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អាជ្ញាធរ

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SATISFACTION SURVEY REPORT OF LOCAL NGOS

‘PUBLIC SERVICE DELIVERY OF SUB-NATIONAL ADMIN-
ISTRATIONS’



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Survey questionnaire and references

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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 meet the Sustainable Development Goals (SDG) of the United Nations (UN), especially Goal 16 (Peace, Justice and Strong Institutions), governments all over the world as well as the Royal Government of Cambodia (RGC) define their roles in providing better public service delivery and in improving their institutional capacities at all levels. This is aimed for by the development of regulations, policies and programmes and by ensuring effective application of these policies and programmes.

In 2002, 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. Again, a few years later, in May 2008, RGC adopted the Second Law on Administration of Capital, Province, Municipality, District, and Khan (Organic Law) to guide the election, administration and management of sub-national administration (SNA) for provincial and district councils. Twelve months later, the first election of provincial and district councils was carried out. Since then, the National Committee for the Management of Decentralisation and Deconcentration (NCDD) has been assigned and established the National Committee for Decentralisation and Deconcentration Secretariat (NCDD-S) to facilitate, implement and lead in developing various operational regulations and guidelines for provincial and district councils.

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 Decentralisation and Deconcentration (D&D) policies provide direction to RGC and its agencies including SNAs to ensure that citizens have efficient access to public services close to their home.

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 nDAR (2019-2022).

The key objectives of DAR are to promote transparency and to increase public accountability and citizen CBO and NGO participation in policy development and decision-making processes. Furthermore, it is aimed for to provide better public services and to engage citizens, CBOs and NGOs in monitoring service delivery of government institution at all levels.

In view of the above background and DAR's objectives and outcomes, DAR's satisfaction survey aims to determine the outcome and impact of public service delivery of District/Municipalities (D/M) in seven partner target D/M.

This 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 D/M.

1.2 Objective of the survey

DAR observed a need for conducting a basic study to gather civil society representatives' perception of service delivery provided by local governments. The selected target area comprises of seven partner districts in Battambang province (including Battambang municipality) with the purpose of further informing planning and steering DAR.

Selected drivers of citizen participation such as fairness, equality, staff competency, access to information and timeliness of service delivery are used to determine citizen participation and satisfaction.

The objectives of the survey are

- to assess local NGO staff perception regarding the social and administrative services provided by District and Municipality Administrations (DMAs) in the target area;
- to assess local NGO staff satisfaction with the social and administrative services provided by DMAs in the target area.

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 study focuses 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. The objective of this focus is to improve service delivery of SNAs particularly in these specific areas.

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 verify the ISAF-I impact evaluation and ISAF-I data analysis (2016-2018) by World Vision International (coordinator of ISAF demand side).
- ❖ **Chapter 4** summarises key findings of the 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 this 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 survey was conducted online voluntarily and anonymously. 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 81 local NGO staff (33 males, 48 females) participated, including 22 directors/managers and 59 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.

57 local NGO staff [26 males (46%), 31 females (54%)] including 17 directors/managers (30%) and 40 field officers (70%) participated in the 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 (March 1-March 15, 2021).

2.1.1 Table: Target District/Municipality

Target District/Municipality	# of respondents	% of respondents
1) Banan	26	46%
2) Battambang municipality	37	65%

3) Bavel	24	42%
4) Kamrieng	12	21%
5) MOUNG RUESSEI	25	44%
6) Rotanak Mondul	10	18%
7) Thma Koul	30	53%

Table 2.1.1 indicates that 65% of local NGOs participating in the survey work in Battambang municipality, followed by Thma Koul (53%), Banan (46%), MOUNG RUESSEI (44%), Bavel (42%) and the rest, (less than 21%) in Kamrieng and Rotanak Mondul.

Figure 2.1.2 Time respondents have engaged with administrative institutions

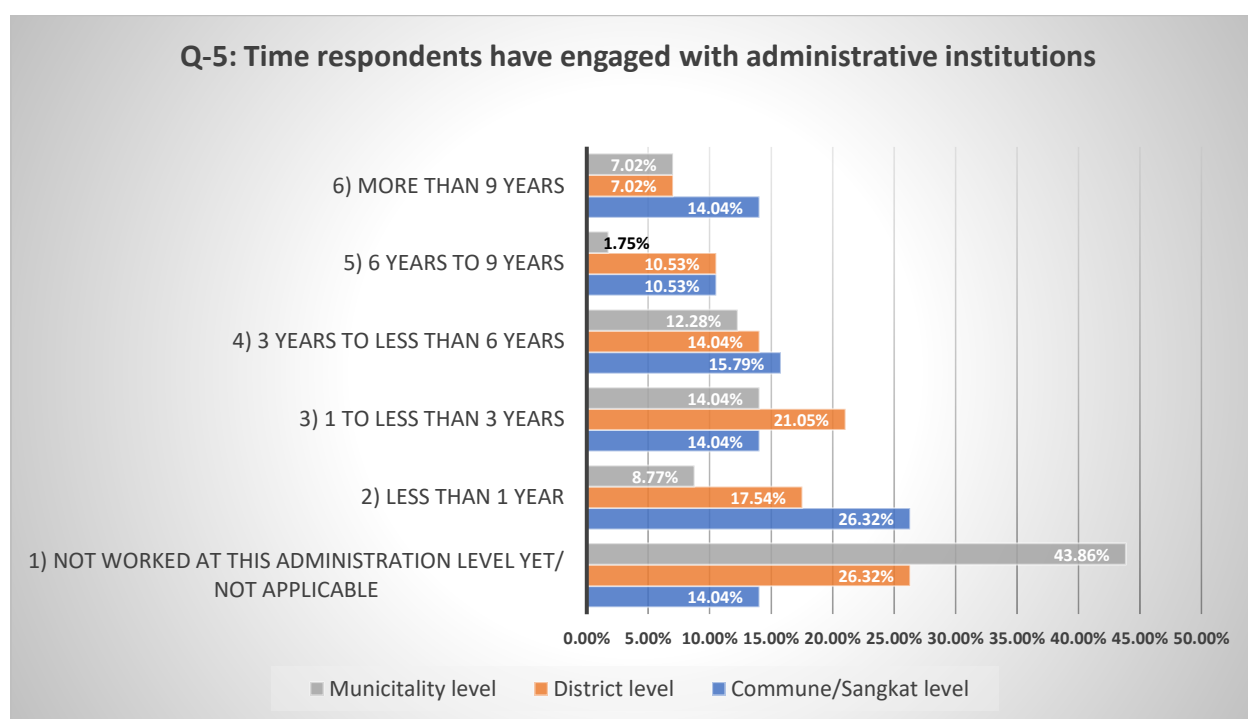


Figure 2.1.2 indicates that around 70% of respondents reported that their institutions do not operate at D/M level, meaning that the target focus of these institutions' interventions is at C/S level. The respondents said to have worked within the institutions mostly between one to less than six years.

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 ('strongly agree' or 'disagree'). 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

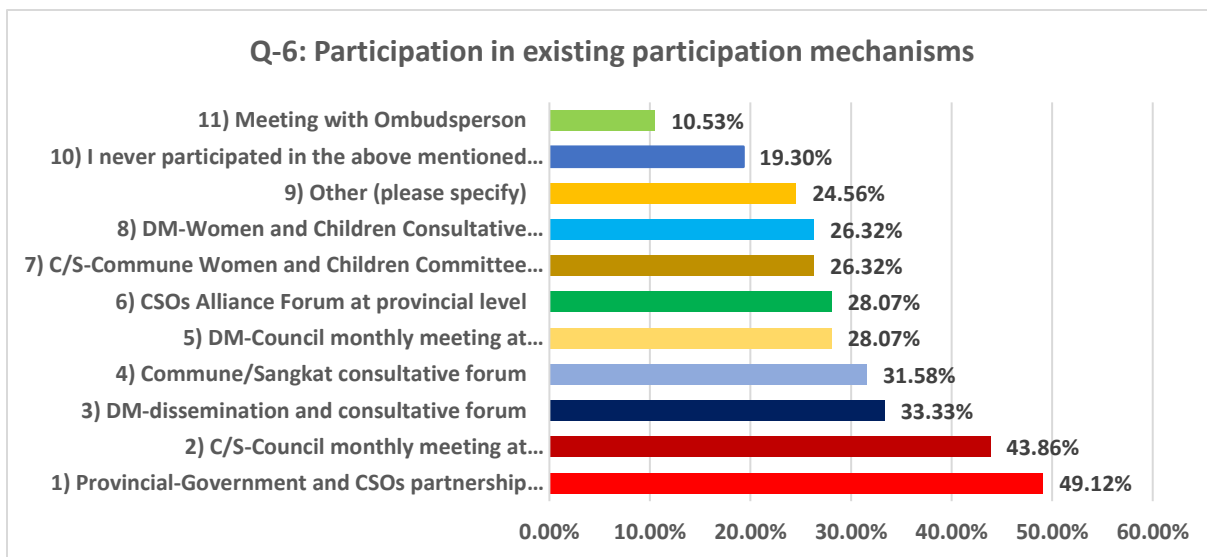
As mentioned in section 2.1 Sampling & data collection, the survey was conducted through an online platform, using ASKALLO as data collection programme. ASKALLO is the default online data collection tool of GIZ. For this survey, it was used from March 1 to March 15, 2021. The data sources are stored 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



In order 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:

- District integration workshop;
- Annual reflection meeting and dissemination of Provincial and National Disaster Management Strategic Plan;
- Selection of chief ombudsperson;
- International Children's Day;
- Public fora focussed on OWSO services and Facebook chat (citizens giving feedback via Facebook);
- Annual reflection meeting and dissemination of Provincial and National Disaster Management Strategic Plan;
- Health centre management committee meeting.

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 49% of respondents participated in so-called 'Government and CSO partnership meetings' at the provincial level. Furthermore, 33% of respondents had engaged with the 'Dissemination and Consultative Forum' at D/M level and 32% attended the 'C/S Consultative Fora'. 26% of the respondents had participated in a 'Commune Women and Children Committee' or one of the monthly 'D/M Women and Children Consultative Committee' meetings.

In summary, CSOs mostly participated in the following existing participation mechanisms:

- Government and CSO Partnership meeting;
- Dissemination and Consultative Forum at D/M;
- C/S Consultative Forum;
- Monthly Commune Women and Children Committee meeting;
- Monthly D/M Women and Children Consultative Committee meeting.

3.2.2 Frequency of participation

- 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

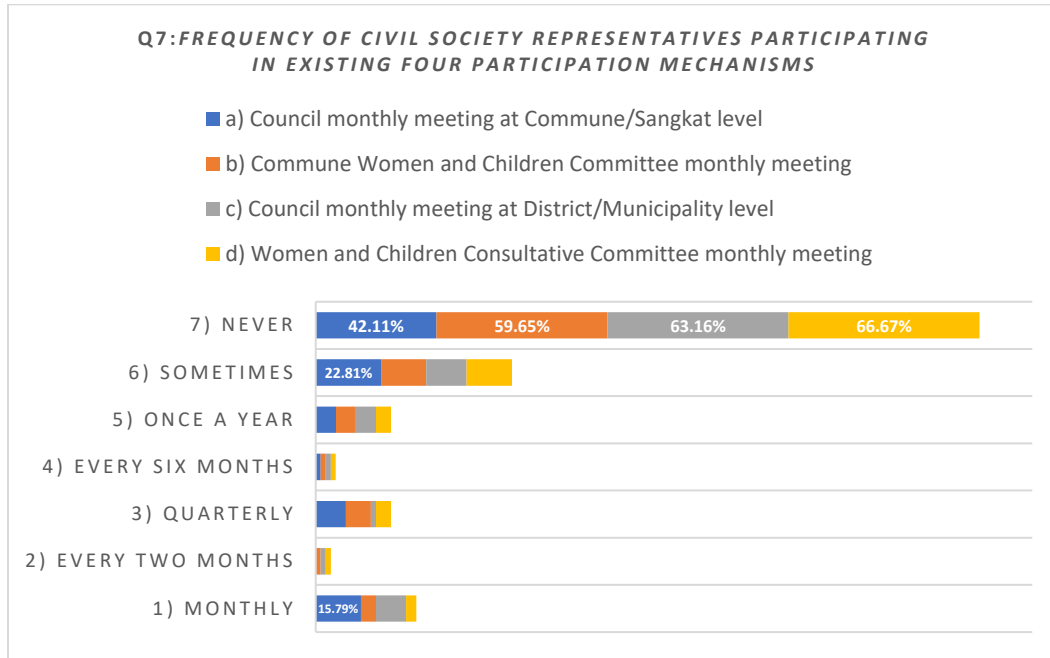


Figure 3.2.2.1 indicated that between 42% to 67% of NGO representatives participating in the survey said they had never participated in the following four existing participation mechanisms: i) monthly C/S council meetings, ii) monthly CWCC meeting, iii) monthly D/M council meetings and iv) monthly Women Children Consultative Committee meetings. Less than 23% of respondents had participated in some of the above-listed mechanisms either ‘sometimes’, ‘quarterly’ or ‘yearly’.

Figure 3.2.2.2 Respondents’ participation in three existing mechanisms below

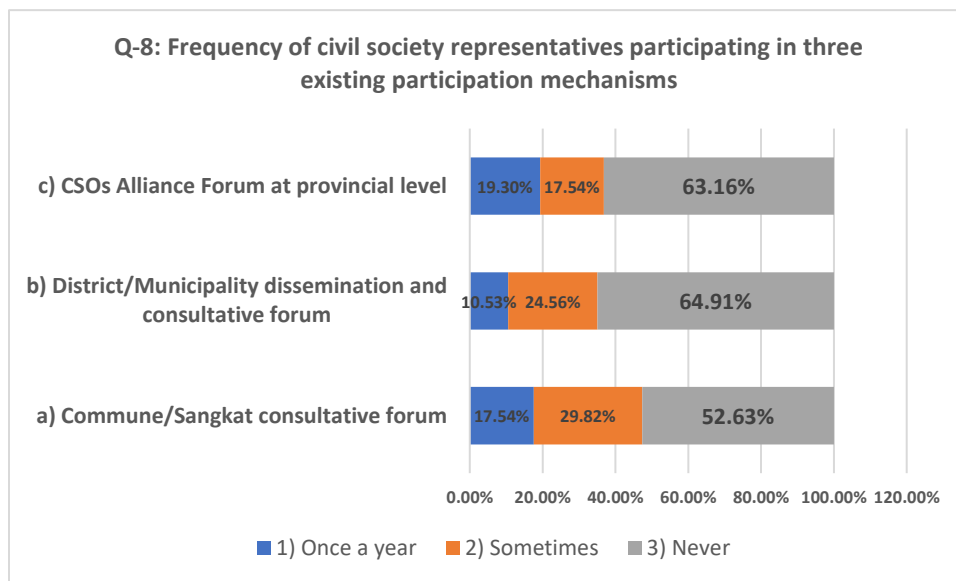


Figure 3.2.2.2 indicates that between 53% to 65% of NGO representatives participating in the survey said they had never participated in the following existing participation mechanisms: a) C/S consultative forum, b) D/M dissemination and consultative forum and c) CSO Alliance Forum at the provincial level. This indicates the malfunctioning of the NGO network in BTB. 63% of respondents said they had never participated in CSOs Alliance Forum meetings at the provincial level. Further consideration and intervention to explore possibilities of promoting CSO participation in these participation mechanisms should take place in close cooperation with relevant CSOs working BTB to jointly define and meet the needs the CSOs faced. The aim is to strengthen the CSO Forum and improve conditions for CSO participation. Moreover, CPDD should more actively promote CSO participation in NGO network meetings in BTB.

Less than 30% of respondents participated ‘sometimes’ in a) C/S consultative forum, and/or b) D/M dissemination and consultative forum. In view of this low participation, Further discussion with SNAs needs to be conducted to improve the way of promoting NGO representatives’ participation in those meetings.

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

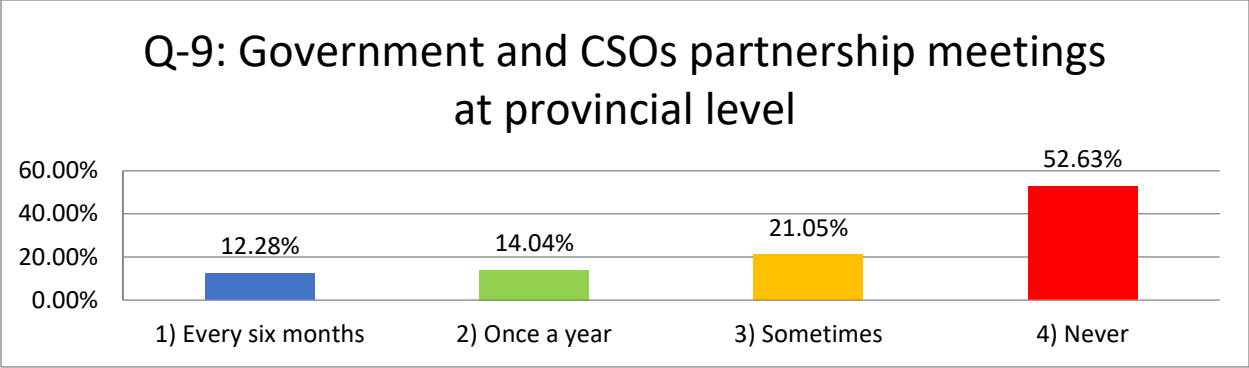


Figure 3.2.2.3 shows that less than 50% of respondents participated in government and CSO partnership meetings in BTB province at various times; some of them every six months (12.3%), others once a year (14%) and others ‘sometimes’ (21%).

Figure 3.2.2.4 Respondents’ participation in meeting with ombudspersons

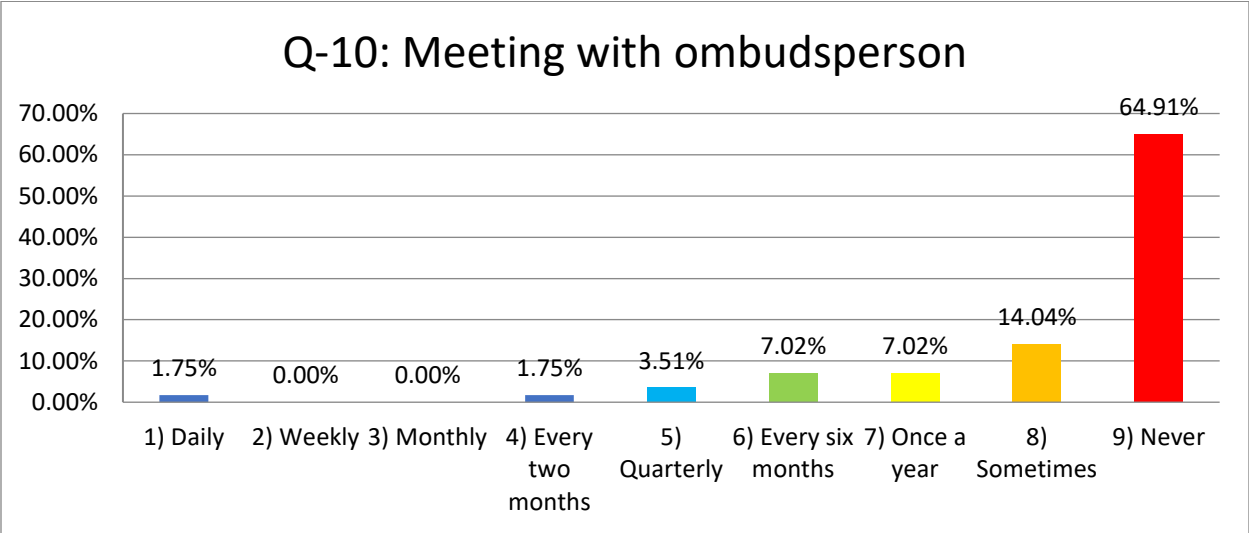


Figure 3.2.2.4 indicates that more than 64% of respondents had never participated in district ombudsperson (DO) meetings. 14% of them sometimes participated in DO meetings. As a consequence, DAR should increase its work with DOs to invite more NGO representatives to participate in the meetings. Moreover, in response to question number 11, the survey also asked respondents to share their experiences in participating in other mechanisms mentioned above by asking them to specify those mechanisms. Some respondents said they had participated in other mechanisms besides those listed in this survey. These additional mechanisms are:

- District integration workshop;
- Annual reflection meeting and dissemination of Provincial and National Disaster Management Strategic;
- Selection of chief ombudsperson;
- International Children’s Day;
- Public fora focussing on OWSO services and the Facebook chat;

- Annual reflection of ISAF implementation;
- International Women’s Day;
- Technical meeting with line departments;
- Organisational meeting for Khmer Water Festival;
- Advocacy meeting with NGO networks etc.

Figure 3.2.2.5 Issues raised and addressed during conducted events

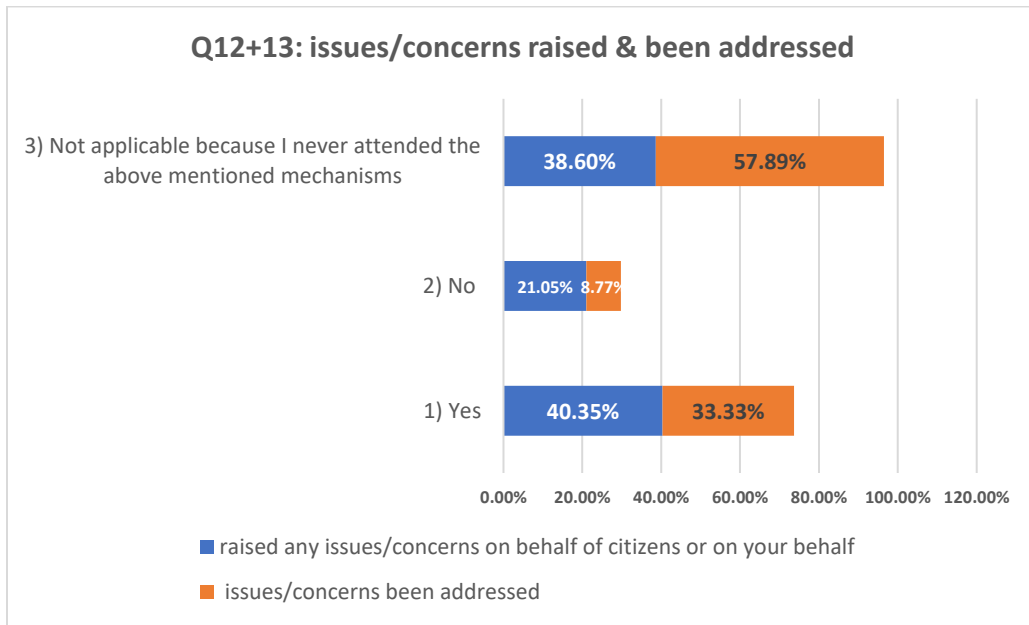


Figure 3.2.2.5 presents that 40% of respondents had raised issues on behalf of citizens or on their own behalf during meetings and fora. 60% of respondents had never raised issues during events because i) they did not attend the events (39%), or they did not raise issues despite their participation (21%). 33% of respondents claimed their issues raised during the events had been dealt with.

Table 3.2.2.6: Mechanisms responding to issues raised during events

1) Not applicable	43.86%
2) Monthly council meetings at C/S level	29.82%
3) Government and CSO partnership meetings at provincial level	28.07%
4) Monthly council meetings at D/M level	19.30%
5) C/S consultative forum	17.54%
6) D/M dissemination and consultative forum	14.04%
7) Monthly Commune Women and Children Committee meeting	10.53%

8) Monthly Women and Children Consultative Committee meeting	10.53%
9) Political party	5.26%
10) Charity group	3.51%
11) Private sector organisation	3.51%
12) Church/religious institution	1.75%
13) None of the above	1.75%

Table 3.2.2.6 indicates that only two mechanisms, the monthly council meetings at C/S level (around 30%) and the government and CSO partnership meetings at the provincial level (around 28%), were reported by respondents to have addressed the issues raised by participants during the events. Possibly, there was insufficient time to address issues raised by participants during the events. Further investigation is needed to identify remaining issues which need to be addressed by SNAs.

Table 3.2.2.7: Reasons for not raising issues during events

1) Other (please specify)	26.32%
2) Not applicable, because my answer to question #12 was "Yes" (I raised issue(s) in the above-mentioned participation mechanisms)	26.32%
3) Because District Administrations (DMAs) have never invited me to attend in the events at D/M level	24.56%
4) Because it takes too long to solve the raised issues	24.56%
5) Because I raised in the past, but nothing happened	12.28%
6) Because I am too scared to raise issues	10.53%
7) Because DMAs have never allocated enough time for questions and answers	5.26%
8) Because DMAs will not forward issues to higher authorities	5.26%
9) Because I am scared to raise issues at the ombudsperson's office	3.51%
10) Because DMAs lack knowledge and understanding to solve the problem	0.00%

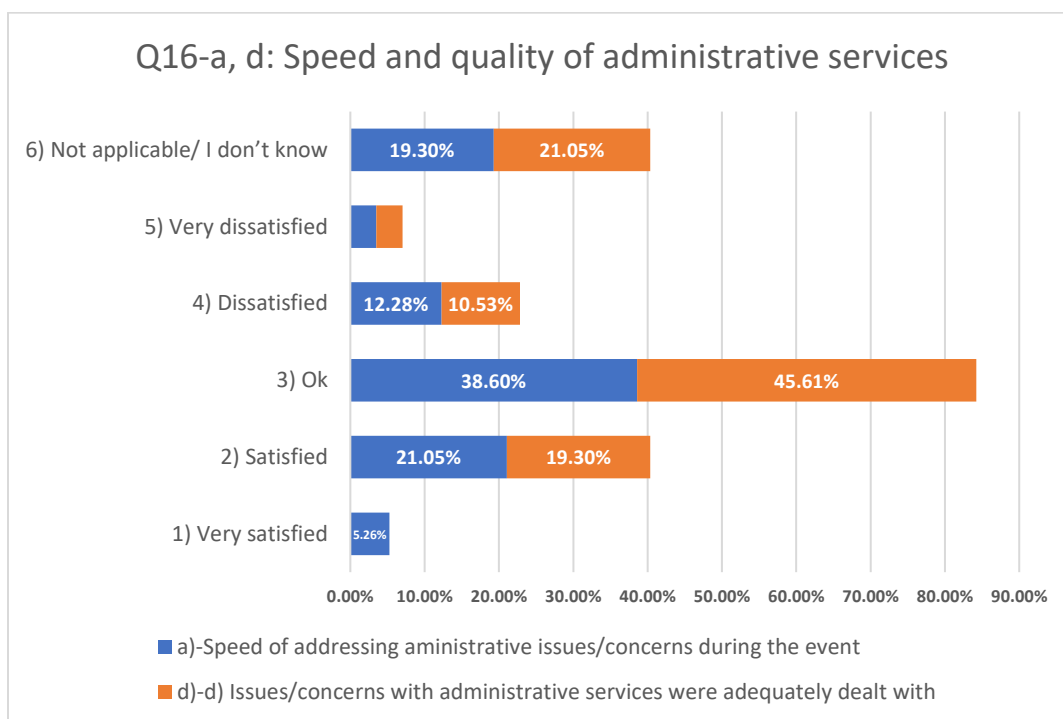
Table 3.2.2.7 presents the key reasons for not raising issues during meetings/fora. These included participants not having received an invitation, the experience that addressing issues took very long, issues they had raised in the past had not been addressed or that were afraid of raising issues. This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

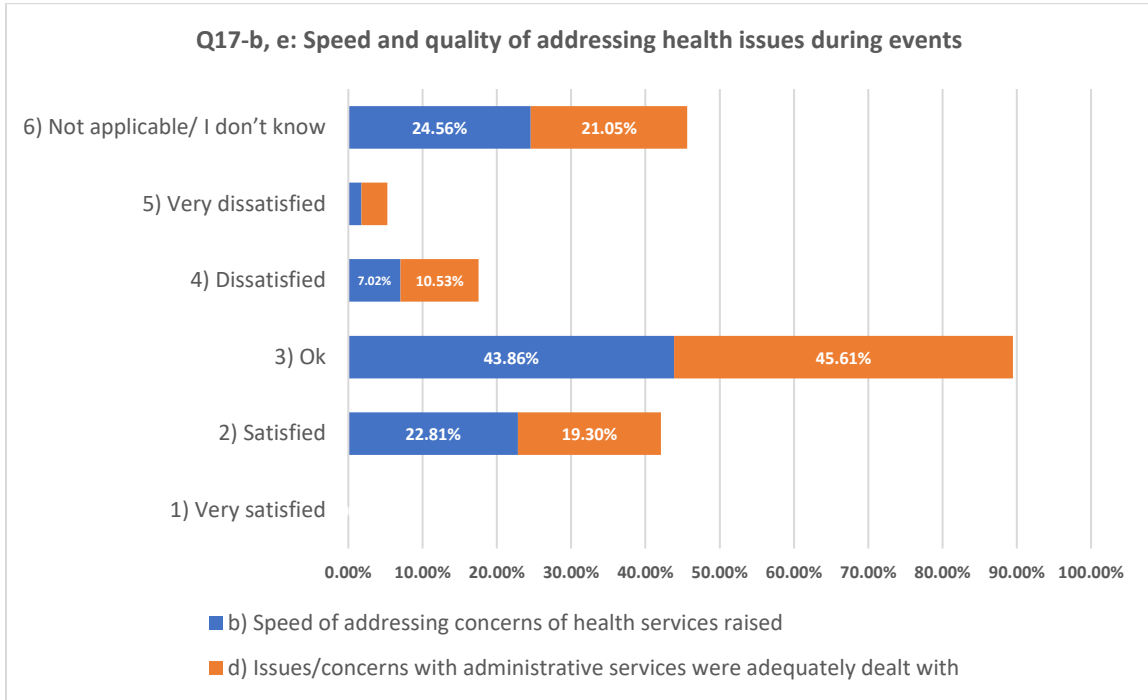


In this survey, ‘satisfaction’ refers to the level of services offered by SNAs to respond to respondents’ issues and their expectations met during meetings/fora.

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. 65% of respondents said to be ‘satisfied’ with the speed of addressing issues raised during the meetings/fora in different categories. 39% rated their satisfaction ‘ok’, 21% ‘satisfied’ and 5% ‘very satisfied’. 12% of respondents reported to be ‘dissatisfied’. Similarly, 64% of respondents were ‘satisfied’ with the quality of SNAs addressing issues raised during meeting/fora in administrative services. 46% of respondents rated ‘ok’ and 19% ‘satisfied’, while 11% said to be ‘dissatisfied’ and 5% ‘very dissatisfied’.

3.3.1.2 Health care services:

3.3.1.2 Speed and quality of addressing health care issues during events



Similarly, to the findings regarding administrative services, asked about health care services respondents reported that they were 'ok' (44%) or 'satisfied' (23%) with the speed of addressing health care issues raised during meetings/ fora by SNAs. 67% of respondents were happy with the speed of health care issues addressed, while less than 10% of respondents were 'dissatisfied'.

3.3.1.3 Educational services

3.3.1.3 Speed of addressing issues and quality of solutions found (during events) regarding educational services

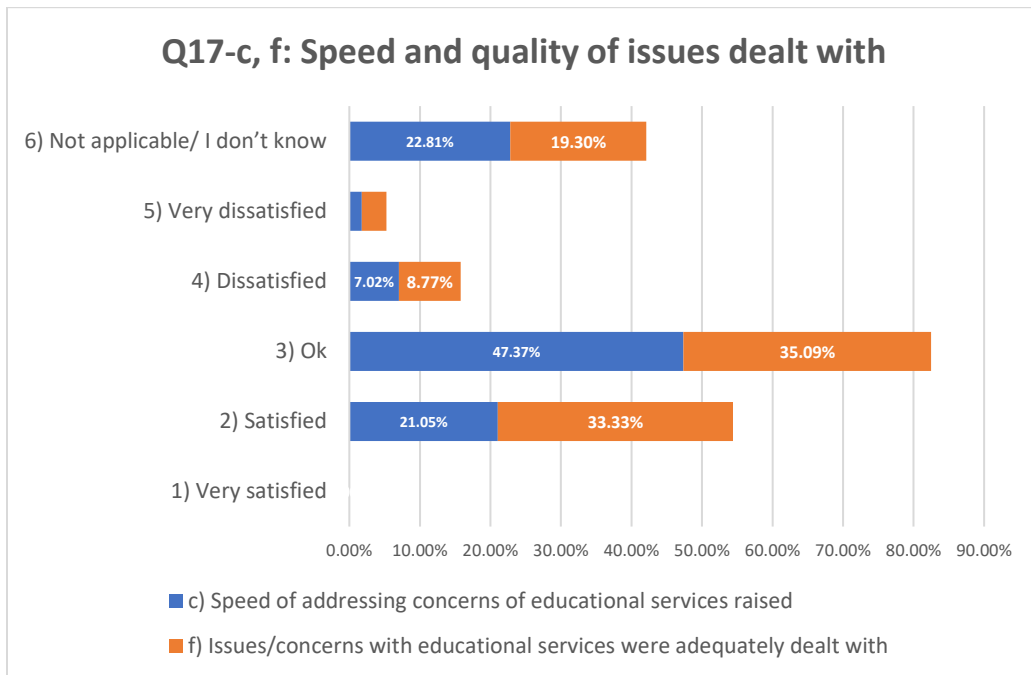
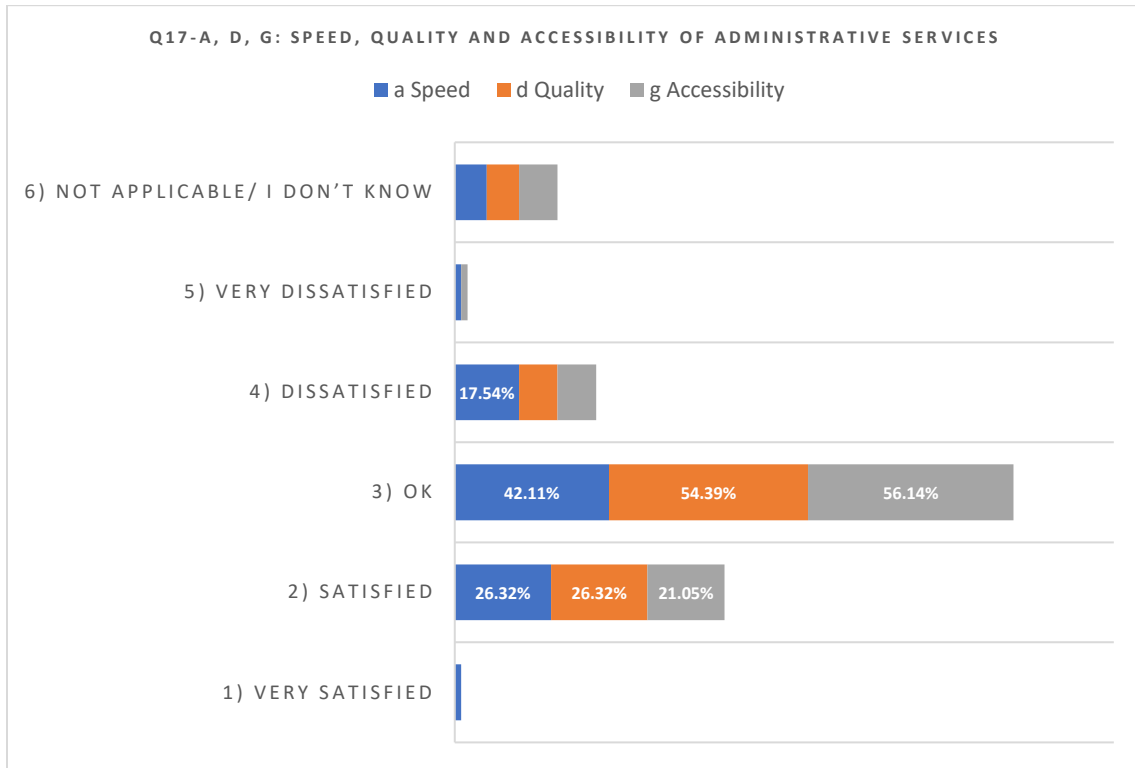


Figure 3.3.1.3 shows that 68% of respondents were 'ok' or 'satisfied' with the speed of addressing educational services as raised during meetings/fora, while around 9% were 'dissatisfied'.

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 indicates that most respondents who had experienced getting administrative services from SNAs were 'ok' or 'satisfied' with the speed, quality and accessibility of services provided by SNAs respectively. 68% of respondents rated 'ok' or 'satisfied' with the speed, 80% rated ok or 'satisfied' with the quality and 77% rated 'ok' or 'satisfied' with the accessibility of the administrative services. Less than 18% of them were not satisfied.

3.3.2.1.2 Staff competency, fairness and effort of administrative services

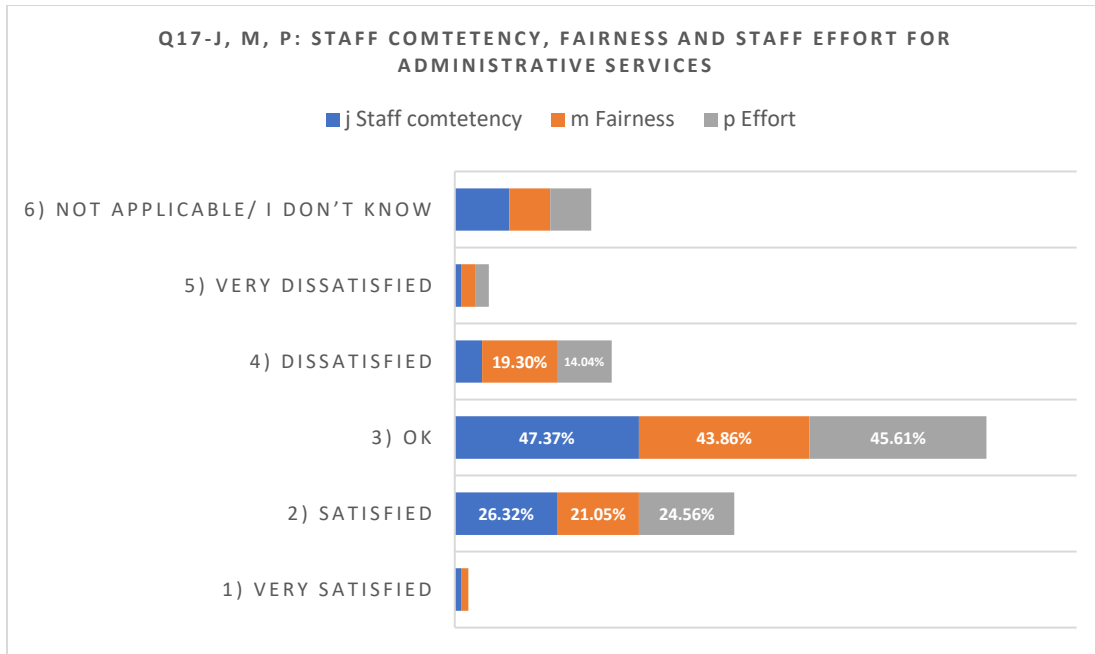
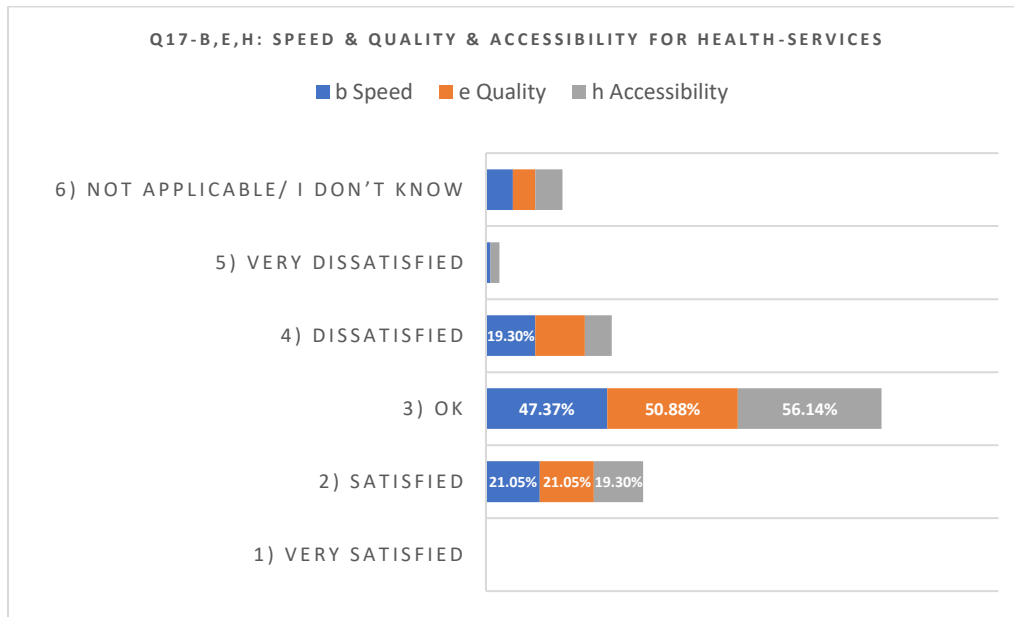


Figure 3.3.2.1.2 shows that 73% of respondents rated 'ok' or 'satisfied' with staff competency, 65% rated 'ok' or 'satisfied' with treatment by staff and 71% rated 'ok' or 'satisfied' with staff effort of providing administrative services. Less than 19% of respondents were not satisfied with these three categories.

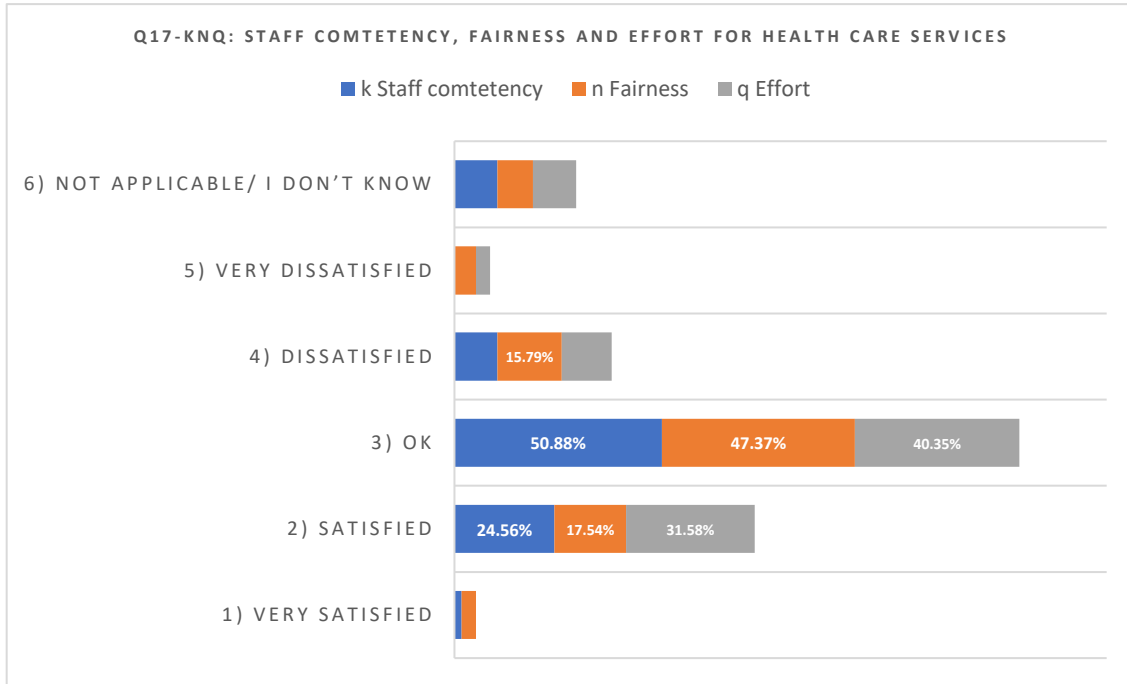
3.3.2.2 Health care services

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 68% of respondents who had received health care services from SNAs were 'ok' or 'satisfied' with the speed of services provided by SNAs. 72% rated 'ok' or 'satisfied' with the quality and 75% rated 'ok' or 'satisfied' with the accessibility of health care services. Less than 20% of respondents were not satisfied with the speed, quality or accessibility of health care services provided by SNAs.

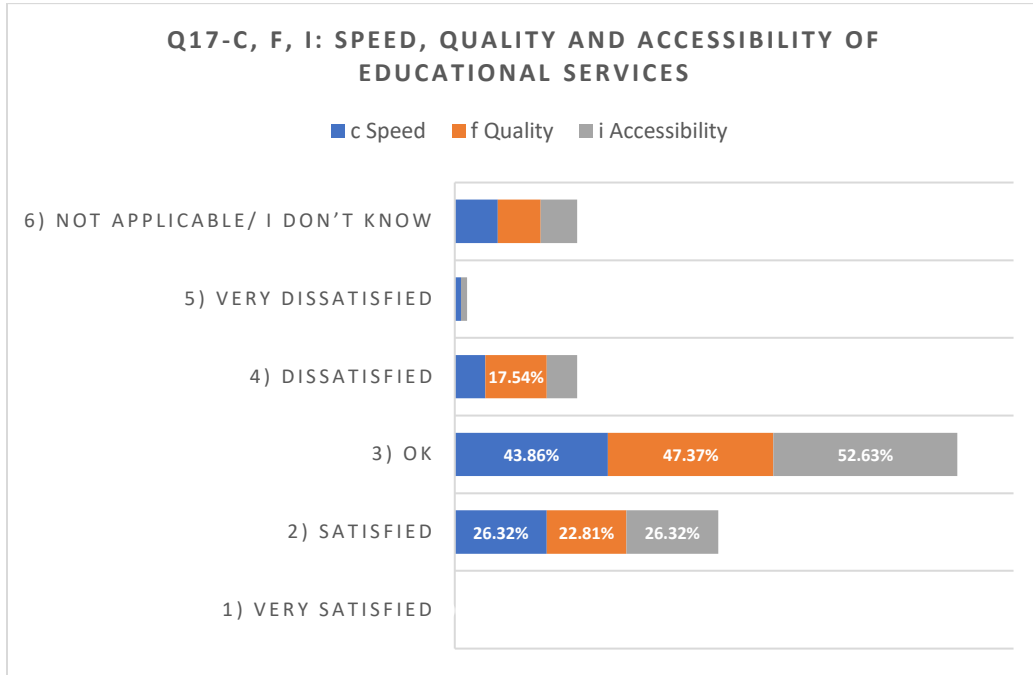
3.3.2.2.2 Staff competency, fairness and effort for health care services



According to figure 3.3.2.1.2, 76% of respondents rated 'ok' or 'satisfied' with staff competency, 65% rated 'ok' or 'satisfied' with staff treatment and 72% rated 'ok' or 'satisfied' with staff effort provided at SNAs for health care services. Less than 16% of respondents were not satisfied with these three categories.

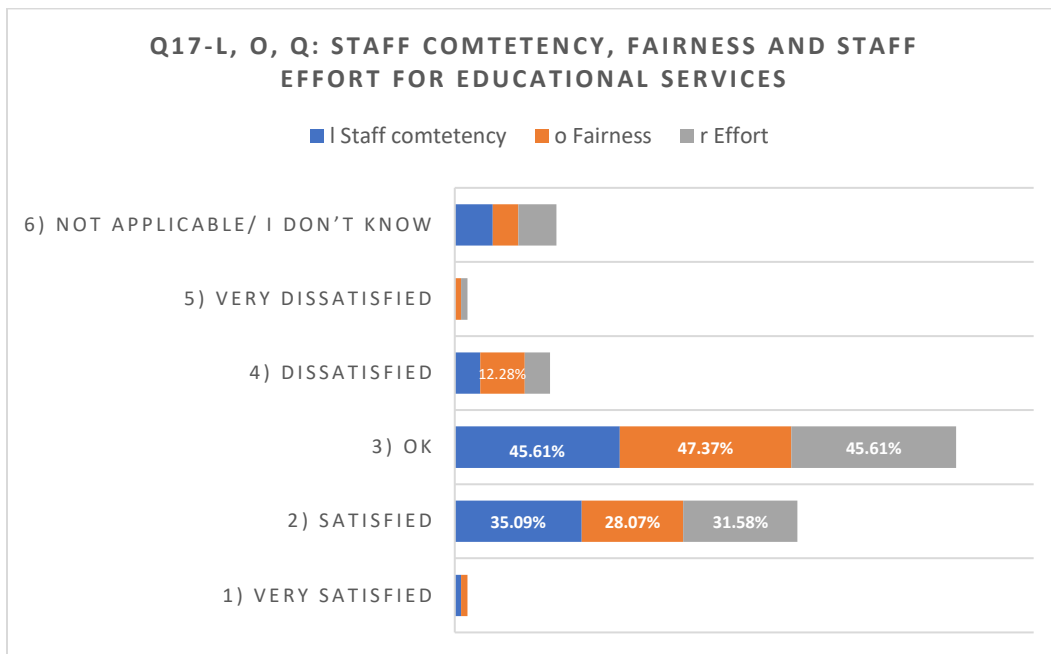
3.3.2.3 Educational services

3.3.2.3.1 Speed, quality and accessibility of educational services



70% of respondents who requested educational services indicated to be 'ok' or 'satisfied' with the speed and quality of educational services provided by SNAs. 79% rated them 'ok' or were 'satisfied' with the accessibility of the services. However, between 10% and 17% of respondents reported dissatisfaction with the speed, quality and accessibility of educational services.

3.3.2.3.2 Staff competency, fairness and effort in educational services



Around 80% of respondents reported they were 'ok' or 'satisfied' with staff competency, while 75% rated 'ok' or 'satisfied' with fairness of treatment by staff. 78% of respondents were 'ok' or 'satisfied' with staff effort for educational services by SNAs. However, 12% of respondents reported their dissatisfaction with these three criteria.

Chapter 4 Summary and discussion of the survey results

Question 5 asked respondents to select administration levels their institutions had engaged with. The findings show in figure 2.1.2 that around 70% of respondents reported their institutions had not worked or engaged with D/M level. This leads to the finding that despite respondents working in one or more of the seven listed target D/M in BTB, the focus of their interventions is yet at C/S level. Most respondents have worked in their respective institutions between one to six years, while only very few have been with their institutions for more than nine years.

The survey takes into account a wide range of respondents from NGOs, including field staff, technical staff and management. Survey results show respondents' satisfaction with services in the three selected 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. 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:

- District integration workshop;
- Annual reflection meeting and dissemination of Provincial and National Disaster Management Strategic Plan;
- Selection of chief ombudsperson;
- International Children's Day;
- Public fora focussing on OWSO services and Facebook chat board;
- Annual reflection meeting and dissemination of Provincial and National Disaster Management Strategic Plan;
- Health centre management committee meeting.

In BTB province, many exchange formats hosted by SNAs and technical line departments for citizens, CBOs and NGOs are open 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%);
- Monthly Women Children Consultative Committee meeting (67%);
- D/M dissemination and consultative forum (63%);
- CSOs Alliance Forum at provincial level (65%);
- Meetings with ombudsperson (65%)

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 NCDDS 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 school teachers, 21% with their commune chief and 20% with their commune councillor.

4.3 Respondents' issues raised

Figure 3.2.2.5 presented that 40% of respondents were experienced in raising issues on behalf of citizens or on their own behalf during meetings or fora. However, around 60% of the respondents had never raised issues in the events because they had not attended the events (39%). Furthermore, 21% 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 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 81% 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

33% of respondents confirmed that their issues raised during the events were dealt with or responded to. 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

65% of respondents confirmed that they were satisfied with the speed and quality of issues addressed after raising issues during meetings and fora in different service categories. 39% of respondents rated their satisfaction as 'ok', 21% said to be 'satisfied' and 5% were even 'very satisfied'.

4.5.2 Health care services

67% of respondents confirmed that they were 'satisfied' with the speed and quality of health services addressed by SNAs during the meetings or fora.

4.5.3 Educational services

Figure 3.3.1.3 shows that around 68% of respondents were 'ok' or 'satisfied' with the speed and quality of addressing educational issues raised during meetings and fora.

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)

Figure 3.3.2.1 indicates that 68% of respondents who experienced obtaining administrative services from SNAs found them 'ok' or were 'satisfied' with the speed, quality (77%) and accessibility (80%) of services provided by SNAs.

Figure 3.3.2.1.2 reveals that 65% of respondents were 'ok' or 'satisfied' with staff competency (73%), the way SNA staff treated them, the effort made by staff (71%). 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, had before also found that the level of satisfaction of both users and service providers had increased diffidently 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)

Figure 3.3.2.2.1 indicates that 68% of respondents who had requested health care services from SNAs found them to be 'ok' or were 'satisfied' with their speed, quality (72%) and accessibility (75%).

Figure 3.3.2.1.2 explains that 76% of respondents were 'ok' or 'satisfied' with staff competency, the way how officers treated them (65%) and the effort staff made (72%). 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)

Around 70% reported to be 'ok' or 'satisfied' with the speed and quality of educational services provided by SNAs, while up to 79% said to be 'ok' or 'satisfied' with the accessibility of the services.

Around 80% reported they were 'ok' or 'satisfied' with staff competency, 75% rated the treatment they received by staff as fair (rating 'ok' or 'satisfied') and 78% found the staff effort for educational services provided by SNAs 'ok' or 'satisfiable'. 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. 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. However, figure 3.1.1 indicates that the percentage of respondents who experienced participating in existing mechanisms is less than 50%.

Surprisingly, figure 3.2.2.1, figure 3.2.2.2, figure 3.2.2.3 and figure 3.2.2.4 confirm that as many as 42% to 67% of NGO representative respondents said they had never participated in existing participation mechanisms.

Figure 3.2.2.5 presents that only 40% of respondents were experienced in raising issues on behalf of citizens or themselves during meetings or fora. Up to 60% of respondents remarked to have no opportunity to participate in the events or to raise issues while participating in the meetings or fora.

5.1.2 Recommendations

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

- Timely sending invitations out to participants timely in consideration of target groups' seasonal obligations;
- Sufficient time for each agenda item and for SNA staff response;
- Awareness raising with various tailored approaches;
- Increased transparency by documentation (minutes) of all issues raised during events and timeline provided for un-addressed issues to be solved;
- Follow-up (e. g. SNAs action plans) and complaint mechanisms for citizens;
- Enhanced speed of service delivery;
- Empowerment of supply side and demand side;

- Civic engagement trainings for supply side and demand side;
- Alternative formats/mechanisms of participation (as partly suggested by survey respondents).

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 65% to 80% of respondents had been 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;
- Strengthening of district ombudspersons functions and development of additional mechanisms to ensure formal records for requests and respective feedback are kept for each sector;
- Continuous training provided 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.