

Research on Poverty Alleviation (REPOA),  
 Chr. Michelsen Institute (CMI)  
 and  
 Norwegian Institute for Urban and Regional  
 Research (NIBR)  
 Formative Process Research on the Local  
 Government Reform

Interviewer.....  
 Interviewee.....  
 Interview no.....  
 Date.....

**Survey of Citizens in Tanzania**

***Interviewer's introduction:*** *Good day. My name is .....I am from Research on Poverty Alleviation, an independent research organisation. I do not represent the government or any political party. We are studying the views of citizens in Tanzania about the impacts of the local government reform in the country. We would like to discuss these issues with a member of your household. The information obtained here will be treated strictly confidentially. The answers to these questions will be an important input when it comes to prescribing policies to improve the system.*

**Section I: Background information**

Village/Mtaa..... Ward.....  
 Council..... Region.....

1) Age of the respondent (years): .....

2) Gender:            1. M                            2. F

3) Marital status:    1. Married                    2. Divorced  
                               3. Widower                    4. Never married

4) Household size (number): .....

5) Are you born in this council? (*Interviewer names the case council in question*)

1. Yes                            2. No

(*If yes, go to question No. 7*)

6) If No on Q 5, how long have you lived in this council?

- 1.    0 - 1 years
- 2.    2 – 5 years
- 4.    6 – 9 years
- 5.    10 plus

7) Religion: 1. Christian      2. Muslim      3. Traditional      4. Other

Specify.....

8) Can you read and write?                      1. Yes                      2. No

9) What is the highest level of formal education you have attained? (*circle where appropriate*)

1. No formal school
2. Primary
3. Secondary (Form 1-4)
4. Secondary (Form 5-6)
5. College (after Form 4)
6. College (after Form 6)
7. University
8. Vocational/Adult education classes

10) What is your main occupation?

1. Self-employed, agriculture
2. Self-employed, trade and commerce (shops)
3. Self-employed, other (specify).....
4. Wage-employee, private sector
5. Wage employee, Government and parastatal
6. Wage employee, others (NGO, etc., specify).....
7. Unemployed

11) What is the principal source of income in your household? (*circle only one*)

1. Self-employed, agriculture
2. Self-employed, trade and commerce (shops)
3. Self-employed, other (specify).....
4. Wage-employee, private sector
5. Wage employee, Government and parastatal
6. Wage employee, other (NGO, etc., specify).....
7. Transfers from relatives

**Section II: Governance and participation**

*Interviewer's introduction:* We will now ask you some questions about good governance and how the local government functions in your view.

12) Have you or another person in your household been involved in any of the following?

	Yes	No
a. Village leadership/ward councillor	1	2
b. Participated in full council meetings	1	2
c. School committee member	1	2
d. Water management committee	1	2
e. Public works project committee	1	2
f. Preparation of the village/ward plan	1	2
g. TASAF-project committee	1	2
h. Member of primary co-operative society/farmers association	1	2
i. Member of agricultural/livestock extension contact group	1	2
j. Civic education programme	1	2
k. Local government reform training workshop	1	2

13) You may have heard about different government policies. Which of the following policies have you heard about? And where do you generally hear about these policies? (*First ask whether respondent has heard of the policy. If not, circle 2. If yes, circle 1 and read out the options, including 'other'. Don't prompt.*)

	Yes	No	Radio	News-papers	TV	Word of mouth	Service delivery point	NGO/CBO	Other: which?
1. Local government reform	1	2	3	4	5	6	7	8	9
2. Poverty reduction strategy	1	2	3	4	5	6	7	8	9
3. HIV/AIDS control	1	2	3	4	5	6	7	8	9
4. Anti-corruption	1	2	3	4	5	6	7	8	9
5. Privatisation	1	2	3	4	5	6	7	8	9
6. Education	1	2	3	4	5	6	7	8	9
7. Health	1	2	3	4	5	6	7	8	9
8. Water	1	2	3	4	5	6	7	8	9
9. Rural roads	1	2	3	4	5	6	7	8	9
10. Law and order	1	2	3	4	5	6	7	8	9
11. Taxation	1	2	3	4	5	6	7	8	9

*If 'other', specify.....*

14) Which statement in each pair corresponds more closely to your own views? (*Circle code 1 or 2 for each pair of statements*)

1. The government is really doing its best to improve public service delivery in the country	1	I have not seen much proof that the government is serious about improving services	2
2. The government is really	1	I have not seen much proof that	2

doing its best to fight poverty in the country		the government is serious about fighting poverty	
3. The government is really doing its best to fight corruption in the country	1	I have not seen much proof that the government is serious about fighting corruption	2
4. The local government reform are helping to improve service delivery	1	I have not seen evidence that LGR are helping to improve service delivery	2
5. The government cares its people in provision of services.	1	The government does not care much about people like us	2

15) The ongoing local government reform emphasises bottom-up planning and citizens' participation as key elements for good governance. Do you think the local government reform will lead to more popular participation in planning processes?

1. Yes                      2. No                      3. Don't know

(Specify if No).....

16) Opinions differ on who benefits from the local government reforms. Which statement corresponds closest to your own view? (*Read out the three options, don't prompt*).

<b>Overall, the local government reforms:</b>	
a. Have benefited all Tanzanians more or less equally	1
b. Have benefited a minority of Tanzanians; for most people life is more or less the same as before	2
c. Have benefited a minority of Tanzanians; while for most people life is harder than before	3

17) Have you in the last two years participated in a meeting with the Government or the Local Authority in order to discuss, or take action regarding any local public issue?

1. Yes                      2. No                      3. Don't know

18) Do you think that the new local government planning system will pay more attention than the previous system to people like yourself and your family?

1. Yes  
2. No  
3. No changes  
4. Don't know

19) Do you feel that you have influence, and that your views get through in the new planning system?

1. Yes  
2. No  
3. 50-50 (Average)  
4. Don't know

20) In your view, are people's concerns taken seriously by the council administration?

1. Yes
2. No
3. 50-50 (Average)
4. Don't know

21) Have you in the last two years seen any of the following information posted in a public place, for example, district council offices, ward office, village office, primary school, government health facility, or newspapers?

	Yes	No
1. Local government budgets	1	2
2. Taxes and fees collected in this area	1	2
3. Audited statement of council expenditure	1	2
4. Financial allocations to key sectors (e.g., to health, education, water, roads, etc.)	1	2
5. Posters on HIV/AIDS prevention	1	2
6. Guidance on how to report corruption/make an official complaint	1	2

22) If you have any difficulty with the local government or a local government official, with whom do you first seek assistance? (*circle only one option*)

1. The village chairperson
2. The mtaa/kitongoji leader
3. The ward councillor
4. The DED/MD/CD
5. Religious leaders
6. Representatives for NGOs/CBOs in this area
7. Other citizens here in this area/neighbourhood
8. Family
9. Other (specify).....
10. Don't know

23) What is your view on the village executive officer (VEO)?  
(*Circle only one option*)

1. They do as best they can
2. They harass people
3. They are corrupt
4. They are lazy
5. Don't know (specify).....
6. Other (specify).....

24) Was this also your view two years ago?

1. Yes
2. No
3. Don't know

(Specify if No).....

25) What is your view on the ward executive officer (WEO)?

*(Circle only one option)*

1. They do as best they can
2. They harass people
3. They are corrupt
4. They are lazy
5. Don't know (specify).....
6. Other (specify).....

26) Was this also your view two years ago?

1. Yes                      2. No                      3. Don't know

(Specify if No).....

27) What is your view of the council staff?

*(Circle only one option)*

1. They do as best they can
2. They harass people
3. They are corrupt
4. They are lazy
5. Don't know (specify).....
6. Other (specify).....

28) Was this also your view two years ago?

1. Yes                      2. No                      3. Don't know

(Specify if No).....

29) What is your view on the ward councillors?

*(Circle only one option)*

1. They do as best they can
2. They harass people
3. They are corrupt
4. They are lazy
5. Don't know (specify).....
6. Other (specify).....

30) Was this also your view two years ago?

1. Yes                      2. No                      3. Don't know

(Specify if No).....

31) What is your view on the village chair person/mtaa leader?

*(Circle only one option)*

1. They do as best they can
2. They harass people
3. They are corrupt
4. They are lazy

- 5. Don't know (specify).....
- 6. Other (specify).....

32) Was this also your view two years ago?

- 1. Yes
  - 2. No
  - 3. Don't know
- (Specify if No).....

33) What is your view on members of Parliament?  
(Circle only one option)

- 1. They do as best they can
- 2. They harass people
- 3. They are corrupt
- 4. They are lazy
- 5. Don't know (specify).....
- 6. Other (specify).....

34) Was this also your view two years ago?

- 1. Yes
  - 2. No
  - 3. Don't know
- (Specify if No).....

35) During the past two years, have you ever observed/informed an act of corruption by a public official?

- 1. Yes
- 2. No

36) During the past two years, have you or anyone in your household reported a corrupt act by a public official?

- 1. Yes
- 2. No

37) Do you know what process to follow in reporting an act of corruption by a public official?

- 1. Yes
- 2. No

38) In your view, do you think that corruption in this council is a serious problem?

- 1. Yes
- 2. 50-50 (average)
- 3. No
- 4. Don't know

39) Compared to two years ago, the corruption problem in this council today is:

- 1. Worse than before
- 2. No changes
- 3. Less than before
- 4. Don't know

40) Whom do you think corruption is mostly perpetuated by? (*Circle only one option*)

1. Ordinary citizens
2. Businesspeople
3. Local government officials
4. The police
5. Teachers
6. Health workers
7. Councillors
8. Village leaders
9. Others (specify) .....

41) Do you agree with the following statement? Corruption is natural occurrence and part of our daily life, so denouncing it is unnecessary:

1. Agree
2. Neither agree nor disagree (50-50)
3. Disagree
4. Don't know

42) Do you agree with the following statement? Corruption is a disease which we should all combat, denouncing every case that we know about:

1. Agree
2. Neither agree nor disagree (50-50)
3. Disagree
4. Don't know

43) Did you vote in the last village/kitongoji/mtaa elections?

1. Yes
2. No

*(If Yes go to question 45)*

44) If you did not vote in those elections, why? (*circle only one option*)

1. I wasn't interested
2. I was not informed about the election
3. I was impeded from voting
4. I had a political justification for not voting
5. My vote does not matter anyway
6. I was not old enough (below 18)
7. Other reason (specify).....

45) Did you vote in the last ward elections?

1. Yes
2. No

*(If Yes go to question 47)*

46) If you did not vote in those elections, why? (*Enter only one option*)

1. I wasn't interested



2. I was not informed about the election
3. I was impeded from voting
4. I had a political justification for not voting
5. My vote does not matter anyway
6. I was not old enough (below 18)
7. Other reason (specify).....

### III: Service delivery and compliance

*Interviewer's introduction:*

Now we would like to ask you some questions on local government services in this area.

47) Some people are *satisfied* with the quality and capacity of public services in this district/town. Others are *dissatisfied* with the public services. What is your opinion about the following services in this area?

	Satisfied	50/50	Dissatisfied	Don't know	None
Primary school	1	2	3	4	5
Secondary school	1	2	3	4	5
Dispensary	1	2	3	4	5
Health clinic	1	2	3	4	5
Water supply	1	2	3	4	5
Garbage collection	1	2	3	4	5
Sanitation	1	2	3	4	5
Market place	1	2	3	4	5
Road maintenance	1	2	3	4	5
Agricultural extension services	1	2	3	4	5
Electricity supply	1	2	3	4	5
Law and order	1	2	3	4	5

48) In your opinion, which of the following services have improved the most, the last two years?  
(Circle services given priority by respondent)

	Improved	Not improved
Primary school	1	2
Secondary school	1	2
Dispensary	1	2
Health clinic	1	2
Water supply	1	2
Garbage collection	1	2
Sanitation	1	2
Market place	1	2
Road maintenance	1	2
Agricultural extension services	1	2
Electricity supply	1	2
Law and order	1	2

49) In your opinion, which of the below public services is most important to improve? (*Circle only one based on respondent priority*)

	Priority
Primary school	1
Secondary school	2
Dispensary	3
Health clinic	4
Water supply	5
Garbage collection	6
Sanitation	7
Market place	8
Road maintenance	9
Agricultural extension services	10
Electricity supply	11
Law and order	12

50) What do you in general think of the quality of local government services today compared to two years ago?

1. Worse than before
2. About the same as before
3. Better than before
4. Don't know

51) In the last two years, have you noticed any significant changes in the quality of primary education?

	Improvement	No change	Deterioration	Don't know
a. Quality of school buildings	1	2	3	4
b. Number of classrooms	1	2	3	4
c. Performance of teachers	1	2	3	4
d. Number of teachers	1	2	3	4
d. Availability of textbooks	1	2	3	4
e. Availability of desks	1	2	3	4
f. Costs of schooling	1	2	3	4

52) More people send their children to primary school than before. Why do you think this is the case?

	Important reason	Not an important reason	Don't know
The quality of primary education has improved	1	2	3
People were mobilised by the government	1	2	3
School fees were abolished	1	2	3
People have more money than before	1	2	3

People recognise the importance of schooling	1	2	3
--	---	---	---

53) Do you have access to a health facility in this area?

	Yes	No
Government health care facility	1	2
Mission/BAKWATA/NGO health facility	1	2
Private health care facility	1	2

54) If Yes, on question 53): In the last two years, have you noticed any significant changes in the quality of health care?

	Improvement	No change	Deterioration	Don't know
<b>Government health care facilities</b>				
Cleanliness of health facility premises	1	2	3	4
Health staff politeness	1	2	3	4
Availability of drugs	1	2	3	4
Speed of treatment	1	2	3	4
Cost of treatment	1	2	3	4
<b>Mission/BAKWATA/NGO health care facilities</b>				
Cleanliness of health facility premises	1	2	3	4
Health staff politeness	1	2	3	4
Availability of drugs	1	2	3	4
Speed of treatment	1	2	3	4
Cost of treatment	1	2	3	4
<b>Private health care facilities</b>				
Cleanliness of health facility premises	1	2	3	4
Health staff politeness	1	2	3	4
Availability of drugs	1	2	3	4
Speed of treatment	1	2	3	4
Cost of treatment	1	2	3	4

55) In the last twelve months, have you received information about HIV/AIDS?

	Yes	No
On the radio?	1	2
On television?	1	2
In a newspaper or magazine?	1	2
From a wall poster?	1	2
From a government official	1	2
From a politician	1	2
From the village council/mtaa leader?	1	2

In a health centre/dispensary?	1	2
From an advertising board?	1	2
In a church or mosque?	1	2
From a dance/theatre troupe?	1	2
From an NGO/CBO?	1	2
From another source? (Specify) .....	1	2

56) If there has been any improvement in the service delivery in this area in recent years, to which factors can it be attributed to?

	Yes	No	Don't know
The Local Government Reform	1	2	3
Central government grants/support	1	2	3
Donors (specify)	1	2	3
TASAF	1	2	3
No Improvement	3		

Other (specify).....

57) Do you consider that tax revenues collected in this area are used to provide public services?  
(Circle only one)

1. Yes, most of it
2. Only partly
3. Not at all
4. Don't know

58) Do you agree with people who say they will not pay taxes until they get better services from the Council in return? (Circle only one)

1. Agree
2. Neither agree nor disagree (50-50)
3. Disagree
4. Don't know

59) Would you be willing to pay more taxes if the public services were improved?

1. Yes
2. No
3. Don't know

60) Do you think people should contribute to better social services through more self-help activities?

1. Agree
2. Neither agree nor disagree (50-50)
3. Disagree
4. Don't know



3. Ward executive officer (WEO)
4. Council staff
5. The ward councillor
6. Public notes
7. Newspapers
8. Other (specify).....

Procedures of collecting taxes and user charges

*Interviewer's introduction:*

We will now ask you a few questions on the way tax collection is carried out.

68) Do you receive a receipt from the office or collector when you pay taxes and user charges?

1. Never
2. Sometimes
3. Always
4. Don't pay taxes

69) If (and when) you receive a receipt, is the receipt you receive on the same amount that you paid?

1. Higher
2. The same
3. Lower
4. Not applicable

70) Do you know someone in the neighbourhood who doesn't pay taxes and user charges?

1. Many persons
2. Only some persons
3. No one at all
4. Don't know

71) Are you asked or need to pay public officials some money unofficially?

	Never	Occasionally	Often
a. To get access to public schools?	1	2	3
b. To get access to public health services?	1	2	3
c. get connected to public services (e.g., electricity, telephone, etc.)?	1	2	3
d. To get licences and permits?	1	2	3
e. When dealing with taxes and tax collection?	1	2	3
f. Other (specify)? .....	1	2	3

72) This district faces problems of collecting taxes and user charges. Whom do you consider is *most to blame* for the poor collection of taxes and charges in this area?

	Agree	50-50	Disagree	Don't know	No views
a. Taxpayers/fee payers	1	2	3	4	5
b. Tax collectors/fee collectors	1	2	3	4	5
c. Local government elected leaders	1	2	3	4	5
d. Licences and permits officers	1	2	3	4	5
e. Council employees	1	2	3	4	5
f. Central government authorities/TRA	1	2	3	4	5
g. Parliamentarians	1	2	3	4	5
h. Other (specify).....	1	2	3	4	5

73) What do you consider is the *major problem* in collection of taxes and user charges?  
 (Circle each factor only once on a scale from 1 to 4, with 1=agree; 2=50-50; 3=disagree; 4=don't know).

	Agree	50-50	Disagree	Don't know	No view
a. Too many taxes/fees	1	2	3	4	5
b. Too high rates	1	2	3	4	5
c. Taxpayers are unwilling to pay	1	2	3	4	5
d. Taxes are not spent on public services	1	2	3	4	5
e. Collectors are dishonest	1	2	3	4	5
f. Collectors harass people	1	2	3	4	5
g. Local government elected leaders are dishonest	1	2	3	4	5
h Parliamentarians are dishonest	1	2	3	4	5

74) Do you agree with people who say that almost every taxpayer would cheat to some extent if he thought he could get away with it? *Circle only one)*

1. Agree
2. 50 - 50
3. Disagree
4. Don't know

75) What do you think is the major reason why some people pay taxes?

*(Circle only one option)*

1. They have no opportunity to evade
2. They anticipate public services
3. They feel obligations towards the Government
4. They will avoid disturbances
5. Other (specify).....
6. Don't know

76) What is your general view of tax collectors?

*(Circle only one option)*

1. They do as best they can
2. They harass people
3. They are corrupt
4. They are lazy
5. No views
6. Other (specify).....

77) Was this also your view two years ago?

1. Yes                      2. No                      3. Don't know

(Specify if No).....

78) **Where** do you think the money you pay in taxes or user charges is **least** likely to be misused?

*(Circle only one option)*

1. If paid to village authorities
2. If paid to ward office
3. If paid to council authorities
4. If paid directly to service facility (primary school, health unit, etc.)
5. If paid to central government through Tanzania Revenue Authority (TRA)
6. Does not matter, tax money will be misused in any case
7. Don't know

79) **Whom** do you think is **least** likely to misuse the money you pay in taxes or user charges?

*(Circle only one option)*

1. The village authorities
2. The ward office
3. The council authorities
4. The Parliamentarians (central government politicians)
5. The people receiving the money in the service facility (teachers, doctors etc)
6. The Tanzania Revenue Authority (TRA) collectors
7. Don't know
8. Other                      (specify).....

80) In your opinion, would it help to **reduce** the misuse of the money you pay in taxes or user charges if you took the following action?



	Yes	No	Don't know
a. Report the case to village authorities	1	2	3
b. Report the case to ward office	1	2	3
c. Report the case to council authorities	1	2	3
d. Report the case to the police	1	2	3
e. Report the case to (inform) the Member of Parliament	1	2	3
f. Inform the political party leaders	1	2	3
g. Inform a journalist about misuse	1	2	3
h. Other measures (specify).....	1	2	3

If No to (a-h); specify reasons .....

81) Have you yourself taken any of the actions we have just talked about within the last two years?

1. Yes                      2. No

(Specify).....

82) Do you know someone who has taken any of the actions mentioned above within the last two years?

1. Yes, many persons              2. Yes, only some persons  
3. No one at all                      4. Don't know

(Specify) .....

83) If No one on Question 82), why do people not take action? (*Circle only one option*)

1. People do not know what to do  
2. People are scared of repercussions  
3. People think it will not work anyway  
4. Don't know

84) Which of the following measures do you think would help to improve the use of the money you pay in taxes or user charges?

	Agree	50-50	Disagree	Don't know
More information to the public about how much money is collected	1	2	3	4
More information to the public on how revenues are used	1	2	3	4
Stronger punishment of government employees that	1	2	3	4

misuse funds				
Stronger punishment of politicians that are responsible for misuse of funds	1	2	3	4
More involvement of the police in tax collection	1	2	3	4
More involvement of the military in tax collection	1	2	3	4
More fundamental changes than those we have talked about above (specify).....	1	2	3	4

*Interviewer's final comments:*

This was the last question. Thank you very much for your kind assistance in answering our questions.