens when someone is accused of corruption in your community? The accused is:</p> <input type="checkbox"/> subjected to disciplinary action <input type="checkbox"/> Investigated <input type="checkbox"/> No action taken <input type="checkbox"/> Don't know
<p>C14. Have you personally paid a BRIBE to a public official for some service rendered?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No
<p>C15. Have you personally given a GIFT to a public official for some service rendered?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No

**CORPORATE GOVERNANCE**  
**Business Environment**

These questions assess the degree to which local authorities are providing congenial environments for businesses to flourish.

D1. What is the major challenge facing business actors in your community?

[  ] registration of businesses  
 [  ] securing credit facilities  
 [  ] cost of doing business (interest rates)  
 [  ] load shedding  
 [  ] gas supply  
 [  ] others

---

D2. Has there been improvement in public services to private enterprises?

	Electricity	Water	Telecom munications	Financial Services
Improved				
No change				
Worsened				
Don't Know				

---

D3. Have you suffered any losses as a result of poor services?

	Electricity	Water	Telecom communications	Financial Services
Yes				
No				
Don't Know				

---

D4. Has there been any improvement in the registration of businesses in your community?  
 [  ] Yes      [  ] No

---

D5. Does the District Assembly consult business operators in fixing rates/taxes?  
 [  ] Yes      [  ] No

---

D6. Are recommendations from business operators taken into consideration when the Assembly fixes taxes and rates for business operators?  
 [  ] Yes      [  ] No      [  ] Don't Know

---

D7. Have you benefitted from any government initiative (BAC, NBSSI training) in the last 12 months?  
 [  ] Yes      [  ] No

**Environment**

D8. Do economic activities in your community generate any harmful waste material (such as dyes, chemicals, dirty oil, etc)

[  ] Yes      [  ] No      [  ] Don't know

D9. How are such waste disposed off?

- dump it in the gutter
- threw it on the ground
- dumped it in the rubbish heap
- Other (please specify)
- Don't know

## **SOCIO-ECONOMIC DEVELOPMENT**

### **Education**

**E1. What is the most important socio-economic challenge in your community?**

- education
- health
- water
- garbage disposal
- sewerage
- street lights
- roads
- transportation
- fire services
- telephone services
- internet services
- others

**E2. Do you have a child/children aged between 3 – 14 years in your household?**

- yes       no       don't know      **IF NO, SKIP TO E5**

**E3. Does/do these child/children attend school?**

- yes       no       don't know

**E4. What type of school does/do the child/children is/are attend?**

- public
- private

**E5. Has there been improvement in the availability of basic schools in your community within the last 12 months?**

- Improved
- No Change
- Non-Existent
- Don't know

**E6. Has access to basic education in your area improved within the last 12 months?**

(distance travelled or cost)

	Distance travelled	Costs incurred
Improved		
No change		
Difficult		
Don't Know		

**E7. Taking everything into consideration, are you satisfied or dissatisfied with the quality of basic education provided in your community?**

- Satisfied  
 Indifferent  
 Dissatisfied`

**E8. Reasons for answer in E7:**

**E9. Are there children (aged 5 – 14 years) in the community who are not attending school?**

- Yes                       No                       Don't Know

**E10. What is/are the reason(s) for the child not attending school?**

- Parents cannot afford school fees and other charges  
 No school nearby  
 No teachers  
 No value in education  
 Child earns of economically supports family  
 Child helps at home  
 Other (please specify)  
 Don't know

## Health

**E11. Has there been improvement in the availability of health facilities in your community within the last 12 months?**

- Improved

- No improvement
- Non-existent
- Don't know

**E12. Has access to health services in your area improved within the last 12 months (in terms of distance travelled or costs)?**

	Distance travelled	Costs incurred
Improved		
No improvement		
Difficult		
Don't know		

**E13. How long does it take member of household to get to nearest health facility?**

- less than 1 hour
- 1-2 hours
- 2-3 hours
- more than 3 hours

**E14. What is the type of health facility visited frequently by household?**

- regional government hospital
- small government health facility (clinic/CHPS/etc)
- private health facility
- pharmacy
- drug store
- drug peddler
- others

**E15. Presence of Doctor at last visit by member of household?**

- Yes      No      Don't know

**E16. How long did the member of household have to wait before being attended to at last visit to health facility?**

- less than 1 hour
- 1-2 hours
- 2-3 hours
- more than 3 hours

**E17. Did you get medication for your illness at your last visit?**

- Yes, received all my medicines
- Yes, received some of my medicines
- No, received none

**E18. Taking everything into consideration, are you satisfied or dissatisfied with the quality of health services provided at the health facility?**

- Satisfied
- Indifferent
- Dissatisfied

<input type="checkbox"/> Very dissatisfied
<b>E19. Reasons for answer in E18:</b>
<b>E20. Are there people in the community who do not attend hospital/clinics etc</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know
<b>E21. What is/are the reasons for non-attendance</b> <input type="checkbox"/> Cannot afford charges <input type="checkbox"/> No health centre nearby <input type="checkbox"/> No doctors and health personnel <input type="checkbox"/> Health personnel's rude behavior <input type="checkbox"/> Self medication <input type="checkbox"/> preference for herbal treatment <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Don't know

**Service Delivery**

How would you rank the current service delivery performance of your district?

<b>Service Type</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Non- E x i s t e n t</b>
<b>E22. Overall cleanliness of town (refuse removal)</b>					
<b>E23. Overall provision of water</b>					
<b>E24. Quality of water</b>					
<b>E25. Provision of sanitation (toilets)</b>					
<b>E26. Provision of fire services</b>					
<b>E.27 Agricultural extension services</b>					
<b>E28. Overall traffic management</b>					

<b>E29. Housing</b>					
<b>E30. Roads</b>					
<b>E31. Recreation facilities</b>					
<b>E32. Electricity</b>					
<b>E33. Mobile telephony</b>					

**Reporting Grievances and dissatisfaction**

<p>E34. Does the District Assembly have a system for receiving public grievances concerning customer services and the conduct/performance of public officials</p> <p>[ <input type="checkbox"/> ] Yes                      [ <input type="checkbox"/> ] No                      [ <input type="checkbox"/> ] Don't know</p>
<p>E35. If yes, do you think that when grievances are reported, the Assembly effectively deals with them?</p> <p>[ <input type="checkbox"/> ] Yes                      [ <input type="checkbox"/> ] No                      [ <input type="checkbox"/> ] Other, please specify</p>

**HIV/AIDS and Drug Abuse**

<p>E36. In your opinion, do you think there has been a change in your community's attitude towards reducing the spread of HIV/AIDS?</p> <p>[ <input type="checkbox"/> ] Improved  [ <input type="checkbox"/> ] No change  [ <input type="checkbox"/> ] Worsened  [ <input type="checkbox"/> ] Don't know</p>
<p>E37. Do you know your HIV/AIDS status?</p> <p>[ <input type="checkbox"/> ] Yes                      [ <input type="checkbox"/> ] No</p>
<p>E38. Do you think the education and sensitization on HIV/AIDS has given you enough information to prevent yourself from getting infected?</p> <p>[ <input type="checkbox"/> ] Yes                      [ <input type="checkbox"/> ] No</p>
<p>E39. Would you be comfortable sharing a meal or sleeping in the same bed or sharing any</p>

personal effects with an HIV/AIDs person?

	Sharing a meal	Sleeping on same bed	Sharing personal effects
Yes			
No			
Don't Know			

E40. Should the nation set up special homes for Persons Living with HIV/AIDs?

[  ] Yes                      [  ] No                      [  ] Don't know

E41. In your opinion, is drug abuse (Indian hemp, cocaine, etc.) a major concern in your community?

	Indian Hemp	Cocaine	Other drug (please specify)
Yes			
No			
Don't Know			