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ANNEXURE A

QUESTIONNAIRE

FOR THE INHABITANTS OF THE URBAN COMMUNITIES OF MANZINI, NHLANGANO AND MANKAYIYANE

LOCAL GOVERNMENT IN SWAZILAND: REQUIREMENTS FOR COMPETENT GOVERNMENT IN URBAN AREAS

NAME OF THE LOCALITY ..............................
QUESTIONNAIRE

QUESTIONNAIRE FOR THE INHABITANTS OF THE URBAN AREAS OF MANZINI, NHLANGANO AND MANKAYIYANE - SWAZILAND

The series of questions and statements below are designed to obtain your opinion about the nature of governance and service delivery in your community with particular reference to the role of local government (city council or town council or Town board). You are kindly requested to indicate your opinion with an X in one of the boxes, immediately to the right. Confidentiality and anonymity are guaranteed. Do not write your name.

DEMOGRAPHIC DETAILS

1. Age of respondent

- 19-25  [ ]
- 26-35  [ ]
- 36-45  [ ]
- 46-55  [ ]
- 56 and above  [ ]
2. Sex

Male  [  ]
Female [  ]

4. Level of education?

None [  ]
Primary education [  ]
Secondary education [  ]
Tertiary level [  ]

PERFORMANCE BY LOCAL GOVERNMENT

A. Efficiency of local government services

1. Local government services in my community are:

- always delivered in an efficient manner [  ]
- sometimes delivered in an efficient manner [  ]
- rarely delivered in an efficient manner [  ]
- totally inefficient [  ]

2. The local government in my community:

- always delivers the services timeously [  ]
- sometimes delivers public services timeously [  ]
- never delivers services timeously [  ]

B. Effectiveness in local government services
3. Local government services in my community are:

- always delivered in an effective manner [ ]
- rarely delivered in an effective manner [ ]
- never delivered in an effective manner [ ]

4. Residents in my community are:

- very satisfied with the quantity and quality of municipal services [ ]
- rarely satisfied with the quantity and quality of municipal services [ ]
- never satisfied with the quality and quantity of municipal services [ ]

C. Economic utilisation of resources in local government

5. In my community the local government rates are:

- very high [ ]
- quite reasonable [ ]

6. Local government resources in my community are utilised:

- in an economic manner [ ]
- rarely in an economic manner [ ]
- never in an economic manner [ ]

D. Equity of services by the city council of Manzini
7. Residents in my community:

- have ready access to local government services [ ]
- mostly have ready access to local government services [ ]
- have difficulty in accessing local government services [ ]

8. The services rendered by local government in my community:

- fully address the needs of all residents [ ]
- moderately address the needs of poor sections of the community [ ]
- inadequately address the needs of the poor sections of the community [ ]
- do not address the needs of the poor section of the community [ ]

E. Value for money

9. The local residents in my community:

- receive value for money [ ]
- never receive value for money [ ]

GOVERNANCE

F. Accountability and transparency

10. Local government in my community:

- acts in a publicly accountable manner [ ]
- rarely acts in a publicly accountable manner [ ]
• never acts in a publicly accountable manner [ ]

11. Local government in my community:
• always provides annual financial and performance reports [ ]
• never provides annual financial and performance reports [ ]

12. Residents in my community:
• have easy access to information concerning council matters [ ]
• sometimes have access to information concerning council matters [ ]
• never have access to information about council matters [ ]

G. Responsiveness

13. The local government authority in my community:
• always meets the demands and expectations of the residents [ ]
• sometimes meets the demands and expectations of the residents [ ]
• never meets the demands and expectations of the residents [ ]

14. The local residents’ grievances in my community are:
• always fully addressed by local government [ ]
• sometimes adequately addressed by the local government [ ]
• never adequately addressed by the local government [ ]
15. The communication systems for addressing complaints from residents in my community are:

- clear [ ]
- not clear [ ]

H. Representativeness

16. The councillors in my community

- always consult their constituencies on council matters [ ]
- sometimes consult their constituencies regarding council matters [ ]
- never consult their constituencies regarding council matters [ ]

17. The residents in my community

- always get feedback from councillors regarding council matters [ ]
- sometimes get feedback from councillors regarding council matters [ ]
- never get feedback from the councillors regarding council matters [ ]

I. Participation

18. Local government in my community has:

- effective mechanisms for community participation [ ]
- moderately effective mechanisms for community participation [ ]
• no mechanisms for community participation

19. In my community the mechanisms for the accountability of councillors are:

• always efficient and effective
• inefficient and ineffective

J. Good leadership

20. The individuals who are elected councillors in my community:

• have leadership potential and/or good leadership skills
• lack leadership potential and/or good leadership skills

21. Those that are in leadership within local government in my community:

• always provide good leadership
• fail to provide good leadership

22. In the overall, residents in my community:

• Have mostly high respect for the integrity of local government
• Have some respect for the integrity of local government
• Have very little respect for the integrity of local government
• Have no respect for the integrity of local government
ANNEXURE B

QUESTIONNAIRE

QUESTIONNAIRE FOR KEY INFORMANTS – POLICY MAKERS IN THE PARENT MINISTRY, ADMINISTRATIVE STAFF IN LOCAL GOVERNMENT, AND COUNCILLORS

The series of questions and statements below are designed to obtain your opinion about the nature of governance and service delivery in your community with particular reference to the role of local government (city councils or town councils or Town boards. You are kindly requested to indicate your opinion with an X in one of the boxes, immediately to the right. Confidentiality and anonymity are guaranteed. Do not write your name.

Demographic Details

1. Age of respondent
   - Range of this

2. Sex
   - Male [ ]
   - Female [ ]

3. Marital status
   - Single [ ]
Married [ ]
Other, specify.........................

4. What is your level of education?

None [ ]
Primary education [ ]
Secondary education [ ]
High school [ ]
Tertiary level [ ]

1. Are local government services in your community delivered in an efficient manner?

2. What is your assessment of efficiency in service rendering in the Manzini City Council, Mankayane Town Board and Nhlangano Town Board?

........................................................................................................
........................................................................................................
........................................................................................................
........................................................................................................

3. Does the local government in your community have a strategic plan?

4. Does the local government in your community collect performance data (assess and evaluate performance)?

5. If yes how is the performance data utilized by the local government in your community and how?
........................................................................................................
........................................................................................................
........................................................................................................
........................................................................................................

6. Are the members of staff in your local government area assessed in relation to their performance?

7. Do members of staff in senior positions have performance based contracts?

8. Does the local government in your community make use of public-private partnerships (PPP's)?
9. In your local government what role do councillors play in ensuring good performance?

10. Are local government services in your community effective?

11. In your community what is the basis for local rating?

12. Are the resources in your local government utilized economically?:

Please elaborate

………………………………………………………………………………………………
………………………………………………………………………………………………
……………………………………………………………………………………………

13. Do residents in your local government have equal access to local government services? yes/no

If no what are the barriers to the equitable provision of local government services
………………………………………………………………………………………………
………………………………………………………………………………………………

14. Do local government services in your town/city address the needs of the poor sections of the community?

Please elaborate further
………………………………………………………………………………………………
………………………………………………………………………………………………

15 In your view are the residents getting true value for money?

Please elaborate
………………………………………………………………………………………………
………………………………………………………………………………………………
…………………
16. In your opinion are the councillors accountable to the people? Yes/No

Please elaborate

...........................................................................................................................................
...........................................................................................................................................

17. Does the local authority in your community meet the demands and grievances of residents?

18. Do the councillors in your community consult their constituencies regarding council matters?

19. Do the residents in my community always get feedback from councillors regarding council matters?

20. Does the local authority in your community have effective mechanisms for community participation?

21. Are there effective mechanisms to ensure the accountability of councilors?

In your local community do councilors have good leadership skills and do those in leadership always provide good leadership?

22 Internal and external Mechanisms for accountably in local government are:

- Always effective [ ]
- Usually effective [ ]
- Occasionally effective [ ]
- Rarely effective [ ]
- Completely ineffective [ ]

23 Citizens:

- Have a high respect for the integrity of the local government [ ]
- Have mostly high respect for the integrity of the local government [ ]
- Have some respect for the integrity of the civil service [ ]
- Have very little respect for the integrity of the local government [ ]
• Have no respect for the integrity of the local government