Evaluation of the Rwanda Threshold Program: Baseline Report

Final

October 7, 2011

Ira Nichols-Barrer
Lindsay Wood
Matt Sloan
Anu Rangarajan

MATHEMATICA
Policy Research

Evaluation of the Rwanda Threshold Program: Baseline Report

Final

October 7, 2011

Ira Nichols-Barrer
Lindsay Wood
Matt Sloan
Anu Rangarajan

MATHEMATICA
Policy Research

ACKNOWLEDGMENTS

CONTENTS

TABLES

FIGURES

EXECUTIVE SUMMARY

The Millennium Challenge Corporation (MCC) created the Rwanda threshold program (RTP) to help the Government of Rwanda improve its performance on the MCC Political Rights, Civil Liberties, and Voice and Accountability eligibility indicators.[1] This report presents descriptive findings from the RTP evaluation's first round of data collection, conducted in early 2011. This survey targeted a nationally representative sample of approximately 10,000 households and included questions designed to assess outcomes for three of five RTP components:

1. *Strengthening Rwanda National Police (RNP) Inspectorate Services.* This component is designed to enhance the transparency, accountability, and professionalism of the RNP. The survey collected data related to the component's Every Voice Counts campaign, which installed a nationwide system of submission boxes for citizen complaints and commendations. The campaign began in 2009, and had nearly completed installation of all 235 submissions boxes at the time of the survey. The first survey provides initial descriptive findings on citizen awareness of the campaign and perceptions regarding RNP trustworthiness and effectiveness. In addition to presenting these nationwide findings, the evaluation also compares survey responses from citizens living in sectors (political subdivisions within a district[2]) that contain posted complaint boxes to the responses from a comparison group of citizens living in sectors without complaint boxes.

2. *Media Strengthening.* This component supports the creation of two community radio stations. Neither station was in operation at the time of the survey (the first broadcasts began in June 2011). Thus, the survey collected data to establish a baseline for media consumption, radio listenership, and media trust in the districts that will receive the new stations. Using a future survey round planned for 2012, we will use this baseline data to explore the impacts of the two new radio stations.

3. *Strengthening Civic Participation.* This component is supporting the efforts of civil society organizations (CSOs) to advocate for local issues, and training local government officials to increase responsiveness to the concerns and priorities of citizens. The component plans to eventually reach all 30 districts in Rwanda: 15 districts are receiving activities in "Phase I" and the remaining 15 districts may receive the program in 2012 ("Phase II"). A pairwise random selection process was used to assign districts to each phase—this enables a rigorous evaluation design, whereby we will estimate impacts by comparing Phase I "treatment" districts to Phase II "control" districts in the next data collection round. Phase I program activities did not begin until after the first survey round had been completed in February 2011. We collected data on civic participation levels in Rwanda, including citizen perceptions of local government performance, responsiveness, and accountability. The survey provides descriptive information on these outcomes before activities began, and enables an analysis of whether the evaluation's treatment and control groups were, as expected, equivalent at baseline.

---

[1] A list of Millennium Challenge Corporation's compact eligibility indicators and the third party indicator institutions can be found at http://www.mcc.gov/pages/selection/indicators.

[2] Rwanda has a nationwide total of 5 provinces, 30 districts, and 416 sectors. Within each sector, there are two additional administrative levels: each sector is divided into cells, and cells are divided into *Umudugudu,* or villages.

For the RNP Strengthening component, which had nearly completed nationwide activities at the time of the survey, key findings include information on initial public awareness of the program and citizen views of the police:

- **A minority of Rwandans are aware of the RNP Strengthening component's complaint and commendation submission boxes.** Nationwide, 20 percent of survey respondents said they were aware of the submission box initiative. However, among those who were aware of the submission boxes, 68 percent said that the RNP would take the respondent's own submissions seriously.

- **Respondents who live in sectors containing a submission box are more likely to be aware of the submission boxes and to know someone who has used a box.** The study compared respondents in sectors containing a submission box to respondents living in sectors without a box. While this empirical design does not support causal inferences, it does provide suggestive information on the program's effects. Respondents in sectors with boxes were 11 percentage points more likely to be aware of the program and 2 percentage points more likely to know someone who had used a submission box. The magnitude of these differences is also substantial: respondents living in sectors containing boxes are nearly twice as likely to be aware of the program and to know someone who had used one of the submission boxes.

- **However, living near a submission box is not correlated with improved perceptions of the RNP's trustworthiness or effectiveness.** When respondents were asked to rate whether the RNP was fair, honest, consistent, or effective, the analysis did not uncover any significant differences between sectors that had submission boxes and sectors that did not have submission boxes.

Findings from the Media Strengthening component of the household questionnaire revealed important baseline information on radio listenership and trust in radio news:

- **Most Rwandans (78 percent) listen to the radio, and the majority of those listeners tune in daily.** In addition, radio was by far the most commonly used source of news among survey respondents. Fifty-five percent of respondents said radio was their primary source for local news, 29 percent selected public meetings, and 12 percent said they obtained local news primarily from informal conversations. Less than 3 percent selected television, newspapers, or the internet.

- **Eighty-six percent of listeners say that they have access to reliable news on the radio.** However, respondents also report little variation regarding their preferred radio station for local news. Eighty percent of respondents said Radio Rwanda was their preferred source for local news. This degree of dominance by a single station suggests that new community radio stations, funded under the threshold program, may find it difficult to attract new audiences unless they can improve on existing local programming.

Baseline results for the Strengthening Civic Participation component provide a mixed picture of citizen satisfaction and engagement with local government, suggesting there is significant scope for improvement on the component's targeted outcomes:

- **Citizens report high levels of satisfaction with local government services.** Over 70 percent of respondents said they were satisfied with each of the six local services

covered by the survey: water supply, road maintenance, road construction, waste collection, education, and health facilities.

- **However, only half of respondents report that they can openly disagree with a local government official without negative consequences.** Fifty-one percent of respondents said that they can disagree with a local government official without negative consequences—30 percent reported that they cannot disagree without negative consequences, and 19 percent said they were unsure.

- **In addition, many citizens are not aware of opportunities to engage with local government or access government information.** Over 40 percent of respondents were not aware of any local government meetings in their district, and over 90 percent of respondents were not aware of government meetings related to the district budget. In a related finding, less than 40 percent of respondents said they have enough information to assess the performance of their district government relative to other districts.

The Strengthening Civic Participation component plans to complete its first phase of implementation (covering half the districts in Rwanda) in early 2012. The component will then be evaluated through a district random assignment design. Using a wide range of baseline survey data, we validated the pairwise random assignment procedure used for this design, finding very strong evidence that the treatment group is statistically similar to the control group prior to the program. This suggests that the evaluation's rigorous, randomized approach is likely to produce unbiased estimates of the component's future impacts.

These baseline survey findings lay a strong foundation for future analyses of each component, to be presented following the study's data collection in 2012. Through these analyses, future evaluation reports will provide a deep and multifaceted assessment of the relevant threshold program components and the extent to which targeted governance outcomes were achieved.

I. INTRODUCTION

The Millennium Challenge Corporation (MCC) has a threshold program in Rwanda (RTP) designed to help the Government of Rwanda improve its performance on the MCC Political Rights, Civil Liberties, and Voice and Accountability eligibility indicators.[3] The Rwanda Threshold Program (RTP) consists of five separate components. The first component, implemented by the United States Department of Justice's International Criminal Investigative Training Assistance Program (ICITAP), is designed to enhance transparency and professionalism of the Rwandan National Police Inspectorate Services (RNP) through training and technical assistance, including support for a nationwide citizen complaint and commendation system. A second component, implemented by Chemonics, is intended to improve the country's judicial and legislative capacity. The third RTP component, implemented by the International Research and Exchanges Board (IREX), is training Rwanda's journalists and members of the media to enhance their professionalism and skills, and will support the creation of two new community radio stations. A fourth component, implemented by the Urban Institute, will provide training, technical support, and grants to civil society organizations (CSOs) at the local level to expand civic engagement. In the fifth component, also implemented by IREX, the RTP is providing training and support to CSOs operating at the national level.

Mathematica Policy Research is designing a rigorous evaluation of all five RTP components to determine their ultimate impact on citizens and governance institutions in Rwanda. For three of the components, Mathematica and MCC have selected quantitative evaluation designs, which will use data from at least two rounds of a nationwide citizen survey. The purpose of this report is to present descriptive findings from the evaluation's first nationwide data collection, conducted in early 2011. This survey targeted a sample of approximately 10,000 households and included questions designed to assess relevant outcomes for the following three RTP components:

1. *Strengthening RNP Inspectorate Services.* The survey collected citizen data related to the RNP's Every Voice Counts campaign, which installed a nationwide system for collecting and reviewing citizen complaints and commendations. The campaign began in 2009, and had nearly completed implementation at the time of the survey. As a result, the first survey provides initial descriptive findings on citizen awareness of the activity and perceptions regarding how the campaign has affected RNP trustworthiness and effectiveness.

2. *Media Strengthening.* The RTP plans to support the creation of two community radio stations. Neither station was in operation at the time of the survey (the first broadcasts began in June 2011). The survey collected data to establish a baseline for media consumption and media trust in the districts receiving the new stations.

3. *Strengthening Civic Participation.* The RTP will support civic engagement in local governance by training and supporting citizens, CSOs, and local government officials. Planning for this program began in 2010, but direct assistance to local government officials and CSOs did not take place until after the first round of data collection was complete. The survey

---

[3] A list of Millennium Challenge Corporation's eligibility indicators and the third party indicator institutions can be found at http://www.mcc.gov/pages/selection/indicators.

collected data on baseline civic participation levels in Rwanda, including citizen perceptions of local government performance, responsiveness, and accountability.

This report presents descriptive information on outcomes of interest for these three components, and lays a foundation for future analyses of program impacts following the study's second round of data collection in 2012. Two of the three RTP activities targeted by the survey had not been implemented at the time of the baseline data collection. Thus, for the Media Strengthening and Strengthening Civic Participation components, the survey provides baseline (that is, pre-program) descriptive data on media consumption, media trustworthiness, and the depth of civic participation in local governance. The survey also provides data for a baseline equivalence analysis of the randomly selected treatment and control groups in the Civic Participation component. Finally, at the time of the survey the RNP Strengthening component had largely completed implementation of its Every Voice Counts campaign, enabling the survey to collect descriptive information on awareness of the campaign, and compare respondents living in sectors that received the campaign to those that did not.

In addition to the quantitative, survey-based results for the three components discussed in this report, in the future Mathematica will also conduct qualitative evaluations of the RTP program, including designs related to the two components whose outcomes are not directly covered by the national citizen survey (the Strengthening Rule of Law for Policy Reform component and the Strengthening Civil Society component will receive exclusively qualitative evaluations). Together, this combination of quantitative and qualitative research will provide a deep and multifaceted set of findings for all five of the RTP components.

The remainder of this report discusses the study's quantitative research designs for each of the three components targeted by the survey, and presents findings from the 2011 data collection round. In Chapter 2, we present the empirical design selected for each component, and discuss the survey's methodology. Chapter 3 describes the characteristics of the nationwide sample of survey respondents. In Chapters 4, 5, and 6, we present survey-based findings for the RNP Strengthening component, Media Strengthening component, and Strengthening Civic Participation component, respectively. The conclusion in Chapter 7 summarizes the report findings and describes the evaluation's next steps.

II. EVALUATION DESIGN AND DATA COLLECTION

Mathematica is conducting separate evaluation processes for each of the five RTP components. This report, however, focuses only on the three RTP components that pertain to the study's first round of nationwide data collection. This section describes the evaluation designs of these three program components and provides detailed information about the survey procedures used to design and implement the nationwide household baseline survey.

A. Evaluation Design

1. Strengthening the Inspectorate Services of the Rwanda National Police

The RNP Strengthening component is a two-year initiative implemented by the U.S. Department of Justice's International Criminal Investigative Training Assistance Program (ICITAP). The component focuses primarily on establishing a public system, through the Office of Inspectorate Services, for collecting and resolving citizen complaints and commendations about police conduct: This initiative, called the "Every Voice Counts" campaign, began in 2009 and completed its nationwide implementation plan in June 2011. There are currently 235 blue boxes, with multiple boxes located in each of Rwanda's 30 districts. The program also provides training to RNP staff on internal investigation and internal audit methods, and supports several public outreach activities of the RNP.

To evaluate this component, the study collected nationwide data on citizen awareness of the Every Voice Counts campaign, use of the campaign's submission boxes, and perceptions of RNP conduct. To further analyze this descriptive nationwide outcome information, the study will use a sector comparison group design. Under this approach, we will compare survey responses from citizens living in sectors (political subdivisions within a district[4]) that contain posted complaint boxes to the responses from a comparison group of citizens living in sectors without complaint boxes. Analyzing the data from the first survey, we compare the responses of citizens in these two sector groupings and test for differences in the relevant survey outcomes of interest. These outcomes include changes in public confidence in RNP handing of complaints, increased public knowledge of disciplinary procedures, and changes in overall satisfaction and trust in the RNP's fairness and effectiveness. The results presented in the current report are preliminary, as the component had not fully completed its nationwide implementation plan at the time of the survey. The campaign began in some areas in 2009, and MCC-support for the component's implementation was completed in June 2011. The study will repeat data collection and analysis for these outcomes using an additional survey round, to evaluate whether observed differences grow or are sustained over time.

---

[4] Rwanda has a nationwide total of 5 provinces, 30 districts, and 416 sectors. Within each sector, there are two additional administrative levels for local government. Each sector is divided into cells, and then cells are divided into *Umudugudu,* or villages.

2. Media Strengthening in Rwanda

MCC is seeking to increase the professionalism and skills of journalists and media organizations by providing training and support to journalists, media companies, and community radio stations. The component, implemented by IREX, has the ultimate goal of creating a more independent, reliable, and responsible media in Rwanda. The component's training activities for journalists and media organizations began in 2009, and was completed in July 2011. In addition, MCC is also funding the development of two new community radio stations, which are intended to improve access to reliable local news and programming. Neither station was in operation at the time of the baseline data collection—both began broadcasting in June 2011, before the component ended.

During the early 2011 data collection, the Mathematica team collected survey data on media consumption and the reliability of available news sources. Specifically, the baseline information discussed in this report provides nationwide information on citizens' use of radio programming and perceptions of radio station reliability as a news source. This information will provide a baseline for the study's eventual assessment of whether the MCC's funding for two new community radio stations (scheduled to begin broadcasting in mid 2011) improves citizens' perceived access to reliable news in the districts that receive new radio broadcasts. This targeted intervention will be evaluated through a pre-post design; the study will survey citizens before the stations become operational and again during follow-up rounds of data collection after the stations have started broadcasting. During future rounds of data collection, Mathematica will also explore whether differential reception strength for the two new radio stations (that is, for respondents living on hills as opposed to in valleys) can be used as an instrumental variable to analyze the component's effects.

3. Strengthening Civic Participation

The Strengthening Civic Participation component, implemented by the Urban Institute (UI), is a three-year initiative with two focus areas: (1) supporting the efforts of CSOs to advocate for local issues and (2) training local government officials to increase responsiveness to the concerns and priorities of citizens. The component eventually plans to reach all 30 districts in Rwanda, providing assistance at two points in time: 15 districts will receive the program in Year 1 ("Phase I"), and the remaining 15 districts are scheduled to receive the program in Year 2 ("Phase II").

With technical assistance from Mathematica, UI used a pairwise random selection process to assign districts to each phase. This process stratified random selection within each province; in most cases districts were paired,[5] seeking the best possible matches on district population and economic characteristics using available data (for additional details, see the discussion of baseline equivalence in Chapter VI, Section B). UI then used a public lottery selection procedure to assign districts within each pairing or group to either Phase I or Phase II. This selection process was completed in June 2010. For a list of the Phase I and Phase II districts, see Appendix A.

---

[5] In cases where a province had an odd number of districts, three districts were grouped into a set of three for the purpose of stratified random assignment. All remaining districts in that province were assigned to a matched pair. See Appendix A for a full listing of which districts where assigned to groups of three, as opposed to pairs.

To evaluate the component using this rigorous random assignment design, Mathematica plans to implement an additional round of nationwide data collection. The nationwide baseline survey conducted this year assesses the ability of citizens to analyze, monitor, and provide input on local policymaking decisions in all 30 districts prior to the beginning of Phase I training activities. In addition to establishing descriptive nationwide information on these outcomes prior to the program, the survey data also allow a baseline equivalence analysis of the evaluation's treatment and control groups. Random assignment designs are intended to ensure that treatment and control groups are, on average, statistically indistinguishable on both observable and unobservable characteristics. As the analysis below will show, our baseline survey provides strong evidence that random assignment succeeded in identifying valid treatment and control groups for the Strengthening Civic Participation component.

The next survey will take place in 2012, before activities are scheduled to begin in Phase II districts. By comparing citizens' perceptions in Phase I districts (the treatment group) to those in Phase II districts (the control group) over the same period, this design will provide a rigorous assessment of the extent to which program activities had a causal impact on perceptions of local government and citizen participation. Eventually, Mathematica may also conduct a later, third round of the survey to assess longer-term impacts and the persistence of program effects over time.

B. Implementation of the Household Questionnaire

The baseline data discussed in this report were gathered through a national household questionnaire that examined measures of the three targeted interventions discussed above. In the following section we explain the survey's household and respondent sampling methods, the questionnaire design, and the survey's implementation and data processing.

1.   Household and Respondent Sampling Methods

The baseline survey had a target sample size of 10,000 respondents overall. To ensure that the sample was representative and widely distributed across the country, sample targets were calculated at the sector level. Using the most recent national census, the proportion of the national population within each sector was calculated. We then determined the number of individuals to survey in each sector by applying that proportion to our targeted sample size of 10,000.

Ideally, the survey sample frame would have consisted of a list of all households in Rwanda. However, the most recent census in Rwanda was conducted in 2002. Due to the extensive migration patterns and other demographic trends affecting Rwanda between 2002 and 2011, we concluded that the 2002 census would not provide an adequately comprehensive list for survey sampling. Because direct enumeration of households would have been prohibitively expensive, Mathematica further determined that it was not feasible to use a household list as the basis for a sampling frame. As a result, we used a random walk method instead. The random walk method includes two separate steps: (1) choosing a starting point and (2) selecting the households from that point onward. Because maps of villages or households in rural areas were not available, we used the EPI random walk method of spatial sampling used by the World Health Organization in low-income countries and named after the Expanded Programme of Immunization (Bostoen and Chalabi 2006). To ensure the

sample contained an appropriate distribution of gender, age, and other characteristics, an adult respondent age 16 years or older was selected at random within each selected household.[6]

2. Questionnaire Design

The baseline data collection focused on activities implemented under three different components of the RTP: (1) RNP Strengthening, (2) Media Strengthening, and (3) Strengthening Civic Participation. Within each of these components, the questionnaire was designed to gather specific information on program activities (that is, inputs) and potential program outcomes. These are presented in Table II.1.

Table II.1. Outcomes of Interest for Targeted RTP Program Activities

RTP Component	Targeted Program Activity	Outcomes of Interest
Strengthening RNP Inspectorate Services	Collecting citizen complaints and commendations	• A better understanding among citizens regarding disciplinary procedures • Improved confidence in how the police handle complaints • Perceptions of improved police conduct
Media Strengthening	Supporting community radio stations	• Awareness of community radio station broadcasts and programming • Knowledge of local current affairs • Access to reliable and objective news sources
Strengthening Civic Participation	Training district and sector government officials and Civil Society Organizations	• Increased ability of citizens to analyze and monitor government performance • Improved knowledge of mechanisms and opportunities for citizen participation • Increased public input into local policymaking and governance

Each of the nine outcomes of interest was targeted directly by a set of survey items in the questionnaire. The questionnaire drew from several existing survey instruments used widely in developing countries, including the Afrobarometer Round 4 Democracy and Governance in Uganda Survey (Afrobarometer 2008), the South African Social Attitudes Survey: Role of Government IV (Human Sciences Research Council 2006), the Social Audit of Local Governance Household Survey 2006 (Prism Research 2006), and the Social Cohesion in Rwanda Opinion Survey (National Unity and Reconciliation Commission 2007). Using questions from these surveys enhanced our confidence in the validity and reliability of the questions in the household questionnaire and may permit productive data comparison between our findings and findings from other studies. Where necessary,

---

[6] For a more detailed discussion of the random walk method and the survey's other sampling procedures, see: Wood, Lindsay, Matt Sloan, and Ira Nichols-Barrer. "Evaluation of the Rwanda Threshold Program: Baseline Survey User's Manual." Final report submitted to the Millennium Challenge Corporation. Washington, DC: Mathematica Policy Research, March 2011.

we adapted or added questions to yield detailed information on specific research topics for which we found no existing questions. The questionnaire was written in English and translated into Kinyarwanda by independent translators in Kigali, Rwanda. The questionnaire was reviewed by staff at USAID and Government of Rwanda (GOR) officials to ensure that the translation accurately reflected the intended meaning in the local context. The final version of the English questionnaire is included in Appendix B.

3.   Data Collection

To implement data collection activities, Mathematica selected a Rwanda-based data collection firm, Roddom Consult Ltd. (Roddom), through a competitive bidding process. With Roddom's assistance, we implemented a pilot survey in December 2010 that included 100 respondents across three districts: Kamonyi, Muhanga, and Ruhango. Each district was visited by one team of six interviewers, along with four observers—one from the Rwandan National Institute of Survey Research, one from USAID Rwanda, and two from Roddom. The purpose of the pilot study was to test (1) the validity and clarity of the survey questions, (2) the sampling procedure, and (3) the ability of interviewers to complete the targeted number of interviews per day. Based on feedback during the pilot study, we made small changes to the questionnaire translation, introduction, and question formatting, and also clarified instructions for the sampling procedure.

National baseline data collection took place between January 15 and February 8, 2011, progressing from the Northern Province to the Eastern Province, Southern Province, Western Province, and finally to the greater Kigali area. Surveys were administered by a team of 72 Rwandan enumerators. Interviewers were split into groups of 6, with one interviewer acting as each group's coordinator and liaison. Each group had its own vehicle and traveled independently during the data collection period. Three Roddom data collection supervisors coordinated this process, through consistent contact with interview team leaders. Mathematica observed interviews during the first three days of data collection to confirm that interview protocols were being followed appropriately, including random selection of both households and respondents. While each survey was always completed by a single respondent, it is important to note that the data collection often could not be completed in private—family members or other observers were sometimes present while the questionnaire was administered. Effective communication between coordinators, supervisors, and Mathematica staff during this time ensured that questions and issues were resolved immediately.

The survey sampled a total of 9,990 households, with a response rate of 96.29 percent.[7]

4.   Data Entry and Data Cleaning

Beginning approximately one week into data collection, Roddom conducted training for the survey's data entry staff. Data entry was completed using CSPro software. Roddom provided preliminary data sets to Mathematica at regular intervals for extensive data checking regarding comprehensiveness and internal consistency. To finalize the data cleaning process, Mathematica staff

---

[7] For a more detailed discussion of the survey's response rate calculations, see:

Wood, Lindsay, Matt Sloan, and Ira Nichols-Barrer. "Evaluation of the Rwanda Threshold Program: Baseline Survey User's Manual." Final report submitted to the Millennium Challenge Corporation. Washington, DC: Mathematica Policy Research, March 2011.

devised a data cleaning protocol designed to resolve inconsistencies in survey responses, survey question skip-patterns, and out-of-range data. These cleaning measures were implemented via SAS statistical software (version 9).

III. HOUSEHOLD AND RESPONDENT CHARACTERISTICS

We administered the baseline survey to a national sample of approximately 10,000 Rwandan respondents age 16 and older. Household and respondent characteristics from that baseline data provide important information about the sample and validate that, on average, the survey's sample is nationally representative of all Rwandan adult citizens. Summary statistics on the survey's respondent characteristics are shown in Table III.1.

Table III.1. Respondent and Household Characteristics (Percentage)

Gender	
Male	45
Female	55
Age	
16–20	14
21–30	33
31–40	23
41–50	15
51–60	8
Over 60	6
Years of Education	
None	15
1–6	53
7–11	21
12 or more	11
Relationship to Head of Household	
Head of Household	41
Spouse	29
Son or Daughter	19
Other Relative	11
Number of Adults Living in Respondent's Household	
1 (Respondent lives alone)	5
2	40
3	25
4 or more	30

Source: Citizen survey (Mathematica 2011). After data cleaning, the sample sizes varied for each survey item. Gender N=9533; Age N=9509; Years of Education N=9419; Relationship to Head of Household N=6465; Number of People in Household N=9618.

Fifty-five percent of the survey respondents were female (see Table III.1). The majority of respondents (56 percent) were between the ages of 21 and 40, with 6 percent over the age of 60. Most respondents (53 percent) had received between one to six years of education, while 11 percent had completed secondary school or higher. Forty-one percent of respondents were the heads of their household, and another 29 percent identified as the spouse of the head of household. We also collected data on the size of respondent-households (Table III.1). Forty percent of respondents reported that they lived in a household with two adults (over the age of 16), while an additional 25 percent said that they lived in a three-adult household; 30 percent of respondents reported living in a household of four or more adults, and 5 percent of respondents said they lived alone.

Figure III.1 shows respondents' employment status. The majority of respondents (54 percent) reported that they were not employed.[8] Of those respondents who were employed, 57 percent (or 26 percent of the total sample) were self-employed in the agricultural field. Public and private sector employees who were not self-employed accounted for 3 percent and 6 percent of all respondents, respectively.

Figure III.1. Employment Status and Sector
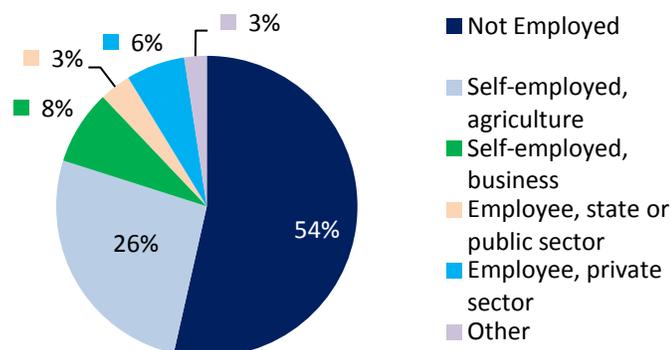
Source: Citizen survey (Mathematica 2011). N=9013.

To investigate whether these respondent characteristics were nationally representative, we compared the age and gender distribution of the survey sample against other current data sources. While only a limited about of detailed information exists, we found that the survey sample does broadly align with national demographic survey data obtained separately by the World Health Organization (WHO), World Bank, and Rwanda's National Institute of Statistics (NISR). Comparing data on the national age distribution, for example, the WHO reports that 4 percent of Rwanda's *total* population is over the age of 60,[9] while we found that 6 percent of our sample of adults age 16 and older was over the age of 60. Similarly, the proportion of respondents over the age of the 30 in our sample was within 5 percentage points of the proportion reported by the NISR.[10] Comparing gender statistics, the World Bank reported in 2009 that 52 percent of Rwandans are female[11] and the NISR reported that, on average, Rwanda's districts are 55 percent female.[12] These figures correspond well to the gender distribution found in our sample (55 of survey respondents are female). Based on these estimates, we can infer that our survey sample's average demographic characteristics are reasonably similar to those reported in other surveys with national statistics for Rwanda.

---

[8] We also tabulated employment status by gender. Among survey respondents, 48 percent of men said they were not employed, and 60 percent of women said they were not employed.

[9] World Health Organization. "Rwanda WHO Country Office." Available at [http://www.afro.who.int/en/rwanda/who-country-office-rwanda.html]. Accessed February 2011.

[10] National Institute of Statistics of Rwanda. "Districts Baseline." Available at [http://statistics.gov.rw/index.php?option=com_content&task=view&id=159&Itemid=321]. Accessed February 2011.

[11] The World Bank. "Data: Rwanda." Available at [http://data.worldbank.org/country/rwanda]. Accessed February 2011.

[12] National Institute of Statistics of Rwanda. "Districts Baseline." Available at [http://statistics.gov.rw/index.php?option=com_content&task=view&id=159&Itemid=321]. Accessed February 2011.

IV. DESCRIPTIVE RESULTS: STRENGTHENING THE INSPECTORATE SERVICES OF THE RWANDA NATIONAL POLICE

In this chapter we discuss descriptive findings related to national citizen awareness and use of the RNP Strengthening component's Every Voice Counts campaign—an initiative that installed a new nationwide network of blue drop boxes that citizens can use to submit anonymous complaints or commendations to the RNP.[13] We asked survey respondents about blue box complaint/commendation procedures, perceptions of citizens' impact on RNP behavior, and perceptions of RNP trustworthiness and effectiveness. The RNP component of the baseline questionnaire was divided into two sections. The Complaint/Commendation Procedures section asked respondents if and how they became aware of the blue boxes, the accessibility of blue boxes, and whether they or someone they knew had ever used a blue box. The first section of this chapter presents descriptive nationwide findings for these questions, assessing uptake of the program. We also included a Confidence in Police survey section, which asked about the perceived impact of citizen input on police behavior, degree of police corruption, and the impartiality of RNP officers. To analyze these results, the second section of this chapter compares survey responses in sectors that received blue boxes to responses from sectors without blue boxes.

A. Descriptive Findings

The first set of survey items for the RNP component asked respondents whether they were aware of the Every Voice Counts campaign submission boxes and how often respondents had used the boxes to submit complaints. As shown in Table IV.1, a majority of respondents were not aware of the campaign. Nationwide, 20 percent of all respondents were aware of the complaint/commendation blue boxes. Of those who were aware of the blue boxes, 13 percent had used one to submit a complaint or commendation, representing 2 percent of the total sample, while 3 percent of all respondents reported knowing someone else who had used a blue box.

Table IV.1. Respondent Awareness and Use of Blue Boxes

Q	Outcome	Percentage of Total Respondents
151	Respondent aware of blue box	20
158	Respondent has used a blue box	2
157	Respondent knows someone who has used a blue box	3

Source: Citizen survey (Mathematica 2011). N=8901.

Among those who were aware of the blue boxes, we asked for respondent opinions on whether the RNP would be likely to read box submissions and take submissions seriously. As shown in figures IV.1 and IV.2, 43 percent of those who were aware of blue boxes said that RNP officers read the submitted forms, and 68 percent of respondents said that the RNP would take one of their own submissions seriously. On both survey items, however, a substantial portion of respondents reported

---

[13] In addition to the Every Voice Counts campaign, the RNP Strengthening Program also included several training programs and workshops for RNP staff—these training activities, conducted at the national-level, were not targeted for evaluation by the citizen survey.

that they did not know whether submissions would be read (38 percent) or taken seriously (23 percent).

Figure IV.1. RNP Reads Blue Box Submissions
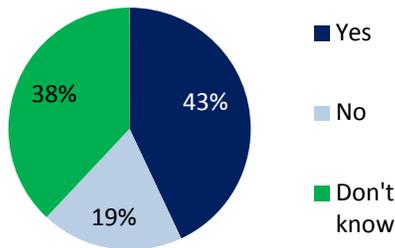
Figure IV.2. RNP Would Take Your Submission Seriously
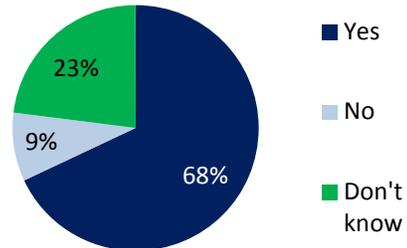
Source: Citizen survey (Mathematica 2011).

For figure IV.1, N=1298. For figure IV.2, N=1411.

To assess whether the submission boxes would be likely to change how citizens communicate with the RNP, we asked respondents to name their preferred methods of bringing a complaint or commendation to the RNP. Among all nationwide respondents, as shown in Figure IV.3, 70 percent reported that if they had a complaint or commendation to communicate to the RNP they would do so by speaking directly with an RNP officer or RNP supervisor. Nationwide, 13 percent of respondents reported that they would prefer to communicate a complaint or commendation by using one of the blue boxes created by the Every Voice Counts campaign.

Figure IV.3. Preferred Method of Communicating Complaints or Commendations
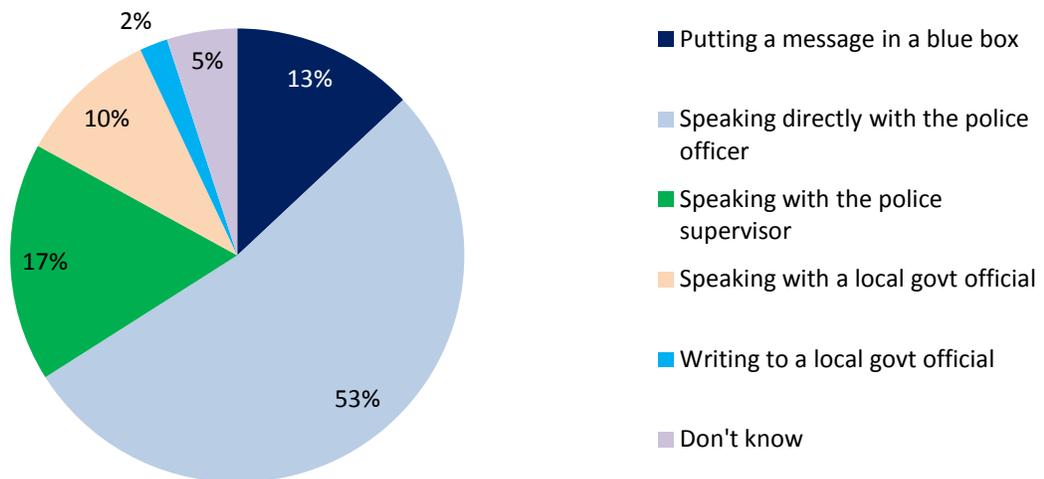
Source: Citizen survey (Mathematica 2011). N=9506.

Interestingly, a substantial portion of those who said that they would prefer to communicate with the police via a blue box were respondents who, earlier in the survey, indicated that they were not aware of the blue boxes. Of respondents who were aware of blue boxes, 24 percent said they would prefer to communicate with the police using a submission box. Of those who were *not* aware of the boxes, 11 percent still indicated they would prefer to communicate the same way. Table IV.2 shows the breakdown of respondents' preferred communication method according to their reported knowledge of blue boxes. These results suggest that, among Rwandans who are not yet aware of the blue box program, a number of respondents would still prefer using a submission box to any of the other complaint/commendation methods presented as options in the survey.

Table IV.2. Preferred Method of Communicating Complaints or Commendations, by Program Status (Percentage)

Preferred Method of Communicating Complaints or Commendations	Not Aware of Blue Boxes	Aware of Blue Boxes	Percentage of Total Respondents
Putting a message in a blue box	11	24	13
Speaking directly with the police officer	53	51	53
Speaking with the police supervisor	17	14	17
Speaking with a local government official	10	8	10
Writing to a local government official	3	1	2
Don't know	6	2	5

Source: Citizen survey (Mathematica 2011). N=9506.

B. Sector Comparison Analysis of the RNP Component

In addition to the descriptive nationwide findings presented above, we also investigated the initial results of the Every Voice Counts campaign using a comparison group design. Specifically, the analysis was carried out by comparing responses from two groups of sectors (administrative subdivisions within a district): those containing at least one submission box; and those that do not contain a submission box.

Out of Rwanda's 416 sectors, approximately 200 received at least one submission box from the RNP component (including locations in all 30 of Rwanda's districts). While the component was implemented nationwide, it is important to emphasize that, by design, submission-box locations were selected to reach the largest possible number of Rwandan citizens (in other words, the process used to select blue box locations was not random). As a result, submission boxes are more likely to be located in densely populated sectors with large cities or towns, and less likely to be located in rural sectors that are more sparsely populated. These differences may create bias in comparisons between sectors, because urban and rural respondents have different characteristics and therefore may respond differently to some survey questions even in the absence of the RNP Strengthening component.

To examine differences between respondents in sectors with submission boxes and in those without boxes, we compared the two groups using demographic and socioeconomic data collected through the survey. As shown in Table IV.3, respondents living in sectors that have submission boxes are younger, more highly educated, more likely to consume meat, and have higher-quality housing (as measured by the proportion of respondents with dirt-floor homes); each of these differences is statistically significant. The magnitude of these socioeconomic differences is also substantial. Respondents in sectors that have boxes are 9 percentage points more likely to have completed primary education, 19 percentage points less likely to have dirt-floor housing, and 13 percentage points more likely to have eaten meat recently (past two weeks).

Table IV.3. Demographic and Socioeconomic Characteristics, by RNP Program Status

Q	Characteristic	Nationwide		
		Box in Sector	No Box in Sector	Unadjusted Difference
17	Gender (% male)	44	46	-1.7
18	Age (%)			
	< 20	14	14	0.5
	21 to 30	35	32	2.7**
	31 to 40	23	23	0.4
	41 to 50	14	15	-1.5*
	> 50	14	16	-2.1**
19	Years of Education (% > 6)	36	27	9.2***
24	Employment (% earning income)	47	44	3.8*
29	Housing Quality (% with dirt floor)	58	77	-18.5***
31	% Reporting Meat Consumption (past two weeks)	39	26	13.1***
	Number of Sectors	200	203	
	Total Respondents	4,958	4,274	

Source: Citizen survey (Mathematica 2011).

[†] The analysis included a total of 403 of Rwanda's 416 sectors. Survey identifiers for the remaining 13 sectors could not be reliably linked to program records on submission box locations. The table reports the difference in means, with robust standard errors adjusted for clustering at the sector level.

* Difference is statistically significant at the ten percent level.

** Difference is statistically significant at the five percent level.

*** Difference is statistically significant at the one percent level.

To adjust for these observed differences, we performed regression analyses, presented below, that control for each of the covariates shown in Table IV.3. These "adjusted differences" between the two sector-groups remove variations in survey outcomes that can be predicted by observed demographic and socioeconomic characteristics. While this approach is more nuanced than a simple comparison of means, it is still vulnerable to bias from differences that cannot be observed in the survey data. For example, it is possible that there are important differences between the RNP's staffing and operations in urban sectors as compared to rural sectors, and those differences are not likely to have arisen as a result of the RNP Strengthening component. Because we cannot control for unobserved differences between sectors, the analytical approach presented below could mistakenly identify "impacts" of the Every Voice Counts campaign that were in fact caused by a factor outside the program. As a result, the findings below do not provide strong causal evidence regarding the component's direct impacts. Instead, the comparative results shown should be interpreted as an initial, suggestive indication of the component's possible effects on Rwandan citizens.

1. Sector Analysis Results

The first set of survey outcomes we examined pertain to citizen awareness of the Every Voice Counts campaign and citizen use of the complaint and commendation submission boxes. As shown in Table IV.4, a relatively small portion of survey respondents were aware of the blue boxes, even if they live in a sector containing a box. Among those living in sectors containing boxes, 25 percent of respondents said they were aware of the box. However, of those who are aware of boxes in these

sectors, a majority said they found the box locations convenient, reported that they had received information about the boxes, and said that the blue box would be their preferred method of voicing a complaint or commendation about the RNP. Out of all respondents living in sectors that contained boxes, 5.2 percent said they knew someone who had used the box to submit a complaint or commendation.

Table IV.4. Awareness and Use of RNP Component, by Program Status (Percentage)

Q	Outcome	Box in Sector	No Box in Sector	Unadjusted Difference[†]	Adjusted Difference[††]
151	Awareness of boxes	25	13	11.8***	10.6***
153	Convenient accessibility of boxes	22	11	11.0***	9.9***
156	Received information about boxes	14	7	7.3***	6.0***
157	Use of boxes (you or anyone you know)	5	3	2.4***	1.7***
173	Preferred way to voice RNP complaints/commendations				
	Use submission box	14	12	2.5**	2.1*
	Contact police officer	52	53	-1.6	-0.9
	Contact police supervisor	17	17	0.4	-0.8
	Contact local government	12	13	-0.2	0.4
	Don't know	4	5	-1.1	-0.8
Total Respondents		**4,958**	**4,274**		

Source: Citizen survey (Mathematica 2011).

[†] Difference in means was measured by Ordinary Least Squares regressions of the relevant characteristic on the program-status dummy (with no other controls), with robust standard errors clustered at the sector level.

[††] Difference as measured by Ordinary Least Squares regressions of the relevant characteristic on the program-status dummy, controlling for gender, age, years of education, employment status, and two proxy measures of wealth (housing with a dirt floor, and meat consumption). Regressions used robust standard errors clustered at the sector level.

* Difference is statistically significant at the ten percent level.

** Difference is statistically significant at the five percent level.

*** Difference is statistically significant at the one percent level.

After adjusting for the demographic and socioeconomic differences discussed above, we found that respondents living in sectors that contain boxes were significantly more likely to be aware of the Every Voice Counts campaign and to know someone who had used a blue box. Specifically, respondents living in sectors that had boxes were 11 percentage points more likely to be aware of a blue box, 10 percentage points more likely to say a box was in a convenient location, 6 percentage points more likely to say they had received information about a blue box,[14] and 2 percentage points

_____

[14] Interestingly, 7 percent of respondents who did not live in a sector containing a submission box still reported that they had received information about the program. This may have occurred due to the fact that more urban sectors are located close to one another, and citizens may have encountered information about the program while visiting a different sector that is close to their residence.

more likely to report knowing someone who had used a blue box (each of these differences is statistically significant, as shown in Table IV.4). Relative to the small proportion of respondents who were aware of the Every Voice Counts campaign, the magnitude of these differences is also substantial: respondents living in sectors containing boxes are nearly twice as likely to be aware of the campaign compared to citizens living in sectors without boxes. For the results in Table IV.4, adjusting for the survey's observed covariates only changed the statistical significance of the difference for one question[15].

Finally, living in a sector containing a blue box was not correlated with significant improvement in reported perceptions of the RNP's overall fairness, trustworthiness, or effectiveness. This set of survey outcome questions, shown in Table IV.5, was administered to all survey respondents, even if they were not aware of the Every Voice Counts campaign submission boxes. Regardless of whether the program placed a box in a respondent's sector, high proportions of respondents said they were satisfied with the RNP (89 percent) and that the RNP would punish serious crimes committed by RNP officers, local government officials, and citizens (over 85 percent in all cases). Similarly, regardless of whether respondents lived in a sector containing a blue box, a majority of respondents said they strongly agreed that RNP was fair, honest, consistent, and effective. On all of these survey items, the adjusted difference between the sector groups was less than two percentage points and none of these differences were statistically significant.[16]

---

[15] Respondents in sectors with boxes were two percentage points more likely to say that the blue box would be their preferred method of submitting a complaint or commendation to the RNP—however, this difference was not statistically significant at the five percent level after adjusting for covariates.

[16] Among the small subset of respondents who said they were aware of a submission box, we also tested whether there were any significant differences between sectors with and without blue boxes regarding perceptions of how the program impacted RNP behaviors and practices. There were 1,566 respondents aware of the boxes, with 1,166 located in sectors with boxes and 490 located in sectors without boxes. The survey asked respondents who knew about the blue boxes to assess whether the program had (1) made it easier to communicate with the RNP; (2) delivered complaints and commendations that the RNP would read and take seriously; or (3) improved RNP responsiveness to citizens. For all of these questions, the adjusted difference in responses from sectors containing blue boxes were within four percentage points of sectors without blue boxes, and these differences were not statistically significant. In other words, living in a sector that contained a blue box was not correlated with improved perceptions of the program's impact (provided respondents were aware of the program).

Table IV.5. Overall Perceptions of the RNP, by Program Status (Percentage)

Q	Outcome	Box in Sector	No Box in Sector	Unadjusted Difference[†]	Adjusted Difference[††]
174	Complete satisfaction with RNP services	89	89	0.2	0.9
Believe that RNP punishes serious crimes of:					
167	RNP Officers	90	90	-0.2	-1.2
168	Local government officials	86	86	-0.7	-0.8
169	Average citizens	93	92	1.1	1.0
Strongly agree that RNP is:					
172a	Fair	58	59	-1.0	-1.0
172b	Honest	52	53	-1.9	-0.5
172c	Consistent	58	59	-1.7	-0.6
172d	Effective	61	60	0.6	0.7
Total Respondents		**4,958**	**4,274**		

Source: Citizen survey (Mathematica 2011).

[†] Difference in means was measured by Ordinary Least Squares regressions of the relevant characteristic on the program-status dummy (with no other controls), with robust standard errors clustered at the sector level.

[††] Difference was measured by Ordinary Least Squares regressions of the relevant characteristic on the program-status dummy, controlling for gender, age, years of education, employment status, and two proxy measures of wealth (housing with a dirt floor and meat consumption). Regressions used robust standard errors clustered at the sector level.

* Difference is statistically significant at the ten percent level.

** Difference is statistically significant at the five percent level.

*** Difference is statistically significant at the one percent level.

2.   Summary Results for the RNP Component

Nationwide, descriptive survey findings suggest that although only a minority (20 percent) of Rwandans are aware of the Every Voice Counts campaign submission boxes, those who are aware of the blue boxes are likely to believe that their feedback to the police will be taken seriously. In addition to these descriptive results, we also compared responses from sectors containing submission boxes to responses from sectors that did not contain submission boxes. We found that respondents living in sectors that receive boxes were significantly more likely to be aware of the Every Voice Counts campaign and were also significantly more likely to know someone who had used one of the submission boxes. However, living in a sector containing a blue box was not associated with any significant difference in overall perceptions of the RNP's fairness, trustworthiness, or effectiveness.

These results should be interpreted with considerable caution, for several reasons. First, the relatively weak sector comparison evaluation design does not justify strong causal inferences about the component's impacts—there are likely to be unobserved differences between sectors with boxes and sectors without boxes, biasing results. Second, it is possible that some Rwandan citizens may not have felt comfortable criticizing the RNP in a formal survey environment. If this happened consistently throughout the country in a way that reduced the overall variation in survey responses, then the survey might not have detected the true differences in citizen opinions about the police and the Every Voice Counts campaign. Finally, at the time of the survey the component was still in a

relatively early stage of implementation, and it is possible that effects will change substantially over time. The next round of the survey will help determine if there are longer-term changes in how the component has affected citizen perceptions of the RNP. In addition, the study plans to further contextualize these findings with qualitative research, including stakeholder interviews regarding the component's effectiveness and a process analysis of the component's implementation.

V. BASELINE FINDINGS: MEDIA STRENGTHENING IN RWANDA

In this chapter we discuss baseline survey findings related to the Media Strengthening component, including data regarding citizens' sources for local, national, and international news; their radio listening habits and preferred radio stations; and their trust in media sources. These results provide baseline information on radio use and news reliability. In future rounds of data collection we will compare these baseline results to responses after the introduction of MCC-supported community radio, in districts that will receive the new broadcasts.

The Media Strengthening component of the household questionnaire consisted of one section, Services and Programming. This section asked respondents about their news sources, their radio listening habits and preferred stations, and the perceived trustworthiness or reliability of their news. Baseline findings suggest that there are high levels of nationwide radio listenership in Rwanda and that citizens identify radio broadcasts as their most trustworthy source of news.

When respondents were asked to name their primary local news source, Table V.1 shows that radio was, by far, the most common source of media-provided news.[17] In total, 54.6 percent of respondents reported radio as their main source of information about events in their district, 29.2 percent indicated that they receive news chiefly from public meetings, and 12.3 percent received it from conversations with others. All other categories, including television, newspapers, and the internet, were under 2 percent.

Table V.1. Respondents' Primary Source of Local News

Source	Percentage of Respondents
Radio	54.6
Public meetings	29.2
Conversations with others	12.3
Television	1.7
Newspaper	0.4
Internet	0.1
Public message board	0.2
Don't know	1.5

Source: Citizen survey (Mathematica 2011). N=9347.

When asked about radio usage, 78 percent of all respondents reported that they listen to the radio, and 71 percent of these listeners said that they listen to the radio daily (not shown). As shown in Figure V.1., Radio Rwanda, the state-owned radio station, is by far the most consistently selected station among listeners. An impressive 96 percent of radio listener respondents reported that they listen to Radio Rwanda during an average week. By comparison, 57 percent said that they tune in to

---

[17] When respondents were asked about their primary source of national and international news, an even higher percentage named radio, with 75.4 percent and 74.7 percent respectively reporting it as their main source of information. (Source: Citizen survey [Mathematica 2011]. National N=9384; International N=9310.)

the BBC radio station every week. Radio France International drew the lowest reported listenership, with 4.6 percent of respondents indicating that they listen to the station during an average week.

Figure V.1. Percentage of Radio- Listeners Who Listen to Each Station During an Average Week
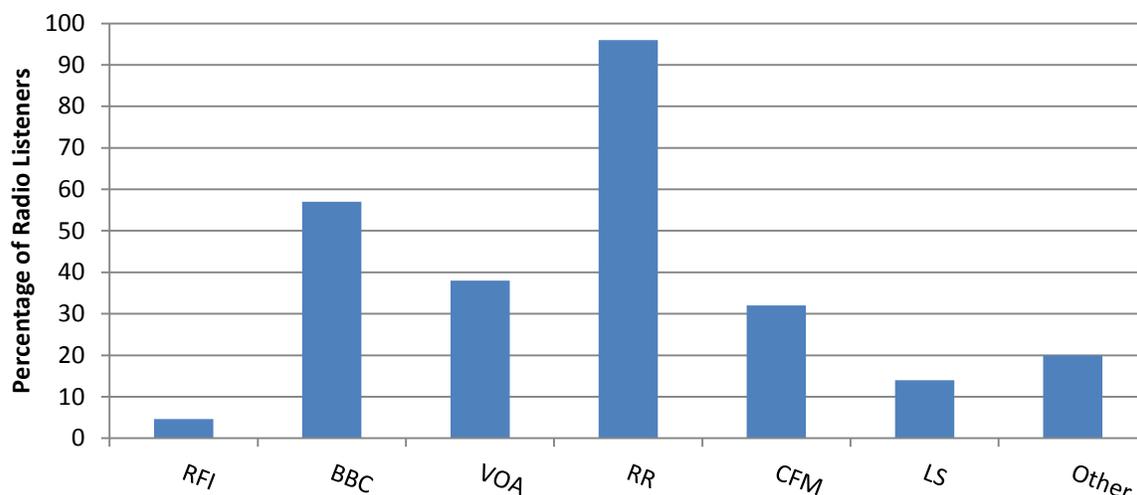
Note: from left to right, the figure refers to Radio France International (RFI), the British Broadcasting Corporation (BBC), Voice of America (VOA), Radio Rwanda (RR), Contact FM, Local Station (LS), and Other.

Source: Citizen survey (Mathematica 2011). N=6994.

Table V.2 shows the percentage of radio-listeners who prefer each station for local, national, and international news: 80 percent of radio listeners in the survey sample indicated that they preferred Radio Rwanda for local news, and 93 percent preferred Radio Rwanda for national news. However, only 42 percent preferred Radio Rwanda for international news. The BBC was the most popular station among listeners for international news, with 47 percent indicating that it is their preferred station to hear about international events.

Table V.2. Radio Listeners' Preferred Radio Stations for Local, National, and International News

Station	Local	National	International
RFI	0.3	0.6	1.2
BBC	3.9	2.8	46.9
VOA	0.8	0.5	8.7
Radio Rwanda	79.5	93.4	41.5
Contact FM	1.5	0.6	0.4
Local Station	3.4	0.4	0.1
Other	10.4	1.6	1.1

Source: Citizen survey (Mathematica 2011). Local N=6626; National N=6803; International N=6703.

Most radio-listening respondents said that they are able to find reliable news—86 percent of respondents who listen to the radio said that they are able to find "reliable news" while 3.2 percent indicated they cannot, and the remainder (10 percent) were unsure. When asked how reliable each radio station would be if they heard conflicting news reports, 80 percent of radio listening respondents reported that they would consider Radio Rwanda to be "very accurate" (see Figure V.2).

Figure V.2. Percentage of Radio Listeners Who Regard Station as "Very Accurate"
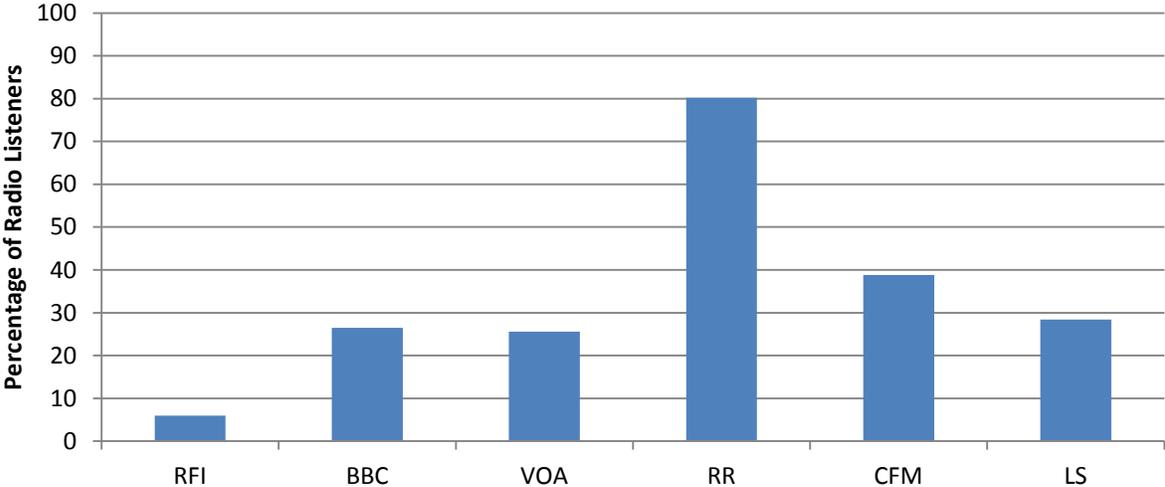
Note: from left to right, the figure refers to Radio France International (RFI), the British Broadcasting Corporation (BBC), Voice of America (VOA), Radio Rwanda (RR), Contact FM, and other Local Station (LS).

Source: Citizen survey (Mathematica 2011). N=6703.

Overall, the media component of the baseline questionnaire revealed that most Rwandans listen to the radio and that the majority of listeners report having access to reliable news. However, respondents indicated relatively little variation in the stations they prefer and listen to regularly. This was particularly true regarding favored stations for local and national news, where Radio Rwanda was named as the preferred station by 80 percent and 93 percent of listeners, respectively. The very high level of popularity associated with Radio Rwanda provides a notable baseline for the future development of MCC-supported community radio stations. The new stations will enter what appears to be a market for local news that is dominated by a single radio station, potentially complicating efforts to attract a new audience, unless the new stations can improve on existing local programming.

VI. BASELINE FINDINGS: STRENGTHENING CIVIC PARTICIPATION

In this chapter we describe baseline findings related to measures of civic participation, including awareness of civic meetings, satisfaction with local government services, opinions regarding government transparency and accountability, and citizens' ability to impact local government decision-making. In section VI.B we then present an analysis of baseline equivalence, comparing responses from the component's randomly assigned treatment and control districts.

The civic participation module of the baseline questionnaire included three sections. The Activities section asked respondents about their awareness of, and participation in, activities related to local governance, including their awareness of local government officials, civic meetings, and election schedules. The Opinions and Perceptions section asked respondents about their ability to influence government decision making, the degree to which government officials consult citizens in making decisions, and any communication they have had with government officials. The third section, Local Services, asked respondents about their level of satisfaction with local water services, road quality, waste collection, education services, and health facilities.

A. Descriptive Findings

The survey found relatively low levels of awareness about civic participation opportunities in local government meetings. Large majorities of respondents were not aware of any meetings related to the budget, nongovernmental organizations (NGOs), or the Joint Action Development Forum (JADF), and less than 60 percent of respondents were aware of any non-budget meetings (see Figure VI.1).[18] For example, just 9 percent of respondents were aware of meetings related to local governmental budgetary decisions, and 10 percent were aware of JADF meetings. Almost a third (32 percent) of respondents were aware of meetings held by local nongovernmental organizations (NGOs). A higher proportion of respondents (55 percent) were aware of non-budgetary governmental meetings.

Though many respondents were not aware of local government meetings, those who were aware of each meeting type were likely to have participated in at least one event. As shown in Figure VI.1, for all meetings except those hosted by NGOs, more than half of respondents who were aware of a meeting of that type had attended at least one meeting during the past year. In addition, as discussed in the previous chapter, 29 percent of survey respondents reported that "public meetings" served as their primary source for local news (see Table V.1), suggesting that this type of meeting may serve as an important conduit of information for those who attend.

---

[18] The JADF is a group of government officials and NGOs that meets to discuss the district's development priorities. While the JADF has a mandate to operate in all 30 of Rwanda's districts, the number of local meetings and activities held in each district varies at the local level.

**Figure VI.1. Respondents' Awareness of Civic Meetings**
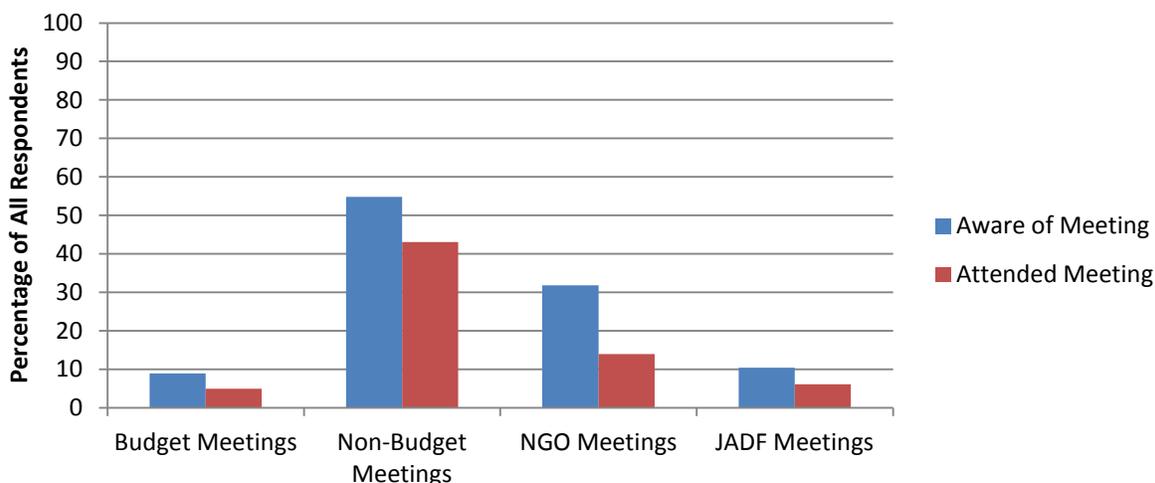
Source: Citizen survey (Mathematica 2011). Budget Meetings N=8851; Non-Budget Meetings N=9069; NGO Meetings N=8845; JADF Meetings N=8670.

In addition to asking respondents about direct meeting participation, we also investigated citizens' opinions regarding their ability to openly communicate with local government officials and influence their decisions. The results suggest that a substantial number of Rwandans do not feel that they are able to freely disagree with government officials. As shown in figure VI.2, 51 percent of respondents percent said that they could openly disagree with a government official without a negative consequence for their family, but 30 percent did not feel the same and 19 percent were unsure. Regarding citizens' ability to impact government, 63 percent of all respondents indicated that their voice could influence government policy in their respective district, while 18 percent felt that their voices could not have an impact (see Figure VI.3).

Figure VI.2. Ability to Disagree with a Government Official Without Negative Consequences
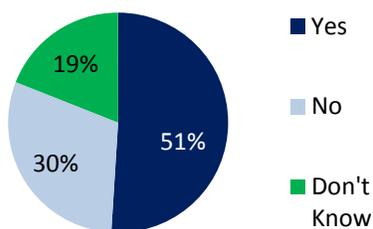
Figure VI.3. Ability to Influence Government Policy
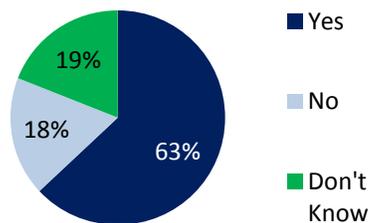
Source: Citizen survey (Mathematica 2011).

For Figure VI.2, N=9283. For Figure VI.3, N=9413.

We also collected data on citizens' overall perceptions of government transparency and accountability. The results provide a mixed picture of the perceived level of government responsiveness to citizens. For example, 75 percent of respondents said that local government officials' decisions reflected the preferences of local citizens, while 25 percent said they were unsure (not shown). However, in a separate follow-up question (shown in Figure VI.4), we also asked respondents to rate the degree to which government decisions reflected citizen preferences. Forty percent of respondents reported that citizens' preferences were reflected only "in some areas," while

60 percent of respondents' said that citizens' views were reflected to a "large extent" or "completely."

Figure VI.4. Extent to Which Local Government Decisions Reflect Preferences of Citizens
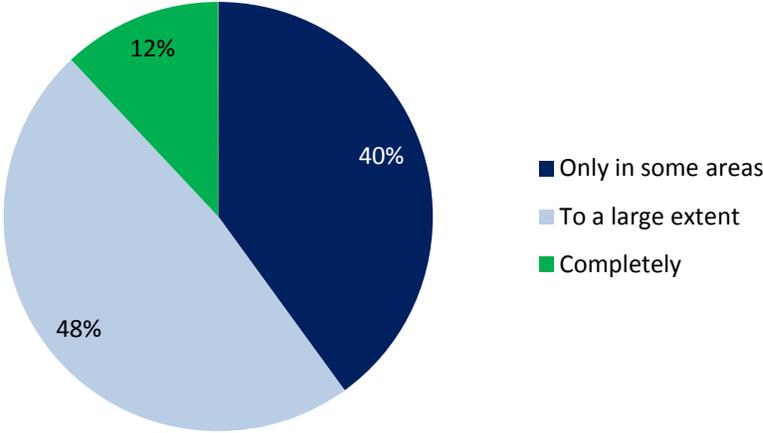
Source: Citizen survey (Mathematica 2011). N=6801.

Next, we asked citizens to describe their access to information about government budgets and government performance. The results suggest that citizens have relatively low levels of access to government information. Only a small portion of respondents said that they had received information about their local government's budget—88 percent of all respondents reported that they have never received information about the budget. When asked if they believed they could access local budgetary information, 41 percent felt that they would be able to do so, while 41 percent were unsure. Eighteen percent felt that they would not be able to do so. Finally, we investigated whether respondents had enough information to assess their local government's performance relative to other districts. Sixty-four percent of all respondents felt that they did not have enough information to tell if their district government is performing better or worse than other district governments.

Table VI.1. Respondents' Knowledge of District Budget

Q	Outcome	Yes	No	Don't Know
122	Ever received district budget information	12	88	N/A
123	Access to budget information	41	41	18
126	Have enough information to assess district government performance	36	64	N/A

Source: Citizen survey (Mathematica 2011). Q122 N=8704; Q123 N=680; Q126 N=8742.

Despite uncertainty about district government performance relative to other regions, most respondents reported that they were satisfied with their local services and infrastructure. In the final section of the survey, we asked respondents to report their level of satisfaction with a series of six different local services: water supply, road maintenance, road construction, waste collection, education, and health facilities. As shown in Figure VI.6, 70 percent or more of all respondents indicated that they were satisfied with each of these services. In addition, over 50 percent of all respondents indicated that they were "completely satisfied" with each service.

Figure VI.5. Respondents' Satisfaction with Local Services
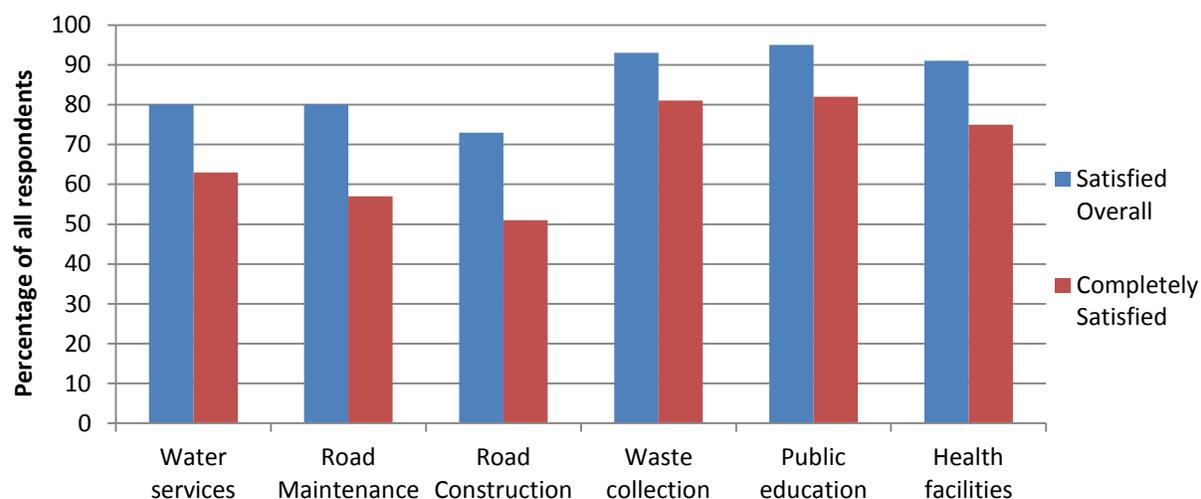
These baseline findings provide a nuanced picture of citizen participation at the local level. On one hand, citizens reported high levels of satisfaction with local government services and no respondents disagreed with the statement that local government decisions reflect the preferences of citizens (at least to some extent). However, several survey components also imply that, in some areas, Rwandan citizens have low and less open levels of access to and engagement with local government. Over 40 percent of respondents were not aware of any local government meetings in their district and over 90 percent were not aware of government meetings related to the budget. Only approximately half of respondents said that they could openly disagree with a local government official without negative consequences, and less than 40 percent of respondents said they have enough information to assess the performance of their district government relative to other districts. These baseline findings suggest that the RTP's Strengthening Civic Participation component is likely to target several issues on which there is significant scope for improvement.

B. Baseline Equivalence Analysis

As discussed in Chapter II, the Civic Participation component plans to eventually reach all 30 districts in Rwanda, providing assistance at two points in time. Fifteen districts will receive the component in Phase I—which will last for approximately one year—and the remaining 15 districts are scheduled to receive the component in Phase II. (For a list of the districts in each phase, see Appendix A). With Mathematica's oversight, UI implemented a pairwise random selection process, assigning districts to either Phase I or Phase II. This process divided each province's districts evenly between the two phases, stratifying the random selection process within each province to ensure the best possible match between the two phases on the following characteristics:

- Population change between 2002 and 2006

- Population density

- Common Development Fund (CDF) appropriation amounts for FY 2008 (as a proxy for poverty levels)

- Share of district spending obtained through local revenues in FY 2008

- District expenditure per capita on good governance and social affairs

Within each province, UI matched districts in pairs or groups of three, seeking the best possible matches across the five characteristics.[19] UI then used a public lottery selection procedure to assign districts within each pairing to Phase I or Phase II. This nationwide selection process was completed in June 2010. Following this step, the program began a needs assessment and consultation process with leading government officials in the 15 Phase I districts. Direct training and support activities in the Phase I districts began in March 2011, after the first round of the survey had been completed.

After receiving the list of district assignments from UI in mid 2010, Mathematica analyzed the data to determine whether the groups identified as Phase I and Phase II districts were statistically similar across the five characteristics. After analyzing the data, we did not find statistically significant differences between the Phase I and Phase II districts on any of the characteristics used in the pairwise matching process.[20]

With the baseline round of survey data collection complete, it is now possible to test for baseline equivalence in much greater depth. If the district random assignment procedure succeeded, we would expect that there should not be statistically significant differences between treatment and control groups on respondent characteristics or responses to the baseline survey's questions on civic participation and citizen engagement with government. A lack of significant differences would show that the Phase I and Phase II district groupings are indeed equivalent on all observable characteristics and therefore would imply that the treatment and control groups are likely to be equivalent on unobservable characteristics as well. If this condition holds, we can reasonably infer that any future differences observed between the treatment and control groups (to be measured in additional rounds of the survey) will provide unbiased estimates of the Strengthening Civic Participation component's causal impacts on citizens.

There are no significant differences between respondents' demographic or socioeconomic characteristics in the treatment and control districts.[21] As shown in Table VI.2, differences between gender and age distributions in the two district groups are all less than three percentage points and none of the differences is statistically significant. Similarly, the treatment and control groups are statistically indistinguishable with respect to all of the survey's measures of socioeconomic status (education, employment status, use of dirt-floor housing, and meat consumption).

---

[19] The data for each of these district-level characteristics was obtained by Urban Institute staff using Government of Rwanda sources.

[20] We tested baseline equivalence using two-tailed t-tests for each characteristic. None of the differences in average Phase I and Phase II characteristics was statistically significant at the 5 percent or 10 percent level.

[21] Throughout the discussion in this section, we define "statistical significance" at the five percent level using two-tailed tests. Several differences between the treatment and control samples are significant at the ten percent level, but not the five percent level.

Table VI.2. Civic Participation Component Demographic and Socioeconomic Characteristics

Q	Characteristic	Treatment	Control	Difference
17	Gender (% male)	46	44	2.6
18	Age			
	< 20	13	15	-1.7*
	21 to 30	33	34	-0.9
	31 to 40	24	23	1.4*
	41 to 50	15	14	0.7
	> 50	15	14	0.5
19	Years of Education (% > 6)	30	34	-3.6
24	Employment (% earning income)	45	47	-1.8
29	Housing Quality (% with dirt floor)	69	64	5.3
31	Meat Consumption (past two weeks)	29	38	-8.5*
Total Number of Respondents		**4,851**	**4,743**	

Source: Citizen survey (Mathematica 2011).

* Difference is statistically significant at the ten percent level. No differences were statistically significant at the five percent level, as measured by Ordinary Least Squares regressions of the relevant characteristic on the treatment dummy (with no other controls). All regressions used robust standard errors clustered at the district level.

In addition to respondent demographics, we also tested whether the treatment and control groups were equivalent, at baseline, on the survey's outcome questions related to the Civic Participation component. The first set of outcome-measures we examined related to direct citizen participation in civic meetings and activities. As shown in Table VI.3, the treatment and control groups showed comparable levels of awareness toward local government meetings, NGO activities, and the JADF. Differences in awareness levels were within three percentage points for each of these activity types and none of the differences was statistically significant. Similarly, among those who were aware of these activities, there were no significant differences in reported participation rates at each meeting or activity.

Table VI.3. Awareness of Public Meetings and Local Government Events

Q	Outcome	Treatment	Control	Diff.*
81	Awareness of public meeting – budget	09	08	0.7
84	*If aware, attendance at budget meeting*	*96*	*94*	*1.9*
90	Awareness of public meeting – non-budget	55	55	-0.7
93	*If aware, attendance at non-budget meeting*	*93*	*92*	*1.1*
107	Awareness of NGO activity	33	31	1.5
108	*If aware, participation in NGO activity*	*47*	*45*	*1.8*
111	Awareness of JADF	11	10	1.5
113	*If aware, attendance at JADF meeting*	*93*	*90*	*2.2*

Source: Citizen survey (Mathematica 2011).

* No differences were statistically significant at the ten percent level, as measured by Ordinary Least Squares regressions of the relevant characteristic on the treatment dummy (with no other controls). All regressions used robust standard errors clustered at the district level.

Even though the treatment and control groups show similar levels of baseline awareness toward local government meetings, it is still possible that meeting attendees might engage with government in different ways. To measure this, we asked attendees if citizens spoke or asked questions at these meetings, and collected opinions on whether citizen attendees influenced government officials. We also asked respondents about the extent to which attending each meeting type was useful. As shown in Table VI.4, there were no statistically significant differences between the treatment and control groups on any of these survey items, regardless of whether the meeting was related to the local government budget.[22]

Table VI.4. Attendee Engagement with Local Government at Public Meetings

Q	Outcome	Treatment	Control	Diff.
	Public Meetings – Budget			
86	>10% of citizens spoke or asked questions	60	59	1.1
87	Citizens influenced gov. officials	93	94	-1.0
84a	Attendance very useful	88	80	7.9*
	Public Meetings – Non-Budget			
96	>10% of citizens spoke or asked questions	49	48	1.4
97	Citizens influenced gov. officials	98	98	-0.1
94a	Attendance very useful	81	82	-1.5

Source: Citizen survey (Mathematica 2011).

* Difference is statistically significant at the ten percent level. No differences were statistically significant at the five percent level, as measured by Ordinary Least Squares regressions of the relevant characteristic on the treatment dummy (with no other controls). All regressions used robust standard errors clustered at the district level.

In addition to direct participation in public meetings and activities, we also measured levels of civic engagement through survey questions related to recalling the names of local representatives or making requests to local government officials. We found no statistically significant baseline differences on these items. As shown in Table VI.5, treatment group respondents were just as likely as control group respondents to know the names of local government officials. In both groups, respondents were considerably less likely to know the name of a member of their district council, compared to other types of government officials. (For all of these government familiarity measures, differences between the treatment and control groups fell within three percentage points, and none of the differences was statistically significant.) Similarly, treatment and control groups made requests to local government officials at similar rates and the distribution of requests across different levels of local government was not significantly different. Finally, treatment and control respondents who reported making requests, on average reported statistically indistinguishable levels of satisfaction with government responses to the issues they raised.

---

[22] Treatment group meeting-attendees were eight percentage points more likely to say that attending a public budget meeting was very useful. While this gap is somewhat larger than the other observed differences thus far examined, the difference is still statistically insignificant at the five percent level (with a p-value of 0.07).

Table VI.5. Engagement with Local Government for Service Provision

Q	Outcome	Treatment	Control	Diff.*
	Familiarity with Local Government			
76	Name the District Mayor	50	53	-2.9
77	Name at least one member of district council	29	27	1.8
78	Name at least one member of sector council	52	49	2.4
79	Name at least one member of cell council	63	62	1.2
	Local Government Requests			
100	Made any request in past year	33	32	1.6
102	*Request was district-level*	*13*	*14*	*-1.4*
102	*Request was sector-level*	*48*	*49*	*-0.7*
102	*Request was cell-level*	*25*	*24*	*1.4*
102	*Request was umudugudu-level*	*13*	*13*	*0.8*
106	**Satisfaction with Local Government Contacts**			
	All requests	80	82	-1.7
	District-level	*80*	*86*	*-5.2*
	Sector-level	*83*	*83*	*0.5*
	Cell-level	*81*	*83*	*-1.4*
	Umudugudu-level	*68*	*73*	*-5.2*
105	**Request Resulted in Prompt Action**			
	All requests	70	72	-2.0
	District-level	*72*	*75*	*-2.8*
	Sector-level	*76*	*74*	*1.1*
	Cell-level	*66*	*70*	*-4.8*
	Umudugudu-level	*59*	*63*	*-4.7*

Source: Citizen survey (Mathematica 2011).

* No differences were statistically significant at the ten percent level, as measured by Ordinary Least Squares regressions of the relevant characteristic on the treatment dummy (with no other controls). All regressions used robust standard errors clustered at the district level.

The final set of survey outcomes we examined pertained to citizen opinions of local government openness and responsiveness to citizen participation. As with all of the other survey items discussed above, we did not find any significant differences between the treatment and control groups. On average, respondents in the two district groupings reported at similar levels that they could openly disagree with government officials (51 percent in treatment sectors and 50 percent in control sectors) and influence local government policies (63 percent in treatment sectors and 64 percent in control sectors). Likewise, there were no statistically significant differences in treatment and control responses related to whether the district government, NGOs, and the JADF reflect citizens' priorities. Finally, treatment and control respondents reported statistically indistinguishable average levels of access to district government information on district government budgets, salaries, and overall government performance. A similarly small minority of respondents in both groups said they have access to government information on budgets, salaries, or overall performance: Responses from the two groups were within two percentage points in all cases.

Table VI.6. Civic Participation Opinions and Perceptions

Q	Outcome	Treatment	Control	Diff.*
Citizen Influence				
115	Respondent can influence gov. policy	63	64	-0.8
117	Respondent can openly disagree with a gov. official without negative consequences	51	50	1.7
116	Gov. listens to ordinary citizens (always)	52	51	0.7
109	NGOs reflect citizen priorities (large extent)	45	41	4.7
110	NGOs influence decisions of local gov. officials	85	87	-1.9
114	District Joint Action Development Forum (JADF) reflects citizen priorities (large extent)	62	61	1.3
121	District gov. decisions reflect citizen priorities (large extent)	47	44	3.2
Access to District Government Information				
122	Ever received district budget information	11	11	0.6
123	Access to budget information	41	41	-0.8
125	Access to government salary information	32	32	-0.6
126	Have enough information to assess government performance	35	36	-1.1

Source: Citizen survey (Mathematica 2011).

* No differences were statistically significant at the ten percent level, as measured by Ordinary Least Squares regressions of the relevant characteristic on the treatment dummy (with no other controls). All regressions used robust standard errors clustered at the district level.

In summary, we find no significant baseline differences between the evaluation's treatment group of districts and control group of districts. The baseline survey included a wide range of civic participation questions that will be used in future survey rounds to measure the component's impacts. There were no statistically significant differences between the treatment and control groups on any of the baseline survey's civic participation questions. This suggests that the evaluation's random assignment procedure succeeded in creating an equivalent treatment group and control group. After Phase I of the Strengthening Civic Participation component is complete, comparisons between these two groups in the next survey round should therefore produce unbiased estimates of the component's impacts on citizens. The study also plans to contextualize these findings with qualitative research, including observations of civic meetings and a process analysis describing how the component was implemented.

VII. SUMMARY FINDINGS AND CONCLUSION

This report has presented descriptive findings derived from the baseline survey round of the RTP evaluation. The survey represents the first nationally representative data collection in Rwanda to have focused on governance issues of importance to the MCC Rwanda Threshold Program. Specifically, the survey provides useful baseline data on the Media Strengthening component and the Strengthening Civic Participation component and initial outcome data for the RNP Strengthening component.

For the RNP Strengthening component, descriptive survey findings suggest that only a minority of Rwandans are aware of the program's complaint and commendation submission boxes. Nationwide, 20 percent of respondents are aware of the boxes, 3 percent of respondents know someone who has used one of the boxes, and 2 percent of respondents said that they had used a box themselves. However, those who are aware of the blue boxes are likely to believe that their feedback to the police will be taken seriously. We also compared responses from sectors containing submission boxes to responses from sectors that did not contain submission boxes, and found that respondents who had a box in their sector were more likely to be aware of the program and to know someone who had used one of the submission boxes. However, living in a sector containing a blue box was not correlated with improved perceptions of the RNP's fairness, trustworthiness, or effectiveness. These results should be interpreted with considerable caution: the sector comparison study design is vulnerable to bias from unobserved factors, it is possible that some Rwandan citizens may not have felt comfortable criticizing the RNP through the survey, and the component was still in a relatively early stage of implementation at the time data was collected.

Findings from the Media Strengthening component of the household questionnaire reveal that most Rwandans listen to the radio and the majority of those listeners tune in daily. Eighty-six percent of listeners indicated that they have access to reliable news on the radio. However, respondents reported little variation regarding their preferred radio station for both local and national news, with 80 and 93 percent of listeners respectively favoring Radio Rwanda. The dominance of Radio Rwanda suggests that new community radio stations funded under the threshold program will enter a relatively undiversified market for local news and information, led by a single radio station. In this context, efforts to attract a new audience may prove difficult, unless the new stations can improve on existing local programming. In future survey rounds, the evaluation will assess whether these new stations will provide a meaningful news alternative in a media environment currently dominated by a single station.

Baseline results for the Strengthening Civic Participation component provided mixed results on the extent of citizen satisfaction and engagement with local government. Citizens reported high levels of satisfaction with local government services but only approximately half of respondents said that they could openly disagree with a local government official without negative consequences. Over 40 percent of respondents were not aware of any local government meetings in their district and over 90 percent of respondents were not aware of government meetings related to the budget. In a related finding, less than 40 percent of respondents said they have enough information to assess the performance of their district government relative to other districts. These baseline findings suggest that there is significant scope for improvement on the issues targeted by the Civic Participation Strengthening component, which plans to complete its first phase of implementation in early 2012. The component will be evaluated through a district random assignment design. Using a wide range of survey data, we validated the pairwise random assignment procedure used for this design, finding very strong evidence that the evaluation's treatment group is statistically similar to

the evaluation's control group at baseline. This suggests that the planned evaluation's statistical approach is likely to produce unbiased estimates of the component's impacts.

These baseline survey findings lay a strong foundation for future analyses of program impacts, to be presented following the study's data collection in 2012. For the RNP Strengthening component, repeated rounds of the survey will help determine if there are longer-term changes in how the program is affecting citizen perceptions of the RNP. For both the Media Strengthening and Strengthening Civic Participation components, the next survey round will provide evidence that can be used to describe and assess how the programs have affected citizens' survey responses over time. In addition, Mathematica plans to supplement these quantitative analyses with several qualitative evaluation designs pertaining to each of the RTP's five components. Through these future analyses, the evaluation will provide a multifaceted assessment of how the threshold program is reaching its objectives and affecting its targeted governance outcomes.

REFERENCES

Afrobarometer. "Afrobarometer Round 4: The Quality of Democracy and Governance in Uganda." Questionnaire. <u>Legon-Accra, Ghana: Afrobarometer,</u> 2008. Available at [<u>http://www.afrobarometer.org/index.php?option=com_content&view=article&id=106&Item id=33</u>]. Accessed October 13, 2010.

Bostoen, Kristof, and Zaid Chalabi. "Optimization of Household Survey Sampling Without Sample Frames." *International Journal of Epidemiology*, vol. 35, no. 3, June 2006, pp. 751–755.

Human Sciences Research Council. "South African Social Attitudes Survey." Questionnaire, International Social Survey Program—Role of Government IV. Pretoria, South Africa: HSRC, 2006. Available at [<u>http://www.hsrc.ac.za/Publication-Keyword-45.phtml</u>]. Accessed October 15, 2010.

National Institute of Statistics of Rwanda. "Districts Baseline." Available at [<u>http://statistics.gov.rw/index.php?option=com_content&task=view&id=159&Itemid=321</u>]. Accessed February 10, 2011.

National Unity and Reconciliation Commission. "Social Cohesion in Rwanda." Kigali, Rwanda: National Unity and Recon 2007). Available at [<u>http://www.nurc.gov.rw/index.php?option= com_content&view=article&id=65:social-cohesion-in-wanda&catid=35:reseaches&Itemid=40</u>]. Accessed October 14, 2010.

Prism Research. "Social Audit of Local Governance." Questionnaire. St. Paul, MN: Prism Research, 2006. Available at [<u>http://siteresources.worldbank.org/INTSOCACCDEMSIDEGOV/ Resources/Prism_SocialAuditinBiH_SurveyQuestionnaire_final.pdf</u>]. Accessed October 19, 2010.

The World Bank. "Data: Rwanda." Available at [<u>http://data.worldbank.org/country/rwanda</u>]. Accessed February 10, 2011

World Health Organization. "Rwanda WHO Country Office." Available at [<u>http://www.afro.who.int/en/rwanda/who-country-office-rwanda.html</u>]. Accessed February 10, 2011.

APPENDIX A

DISTRICT ASSIGNMENTS FOR THE CIVIC PARTICIPATION COMPONENT

Table A.1. District Assignments for the Civic Participation Component

	Phase I	Phase II
Northern Province	Gicumbi Gakenke Burera	Rulindo Musanze
Western Province	Karongi Nyabihu Rutsiro Ngororero	Rusizi Rubayu Nyamasheke
Southern Province	Nyaruguru Gisagare Nyanza Ruhango	Nyamagabe Kamonyi Huye Muhanga
Eastern Province	Rwamagana Bugesera Kirehe	Ngoma Nyagatare Gatsibo Kayonza
Kigali City	Gasabo	Kicukiro Nyarugenge

APPENDIX B

BASELINE QUESTIONNAIRE

MATHEMATICA
Policy Research, Inc.

Evaluation of the Rwanda Threshold Program:
Baseline Questionnaire

January 6, 2011

INTRODUCTION

The Millennium Challenge Corporation (MCC) is sponsoring the Rwanda Threshold Program (RTP), which is a series of initiatives intended to strengthen the rule of law, civil society, civic participation, media, and the inspectorate services of the national police. Mathematica Policy Research, located in Washington, DC, United States, and _____ have been contracted by the MCC to evaluate the impact of these programs. To conduct this evaluation, we are interested in hearing from citizens about a variety of issues. We are asking citizens all across Rwanda to respond to a series of questions about their views on the media, police services, and participation in government matters. While survey responses and project reports based on this survey may be publicly shared, your name and address will always be kept confidential. You are free to skip any question that you do not wish to answer, and you may stop the interview at any time.

We sincerely appreciate your participation in the Evaluation of the Rwanda Threshold Program. If you have any questions about the study or your participation after the interview is over, please contact _____ at _____.

FOR FIELD SUPERVISOR	
Supervisor Name:	Supervisor Number: ☐☐
Completed Questionnaire Checked and Approved by Supervisor:	*Check if yes:* ☐
Date Approved: ☐☐ ☐☐ ☐☐☐☐ DD / MM / YYYY	
FOR DATA ENTRY SUPERVISOR	
Data Entry Supervisor Name:	Data Entry Supervisor Number: ☐☐☐
Completed Questionnaire checked and approved by office: *Check if yes:*	☐
Date Approved:	☐☐ / ☐☐ / ☐☐☐☐ DD / MM / YYYY
Name of Data Entry Clerk for First Data Entry:	
Date of First Data Entry:	☐☐ / ☐☐ / ☐☐☐☐ DD / MM / YYYY
Name of Data Entry Clerk for Second Data Entry:	
Date of Second Data Entry:	☐☐ / ☐☐ / ☐☐☐☐ DD / MM / YYYY
Survey Number	☐☐☐☐☐

To begin with, I would like to ask some general questions about you and your household. Please provide information about yourself first. Then please list all people aged 16 or older who live in your household. For each of them, please give me their names, ages, sex, relationship to the head of the household, and education.

No.	a. Name (Record Full Name)	b. Age	c. Sex		d. Relation to the Head of Household							e. Years of Education Completed	f. Was he or she present in your household most of the days during the last month?	
☐ [Check box if the appendix table was used]			Male	Female	Head of Household	Spouse	Son or Daughter	Mother or Father	Grandson or Granddaughter	Other Relative	Other Non-Relative		Yes	No
1. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
2. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
3. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
4. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
5. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
6. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
7. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
8. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
9. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐
10. _____	|__|__|	1 ☐	2 ☐	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐	7 ☐	|__|__|	1 ☐	0 ☐

DEMOGRAPHIC INFORMATION *(Interviewer Fills Out)*

11.　District Name: _____

12.　*Sector Name:* _____

13.　Cell Name: _____

14.　Umudugudu Name: _____

15.　Is the respondent's home located on a hill, in a valley or on flat land?

　　1 ☐　　Hill　　　　　2 ☐　　Valley　　　　　3 ☐　　Flat land

16.　Name of Primary Respondent *(See previous table)*:

　　_____

17.　Gender of Primary Respondent *(See previous table)*:

　　_____

18.　Age of Primary Respondent *(See previous table)*:

　　|__\|__\| NUMBER

19.　Years of Completed Education for Primary Respondent *(See previous table)*:

　　|__\|__\| NUMBER

DEMOGRAPHIC INFORMATION *(Questions)*

20. What is the primary language you speak at home?

_____

21. Do you prefer to communicate in a language other than the language you speak at home?

1 ☐ Yes

0 ☐ No ➜ SKIP TO Q.22

21a. What is your preferred language?

_____

22. How many other households are within 500 meters of your home?

1 ☐ 1-10

2 ☐ 11-20

3 ☐ More than 20

23. How many children under the age of 16 live in your household?

|___|___| NUMBER

24. Do you earn income for your household? If so, how?

1 ☐ Yes

0 ☐ No

24a. How do you earn income for your household?

1 ☐ Self-employed, agriculture

2 ☐ Self-employed, business

3 ☐ Employee, state or public sector

4 ☐ Employee, private sector

5 ☐ Student

6 ☐ Unemployed

25. What is your primary profession?

_____

26. How many years have you been in this profession?

|___|___| NUMBER

27. What is the material of the roof of your home?

1 ☐ Straw/thatch

2 ☐ Tin

3 ☐ Tile

4 ☐ Other *(Specify)*

_____

28. What is the material of the walls in the main living room?

1 ☐ Straw/thatch/mud

2 ☐ Brick

3 ☐ Wood

4 ☐ Cement

5 ☐ Stone

6 ☐ Other *(Specify)*

_____

29. What is the material of the floor in the main living room?

1 ☐ Dirt

2 ☐ Wood

3 ☐ Tile

4 ☐ Cement

5 ☐ Other *(Specify)*

_____

30. Do you own a mattress?

1 ☐ Yes

0 ☐ No

31. Has your household eaten meat within the past two weeks?

1 ☐ Yes

0 ☐ No

32. In a normal month, how much money does your household spend on expenses for basic needs, such as food, clothing, and housing?

Food

1 ☐ RWF |___|___|___|___|___| to |___|___|___|___|___|

Clothing

2 ☐ RWF |___|___|___|___|___| to |___|___|___|___|___|

Housing

3 ☐ RWF |___|___|___|___|___| to |___|___|___|___|___|

33. In a normal month, do members of your household eat food your household produces?

1 ☐ Yes

0 ☐ No

MEDIA/RADIO (SERVICES AND PROGRAMMING)

Next, I would like to ask some questions about radio programming and how you find out about news and important events.

34. What is your primary source of international news?

MARK ONLY ONE

1 ☐ Radio

2 ☐ Television

3 ☐ Newspaper

4 ☐ Internet

5 ☐ Conversations with others

6 ☐ Public meetings

7 ☐ Public message board

d ☐ Don't know

35. What is your primary source of national news?

MARK ONLY ONE

1 ☐ Radio

2 ☐ Television

3 ☐ Newspaper

4 ☐ Internet

5 ☐ Conversations with others

6 ☐ Public meetings

7 ☐ Public message board

d ☐ Don't know

36. **What is your primary source for information about local news and important events in your district?**

MARK ONLY ONE

1 ☐ Radio
2 ☐ Television
3 ☐ Newspaper
4 ☐ Internet
5 ☐ Conversations with others
6 ☐ Public meetings
7 ☐ Public message board
d ☐ Don't know

37. **When do you think the next election will be held for government officials located in your district? Please specify a year.**

|___|___|___|___| YEAR

38. **When do you think the next parliamentary election will be held? Please specify a year.**

|___|___|___|___| YEAR

39. **Do you own a radio?**

1 ☐ Yes
0 ☐ No

40. **Do you listen to the radio?**

1 ☐ Yes
0 ☐ No → SKIP TO Q.40b

40a. **If yes, how often do you listen to the radio?**

1 ☐ Every day
2 ☐ A few times a week
3 ☐ A few times a month   → GO TO Q.41
4 ☐ Less than once a month
d ☐ Don't know → SKIP TO Q.41

40b. **If no, why do you not listen to the radio?**

1 ☐ There is no radio signal locally available
2 ☐ I cannot understand the language of broadcasts
3 ☐ I do not prefer to listen to the language of broadcasts
4 ☐ I do not like the content of broadcasts
d ☐ Don't know

CONTINUE TO Q.74

41. **How often would you say you listen to the following kinds of radio programming?**

Programming	Every Day	A few times a week	A few times a month	Less than once a month	Never	Don't Know
a. International News.......	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	d ☐
b. National News	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	d ☐
c. Local News.................	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	d ☐
d. Music.........................	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	d ☐
e. Radio Plays or Stories.	1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	d ☐

42. **Do you believe that the local news you hear on the radio reflects a reliable or accurate account of what is happening?**

1 ☐ Yes
0 ☐ No
d ☐ Don't know

42a. **If yes, how reliable or accurate is the local news?**

1 ☐ It is somewhat accurate
2 ☐ It is very accurate

43. **How often are you able to listen to radio programming that is in the language you speak at home?**

1 ☐ Always
2 ☐ Sometimes
3 ☐ Never

(IF Q.21=1, ASK Q.43a)

43a. **How often are you able to listen to radio programming that is in the language in which you prefer to communicate?**

1 ☐ Always
2 ☐ Sometimes
3 ☐ Never

44. **How many of the following radio stations are you aware of?**

MARK ALL THAT APPLY

1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]

45. **Which radio stations do you listen to during an average week?**

MARK ALL THAT APPLY

1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]
7 ☐ Other *(Specify)*

_____

46. **Which station do you prefer to listen to regarding local news and important events in your district?**

1 ☐ Radio France International (RFI)
2 ☐ British Broadcasting Corporation (BBC)
3 ☐ Voice of America (VOA)
4 ☐ Radio Rwanda
5 ☐ Contact FM
6 ☐ [LOCAL STATION(S)]
7 ☐ Other *(Specify)*

_____

47. Typically, how many hours per week do you listen to the particular station you named?

|___|___| NUMBER

48. Does this station provide information about government decisions in your district?

- 1 ☐ Yes
- 0 ☐ No

49. Does this station provide information about the local elections for officials in your district?

- 1 ☐ Yes
- 0 ☐ No

50. Do you believe that the local news about your district you hear on that radio station reflects a reliable or accurate account of what is happening?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

50a If yes, how reliable or accurate is the local news?

- 1 ☐ It is somewhat accurate
- 2 ☐ It is very accurate

51. Suppose you heard different or conflicting reports of the same news story about your district on different radio stations. How accurate do you think each radio station would be?

	Not at all accurate	Somewhat accurate	Very accurate	Don't know
a. Radio France International (RFI)	1 ☐	2 ☐	3 ☐	d ☐
b. British Broadcasting Corporation (BBC)	1 ☐	2 ☐	3 ☐	d ☐
c. Voice of America (VOA).............	1 ☐	2 ☐	3 ☐	d ☐
d. Radio Rwanda	1 ☐	2 ☐	3 ☐	d ☐
e. Contact FM	1 ☐	2 ☐	3 ☐	d ☐
f. [LOCAL STATION(S)].................	1 ☐	2 ☐	3 ☐	d ☐

52. Can you find reliable or accurate news on the radio?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

52a. If yes, how pleased are you with your ability to find reliable or accurate news on the radio?

- 1 ☐ Very pleased
- 2 ☐ Somewhat pleased
- 3 ☐ Neutral/Not sure
- 4 ☐ Somewhat displeased
- 5 ☐ Very displeased

53. Are you pleased with the radio broadcasting that is available to you?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.53b
- d ☐ Don't know

53a. If yes, how pleased are you with the radio broadcasting that is available to you?

- 1 ☐ Very pleased
- 2 ☐ Somewhat pleased
- 3 ☐ Neutral/Not sure

53b. If no, how displeased are you with the radio broadcasting that is available to you?

- 1 ☐ Somewhat displeased
- 2 ☐ Very displeased
- 3 ☐ Neutral/Not sure

54. Which station do you prefer to listen to for national news?

- 1 ☐ Radio France International (RFI)
- 2 ☐ British Broadcasting Corporation (BBC)
- 3 ☐ Voice of America (VOA)
- 4 ☐ Radio Rwanda
- 5 ☐ Contact FM
- 6 ☐ [LOCAL STATION(S)]
- 7 ☐ Other *(Specify)*

55. Typically, how many hours per week do you listen to the particular station you named?

|___|___| NUMBER

56. Do you believe that the national news you hear on that radio station reflects a reliable or accurate account of what is happening?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

56a. If yes, how reliable or accurate is the national news on that radio station?

- 1 ☐ It is somewhat accurate
- 2 ☐ It is very accurate
- 3 ☐ Neutral/Not sure

57. Which station do you prefer to listen to for international news?

- 1 ☐ Radio France International (RFI)
- 2 ☐ British Broadcasting Corporation (BBC)
- 3 ☐ Voice of America (VOA)
- 4 ☐ Radio Rwanda
- 5 ☐ Contact FM
- 6 ☐ [LOCAL STATION(S)]
- 7 ☐ Other *(Specify)*

58. Typically, how many hours per week do you listen to the particular station you named?

|___|___| NUMBER

59. Do you believe that the international news you hear on that radio station reflects a reliable or accurate account of what is happening?

1 ☐ Yes

0 ☐ No

d ☐ Don't know

59a. If yes, how reliable or accurate is the international news on that radio station?

1 ☐ It is somewhat accurate

2 ☐ It is very accurate

3 ☐ Neutral/Not sure

IN DISTRICTS WITH NEW MCC-FUNDED RADIO STATION(S) ASK:
60. Have you ever heard of (LOCAL STATION)?

1 ☐ Yes

0 ☐ No ➔ SKIP TO Q.74

61. Do you listen to (LOCAL STATION) in your home?

1 ☐ Yes ➔ SKIP TO Q.62

0 ☐ No

61a. Do you listen to (LOCAL STATION) somewhere outside your home?

1 ☐ Yes ➔ SKIP TO Q.62

0 ☐ No

61b. Why do you not listen to (LOCAL STATION)?

1 ☐ There is no radio signal locally available

2 ☐ I cannot understand the language of broadcasts

3 ☐ I do not prefer to listen to the language of broadcasts

4 ☐ I do not like the content of broadcasts

d ☐ Don't know

> CONTINUE TO Q.74

62. How often do you listen to (LOCAL STATION)?

1 ☐ Every day

2 ☐ A few times a week

3 ☐ A few times a month

4 ☐ Less than once a month

5 ☐ Never

d ☐ Don't know

63. Typically, how many hours per week do you listen to (LOCAL STATION)?

|___|___| NUMBER

64. What kind of programming do you prefer to listen to on (LOCAL STATION)?

1 ☐ International News

2 ☐ National news

3 ☐ Local news

4 ☐ Music

5 ☐ Radio plays/stories

6 ☐ Other *(Specify)*

_____

65. How often do you listen to international news on (LOCAL STATION)?

1 ☐ Every day

2 ☐ A few times a week

3 ☐ A few times a month

4 ☐ Less than once a month

5 ☐ Never

d ☐ Don't know

66. How often do you listen to national news on (LOCAL STATION)?

1 ☐ Every day

2 ☐ A few times a week

3 ☐ A few times a month

4 ☐ Less than once a month

5 ☐ Never

d ☐ Don't know

67. How often do you listen to local news on (LOCAL STATION)?

1 ☐ Every day

2 ☐ A few times a week

3 ☐ A few times a month

4 ☐ Less than once a month

5 ☐ Never

d ☐ Don't know

68. Does (LOCAL STATION) provide information about government decisions in your district?

1 ☐ Yes

0 ☐ No

69. Does (LOCAL STATION) provide information about the local elections for officials in your district?

1 ☐ Yes

0 ☐ No

70. Does (LOCAL STATION) broadcast in your preferred or primary language of fluency?

1 ☐ Yes

0 ☐ No ➔ SKIP TO Q.72

70a. How often does (LOCAL STATION) broadcast in your preferred or primary language of fluency?

1 ☐ Always

2 ☐ 4 or more hours per day

3 ☐ Under 4 hours per day

4 ☐ Several times a week

5 ☐ Less than once a week

d ☐ Don't know

71. Are you pleased with (LOCAL STATION)?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.71c
- d ☐ Don't know

71a. If yes, how pleased are you with that station?

- 1 ☐ Very pleased
- 2 ☐ Somewhat pleased
- 3 ☐ Neutral/Not sure

71b. What do you find most pleasing about (LOCAL STATION)?

- 1 ☐ Strength of the radio signal
- 2 ☐ The language of the broadcasts
- 3 ☐ Programs about news and events in my district
- 4 ☐ Programs about national news
- 5 ☐ Music programs
- 6 ☐ Radio plays and story programs

> CONTINUE TO Q.72

71c. If no, how displeased are you with that station?

- 1 ☐ Very displeased
- 2 ☐ Somewhat displeased
- 3 ☐ Neutral/Not sure

71d. What do you find most displeasing about (LOCAL STATION)?

- 1 ☐ Strength of the radio signal
- 2 ☐ The language of the broadcasts
- 3 ☐ Programs about news and events in my district
- 4 ☐ Programs about national news
- 5 ☐ Music programs
- 6 ☐ Radio plays and story programs

72. Do you think that (LOCAL STATION) compared to other radio stations provides trustworthy local news and information about important events in your district?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.72b
- d ☐ Don't know

72a. If yes, how trustworthy is the local news and information on that radio station compared to other stations?

- 1 ☐ It is much more trustworthy
- 2 ☐ It is somewhat more trustworthy
- 3 ☐ It is the same

72b. If no, how trustworthy is the local news and information on that radio station compared to other stations?

- 1 ☐ It is somewhat less trustworthy
- 2 ☐ It is much less trustworthy
- 3 ☐ It is the same

73. Do you think that (LOCAL STATION) compared to other radio stations in provides trustworthy national news?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.73b
- d ☐ Don't know

73a. If yes, how trustworthy is the national news on that radio station compared to other stations?

- 1 ☐ It is much more trustworthy
- 2 ☐ It is somewhat more trustworthy
- 3 ☐ It is the same

73b. If no, how trustworthy is the national news on that radio station compared to other stations?

- 1 ☐ It is somewhat less trustworthy
- 2 ☐ It is much less trustworthy
- 3 ☐ It is the same

CIVIC PARTICIPATION (ACTIVITIES)

Now I am going to ask you some questions about your local government. The study values your answers to these questions, even if you feel that some of the topics may not apply to you. It is important for the study that we ask everyone the same questions. Please remember that you can stop me at any time if you have a question as well.

74. Have you ever voted in a district, sector, or cell government election?

- 1 ☐ Yes
- 0 ☐ No

75. Are you planning to vote in the next election for government officials in your district?

- 1 ☐ Yes
- 0 ☐ No

76. Do you know the name of your District Mayor?

- 1 ☐ Yes
- 0 ☐ No

76a. If yes, what is the name of your District Mayor?

Name: _____

77. Do you know the name of at least one member of your district council?

- 1 ☐ Yes
- 0 ☐ No

78. Do you know the name of at least one member of your sector council?

- 1 ☐ Yes
- 0 ☐ No

79. Do you know the name of at least one member of your cell council?

- 1 ☐ Yes
- 0 ☐ No

80. Have you spoken with a member of your cell council about a government issue in the last 12 months?

1 ☐ Yes

0 ☐ No

81. Under the government's budget planning process, every district in Rwanda is asked to develop a district budget based on priorities and needs identified by local citizens. In your district, are you aware of any public meetings related to government budget priorities, whether DDP reviews, Accountability Days or otherwise, held in the last 12 months?

1 ☐ Yes

0 ☐ No → SKIP TO Q.90

82. How did you hear about these meetings?

MARK ALL THAT APPLY

1 ☐ Radio

2 ☐ Television

3 ☐ Newspaper

4 ☐ Internet

5 ☐ Conversations with others

6 ☐ Public meetings

7 ☐ Public message board

d ☐ Don't know

83. In the last 12 months, have you or a member of your household attended a public meeting related to government budget priorities?

1 ☐ Yes

0 ☐ No → SKIP TO Q.90

83a. If yes, how many attendances in the last 12 months?

|___|___| NUMBER

84. Did you attend these any of these events?

1 ☐ Yes

0 ☐ No → SKIP TO Q.90

84a. If yes, how useful was it to attend these events?

1 ☐ Very useful

2 ☐ Somewhat useful

3 ☐ Not useful

85. Typically, how many citizens attend one of these events?

|___|,|___|___|___| NUMBER

86. Of the citizens who attended these events, how many spoke or asked questions during the meeting?

1 ☐ More than half

2 ☐ Between 10% and half

3 ☐ Less than 10%

4 ☐ None; only government officials spoke

87. Do you think citizens influenced government officials at these meetings?

1 ☐ Yes

0 ☐ No

88. Did you speak or ask a question at any of these events?

1 ☐ Yes

0 ☐ No → SKIP TO Q.89

88a. If yes, how many times did you speak or ask a question at these events?

1 ☐ More than once

2 ☐ Once

3 ☐ None, but I wanted to participate

4 ☐ None, and I did not want to participate

89. Did you learn anything new at these meetings?

1 ☐ Yes

0 ☐ No

90. In your district, are you aware of any public meetings related issues other than the government budget held in the last 12 months?

1 ☐ Yes

0 ☐ No → SKIP TO Q.100

91. How did you hear about these meetings?

MARK ALL THAT APPLY

1 ☐ Radio

2 ☐ Television

3 ☐ Newspaper

4 ☐ Internet

5 ☐ Conversations with others

6 ☐ Public meetings

7 ☐ Public message board

d ☐ Don't know

92. In the last 12 months, have you or a member of your household participated in a public meeting related to issues other than the government budget?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.100

92a. If yes, how many times did you or a member of the household participate in the last 12 months?

|___|___| NUMBER

93. Did you attend any of these events?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.100

94. Was it useful to attend these events?

- 1 ☐ Yes
- 0 ☐ No

94a. If yes, how useful was the attendance?

- 1 ☐ Very useful
- 2 ☐ Somewhat useful
- 3 ☐ Not useful

95. Typically, how many citizens attend one of these events?

|___|,|___|___|___| NUMBER

96. Of the citizens who attended these events, how many spoke or asked questions during the meeting?

- 1 ☐ More than half
- 2 ☐ Between 10% and half
- 3 ☐ Less than 10%
- 4 ☐ None; only government officials spoke

97. Do you think citizens influenced government officials at these meetings?

- 1 ☐ Yes
- 0 ☐ No

98. How many times did you speak or ask a question at these events?

- 1 ☐ More than once
- 2 ☐ Once
- 3 ☐ None, but I wanted to participate
- 4 ☐ None, and I did not want to participate

99. Did you learn anything new at these meetings?

- 1 ☐ Yes
- 0 ☐ No

100. Please think of the most recent time you made a request to a government official in your district regarding official government business. Have you made a request in the last 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.107

101. What was the request about?

MARK ONLY ONE
- 1 ☐ Issuing a license or official document
- 2 ☐ Paying taxes, fees, or charges
- 3 ☐ Requesting government help or support
- 4 ☐ Changing an existing rule or policy
- 5 ☐ Requesting a new rule or policy
- 6 ☐ Accessing information
- 7 ☐ Other *(Specify)*_____

101a. How urgent was the request?

- 1 ☐ Not urgent
- 2 ☐ Somewhat urgent
- 3 ☐ Very urgent

102. Which type of government official did you want to contact about this request?

MARK ONLY ONE
- 1 ☐ District official
- 2 ☐ Sector official
- 3 ☐ Cell official
- 4 ☐ Umudugudu official

103. Were you able to speak with the government official you wanted to consider this request?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.105

104. How difficult was it to reach the official?

- 1 ☐ Not difficult
- 2 ☐ Somewhat difficult
- 3 ☐ Very difficult

105. What was the result of the request?

- 1 ☐ Prompt action taken
- 2 ☐ Delayed action taken
- 3 ☐ No action taken

106. Are you satisfied with how government officials responded to this request?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.106b

106a. If yes, how satisfied are you with the response?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure

106b. If no, how dissatisfied are you with the response?

1 ☐ Completely dissatisfied

2 ☐ Partially dissatisfied

3 ☐ Neutral/Not sure

107. Now I am going to ask a few questions about community service organizations and non-governmental organizations (NGOs). Are you aware of any NGOs working in your district?

1 ☐ Yes

0 ☐ No ➡ SKIP TO Q.111

108. In the last 12 months, have you participated in an activity or meeting organized by an NGO?

1 ☐ Yes

0 ☐ No

109. Do you think the work of NGOs in your district reflects citizens' needs and priorities?

1 ☐ Yes

0 ☐ No ➡ SKIP TO Q.109b

109a. If yes, to what extent do they reflect citizens' needs and priorities?

1 ☐ Only in some areas

2 ☐ To a large extent

3 ☐ Completely

d ☐ Don't know

109b. If no, to what extent do they reflect citizens' needs and priorities?

1 ☐ Rarely

2 ☐ Never

d ☐ Don't know

110. Do you think the NGOs in your district are able to influence the decisions of government officials?

1 ☐ Yes

0 ☐ No

111. Now I am going to ask you a few questions about the Joint Action Development Forum (JADF). The JADF is a group of government officials and NGOs that meet to discuss the district's development priorities. Have you ever heard of the Joint Action Development Forum (JADF)?

1 ☐ Yes

0 ☐ No ➡ SKIP TO Q.115

112. Are you familiar with your district's Joint Action Development Forum (JADF)?

1 ☐ Yes ➡ GO TO Q.113

0 ☐ No ➡ SKIP TO Q.115

113. In the last 12 months, have you participated in an activity or meeting organized by your district's JADF?

1 ☐ Yes

0 ☐ No

114. Do you feel that the district JADF reflects citizens' priorities?

1 ☐ Yes

0 ☐ No ➡ SKIP TO Q.114b

114a. If yes, to what extent do they reflect citizens' priorities?

1 ☐ Only in some areas

2 ☐ To a large extent

3 ☐ Completely

d ☐ Don't know

114b. If no, to what extent do they reflect citizens' priorities?

1 ☐ Rarely

2 ☐ Never

d ☐ Don't know

CIVIC PARTICIPATION (OPINIONS AND PERCEPTIONS)

115. Could your voice influence government policies in your district?

1 ☐ Yes

0 ☐ No

d ☐ Don't know

116. Does government listen to the voices of ordinary citizens in your district?

1 ☐ Yes

0 ☐ No ➡ SKIP TO Q.116b

d ☐ Don't know

116a. If yes, to what extent does government listen to ordinary citizens in your district?

1 ☐ Always

2 ☐ Sometimes

d ☐ Don't know

116b. If no, to what extent does government listen to ordinary citizens in your district?

1 ☐ Rarely

2 ☐ Never

d ☐ Don't know

117. Do you think you can openly disagree with a government official in your district without facing negative consequences for yourself or your family?

1 ☐ Yes

0 ☐ No

d ☐ Don't know

118. Do local government officials consult with citizens?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

118a. If yes, is that consultation…

- 1 ☐ Too much,
- 2 ☐ Right amount, or
- 3 ☐ Too little?

119. Do citizens have influence on local government decision-making?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

119a If yes, is that influence…

- 1 ☐ Too much,
- 2 ☐ Right amount, or
- 3 ☐ Too little?

120. Do you think that women and men have equal influence over the decisions taken by local authorities?

- 1 ☐ Yes → SKIP TO Q.121
- 0 ☐ No
- d ☐ Don't know

120a. If no, who has the stronger influence?

- 1 ☐ Men
- 2 ☐ Women

121. Do the decisions of those in power in your district administration reflect citizens' priorities?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.121b
- d ☐ Don't know

121a. If yes, to what extent do the decisions of those in power in your district administration reflect citizens' priorities?

- 1 ☐ Only in some areas
- 2 ☐ To a large extent
- 3 ☐ Completely

121b. If no, to what extent do the decisions of those in power in your district administration reflect citizens' priorities?

- 1 ☐ Rarely
- 2 ☐ Never
- d ☐ Don't know

122. Have you ever received information about the government's budget for your district?

- 1 ☐ Yes
- 0 ☐ No

123. If you had a question about the district budget, do you think you would be able to access that information?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

124. If you had a question about how the district government was spending money, do you think you would be able to access that information?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

125. If you had a question about the salaries of district government officials, do you think you would be able to access that information?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

126. Do you have enough information to decide whether your district government is performing better or worse than other district governments?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.128

127. Do you think your district government is performing better, the same, or worse than other districts?

- 1 ☐ Better than other districts
- 2 ☐ The same as other districts
- 3 ☐ Worse than other districts

WATER SERVICES

128. What is your main source of water?

MARK ONLY ONE

- 1 ☐ Bore well/hand pump
- 2 ☐ Public tap
- 3 ☐ Open well
- 4 ☐ Household water supply/piped

129. Have you made a request to a government official related to your drinking water service in the past 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.131

129a. How urgent was the request?

- 1 ☐ Not urgent
- 2 ☐ Somewhat urgent
- 3 ☐ Very urgent

129b. Which government official(s) did you contact?

MARK ALL THAT APPLY
- 1 ☐ National official
- 2 ☐ District official
- 3 ☐ Sector official
- 4 ☐ Cell official
- 5 ☐ Umudugudu official

129c. What was the result of the request?

- 1 ☐ Prompt action taken
- 2 ☐ Delayed action taken
- 3 ☐ No action taken

130. Are you satisfied with the responsiveness of officials in your district to requests about water services?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

131. Are you satisfied with your drinking water service?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.131b
- d ☐ Don't know

131a. If yes, how satisfied are you?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure

131b. If no, how dissatisfied are you?

- 1 ☐ Completely dissatisfied
- 2 ☐ Partially dissatisfied
- 3 ☐ Neutral/Not sure

LOCAL ROAD CONDITIONS

Before I ask you about local roads, I would like to give you a definition of local roads that we want you to have in mind: Local roads are all the government-maintained roads in your district that your household uses.

132. What type of road connects your household with other parts of the village/city?

- 1 ☐ Asphalt/cement paved
- 2 ☐ Brick
- 3 ☐ Stone
- 4 ☐ Dirt/clay
- 5 ☐ No road available

133. Have you made a request to a government official related to local road conditions in the past 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.135

133a. How urgent was the request?

- 1 ☐ Not urgent
- 2 ☐ Somewhat urgent
- 3 ☐ Very urgent

133b. Which government official(s) did you contact?

MARK ALL THAT APPLY
- 1 ☐ National official
- 2 ☐ District official
- 3 ☐ Sector official
- 4 ☐ Cell official
- 5 ☐ Umudugudu official

133c. What was the result of the request?

- 1 ☐ Prompt action taken
- 2 ☐ Delayed action taken
- 3 ☐ No action taken

134. Are you satisfied with the responsiveness of officials in your district to requests about local road conditions?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

135. Are you satisfied with the maintenance of your local roads?

1 ☐ Yes
0 ☐ No → SKIP TO Q.135b
d ☐ Don't know

135a. If yes, how satisfied are you?

1 ☐ Completely satisfied
2 ☐ Partially satisfied
3 ☐ Neutral/Not sure

135b. If no, how dissatisfied are you?

1 ☐ Completely dissatisfied
2 ☐ Partially dissatisfied
3 ☐ Neutral/Not sure

136. Are you satisfied with construction of new local roads?

1 ☐ Yes
0 ☐ No → SKIP TO Q.136b
d ☐ Don't know

136a. If yes, how satisfied are you?

1 ☐ Completely satisfied
2 ☐ Partially satisfied
3 ☐ Neutral/Not sure

136b. If no, how dissatisfied are you?

1 ☐ Completely dissatisfied
2 ☐ Partially dissatisfied
3 ☐ Neutral/Not sure

WASTE COLLECTION

137. How do you dispose of your household garbage?

1 ☐ Burn
2 ☐ Bury
3 ☐ Dump without using an official collection area
4 ☐ Dump at an official collection area
5 ☐ Use as compost

138. Have you made a request to a government official related to your waste collection service in the past 12 months?

1 ☐ Yes
0 ☐ No → SKIP TO Q.140

139. Are you satisfied with the responsiveness of officials in your district to requests about waste collection services?

1 ☐ Yes
0 ☐ No
d ☐ Don't know

140. Are you satisfied with your waste collection services?

1 ☐ Yes
0 ☐ No → SKIP TO Q.140b
d ☐ Don't know

140a. If yes, how satisfied are you?

1 ☐ Completely satisfied
2 ☐ Partially satisfied
3 ☐ Neutral/Not sure

140b. If no, how dissatisfied are you?

1 ☐ Completely dissatisfied
2 ☐ Partially dissatisfied
3 ☐ Neutral/Not sure

EDUCATION SERVICES

141. How many children of school age (6 – 18) do you have?

|___|___| NUMBER

> IF "0," SKIP TO Q.147

142. How many of your children attend a government-run school?

|___|___| NUMBER

> IF "0," SKIP TO Q.147

143. How satisfied are you with the responsiveness of your child's school teachers and administrators to parental needs and requests?

1 ☐ Completely satisfied
2 ☐ Partially satisfied
3 ☐ Neutral/Not sure
4 ☐ Partially dissatisfied
5 ☐ Completely dissatisfied

144. Have you made a request to a government official related to public schools in the past 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.146

144a. How urgent was the request?

- 1 ☐ Not urgent
- 2 ☐ Somewhat urgent
- 3 ☐ Very urgent

144b. Which government official(s) did you contact?

MARK ALL THAT APPLY
- 1 ☐ National official
- 2 ☐ District official
- 3 ☐ Sector official
- 4 ☐ Cell official
- 5 ☐ Umudugudu official

144c. What was the result of the request?

- 1 ☐ Prompt action taken
- 2 ☐ Delayed action taken
- 3 ☐ No action taken

145. Are you satisfied with the responsiveness of officials in your district to requests about public school services?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

146. Are you satisfied with the quality of education at public schools in your village?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.146b
- d ☐ Don't know

146a. If yes, how satisfied are you?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure

146b. If no, how dissatisfied are you?

- 1 ☐ Completely dissatisfied
- 2 ☐ Partially dissatisfied
- 3 ☐ Neutral/Not sure

HEALTH SERVICES

147. What kind of health facility is most accessible for you?

- 1 ☐ A government-run facility
- 2 ☐ A privately run facility
- 3 ☐ Both types of facilities are accessible
- 4 ☐ Neither type of facilities is accessible

148. Have you made a request to a government official related to your health facilities in the past 12 months?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.150

148a. How urgent was the request?

- 1 ☐ Not urgent
- 2 ☐ Somewhat urgent
- 3 ☐ Very urgent

148b. Which government official(s) did you contact?

MARK ALL THAT APPLY
- 1 ☐ National official
- 2 ☐ District official
- 3 ☐ Sector official
- 4 ☐ Cell official
- 5 ☐ Umudugudu official

148c. What was the result of the request?

- 1 ☐ Prompt action taken
- 2 ☐ Delayed action taken
- 3 ☐ No action taken

149. Are you satisfied with the responsiveness of officials in your district to requests about health facilities?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

150. Are you satisfied with the quality of your local health facilities?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.150b
- d ☐ Don't know

150a. If yes, how satisfied are you?

- 1 ☐ Completely satisfied
- 2 ☐ Partially satisfied
- 3 ☐ Neutral/Not sure

150b. If no, how dissatisfied are you?

- 1 ☐ Completely dissatisfied
- 2 ☐ Partially dissatisfied
- 3 ☐ Neutral/Not sure

RWANDAN NATIONAL POLICE (COMPLAINT/COMMENDATION PROCEDURES)

The following section refers to the blue boxes that were installed by the Rwandan National Police, to provide a public place for citizens to submit commendations or complaints regarding police behavior. There are currently approximately 200 blue boxes in 25 districts.

151. Are you aware of the blue boxes installed in public areas for citizens to post complaints/commendations about local police?

    1 ☐ Yes
    0 ☐ No → SKIP TO Q.167

152. Have you seen any of these blue boxes?

    1 ☐ Yes
    0 ☐ No

153. Is there a blue box that you feel is conveniently accessible to you?

    1 ☐ Yes
    0 ☐ No

154. About how close is the nearest blue box to your home?

    Distance: |___|,|___|___|___| Meters

155. How many blue boxes are within 5km of your home?

    |___|___| NUMBER

156. Have you seen or received any information about what the blue boxes are for and/or how citizens can use them?

    1 ☐ Yes
    0 ☐ No

156a. How did you obtain this information?

    1 ☐ Information posted by the blue box
    2 ☐ Information posted on a public notice board
    3 ☐ Pamphlet
    4 ☐ Radio
    5 ☐ Television
    6 ☐ Newspaper
    7 ☐ Conversations with people
    8 ☐ Other *(Specify)*
    _____
    d ☐ Don't know

157. Do you know anyone who has used a blue box?

    1 ☐ Yes
    0 ☐ No

158. Have you ever used a blue box?

    1 ☐ Yes
    0 ☐ No

159. Do you have to include your name on the blue box submission form?

    1 ☐ Yes
    0 ☐ No
    d ☐ Don't know

160. Have you ever wanted to use a blue box but felt that you were not able to do so?

    1 ☐ Yes
    0 ☐ No

160a. Why were you not able to use the blue box?

    1 ☐ The box was located in too public a place (you did not wish others to see you)
    2 ☐ The box was too far away
    3 ☐ You felt that the document you submitted would not be anonymous (the police would be able to identify you by the document)
    4 ☐ Other reason *(Specify)*
    _____
    d ☐ Don't know

161. Do you think that police officials read the complaints and commendations submitted through the blue boxes?

    1 ☐ Yes
    0 ☐ No
    d ☐ Don't know

162. Do you think that police officials respond to the complaints and commendations submitted through the blue boxes?

    1 ☐ Yes
    0 ☐ No
    d ☐ Don't know

RWANDAN NATIONAL POLICE (CONFIDENCE IN POLICE)

163. Do you believe that complaints/ commendations from blue boxes have improved RNP responsiveness to citizens?

    1 ☐ Yes
    0 ☐ No
    d ☐ Don't know

163a. If yes, how has the RNP responsiveness improved?

    1 ☐ A little improvement
    2 ☐ Some improvement
    3 ☐ A large improvement

164. Do you believe that complaints/commendations from blue boxes have decreased RNP corruption?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

164a. If yes, to what extent has corruption decreased?

- 1 ☐ A little reduction
- 2 ☐ Some reduction
- 3 ☐ A large reduction

165. If you submitted a complaint or commendation to the RNP, do you think your information would be taken seriously?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

165a. If yes, how likely do you think it is that your information would be taken seriously?

- 1 ☐ Very likely
- 2 ☐ Likely
- 3 ☐ Not very likely
- 4 ☐ Not at all likely
- d ☐ Don't know

166. Do you believe that the blue boxes have improved your ability to communicate your opinions to the RNP?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

166a. If yes, how much has your ability to communicate your opinions to the RNP improved?

- 1 ☐ Very little
- 2 ☐ Somewhat
- 3 ☐ Very much

167. Do you believe that the RNP punishes police officers who engage in corruption or commit other crimes?

- 1 ☐ Yes
- 0 ☐ No
- d ☐ Don't know

168. Do you think the RNP would enforce the law if a local government official committed a serious crime?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.168b
- d ☐ Don't know

168a. If yes, how likely is that enforcement?

- 1 ☐ Very likely
- 2 ☐ Somewhat likely

168b. If no, how unlikely is that enforcement?

- 1 ☐ Very unlikely
- 2 ☐ Somewhat unlikely

169. Do you think that the RNP would enforce the law if you committed a serious crime?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.169b
- d ☐ Don't know

169a. If yes, how likely is that enforcement?

- 1 ☐ Very likely
- 2 ☐ Somewhat likely

169b. If no, how unlikely is that enforcement?

- 1 ☐ Very unlikely
- 2 ☐ Somewhat unlikely

170. Do you think the RNP would enforce the law if you did not pay tax on some of your income?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.170b
- d ☐ Don't know

170a. If yes, how likely is that enforcement?

- 1 ☐ Very likely
- 2 ☐ Somewhat likely

170b. If no, how unlikely is that enforcement?

- 1 ☐ Very unlikely
- 2 ☐ Somewhat unlikely

171. Are you confident that the RNP would protect you and your family from crime?

- 1 ☐ Yes
- 0 ☐ No → SKIP TO Q.171b
- d ☐ Don't know

171a. If yes, how confident are you?

- 1 ☐ Very confident
- 2 ☐ Somewhat confident

171b. If no, to what extent are you not confident?

1 ☐ Not at all confident

2 ☐ Not very confident

172. To what extent do you agree or disagree that the RNP force is:

172a. Fair – actions are impartial, and transparent

1 ☐ Strongly agree

2 ☐ Agree

3 ☐ Neither agree nor disagree

4 ☐ Disagree

5 ☐ Strongly disagree

d ☐ Don't know

172b. Honest – not subject to corruption

1 ☐ Strongly agree

2 ☐ Agree

3 ☐ Neither agree nor disagree

4 ☐ Disagree

5 ☐ Strongly disagree

d ☐ Don't know

172c. Consistent – actions are the same between different types of people

1 ☐ Strongly agree

2 ☐ Agree

3 ☐ Neither agree nor disagree

4 ☐ Disagree

5 ☐ Strongly disagree

d ☐ Don't know

172d. Effective enforcers of the law – police are respected by citizens

1 ☐ Strongly agree

2 ☐ Agree

3 ☐ Neither agree nor disagree

4 ☐ Disagree

5 ☐ Strongly disagree

d ☐ Don't know

173. If you had a complaint or commendation to report to the RNP today, how would you be *most* likely to communicate your information?

1 ☐ Putting a message in a blue box

2 ☐ Speaking directly with the police officer

3 ☐ Speaking with the police supervisor

4 ☐ Speaking with a local government official

5 ☐ Writing to a local government official

d ☐ Don't know

174. In general, are you satisfied with the service of the RNP?

1 ☐ Yes

0 ☐ No → SKIP TO Q.174b

d ☐ Don't know

174a. If yes, how satisfied are you?

1 ☐ Completely satisfied

2 ☐ Partially satisfied

3 ☐ Neutral/Not sure

174b. If no, how dissatisfied are you?

1 ☐ Completely dissatisfied

2 ☐ Partially dissatisfied

3 ☐ Neutral/Not sure

MATHEMATICA
Policy Research

Improving public well-being by conducting high-quality, objective research and surveys

Princeton, NJ ■ Ann Arbor, MI ■ Cambridge, MA ■ Chicago, IL ■ Oakland, CA ■ Washington, DC