

Research on Poverty Alleviation (REPOA),

and

Chr. Michelsen Institute (CMI)

Formative Process Research on the Local  
Government Reform

Interviewer.....

Interviewee.....

Interview no.....

Date.....

### Survey of Citizens in Tanzania\_ September 2006

***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           5. Co-habitation

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 (up to Class 8)
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. Student
8. 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
8. Student loan/scholarship
9. Pension funds

**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) When did the Village/Mtaa Assembly last meet? (*Do not read options, just tick the answer*)

1. Yes, less than three months ago
2. Yes, less than half a year ago
3. Yes, less than a year ago
4. Not in the last year
5. Other (specify\_\_\_\_\_)
6. I don't know

14) When did you last attend the Village/Mtaa Assembly? (*Do not read options, just tick the answer*)

1. Within the last three months ago
2. Within the last half a year ago
3. Within the last year
4. More than a year ago
5. Other (specify\_\_\_\_\_)
6. I have never attended

15. Please indicate which topics were discussed (*Do not read options, just tick the answer*)

1. Village/Mtaa financial issues
2. Village/Mtaa plans, such as O & OD
3. Visits of dignitaries
4. Awareness raising
5. Other (specify\_\_\_\_\_)
6. I don't remember

16. Did you say anything at the meeting? (*Do not read options, just tick the answer*)

1. Yes, I asked a question
2. Yes, I disagreed with something that was said or presented
3. Yes, I made a suggestion
4. Other (specify\_\_\_\_\_)
5. No
6. I don't remember

17. Did you receive an answer? (*Do not read options, just tick the answer*)

1. Yes, my question/argument was answered
2. There was an answer, but not a satisfactory one
3. No, I received no answer
4. Other (specify\_\_\_\_\_)

18. Do you think people have a say in Village/Mtaa Assembly meetings? (*Do not read options, just tick the answer*)

1. Yes, it is a democratic forum that is owned by the people in the village
2. Sometimes, if you have a strong case and it is presented well
3. It is very rare that non-leaders can have an impact on decision making
4. Village/Mtaa Assembly meetings are only for leaders to speak and for people to listen
4. Other (specify\_\_\_\_\_)

19) 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 (Decentralisation by Devolution)	1	2	3	4	5	6	7	8	9
2. Poverty reduction strategy (MKUKUTA)	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. Tax reform	1	2	3	4	5	6	7	8	9

If 'other', specify.....

20) 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 doing its best to fight poverty in the country	1	I have not seen much proof that the government is serious about fighting poverty	2
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 is helping to improve service delivery	1	I have not seen evidence that LGR are helping to improve service delivery	2
5. The government cares about the people	1	The government does not care much about people like us	2

21) 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 participation from ordinary people in the planning processes?

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

(Specify if No).....

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

<b>Overall, the local government reform:</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
d. Made no difference	4

23) 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

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

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

25) Do you feel that you have influence, and that your views get through in the new bottom-up planning system?

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

26) 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

27) Have you in the last two years seen or received any of the following information in a public place, for example, district council offices, ward office, village office, primary school, government health facility, public notice boards, or newspapers? *If Yes, please specify where.*

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

complaint				
7. Village or Ward allocations of Capital Development Grants	1	2	3	4
8. Village or Ward allocations Recurrent Grants	1	2	3	4
9. Allocation to schools in your locality	1	2	3	4
10. Allocations to health facility in your locality	1	2	3	4

28) 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/Mtaa chairperson
2. The kitongoji leader
3. The ward councillor
4. The Council chairperson/Mayor
5. The Village/Mtaa Executive Officer (VEO/MEO)
6. The Ward Executive Officer (WEO)
7. The DED/MD/CD
8. Religious leaders
9. Representatives for NGOs/CBOs in this area
10. Inform journalist
11. Other citizens here in this area/neighbourhood
12. Family
13. Other (specify).....
14. Don't know

29a) Do you know who is the VEO/MEO in your area?                      1. Yes                      2. No

29b) If Yes on 29a), have you had any interaction with your VEO/MEO in the past one (1) year?

1. Yes                      2. No

30) What is your view on the village/Mtaa executive officer (VEO/MEO)?  
(*Circle only one option*)

1. He/she does as best he/she can
2. He/she harasses people
3. He/she is corrupt
4. He/she is lazy
5. He/she does not listen to people
6. He/she is inexperienced
7. Don't know (specify).....
8. Other (specify).....

31) Was this also your view two years ago?

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

(Specify if No).....

32a) Do you know who is the WEO in your area?                      1. Yes                      2. No

32b) If Yes on 32a), have you had any interaction with your WEO in the past one (1) year?

1. Yes                      2. No

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

(Circle only one option)

- 1. He/she does as best he/she can
- 2. He/she harasses people
- 3. He/she is corrupt
- 4. He/she is lazy
- 5. He/she does not listen to people
- 6. He/she is inexperienced
- 7. Don't know (specify).....
- 8. Other (specify).....

34) Was this also your view two years ago?

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

(Specify if No).....

35a) Do you know any council staff in this Council (interviewer name the LGA), for instance, DED, MO, CDO, Treasurer, etc?

- 1. Yes
- 2. No

35b) If Yes on 35a), have you had any interaction with any council staff in the past one (1) year?

- 1. Yes
- 2. No

Explain briefly: .....

36) What is your view of the council staff?

(Circle only one option)

- 1. He/she does as best he/she can
- 2. He/she harasses people
- 3. He/she is corrupt
- 4. He/she is lazy
- 5. He/she does not listen to people
- 6. He/she is inexperienced
- 7. Don't know (specify).....
- 8. Other (specify).....

37) Was this also your view two years ago?

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

(Specify if No).....

38a) Do you know who is the elected councillor in your ward?

- 1. Yes
- 2. No

38b) If Yes on 38a), have you had any interaction with him or her in the past one (1) year?

- 1. Yes
- 2. No

39) What is your view on the ward councillor from this ward?  
(Circle only one option)

1. He/she does as best he/she can
2. He/she harasses people
3. He/she is corrupt
4. He/she is lazy
5. He/she does not listen to people
6. He/she is inexperienced
7. Don't know (specify).....
8. Other (specify).....

40) Was this also your view two years ago?

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

41a) Do you know who is the Chairperson/Mayor of this council?                      1. Yes                      2. No

41b) If Yes on 41a), have you had any interaction with him or her in the past one (1) year?

1. Yes                      2. No

42) What is your view on the Chairperson/Mayor of this council?  
(Circle only one option)

1. He/she does as best he/she can
2. He/she harasses people
3. He/she is corrupt
4. He/she is lazy
5. He/she does not listen to people
6. He/she is inexperienced
7. Don't know (specify).....
8. Other (specify).....

43) Was this also your view two years ago?

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

44a) Do you know who is the village/mtaa chair person?                      1. Yes                      2. No

44b) If Yes on 44a), have you had any interaction with him or her during the past one (1) year?

1. Yes                      2. No



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

*(Circle only one option)*

1. He/she does as best he/she can
2. He/she harasses people
3. He/she is corrupt
4. He/she is lazy
5. He/she does not listen to people
6. He/she is inexperienced
7. Don't know (specify).....
8. Other (specify).....

46) Was this also your view two years ago?

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

47a) Do you know the name of the Member of Parliament that represents your constituency?

1. Yes                      2. No

47b) If Yes on 47a), what is his/her name? .....

48) Have you had any interaction with him or her during the past one (1) year?

1. Yes                      2. No

49) What is your view on the Member of Parliament from this constituency?

*(Circle only one option)*

1. He/she does as best he/she can
2. He/she harasses people
3. He/she is corrupt
4. He/she is lazy
5. He/she does not listen to people
6. He/she is inexperienced
7. Don't know (specify).....
8. Other (specify).....

50) Was this also your view two years ago?

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

(Specify if No).....

51) During the past two years, have you or anyone in your household personally observed an act of corruption by a local public official?

1. Yes  
2. No

52) During the past two years, have you or anyone in your household been informed from others an act of corruption by a local public official?

- 1. Yes
- 2. No

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

- 1. Yes
- 2. No

54) 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. To 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

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

- 1. Yes
- 2. No

56) 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

57) 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

58) 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) .....

59) 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

60) 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

61) Did you vote in the last village/kitongoji/mtaa election?

1. Yes
2. No

*(If Yes, go to question 63)*

62) If you did not vote in that election, 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. It is not worth the time and effort as my vote makes no difference anyway
6. I was not old enough (below 18)
7. Other reason (specify).....

63) Did you vote in the last general election?

1. Yes
2. No

*(If Yes, go to question 55)*

64) If you did not vote in that election, 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. It is not worth the time and effort as my vote makes no difference 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.

65) 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	Somehow 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
District hospital	1	2	3	4	5
Water supply	1	2	3	4	5
Garbage collection	1	2	3	4	5
Sewage	1	2	3	4	5
Street cleaning	1	2	3	4	5
Public toilets	1	2	3	4	5
Bus stand services	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

66) In your opinion, which of the following services have improved, 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
District hospital	1	2
Water supply	1	2
Garbage collection	1	2
Sewage	1	2
Street cleaning	1	2
Public toilets	1	2
Bus stand services	1	2
Market place	1	2
Road maintenance	1	2
Agricultural extension services	1	2
Electricity supply	1	2
Law and order	1	2

67) In your opinion, which one of the following services has improved the most, the last two years?  
(Circle only one service as mentioned by respondent).

	Improved	Not improved
Primary school	1	2
Secondary school	1	2
Dispensary	1	2
Health clinic	1	2
District hospital	1	2
Water supply	1	2
Garbage collection	1	2
Sewage	1	2
Street cleaning	1	2
Public toilets	1	2
Bus stand services	1	2
Market place	1	2
Road maintenance	1	2
Agricultural extension services	1	2
Electricity supply	1	2
Law and order	1	2

68) 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

69) 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
g. Access to primary school	1	2	3	4

70) 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
Easier access to the school	1	2	3

71) In the last two years, have you noticed any significant changes in the quality of secondary 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
g. Access to secondary school	1	2	3	4

72) More people send their children to secondary 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
Easier access to the school	1	2	3

73) 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

74) If Yes, on question 73): 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

75) 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

76) 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
Local Government Development Grant (LGCDG)	1	2	3
Donors (specify)	1	2	3
TASAF	1	2	3
No Improvement	1	2	3
Other (specify).....	1	2	3

#### Section IV: Finances and financial management

*Interviewer's introduction:* We will now ask you a few questions about taxes and user fees. We are particularly interested in hearing your views about how the local government tax system works and the problems facing taxpayers in this area.

77a) Have you paid any taxes, fees or user charges in the last two years?

1. Yes

2. No

77b) If Yes on question 77a), specify what types (*Interviewer only ticks answer in the correct cells*)

<i>Revenue sources</i>	<i>Central government</i>	<i>Council sources</i>	<i>Ward sources</i>	<i>Village/mtaa sources</i>	<i>Service facility</i>
1. Personal income tax	1				
2. Business (corporate) income tax	2				
3. VAT	3				
4. Customs duty	4				
5. Excise duty	5				
6. Gate toll		6			
7. Stamp duty	7				
8. School contributions					8
9. Health costs sharing fee/CHF					9
10. Property tax		10			
11. City Service Levy		11			
12. Business licence		12			
13. Guest house/hotel levy		13			
14. Market fees		14			
15. Agricultural cess		15			
16. Garbage collection/sewage fee					16
17. Bus stand fee		17			
18. Water fee		18			
19. Electricity bill					19
20. Forest harvest fee		20			
21. Quarrying and sand mining fee		21			
22. Fishing levy		22			
23. Parking fee		23			
24. Guarding fee (sungusungu)		24			
25. Guns/arms tax				22	
26. Mwenge torsch contributions	26				
27. Other (specify).....					



78) Would you have answered the same on question 68) two years ago?

1. Yes

2. No

79) If No on question 78), why?

Please explain: .....

80a) Are there any taxes, fees or user charges that you think **you** should be paying, but which you don't regularly pay?

80b) If Yes, specify what types (*Interviewer ticks in the correct cells*):

<i>Revenue sources</i>	<i>Central government</i>	<i>Council sources</i>	<i>Ward sources</i>	<i>Village/mtaa sources</i>	<i>Service facility</i>
1. Personal income tax	1				
2. Business (corporate) income tax	2				
3. VAT	3				
4. Customs duty	4				
5. Excise duty	5				
6. Gate toll		6			
7. Stamp duty	7				
*8. School contributions					8
9. Health costs sharing fee/CHF					9
10. Property tax		10			
11. City Service Levy		11			
12. Business licence		12			
13. Guest house/hotel levy		13			
14. Market fees		14			
15. Agricultural cess		15			
16. Garbage collection/sewage fee					16
17. Bus stand fee		17			
18. Water fee		18			
19. Electricity bill					19
20. Forest harvest fee		20			
21. Quarrying and sand mining fee		21			
22. Fishing levy		22			
23. Parking fee		23			
24. Guarding fee (sungusungu)		24			
25. Guns/arms tax				22	
26. Mwenge torsch contributions	26				
27. Other (specify).....					

81) Are you aware of any recent changes in the local government tax system?

1. Yes                                      2. No

If Yes, please specify:.....

82) Have you been informed that the Government has abolished Development levy?

1. Yes                                      2. No

83a) Do you agree with the Government’s decisions to abolish Development Levy as a local government tax?

1. Yes                                      2. No                                      3. No view

83b) If Yes, specify how do you think the lost revenues from Development Levy could be filled:

Increase taxes on businesses	1
Increase taxes on individuals	2
Increase grants/support from the central government	3
More money from the donors	4
Local government should spend less money	5
Other (specify).....	6

84) 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

85) Are you satisfied with the way public resources (taxes, grants, contributions, donor money, etc) are spent by various levels of the local government authority? (Interviewer reads out the options. Don't prompt.)

	Satisfied	Somehow satisfied (50-50)	Not satisfied	Don't know
Kitongoji spending	1	2	3	4
Village/Mtaa spending	1	2	3	4
Ward spending	1	2	3	4
Council spending	1	2	3	4

86) If not satisfied or only somehow satisfied (50-50) on question 85), give reasons for dissatisfaction:

	I see no results	Corruption	They give no information	This is what I hear	Don't know
Kitongoji spending	1	2	3	4	5
Village/Mtaa spending	1	2	3	4	5
Ward spending	1	2	3	4	5
Council spending	1	2	3	4	5

87) 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

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

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

89) 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

90) What is your personal view on the level of taxes, fees and user charges in this area?

1. Too high
2. Reasonable
3. Too low
4. Don't know

91) Do you get any information on how much tax revenues, fees and user charges are collected in the area where you live?

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

(*If No go to question 93*)

92) If Yes on 91), from whom did you get the information?

1. Village/mtaa chairperson
2. Village/Mtaa executive officer (VEO/MEO)
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.

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

1. Never
2. Sometimes
3. Always
4. Don't pay any taxes, fees and user charges

94) 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

95) Do you know someone in the neighbourhood who is supposed to pay, but who doesn't pay taxes, fees and user charges?

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

96) Some people say that this council faces problems of collecting taxes and user charges. Whom do you consider is *to blame* for the poor collection of taxes and user charges in this area?

	Agree	50-50	Disagree	Don't know	No views
a. Taxpayers/fee payers who fail to pay local taxes and charges	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

97) 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

98) 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

99) What is the major reason why **You** pay your local taxes?  
*(Circle only one option)*

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

100) 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

101) Would you pay your local taxes if not paying would not result in any problems? (*Circle only one*)

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

102) Who collects local taxes, fees and charges in your area?

1. Local council staff
2. Councillors
3. Village/Mtaa chairperson
4. Village/Mtaa Executive Officer (VEO/MEO)
5. Ward Executive Officer (WEO)
6. Collection agents who are not council officials (for instance, private collection firms)
7. Tanzania Revenue Authority (TRA)
8. Other (specify).....
9. Don't know

103) To whom would you prefer to pay your local taxes, fees and charges?

1. Local council staff
2. Councillors
3. Village/mtaa chairperson
4. Village/mtaa Executive Officer (VEO/MEO)
5. Ward Executive Officer (WEO)
6. Collection agents who are not council officials (for instance, private collection firms)
7. Tanzania Revenue Authority (TRA)
8. Other (specify).....
9. Don't know

104) 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. They don't listen to people
6. They are inexperienced
7. Don't know (specify).....
8. Other (specify).....

105) Was this also your view two years ago?

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

Explain why if No:.....

106) **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. If paid to a private tax collection agency
- 7. Does not matter, tax money will be misused in any case
- 8. Don't know

107) **Whom** do you think is **least** likely to misuse the money you pay in taxes or user charges?  
*(Circle only one option)*

- 1. Kitongoji leader
- 2. Village/Mtaa chairperson
- 3. The Village/Mtaa Executive Officer
- 4. The Ward Executive Officer
- 5. The Council Executive Director
- 6. The ward councillor
- 7. The Parliamentarians (central government politicians)
- 8. The people receiving the money in the service facility (teachers, doctors etc)
- 9. The Tanzania Revenue Authority (TRA) collectors
- 10. Don't know
- 11. Other (specify).....

108) 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 .....

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

- 1. Yes
  - 2. No
- (Specify).....

110) 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) .....

111) If No one on Question 110), 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

112) 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 misuse funds	1	2	3	4
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.