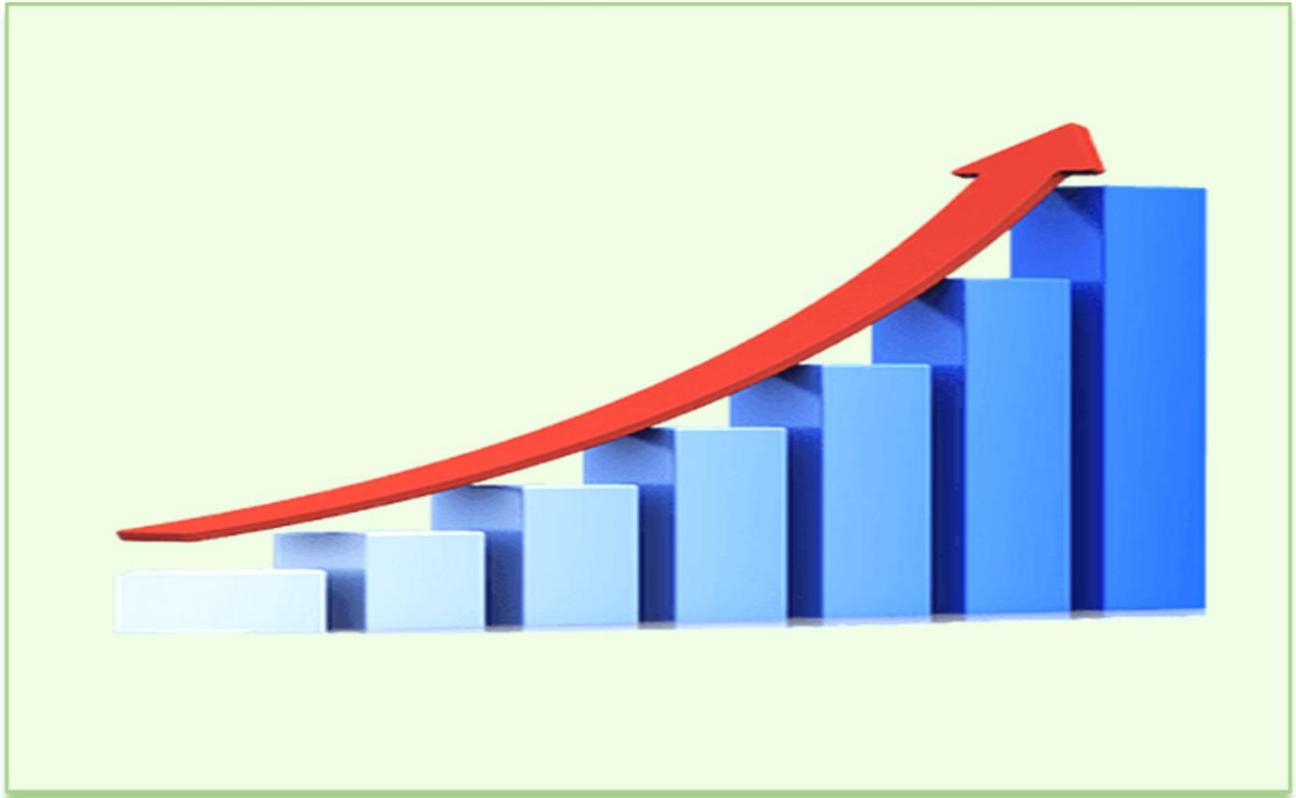


SECOND TIME

LOCAL NGO SATISFACTION SURVEY REPORT

'SUB-NATIONAL ADMINISTRATIONS' PUBLIC SERVICE DELIVERY'



GIZ-DECENTRALISATION AND ADMINISTRATIVE REFORM PROGRAMME

(2019-2022)

Prepared by the DAR Civic Engagement Team

March 2022

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Survey questionnaire and references

Link to survey questionnaire: https://dms.giz.de/dms/llisapi.dll/fetch-csui/2000/14004/23639/23806/3795014/139618688/139618697/279938479/315963651/Questionnaire-Eng-CSOs_Perception_Survey_on_Service_Delivery_by_District_Municipality_Administration_BTBLive_%2810%29.pdf?nodeid=318433346&vernum=-2

Link to ISAF Impact Evaluation by World Bank, EU & Australian Aid, Sept. 2020: <http://documents1.worldbank.org/curated/en/160501602104569616/pdf/Impact-Evaluation-of-Cambodia-Implementation-of-the-Social-Accountability-Framework.pdf>

Link to analysis of the data generated during ISAF phase I (2016-2018) by NCDD, World Vision, CARE and Save the Children: <https://www.wvi.org/publications/report/cambodia/review-citizen-generated-data-isaf-phase-i-2016-2018>

Abbreviations and acronyms

CAF	Community Accountability Facilitator
CBO	Community-based organisation
CPDD	Coalition for Partnership in Democratic Development
D&D	Decentralisation and Deconcentration
D/M	District Municipality
DMA	District Municipality Administration
ISAF	Implementation of the Social Accountability Framework
I4C	Information for citizens
DO	District Ombudsperson
C/S	Commune/Sangkat
NCDD	National Committee for Decentralisation and Deconcentration
NCDD-S	National Committee for Decentralisation and Deconcentration Secretariat
NP-SNDD	National Programme for Sub-national Democratic Development
SNA	Sub-national Administration

Chapter 1: Introduction

1.1 Background

To achieve the United Nations' Sustainable Development Goals (SDGs), particularly Goal 16 (Peace, Justice, and Strong Institutions), governments around the world, including the Royal Government of Cambodia (RGC), define their roles in improving public service delivery and institutional capacity at all levels.

In 2002, the Royal Government of Cambodia (RGC) approved and released the Law on Administration of Commune Sangkat (LACS). Soon after, in 2005, the Strategic Framework for Decentralisation and Deconcentration (D&D) was approved. A few years later, in May 2008, the RGC passed the Second Law on Administration of the Capital, Province, Municipality, District, and Khan (Organic Law) to direct provincial and district council elections, administration, and management of sub-national administration (SNA). The first provincial and district council elections were held twelve months later. Since then, the National Committee for the Management of Decentralisation and Deconcentration (NCDD) has been assigned the task of facilitating, implementing, and leading the development of various operational regulations and guidelines for provincial and district councils, and the National.

The 10-year National Programme for Sub-national Democratic Development (NP-SNDD 2010-2019) was developed and implemented to strengthen the roles and responsibilities of institutions at the national and the sub-national level to achieve good governance, to facilitate towards sustainable development and to contribute to poverty reduction. The RGC and its agencies, including Sub-National Administrations (SNAs), are directed by the Decentralisation and De-concentration (D&D) policies to guarantee that citizens have efficient access to public services close to their homes.

Over the course of the implementation of NP-SNDD from 2010 to 2019, GIZ has supported NCDD-S to achieve the programme goals, objectives and outcomes through various programme interventions such as EU-SPACE ('Strengthening Performance, Accountability and Civic Engagement', co-funded by the European Union; two phases; in total 2010-2016), EU-DAR (2016-2019) and DAR (2019-2022).

DAR's main goals are to encourage openness, public accountability, and citizen, community-based organization (CBO), and non-governmental organization (NGO) participation in policy development and decision-making processes. Furthermore, it aims to improve public services and engage individuals, CBOs, and NGOs in monitoring government institutions' service delivery at all level.

In light of the above context, as well as DAR's objectives and outcomes, DAR conducted two satisfaction surveys to determine the outcome and impact of public service delivery provided by District/Municipalities (D/M) in seven partner target D/M. The first survey was performed from March 1 to March 15, 2021, while the second survey was conducted from February 14 to February 28, 2022.

The second satisfaction survey is conducted to assess the feelings and perceptions of local NGOs that are members of the Coalition for Partnership in Democratic Development (CPDD). The

survey is interested in their participation in existing participation mechanisms and selected services delivered by SNAs including commune councils and District and Municipality (D/M).

1.2 Objective of the second survey

The objectives of the second survey are

- To assess local NGO staff perceptions of the social and administrative services provided by District and Municipality Administrations (DMAs) in the target area,
- To determine the satisfaction of local NGO staff with the social and administrative services provided by DMAs in the target area,
- To compare the following key indicators between the first and second surveys:
 - i-Civil Society Organizations' awareness and engagement with existing participation mechanisms,
 - ii-Satisfaction with services provided by SNAs to citizens during events, and
 - iii-Satisfaction with services offered by SNAs to citizens when they come to SNAs' offices.The CSOs' perceptions are based on selected determinants of satisfaction such as justice, equality, employee competency, access to information, and service delivery timeliness.
- To compare the results of the first and the second survey and to improve SNA service delivery, particularly in these specific areas.

1.3 Limitations of the survey

The study focuses on CPDD members working in Battambang (BTB) province whose geographical target area is mostly at the Commune and Sangkat (C/S) level. This leads to a relatively small sample size. The thus selected key informants are all involved in the work of DAR (based on a formalised cooperation).

Service delivery differs significantly between C/S and D/M level as well as from one sector to another. This second study is still focused on three sectors (administrative, health care and educational), paying special attention to the speed, quality, accessibility, staff competency, fairness and effort made in service delivery.

1.4 Structure of the report

The report is structured as follows:

- ❖ **Chapter 1** presents the introduction including 1.1 Background, 1.2 Objective of the survey, 1.3 Limitations of the survey and 1.4 Structure of the report;
- ❖ **Chapter 2** informs of the sample and survey methods in 2.1 Sampling & data collection, 2.2 Questionnaire, 2.3 Data processing;
- ❖ **Chapter 3** explains key findings of the survey. Findings will be used to compare with first survey and verify with the ISAF-I impact evaluation and ISAF-I data analysis (2016-2018) by World Vision International.
- ❖ **Chapter 4** summarises key findings of the second survey report and the report's discussion;
- ❖ **Chapter 5** is composed of the conclusion and recommendations.

Chapter 2: Sample and survey methodologies

2.1 Sampling and data collection

The Coalition for Partnership in Democratic Development (CPDD) is a non-profit, non-partisan coalition of local and international NGOs and individuals working on the issues of decentralisation and de-concentration in Cambodia. The network promotes collective voices and meaningful engagement of civil society with the government at all levels to strengthen democratic development.

DAR's Civic Engagement Team (CE team), in consultation with CPDD's members, conducted the second satisfaction survey to reflect on existing civic engagement mechanisms of SNAs including commune councils and D/Ms. A focus was placed on the use of NCDD's 'Technical Document on Civic Engagement' and the satisfaction levels of CPDD members.

This second survey was conducted online voluntarily and anonymously, the same process as the first survey. ASKALLO respondents were strictly not allowed to enter any data as free text allowing conclusions to be drawn about natural persons. If respondents did so, the specific questionnaires were deleted and were not evaluated. The data will not be passed on to any third parties.

The survey was conducted through the online platform 'ASKALLO' for data collection. ASKALLO is the default online data collection tool of GIZ.

A total of 73 local NGO staff (44 males, 29 females) were selected to participate in the survey including 18 directors/managers and 55 field officers from 13 selected local NGOs, which are all members of the NGO network (CPDD). All participating NGOs work in one to seven partner D/Ms in Battambang province. They were invited to participate in the online survey and asked about their perception of the social and administrative services provided by the respective D/M administrations. All selected local NGOs have at least two technical staff (director/manager and project officer/field staff).

Respondents' e-mail addresses were collected and verified and invitation links to access the survey questionnaire sent out to individual respondents. Furthermore, phone call and email reminders were sent out to enable highest possible participation.

From the selected local NGOs (73 local NGO staff), only 55 local NGO staff [22 males (40%), 33 females (60%)] including 15 directors/managers (27%) and 40 field officers (73%) were able to participate in this second survey. Invitees failing to participate may have not had internet access or may have been busy with their field work in remote areas. The survey was carried out over the period of 15 days (Feb 14-Feb 28, 2022).

Respondents participated in the first and second survey can be summarised in the table below:

Date of the survey conducted	Selected NGO staff	Respondents participated in the survey	Males	Females
First Survey (March-2021)	81	57 (70% of the total selected NGO staff)	26 (46%)	31 (54%)

Second Survey (Feb 2022)	73	55 (75% of the total selected NGO staff)	22 (40%)	33 (60%)
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Table 1: 2.1.1: Target District/Municipality

Target District/Municipality	# of respondents	% of respondents
1-Battambang municipality	31	56%
2-Moung Ruessei	28	51%
3-Thma Koul	28	51%
4- Bavel	23	42%
5-Kamrieng	21	38%
6-Banan	20	36%
7-Rotanak Mondul	9	16%

Table 2.1.1 indicates that 56 % of local NGOs participating in the second survey work in Battambang municipality, followed by Moung Ruessei (51%) and Thma Koul (51%), Bavel (42%), Kamrieng (38%), Banan (36%) and Rotanak Mondul less than 20%. The findings of the second survey are similar to the first survey, more than 50% of the local NGOs participated in the survey working in Battambang municipality and Thma Koul district but less than 40% of the local NGOs participated in the survey working in the remaining five districts.

Figure 2.1.2 Time respondents have engaged with administrative institutions

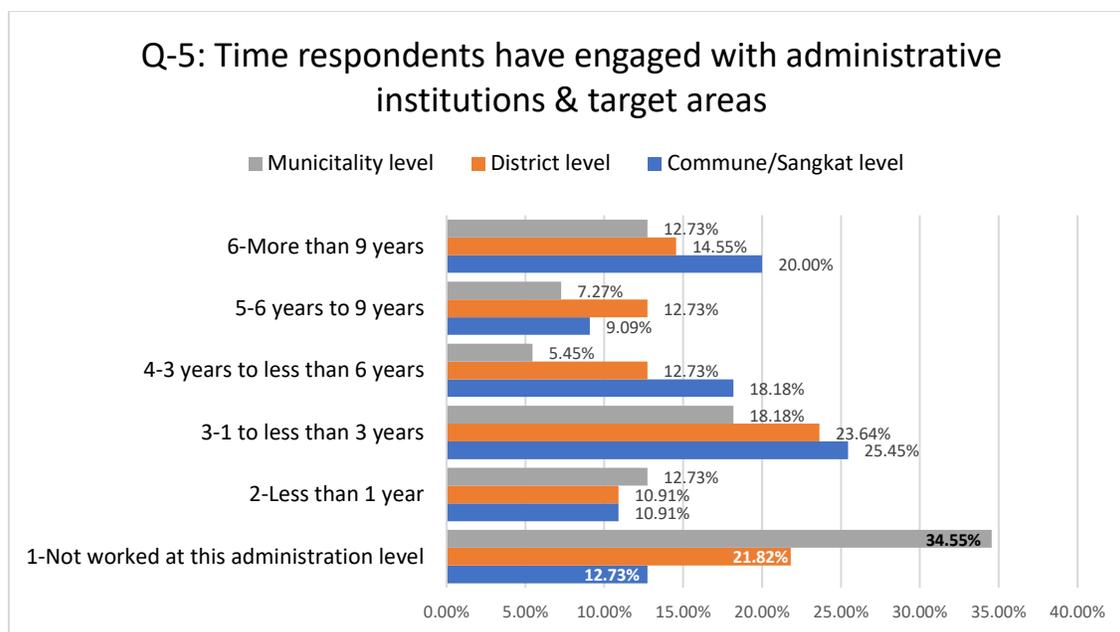


Figure 2.1.2 indicates that around 57 % of respondents reported that their organizations do not operate at D/M level, meaning that the target focus of these institutions’ interventions is at C/S level, mostly. In the first survey showed that around 70% of respondents said that their institutions do not operate at D/M level. In comparison between the two surveys, it means that around 13% of them reported their organizations started working more at DM level during the second survey time. The respondents said they have worked within the institutions mostly from three to more than 9 years.

2.2 Questionnaire

After the development of the research question, the DAR Civic Engagement (CE) team designed the questionnaire. Most of the questions are closed question including i) dichotomous question (‘yes’ or ‘no’ or ‘don’t know’), ii) multiple choice questions (respondents can choose more than one answer) and iii) scaling/rating questions (‘satisfy’ or ‘not satisfy’ or ‘very satisfy’). The questionnaire starts with broad questions and continues with specific questions. Moreover, questions and findings are organised in three thematic areas:

- ‘Awareness’ refers to knowledge of respondents regarding existing participation mechanisms;
- ‘Engagement’ discusses respondents’ participation in and benefit from existing participation mechanisms;
- ‘Satisfaction’ denotes the availability of public services and defines the perception of respondents regarding quality, speed, fairness, staff competency and staff effort of service delivery by SNAs at commune council and D/M levels.

2.3 Data processing

As mentioned in section 2.1 Sampling & data collection, the survey was conducted through an online platform, using ASKALLO as data collection programme. ASKALLO is the default online data collection tool of GIZ. For this survey, it was used from Feb 14 to Feb 28, 2022. The data sources

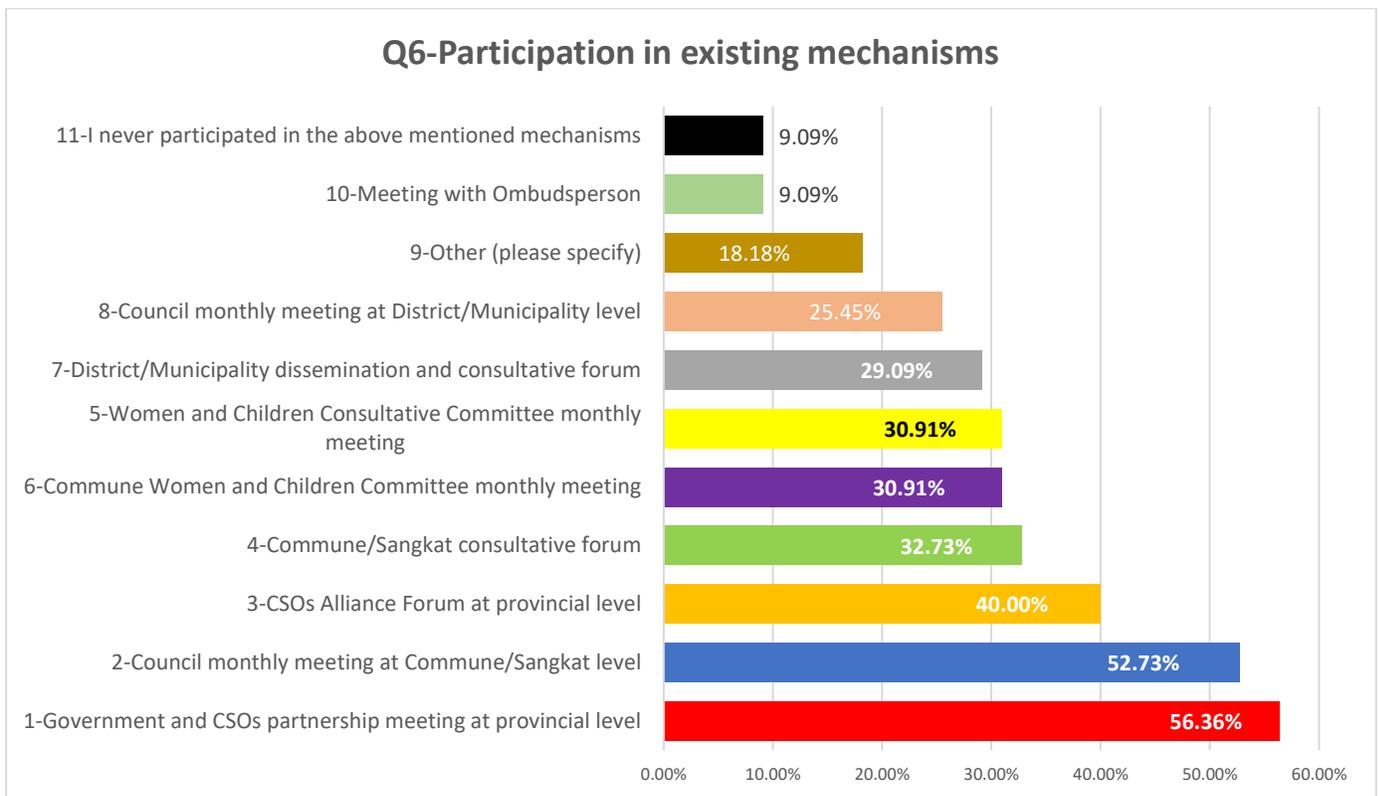
are stored on the ASKALLO platform. The platform allows for an online analysis of the survey, automatically calculating the absolute and relative value of the data. It also shows coding, statistical figures and graphs.

The data is also saved in an Excel format that can be exported and analysed offline. Two Excel files show the absolute and relative value of the data. The ASKALLO Excel data has been extracted, multiplied and re-organised to develop charts and add labels of the value for analysis and interpretation.

Chapter 3: Key findings

3.1 Awareness of existing participation mechanisms

Figure 3.1.1 Respondents’ participation in existing participation mechanisms



To have a better understanding of the respondents’ knowledge of existing participation mechanisms and their engagement level with respective participation mechanisms, the survey asked respondents to select mechanisms they knew and participated in and to add other existing mechanisms they knew of that had not been listed.

Figure 3.1.1 shows that all respondents could define and list the name of further existing participation mechanisms besides those listed in the questionnaire. Moreover, they were also aware of and had participated in additional participation mechanisms as listed below:

- The integration workshop of 3-year rolling investment program of districts, municipalities and provinces,

- Dissemination on OWSO and its digitalization tools,
- Dissemination on DO's roles, responsibilities and authorities,
- Raising awareness on health and food security, nutrition for pregnant and breastfeeding women.

3.2 Engagement

3.2.1 Civil society participation

Respondents were asked which of the following mechanisms they had participated in since they started working in their institutions. Figure 3.1.1 indicates that 56.36% of respondents participated in so-called "Government and CSO partnership meetings" at the provincial level. Furthermore, 53.73 % of respondents had engaged with the "Commune/Sangkat Monthly Meeting" at Commune/Sangkat level, following by 40 % attended "CSO Alliance Forum" at provincial level and 32.73 % attended the "C/S Consultative For a". 31 % of the respondents had participated in a "Commune Women and Children Committee" at C/S level and the monthly "D/M Women and Children Consultative Committee" meetings at DM level. In comparison with the first survey, there is slightly increased of the respondent participation in the top 6 existing mechanisms.

In summary, during this second survey CSOs mostly participated in the following existing participation mechanisms:

N	Existing participation mechanisms:	First survey	Second survey
1	Government and CSO partnership meetings	49.12 %	56.36%
2	Commune/Sangkat Monthly Meeting	43.86 %	53.73%
3	CSO Alliance Forum at provincial level	28.07 %	40 %
4	C/S Consultative Fora	31.58 %	32.73 %
5	C/S Commune Women and Children Committee meeting	26.32 %	31 %
6	D/M Women and Children Consultative Committee meeting	28.07 %	31 %

3.2.2 Frequency of participation of respondents

- a-Monthly Council Meetings at C/S level;
- b-Monthly Commune Women and Children Committee (CWCC) meeting;
- c-Monthly Council Meeting at D/M level;
- d-Monthly D/M Women and Children Consultative Committee meeting.

Figure 3.2.2.1 Respondents' participation in existing four participation mechanisms

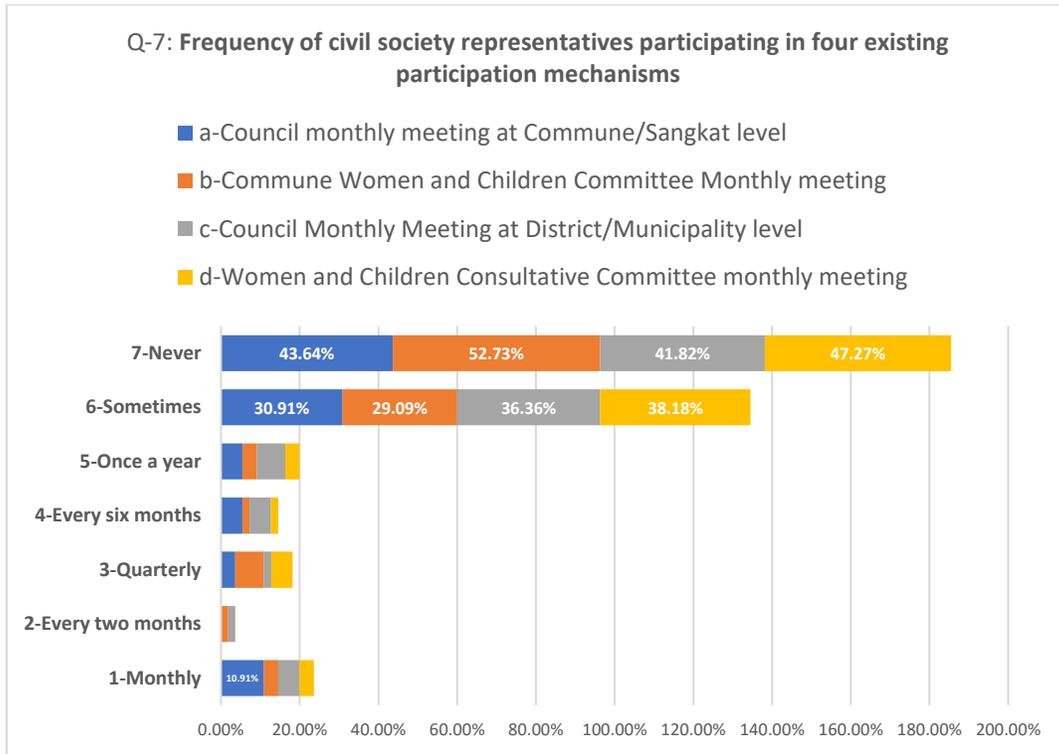


Figure 3.2.2.1 indicated that between 29 % and 39 % of respondents had participated in the above-listed mechanisms “sometimes”. In comparison with the first survey, it is increased between 7 % to 16 % of respondents participated in the above-listed mechanisms. However, still there were between 42% and 53% of respondents who participating in the second survey confirmed that they had never participated in the following four existing participation mechanisms: a-Monthly C/S council meetings, b-Monthly CWCC meeting, c-Monthly D/M council meetings and d-Monthly Women Children Consultative Committee meetings respectively.

Figure 3.2.2.2 Respondents' participation in three existing mechanisms below

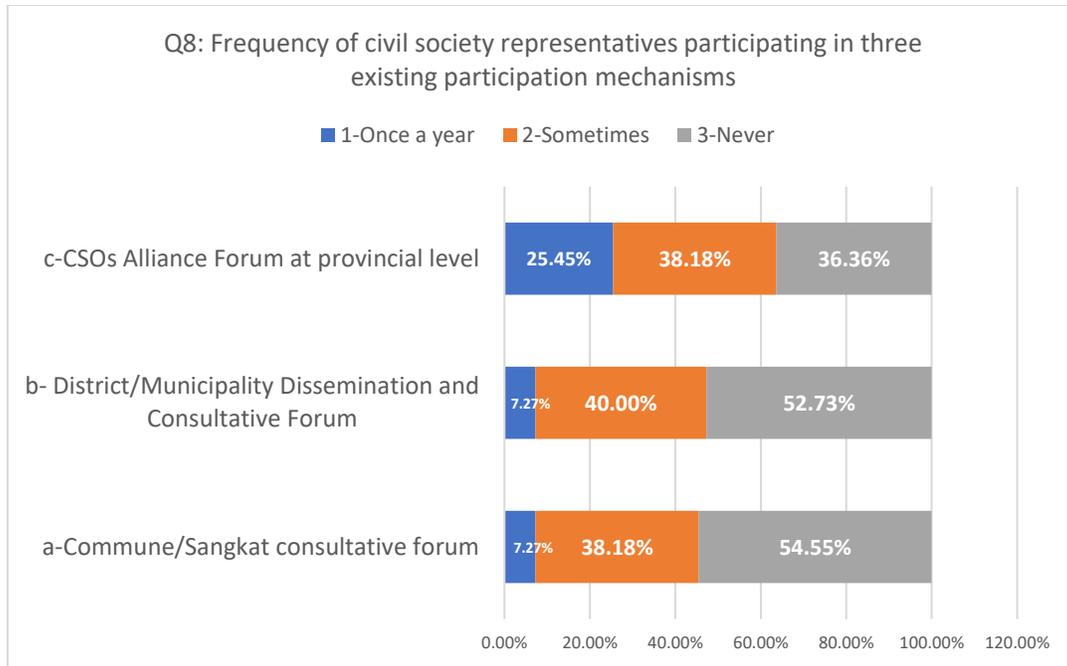


Figure 3.2.2.2 indicated that between 38 % to 40 % of respondents had participated in the above-three listed mechanisms “sometimes”. In comparison with the first survey, it is increased between 10 % to 20 % of respondents participated in the above-three listed mechanisms. However, still there were between 36 % and 55 % of respondents who participating in the second survey confirmed that they had never participated in the following-three listed mechanisms:

a-C/S consultative forum, b-D/M dissemination and consultative forum and c-CSO Alliance Forum at the provincial level.

With the commitment and effort of CPDD’s secretariat and VSG’s management team in Battambang to strengthen the CSO Forum and improve conditions for CSO participation, **the frequency of civil society representatives participating in CSO Alliance Forum at the provincial level** has increased from 18% during the first survey to 38.18 % in the second survey. This indicates the better functioning of the NGO network in BTB.

Figure 3.2.2.3 Respondents’ participation in government and CSO partnership meetings at the provincial level

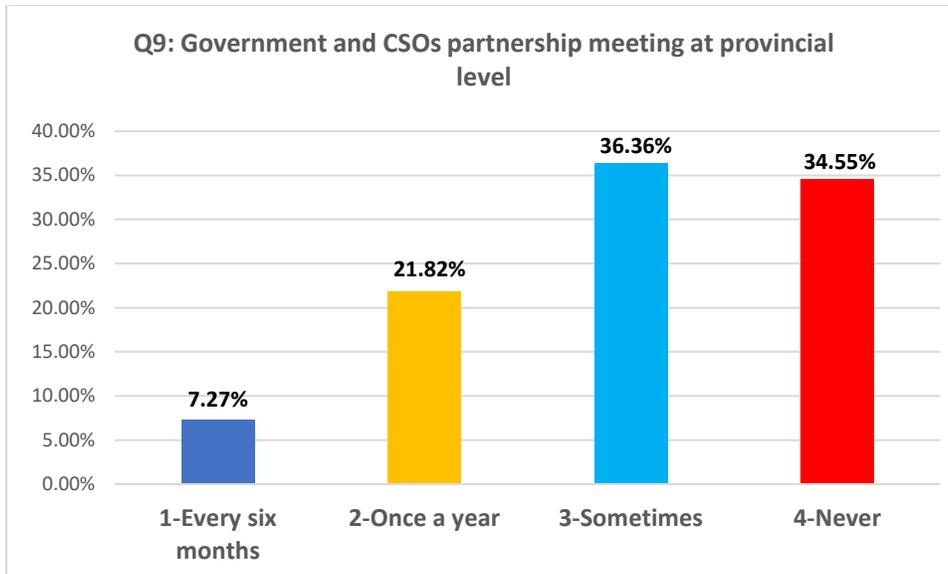


Figure 3.2.2.3 shows that around 65 % of respondents participated in government and CSO partnership meetings in BTB province at various times; some of them every six months (7.27 %), others once a year (21.82 %) and others ‘sometimes’ (36.36 %) while the first survey indicated that only 50% of respondents participated in government and CSO partnership meetings in BTB province at various times; some of them every six months (12.3%), others once a year (14%) and others ‘sometimes’ (21%). It is increased around 15 % of respondents who sometimes participated in government and CSO partnership meetings in BTB province.

Figure 3.2.2.4 Respondents’ participation in meeting with ombudspersons

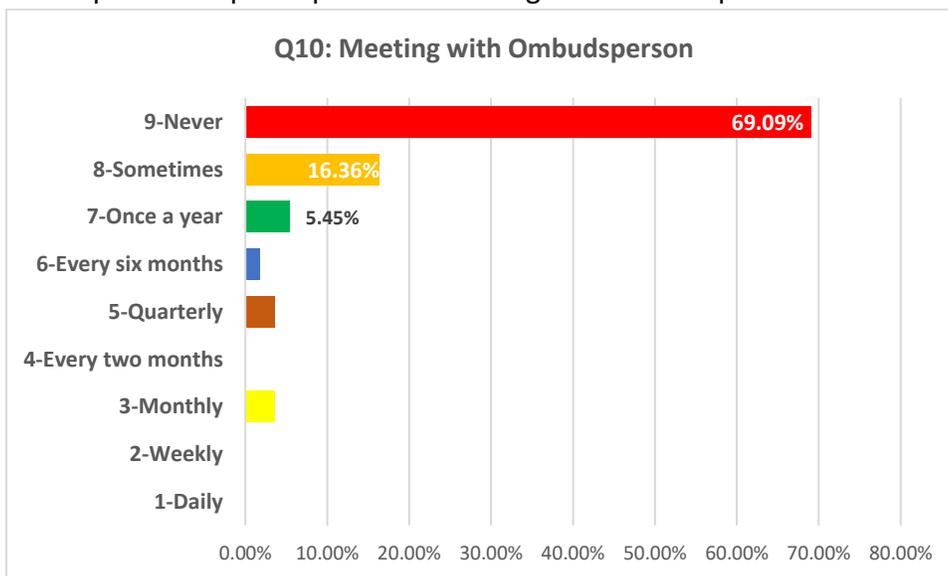


Figure 3.2.2.4 Both surveys (first and the second survey) indicated that more than 60% of respondents had never participated in district ombudsperson (DO) meetings. Both surveys also confirmed that less than 20 % of respondents participated in DO meetings, sometimes. Therefore, DAR should increase its work with DOs to invite more NGO representatives to participate in the meetings. Moreover, in response to question number 11, the survey also asked respondents

to share their experiences in participating in other mechanisms besides above mentioned mechanisms by asking them to specify those mechanisms. Some respondents said they had participated in other mechanisms besides those mechanisms listed in this second survey. These additional mechanisms are:

- Annual reflection meeting and dissemination of Provincial Disaster Management Strategic plan
- Dissemination focussing on domestic violence at commune level,
- Dissemination focussing on OWSO services and the Facebook chat,
- Reflection of ISAF implementation,
- Technical meeting with line departments,
- Meeting with provincial technical networks.

Figure 3.2.2.5 Issues raised and addressed during conducted events

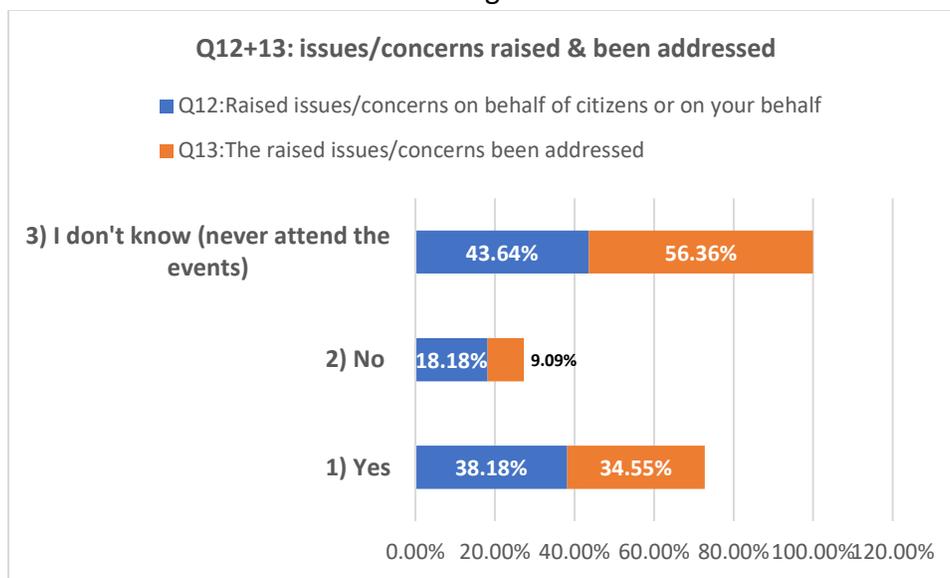


Figure 3.2.2.5 presents that around 38 % of respondents had raised issues on behalf of citizens or on their own behalf during meetings and fora. 62% of respondents had never raised issues during events because they did not attend the events (44 %) and they did not raise issues despite their participation (18 %). In the second survey, 35 % of respondents claimed their issues raised during the events had been dealt with while the first survey, only 33 % of respondents claimed their issues raised during the events had been dealt with.

Table 2: 3.2.2.6: Mechanisms responding to issues raised during events

Mechanisms responding to issues raised during events	Second survey	First Survey
1-Not applicable/I don't know	36.36%	43.86%
2-Council monthly meeting at Commune/Sangkat level	29.09%	29.82%

3-Government and CSOs partnership meeting at provincial level	27.27%	28.07%
4-Council monthly meeting at District/Municipality level	16.36%	19.30%
5-Commune Women and Children Committee monthly meeting	14.55%	10.53%
6-Women and Children Consultative Committee monthly meeting	14.55%	10.53%
7-Commune/Sangkat consultative forum	10.91%	17.54%
8-None of all above (Please specify)	7.27%	1.75%
9-District/Municipality dissemination and consultative forum	5.45%	14.04%
10-Political party	1.82%	5.26%

Table 3.2.2.6 Both surveys indicated that only two mechanisms, i)-the monthly council meetings at C/S level (around 29% in second survey and 30% in the first survey) and ii)-the government and CSO partnership meetings at the provincial level (around 27.27% in the second survey and 28% in the first survey), were reported by respondents to have addressed the issues raised by participants during the events. However, the District/Municipality dissemination and consultative forum less effective in addressing issues raised by participants. Only 5.45% of respondents confirmed that DC forum is a mechanism responding to issues raised during event in the second survey while this mechanism reported by 14% of respondent in the first survey. Possibly, there was insufficient time to address issues raised by participants during the Covid-19 Pandemic. Further investigation is needed.

Table 3: 3.2.2.7: Reasons for not raising issues during events

1-Other reasons	21.82%
2-Not applicable/I don't know	21.82%
3-Because District Administrations (DMAs) have never invited me to attend in the events at DM level	20.00%
4-Because it takes too long to solve the raised issues/concerns	20.00%
5-Because I raised in the past, but nothing happened	9.09%
6-Because DMAs have never allocated enough time for questions and answers	7.27%
7-Because I'm too scared to raise the issues/concerns	7.27%
8-Because DMAs lack knowledge and understanding to solve the problem	5.45%
9-Because DMAs will not bring the issues/concerns up to higher authorities	5.45%
10-Because I am scared to raise issues at the Ombudsperson's office	3.64%

Table 3.2.2.7 presents the key reasons for not raising issues during meetings/fora. These included participants not having received an invitation, the experience that addressing issues took very long, issues they had raised in the past had not been addressed or that were afraid of raising

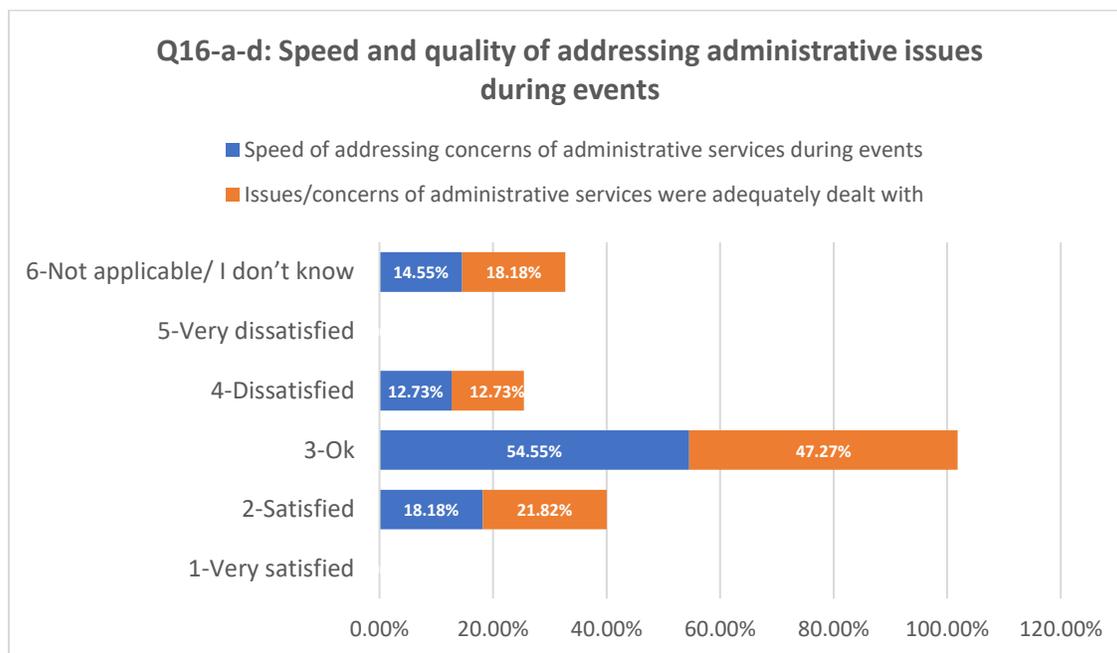
issues. This is consistent with the findings of the first survey of Askallo and the finding of the ISAF impact evaluation done by the World Bank. A detailed discussion on this issue can be found below (summary key findings and discussion).

3.3 Satisfaction

3.3.1 Meetings or fora

3.3.1.1 Administrative services

3.3.1.1 Speed of addressing issues and quality of solutions found (during events) regarding administrative services



In the second survey, ‘satisfaction’ refers to the level of services offered by SNAs to respond to respondents’ issues and their expectations met during meetings/fora.

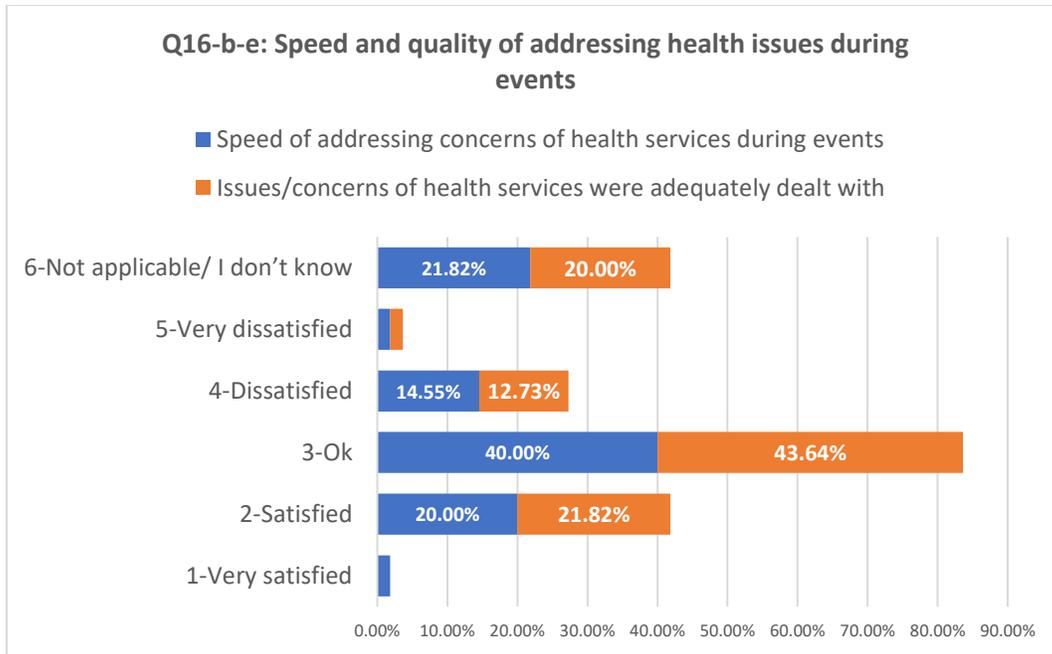
Respondents were asked to rate their overall satisfaction level with their administrative services’ needs addressed by SNAs including at D/M and C/S level during the meetings/fora.

73% of respondents said to be “ok & satisfied” with the speed of addressing issues raised during the meetings/fora in different categories. 55 % rated their satisfaction “ok”, 18 % “satisfied” but 13 % of respondents reported to be “dissatisfied”. Similarly, 69 % of respondents were “OK and satisfied” with the quality of SNAs addressing issues raised during meeting/for a in administrative services. 47 % of respondents rated “ok” and 22 % “satisfied”, but 13 % said to be “dissatisfied”.

There was 6 % increase in average in the number of respondents who reported to be ok and satisfied with the speed and quality of SNAs addressing the administrative issues during the meeting/for a.

3.3.1.2 Health care services:

3.3.1.2 Speed and quality of addressing health care issues during events



62 % of respondents said to be “ok & satisfied” with the speed of addressing health issues raised during the meetings/fora. 40 % rated their satisfaction “ok”, 20 % “satisfied” and 2 % “very satisfied” but 15 % of respondents reported to be “dissatisfied”.

Similarly, 66 % of respondents were “OK and satisfied” with the quality of SNAs addressing health issues raised during meeting/for. 44 % of respondents rated “ok” and 22 % “satisfied”, but 13 % said to be “dissatisfied”.

In general, there was no significant different between the first and the second survey’s findings in the number of respondents who reported to be ok and satisfied with the speed and quality of SNAs addressing the health issues during the meeting/for a. However, there was 10 % increase in the number of respondents who reported to be “dissatisfied” with the speed and quality of SNAs addressing the health issues during the meetings/fora.

3.3.1.3 Educational services

3.3.1.3 Speed of addressing issues and quality of solutions found regarding educational services during event

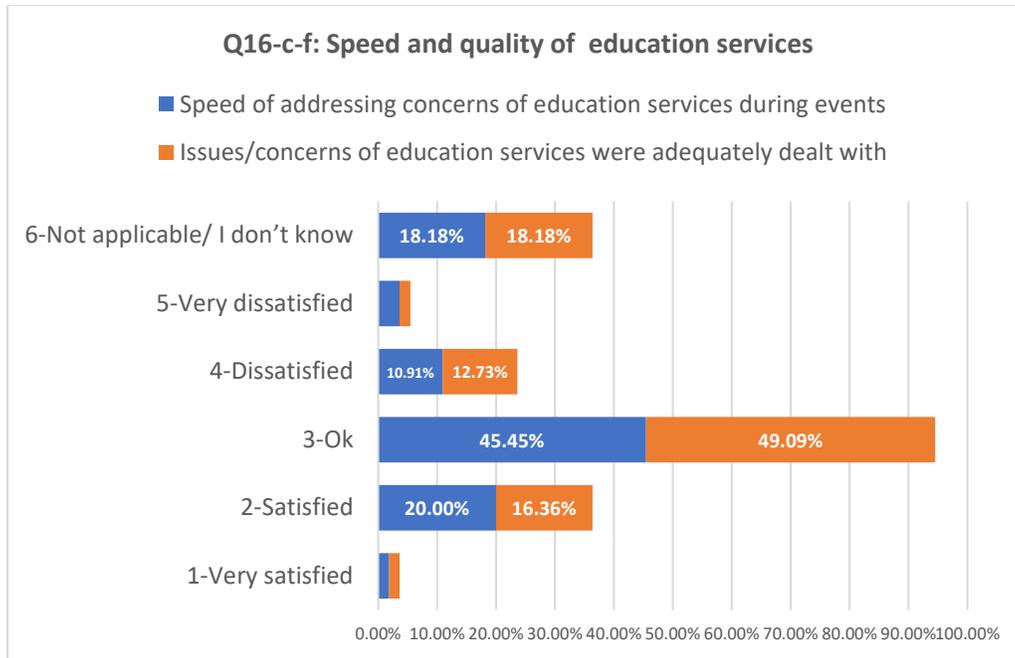


Figure 3.3.1.3 shows that 67 % of respondents said to be “ok & satisfied” with the speed of addressing education issues raised during the meetings/fora. 45 % rated their satisfaction “ok”, 20 % “satisfied” and 2 % “very satisfied” but 11 % of respondents reported to be “dissatisfied”.

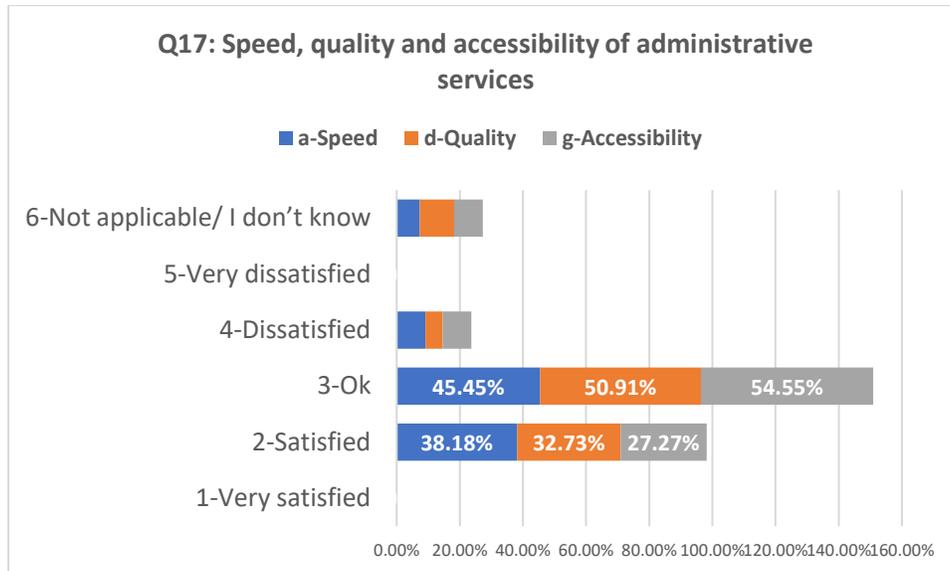
Similarly, 67 % of respondents were “OK and satisfied” with the quality of SNAs addressing education issues raised during meeting/fora. 49 % of respondents rated “ok” and 16 % “satisfied”, and 2 % “very satisfied” but 13 % said to be “dissatisfied”.

In general, there was no significant different between the first and the second survey’s findings in the number of respondents who reported to be ok and satisfied together with the speed and quality of SNAs addressing the education issues during the meeting/fora. However, in detail comparison between the first and the second survey results confirmed that there was 1.82 % increase in the number of respondents who reported to be very satisfied with the issues of education services were dealt while the first survey no one report to be very satisfied with this case. 17% decrease in the number of respondents who reported to be satisfied (first survey 33% and second survey only 16%) but increase 17% of respondents report to be ok (firs survey 35% and second survey 49%).

3.3.2 Service delivery by SNAs

3.3.2.1 Administrative services

3.3.2.1.1 Speed, quality, and accessibility of administrative services



Respondents were asked to rate their overall satisfaction levels with administrative services provided by SNAs at D/M and C/S level. Figure 3.3.2.1.1 indicates that most respondents who had experienced getting administrative services from SNAs rated “ok and satisfied” with the speed, quality and accessibility of services provided by SNAs respectively. 83 % of respondents rated “ok and satisfied” with the speed, 84 % rated “ok and satisfied” with the quality and 82 % rated “ok and satisfied” with the accessibility of the administrative services. Less than 10 % of them were not satisfied. There was 3 % increase in average in the number of respondents who reported to be ok and satisfied with the speed, quality, and accessibility of SNAs addressing the administrative services.

3.3.2.1.2 Staff competency, fairness and effort of administrative services

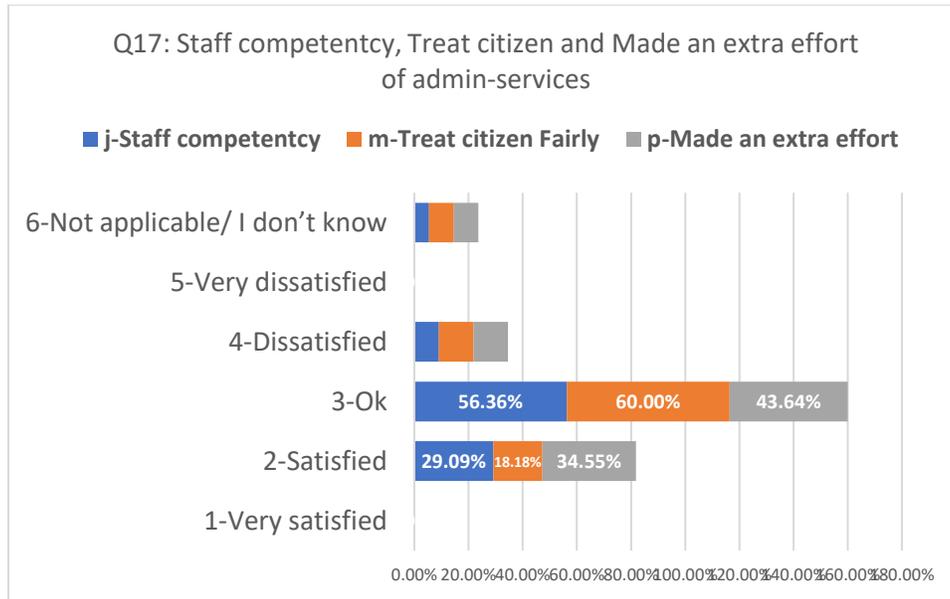
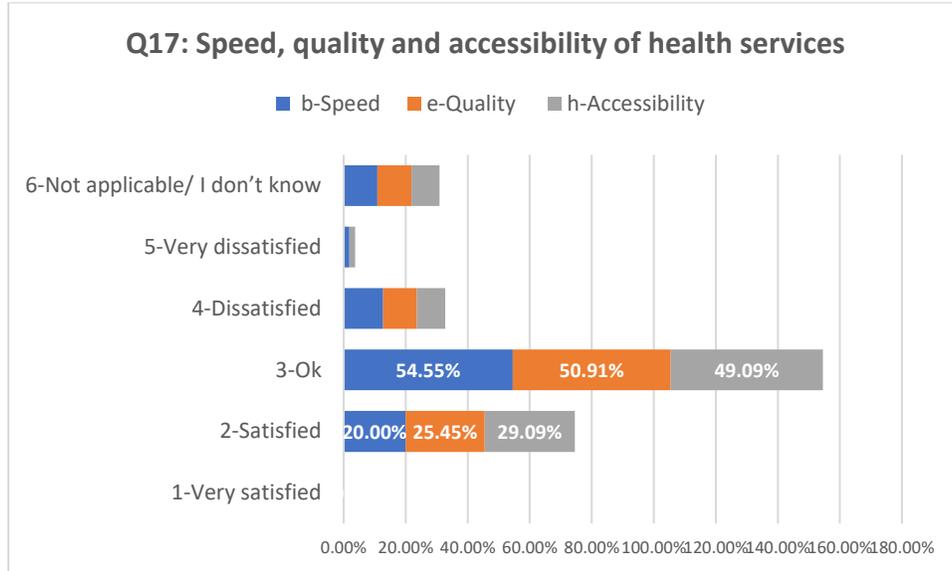


Figure 3.3.2.1.2 indicates that most respondents who had experienced getting administrative services from SNAs rated “ok and satisfied” with the staff competency, fairness and effort of services provided by SNAs respectively. 85 % of respondents rated “ok and satisfied” with the staff competency, 78 % rated “ok and satisfied” with the fairness and 79 % rated “ok and satisfied” with the staff effort of the administrative services. Less than 10 % of them were not satisfied. There was 4 % increase in average in the number of respondents who reported to be ok and satisfied with the staff competency, fairness, and effort of SNAs addressing the administrative services. In absolute number in average 40 respondents in the first survey and 45 respondents in the second survey reported who reported to be ok and satisfied with the staff competency, fairness, and effort of SNAs addressing the administrative services.

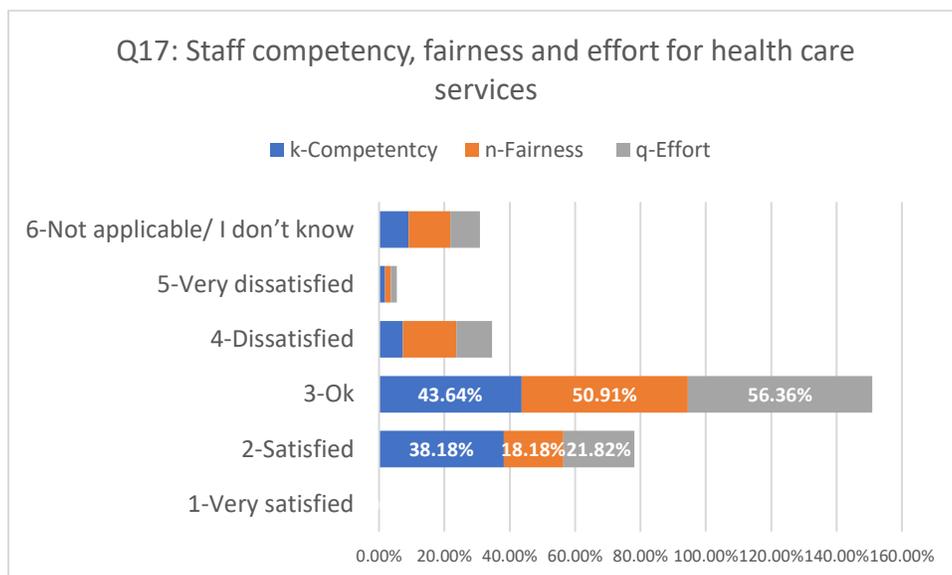
3.3.2.2 Health care services

3.3.2.2.1 Speed, quality and accessibility of health care services



Similarly, respondents were asked to rate their overall satisfaction levels with of health care services provided by SNAs at D/M and C/S level. Figure 3.3.2.2.1 indicates that most respondents who had experienced getting health services from SNAs rated “ok and satisfied” with the speed, quality and accessibility of services provided by SNAs respectively. 75 % of respondents rated “ok and satisfied” with the speed, 76 % rated “ok and satisfied” with the quality and 78 % rated “ok and satisfied” with the accessibility of the administrative services. There was 5 % increase in average in the number of respondents who reported to be ok and satisfied with the speed, quality, and accessibility of SNAs addressing the health services.

3.3.2.2.2 Staff competency, fairness and effort for health care services



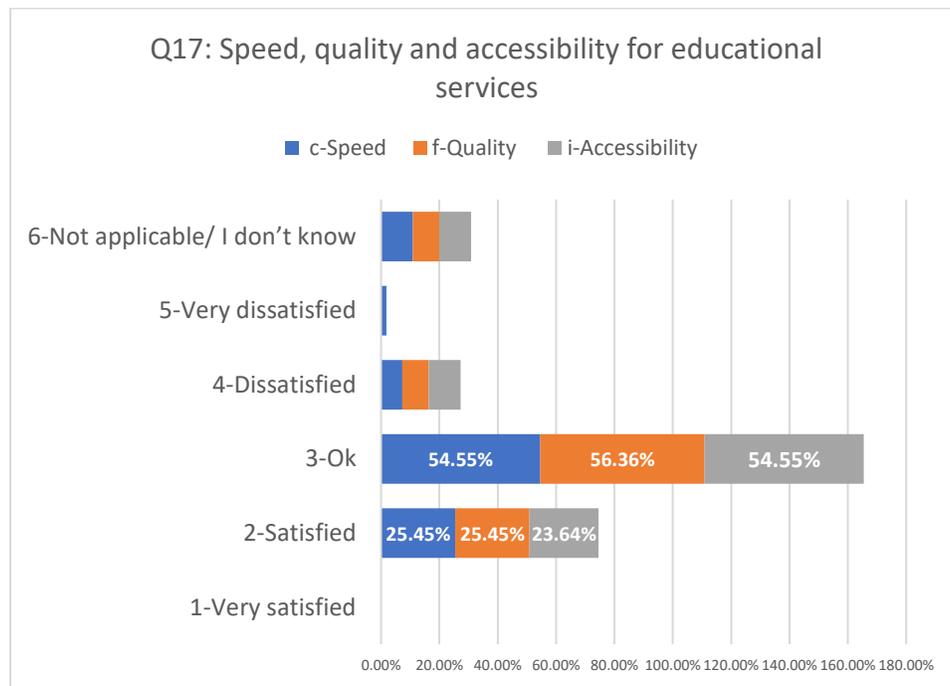
According to figure 3.3.2.1.2, 82 % of respondents rated “ok and satisfied” with staff competency, 69 % rated “ok and satisfied” with staff treatment with citizen (fairness) and 78 % rated “ok and satisfied” with staff effort provided at SNAs for health care services. There was 5.33 % increase in average in the number of respondents who reported to be ok and satisfied with staff competency, staff treatment with citizen (fairness), and extra effort of SNAs addressing the health services.

In detail the results of the two surveys against with each assessment criteria confirmed in the table below.

Criteria	First (%)	Second (%)	Different (%)
Competency	76	82	6
Fairness	65	69	4
Effort	72	78	6
			Average: 5.33 increased

3.3.2.3 Educational services

3.3.2.3.1 Speed, quality and accessibility of educational services

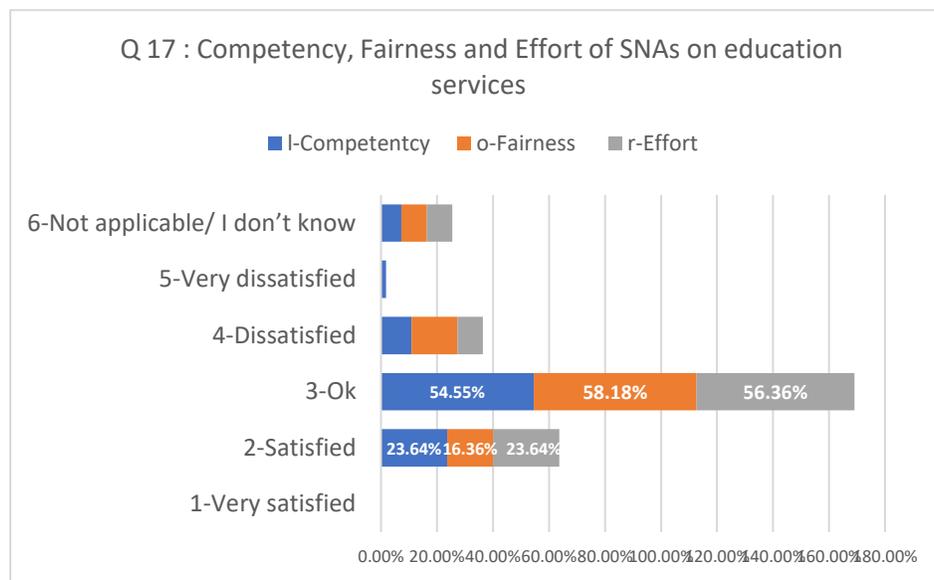


80 % of respondents who requested educational services indicated to be “ok and satisfied” with the speed, 81% rated “ok and satisfied” with quality of educational services provided by SNAs and 79% rated them “ok and satisfied” with the accessibility of the services. There was 7 % increase in average in the number of respondents who reported to be ok and satisfied with speed, quality, and accessibility of SNAs addressing education services.

In detail the results of the two surveys against with each assessment criteria confirmed in the table below.

Criteria	First (%)	Second (%)	Different (%)
Speed	70	80	10
Quality	70	81	11
Accessibility	79	79	0
Total			Average: 7% increased

3.3.2.3.2 Staff competency, fairness, and effort in educational services



Around 79 % of respondents reported they were “ok and satisfied” with staff competency, while 74 % rated “ok and satisfied” with fairness of treatment by staff. 80 % of respondents were “ok and satisfied” with staff effort for educational services by SNAs. There was no signification incre- ment in the number of respondents who reported to be ok and satisfied with the three criteria (staff competency, fairness, and staff effort). However, between 9 and 16 % of respondents re- ported their dissatisfaction with these three criteria.

In detail the results of the two surveys against with each assessment criteria confirmed in the table below.

Criteria	First (%)	Second (%)	Different (%)
Competency	80	79	-1
Fairness	75	74	-1
Effort	77	80	3
			No significant different

Chapter 4 Summary and discussion of the survey results

The survey selected a wide range of respondents from NGOs, including field staff, technical staff and management. The respondents have been working within the respective NGOs mostly from three to more than 9 years.

In the first survey showed that around 70% of respondents said that their institutions do not operate at D/M level while the second survey confirmed that only around 57 % of respondents reported that their institutions do not operate at D/M level. It means that around 13% increased or started working more at DM level during the time conducting the second survey.

In summary the results of both surveys confirmed respondents' satisfaction with services in the three selected sectors (administrative, health and education sectors) among people who had an opportunity to participate in SNA events and received services from them. This is consistent with the findings from the ISAF phase I (2016-2018) survey documented by World Vision and NCDD-S. The rates of activities implemented that had been raised in the Joint Accountability Action Plan (JAAP) and had been responded to by commune councils were over 60% for both years (2016 & 2017). However, in general, the survey results still indicate a high percentage of respondents reporting that they were not able to participate in events hosted by SNAs, especially at D/M level. This is consistent with the ISAF impact evaluation which reported that villagers preferred meeting with individuals such as village chiefs, commune chiefs or teachers rather than participating in council meetings.

4.1 Respondents' awareness of existing citizen participation mechanisms

Figure 3.1.1 listed existing participation mechanisms in the questionnaire. Respondents were asked to specify other participation mechanisms they know and had participated in. Those additional mechanisms are:

- Public fora focussing on OWSO services and Facebook chat board;
- ISAF reflection meeting at commune and district level;
- Provincial, district, municipality and commune & sangkat consultation meeting focusing on three years investment plan development process;
- District integration workshop (DIW);
- Annual reflection meeting and dissemination of Provincial and National Disaster Management Strategic Plan;
- Health centre committee meeting focusing on health and nutrition for pregnant women and breastfeeding.

In BTB province, in both surveys confirmed that there are many exchange formats hosted by SNAs and technical line departments at DM and C/S level for citizens, CBOs and NGOs. Those mechanisms are opened without specific invitation. For example, as the monthly council meetings at C/S and at D/M level etc. However, most citizens, CBOs, NGOs and some officers at the sub-national level do not sufficiently know about the citizen rights to participate in those meetings.

The ISAF impact evaluation consistently found that most people did not participate in the council meetings because they had not received an invitation - even though they knew the citizen right to participate in these meetings through the I4C awareness raising conducted by CAF.

4.2 Respondents' engagement in existing participation mechanisms

Findings from figures 3.2.2.1, 3.2.2.2, 3.2.2.3 and 3.2.2.4 clearly show that the percentage of respondents who had never participated in the listed exchange mechanisms was very high. The mechanisms in which most respondents had never participated are:

- Monthly D/M council meeting (63 %) for the first survey while the second survey only 42%;
- Monthly Women Children Consultative Committee meeting (67 %) for the first survey while the second survey only 47 %;
- D/M dissemination and consultative forum (63%) for the first survey while the second survey only 53 %
- CSOs Alliance Forum at provincial level (65 %) for the first survey while the second survey only 36 %
- Meetings with ombudsperson (65 %) for the first survey while the second survey still remain unchanged 69%.

These findings confirmed that respondents had better participation in the above listed mechanism compared to the first survey. However, the percentage of respondents who never participated in the list mechanisms is still high. These findings are not surprising as they are consistent with the findings from other studies. The ISAF impact evaluation and the review on the ISAF implementation guidelines conducted between September and October 2020 also indicated that the percentage of citizen participation in formal meetings hosted by SNAs, especially C/S council meetings, was low. Page 5 of the review states that there was general acknowledgement that supply-side actors and NCDs need to play a key role in raising awareness for citizen rights, as part of building a commitment to democratic participation and engagement. Other respondents felt that it was important to strengthen civic education on the rights, duties and responsibilities of citizens and the government. When the ISAF impact evaluation was conducted villagers said to prefer getting information from individual authorities rather than from C/S meetings. Villagers preferred to interact with local leaders outside public meetings, e.g.: 41% of respondents had met with their village chief, 36% with their schoolteachers, 21% with their commune chief and 20% with their commune councillor.

4.3 Respondents' issues raised

Figure 3.2.2.5 presented that for the first survey 38 % of respondents were experienced in raising issues on behalf of citizens or on their own behalf during meetings or fora. However, around 62 % of the respondents had never raised issues in the events because they had not attended the events (42%). Furthermore, 18 % of respondents had never raised issues despite their participation. They described the key reasons for them not raising their issues to be:

- District Administrations (DMAs) have never invited me to attend events at D/M level.
- It takes too long to solve the raised issues.
- I raised issues in the past, but nothing happened.

- I am too scared to raise issues.
- DMAs have never allocated enough time for questions and answers.

This finding is not significantly different from the first survey. This finding is consistent with the ISAF impact evaluation and the wider literature on citizen participation in Cambodia. The ISAF impact evaluation concluded that one of the main reasons why people do not take part in commune-level meetings is that they feel they need to be invited. Moreover, village chiefs and councillors had the same views.

When villagers were asked in the impact evaluation survey for the 'main reasons why they did not attend any meeting at the commune office in the past year', 81% of villagers across all respondents said they had not received an invitation. 56% of responding villagers said they did not care about commune meetings and another 56% remarked they do not have time to attend these meetings (see also figure 16 of ISAF impact evaluation).

4.4 Respondents' issues addressed

35% of respondents confirmed that their issues raised during the events were dealt with or responded to while the first survey confirmed only 33%. The findings are, again, consistent with the ISAF impact evaluation when villagers were asked whether commune staff listened to their opinions. Then, citizens felt they did not see a point of participating as decisions had already been made in advance and there was little flexibility to implement different kinds of activities.

4.5 Satisfaction with administrative, health care and educational services during the events hosted by SNAs

4.5.1 Administrative services

In the second survey confirmed that between 69% and 73% of respondents confirmed that they were ok and satisfied with the speed and quality of issues addressed after raising issues during meetings and fora in different service categories. While in the first survey confirmed only 65% of respondents were ok and satisfied with the speed and quality of issues addressed.

4.5.2 Health care services

In the second survey confirmed that between 62% and 66% of respondents confirmed that they were ok and satisfied with the speed and quality of issues addressed after raising issues during meetings and fora in different service categories. While in the first survey confirmed between 64% and 67% of respondents were ok and satisfied with the speed and quality of issues addressed, there is not significantly different of the findings between the two surveys.

4.5.3 Educational services

In the second survey confirmed that between 67% of respondents confirmed that they were ok and satisfied with the speed and quality of issues addressed after raising issues during meetings and fora in different service categories. While in the first survey confirmed between 68% of respondents were ok and satisfied with the speed and quality of issues addressed, the finding confirmed the similarity between the two surveys.

4.6 Satisfaction with administrative, health care and educational services upon requesting services at SNAs (after the SNA-led events)

4.6.1 Administrative services

(Speed, quality, accessibility, staff competency, fairness and effort of administrative services assessed as 'ok' or 'satisfied' combined)

Indicators	Finding of the first survey	Finding of the second survey
Speed	68%	83%
Quality	80%	84%
Accessibility	77%	82%
staff competency	65%	85%
Fairness	73%	78%
Extra effort	71%	79%

Figures 3.3.2.1 & 3.3.2.1.2 indicate that there was between 3% and 4% increase on average in the number of respondents who reported to be ok and satisfied with the speed, quality, accessibility, staff competency, fairness and extra effort of SNAs addressing the administrative services.

These findings are once again consistent with the ISAF impact evaluation which reported that most respondents who sought communal services reported positive experiences with the commune's provision of administrative services.

Data generated during ISAF phase I (2016-2018), as documented by World Vision and NCDD-S, also found that the level of satisfaction of both users and service providers had increased differently from 2016 to 2018 (5.7% on average) with the biggest increase registered for communal administration services (8.6%).

4.6.2 Health care services

(Speed, quality, accessibility, staff competency, fairness, and effort of health services assessed as 'ok' or 'satisfied' combined)

Indicators	Finding of the first survey	Finding of the second survey
Speed	68%	75%
Quality	72%	76%
Accessibility	75%	78%
staff competency	76%	82%

Fairness	65%	69%
Extra effort	72%	78%

Figures 3.3.2.2.1 & 3.3.2.2.2 indicate that there was around 5% increase on average in the number of respondents who reported to be ok and satisfied with the speed, quality, accessibility, staff competency, fairness, and extra effort of SNAs addressing the administrative services.

The ISAF impact evaluation had previously found that people who reported having to pay extra for their requests to be handled had gone down from 53% at the baseline to 43% at the final survey.

Data generated during ISAF phase I (2016-2018) equally found good satisfaction scores across the top five top five characteristics of health care services. The criteria include i) respecting of working hours, punctuality, and respect of internal rules, ii) good staff behaviour, friendliness and politeness, iii) adequate availability of drugs, iv) adequate number of health centre staff during working hours and v) availability of 24 hours emergency health care services. More than 70% of respondents had rated each criterion either 'very good', 'good' or 'acceptable'.

4.6.3 Educational services

(Speed, quality, accessibility, staff competency, fairness, and effort of education services assessed as 'ok' or 'satisfied' combined)

Indicators	Finding of the first survey	Finding of the second survey
Speed	70%	80%
Quality	70%	81%
Accessibility	79%	79%
staff competency	80%	79%
Fairness	75%	74%
Extra effort	77%	80%

Figures 3.3.2.3.1 and 3.3.2.3.2 indicate that there was around 7% increase in average in the number of respondents who reported to be ok and satisfied with speed, quality, and accessibility of SNAs addressing education services but there was not significantly increment in the number of respondents who reported to be ok and satisfied with the three criteria (staff competency, fairness, and staff effort).

These findings are once more consistent with the ISAF impact evaluation in which for example 84% of respondents reported their children received textbooks for school.

This result is furthermore consistent with the findings from the analysis of data generated during ISAF phase-I (2016-2018) as documented by World Vision and NCDD-S. The distribution of

satisfaction scores for the top five characteristics of education services [i) improving infrastructure in schools; ii) providing good hygiene, sanitation and environment in schools; iii) respecting working hours; iv) ensuring adequate textbooks for students and v) providing functioning gender segregated toilets] confirmed that between 55% and 78% of respondents rated these criteria 'very good', 'good' or 'acceptable'.

Chapter 5 Conclusion and recommendations

5.1 Respondents' engagement in existing participation mechanisms

5.1.1 Findings

In general, the findings show that SNAs have engaged their service users, especially local NGO representatives working in the seven selected DMAs, in existing participation mechanisms. In comparison with the first survey, there is slightly increased percentage of the respondent participation in the top 6 existing mechanisms listed below.

N	Existing participation mechanisms:	First Survey	Second survey
1	Government and CSO partnership meetings	49.12 %	56.36%
2	Commune/Sangkat Monthly Meeting	43.86 %	53.73%
3	CSO Alliance Forum at provincial level	28.07 %	40 %
4	C/S Consultative Fora	31.58 %	32.73 %
5	C/S Commune Women and Children Committee meeting	26.32 %	31 %
6	D/M Women and Children Consultative Committee meeting	28.07 %	31 %

However, figure 3.1.1 indicates that the percentage of respondents who experienced participating in existing mechanisms is still low in most of the mechanisms. Both surveys (first and the second survey) indicated that more than 60% of respondents had never participated in district ombudsperson (DO) meetings. Both surveys also confirmed that DO mechanism is one of the worse of existing mechanisms because less than 20 % of respondents participated in DO meetings only sometimes.

Figure 3.2.2.5 presents that only 38 % of respondents were experienced in raising issues on behalf of citizens or themselves during meetings or fora. Up to 62% of respondents remarked to have no opportunity to participate in the events (44%) or to raise issues while participating in the meetings or for a (18%).

5.1.2 Recommendations

Based on the survey's findings, the report recommends the following:

- Sending out invites to participants in a timely manner, taking into account the seasonal requirements/obligations of target groups;
- Sufficient time for each agenda item and for SNA staff response;
- Hold public meetings or public consultation forums close to people's homes, preferably in the village centre or at the pagoda;
- Raising awareness through a variety of targeted approaches, including DM's Facebook page and joint Telegram groups between CSOs and SNAs;
- Increased transparency by documentation (minutes) of all issues raised during events and timeline provided for un-addressed issues to be solved;
- Enhance follow-up (e. g. SNAs action plans) and complaint mechanisms for citizens;
- DMK administrations should meet regularly with respective Ombudsperson to exchange information on current issues and problems and ensure all complains are properly documented and addressed on time.
- Enhanced speed of service delivery;
- Empowerment of supply side and demand side through conducting regular reflection on citizen participation in existing mechanisms;
- Continue conduct civic engagement trainings for supply side and demand side;

5.2 Respondents' satisfaction with administrative, health care and educational services

5.2.2.1 Findings

Local NGO representatives in the selected seven DMAs confirmed that social services (health care and educational) and administrative services provided by D/M administrations had addressed their issues when they had raised them in the meetings/fora as well as when they had come to get services from DMAs directly. Respondents were asked to rate their overall level of satisfaction on the above-mentioned services regarding speed of provision, quality, staff behaviour, staff competency and staff commitment. Between 62% to 83% of respondents had been ok and satisfied with all three service sectors when they had requested these specific services from SNAs.

5.2.2.2 Recommendations

Based on the survey's findings, the report recommends the following:

- Documentation of issues not yet addressed during events in SNAs action plans for follow-up and ensure the results of this forum shared with the participants through Social Media;
- Strengthening of district ombudspersons functions and development of additional mechanisms to ensure formal records for requests and respective feedback are kept and responded for each sector;
- Continuous providing training for officials, staff of D/M and C/S councils and SNA staff dealing with citizens directly;

- Incentive scheme to reward good work (e. g. by providing certificates awarded by high-ranking officers);
- Encouragement of SNAs to conduct regular assessments of citizen satisfaction regarding their service provision and possible improvement.
- Continue enhance coordination between CSOs & DMK Administration to conduct public forum effectively, friendly, and solve common problems effectively and timely
- Support DMK administrations and CSOs to create joint Massager Group and Telegram Group for information sharing.