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GHANA'S STRENGTHENING ACCOUNTABILITY MECHANISMS PROJECT (GSAM)



Baseline Report

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ACRONYMS

AAP	Annual Action Plan
CARE	Cooperative for Assistance and Relief Everywhere
CBO	Community Based Organization
CSO	Civil Society Organization
DA	District Assembly
DAs	District Assemblies
DACF	District Assemblies' Common Fund
DCE	District Chief Executive
GAS	Ghana Audit Service
GSAM	Ghana's Strengthening Accountability Mechanisms
IBIS	IBIS in Ghana
ISODEC	Integrated Social Development Center
MMDA	Metropolitan, Municipal and District Assembly
RFA	Request For Application
USAID	United States Agency for International Development
USG	United States Government

EXECUTIVE SUMMARY

BACKGROUND AND RESEARCH QUESTIONS

There is overwhelming evidence to support the assertion that Ghana has made tremendous strides in achieving effective local governance since 1988. Today, local citizens are more interested to participate in the decisions and activities of their District Assemblies, and are demanding more transparency and accountability of their Assemblies resources more than previous times. In spite of these good achievements, Ghana's local governance literature suggests that citizens' ability to hold their governments accountable for their activities are limited because citizens do not have basic information about what their local government representatives do with their resources.

In the context of Ghana, two specific information barriers that lead to weak development programming by Municipal, Metropolitan and District Assemblies (MMDAs) and can also promote corruption are often mentioned. First, citizens lack information on MMDAs budgets, how MMDAs development priorities are established, how MMDAs are assessed, why some localities receive greater development projects than others, how capital budgets are executed and projects overseen, and the equality of resulting service provision. The second information barrier stems from the fact that, in most cases, local politicians seem to have limited tools for overseeing how capital projects are being implemented by contractors. In the absence of well-developed internal contracting procedures and internal auditing staff, local politicians do not have current information about the quality of the projects that their capital budgets and project are providing for their constituencies.

In the light of these challenges, local development experts, stakeholders, development partners, etc, have all emphasized the need to strengthen public accountability for improved local governance in Ghana.

THE INTERVENTION

Ghana's Strengthening Accountability Mechanism (GSAM) project is a five (5) year USAID funded project which focuses on strengthening citizens' oversight of capital development projects to improve local government transparency, accountability and performance in 100 districts of Ghana. GSAM is designed to strengthen social accountability by improving information to CSOs and the citizenry in the project districts to enhance their capacity to

demand accountability. The project seeks to improve accountability by enhancing mechanisms of bottom-up social accountability in MMDAs through increasing the quality and quantity of information available to citizens about the effectiveness of capital projects through extensive CSO monitoring, the production of scorecards, and public information campaigns.

Prior to the rollout of the intervention, the GSAM team collected baseline data in 26 district assemblies in 8 regions of Ghana. The purpose of the baseline study was to establish the situation prior to the roll up of project interventions, document the first measurement of indicators to be used to determine progress, and which will serve as benchmarks for setting targets to be achieved at the completion of the project intervention.

THE RESEARCH DESIGN

The baseline survey collected information from ordinary Ghanaian citizens, CSOs and staff of the District Assemblies in 26 out of the 100 GSAM project districts across 8 regions of Ghana using desk review focal group discussions and face-to-face interviews. The coverage was as indicated below:

Target Group	No. Covered
Region	8
District	26
Communities	78
Citizens	1706
Civil Society Organizations	68
District Assembly staff	89

MAIN BASELINE FINDINGS

The Citizens' survey indicates that citizen satisfaction with district capital projects and services is quite low, that citizens have very little knowledge on district assembly capital development processes and citizens perceive limited mechanisms for holding district officials accountable. More specifically:

- The survey revealed that 36.7% of citizens have knowledge and are aware of the existence local government law that gives them the right to participate in district assembly development planning processes. A whopping 63.3% have no knowledge of the law and

therefore consider themselves having no business in district assembly proceedings and processes.

- Out of 1,706 citizens interviewed, only 26% had participated in district assembly development planning process in one way or the other. 74.0% had never participated in any District Assembly development process.
- Citizens are mostly informed on district activities by their District Assembly members as indicated by 37.3% of respondents. 29.1% claimed that the local radio station had been their main source of information of capital projects.
- 20.2% of respondents could mention the contract sum of a capital development project undertaken by the district assembly, 7.6% could mention the level of disbursement of a project, 13.7% could mention the contract duration, and 33.0% and 14.2% could mention the contractors name and funding agency respectively of capital projects undertaken in the district.
- Majority of citizens (59.9%) are not satisfied with the overall performance of the district assemblies in terms of capital development projects. 36.2% of citizens indicated they are satisfied with the DAs performance on capital development projects whilst the remaining 3.9% were very satisfied.
- 64.6% of respondents (citizens) are not satisfied with contractors who execute capital development projects in their districts.

Summary of CSO survey:

- The survey results indicated 30.9% of CSOs are funded by their own member contributions. The remaining 68.1% of CSO funds come from various donors including USG.
- Out of the 68 CSOs interviewed 14 constituting 20.6% had received USG support in the form of funds, partnership and capacity building. 54 of the CSOs forming 79.4% had never benefitted from USG support.
- 83.8 % of the CSOs interviewed are into advocacy in the areas of civil rights and governance.
- However out of the 14 CSOs who have received support from USG, 21.4% had used these support in monitoring district assembly capital development projects whiles 78.6% had used the USG support in advocacy and capacity building activities.

- 29 CSOs that were surveyed (representing 42.6%) have prior knowledge on the use of scorecards. In terms of usage it was revealed that 62.1% of the 29 organizations that have knowledge of scorecards are actually using it in their advocacy work.

Summary of District Assembly Survey

- The survey revealed that the following six means constitute the major citizens accountability mechanisms at the district level.
 - I. District meetings, (including open forum and durbars),
 - II. citizen's participation in the selection of capital project,
 - III. budget hearing,
 - IV. the use of scorecards,
 - V. citizens involvement in monitoring of capital projects and
 - VI. the use of the media
- Out of the six major accountability mechanisms identified above, it was revealed that citizens participate more in the district meetings which include open fora, durbars, town hall meetings unit and area council meetings as a way of ensuring accountability. This is indicated by approximately 49.4% of the total number of 89 district administrators interviewed who claimed that citizens engage themselves in the meetings more than any other mechanisms.
- Citizens' use of scorecards and the media as means of ensuring accountability is very limited at the districts level. The survey indicated that given the six above mechanisms, the use of scorecards and the radio constitutes approximately 4.5% and 6.7% respectively.
- District Assembly meetings is the major avenue for information dissemination for citizens. As indicated by the survey 59.6 % staff interviewed was of the view that district meetings including open fora, budget hearing and district durbars are the main sources of information to the citizens. This is followed by the periodic meetings held by Assembly members with their electorates. The use of the media as means of information sharing constituted only 7.9%.

I.0. INTRODUCTION

This document describes the baseline survey findings for the Ghana's Strengthening accountability Mechanisms (GSAM) project being implemented by a consortium of three partners namely; CARE International in Ghana, IBIS and ISODEC with CARE being the lead implementer. The GSAM project implementation is supported by USAID/Ghana's Democracy and Governance Office. The objective of the program is to improve local governance in Ghana through strengthening both top-down and bottom-up accountability.

Specifically the second component which is being implemented by CARE and consortium partners seeks to address two specific information barriers that lead to weak development programming by MMDAs and can promote corruption. These are (1) Citizens lack of information on MMDA budgets and how MMDA development priorities are established (2) limited tools for local politicians to oversee how capital projects are being implemented by contractors.

PROJECT BACKGROUND

There is overwhelming evidence to support the assertion that Ghana has made tremendous strides in achieving effective local governance since 1988. Today, local citizens are more interested in participating in the decisions and activities of their District Assemblies and are demanding more transparency and accountability of their Assemblies resources more than previous times. In spite of these good achievements, Ghana's local governance literature suggests that citizens ability to hold their government's accountable for its activities are limited because basically, they do not have basic information about what their local governments has do with local resources.

In the context of Ghana, two specific information barriers that lead to weak development programming by MMDAs and can also promote corruption are often mentioned. First, citizens lack information on MMDAs budgets, how MMDAs development priorities are established, how MMDAs are assessed, why some localities receive development projects and others not, how capital budgets are executed and projects overseen, and the equality of resulting service provision etc. This hinders their ability to determine responsibility for development failures and to hold the right individuals accountable. These challenges are especially acute right now, because responsibilities are being transitioned between levels of government, and the proliferation of District Assemblies have created many new constituencies and placed them in unfamiliar district governments.

The second information barrier stems from the fact that, in most cases, local politicians seem to have limited tools for overseeing how capital projects are being implemented by contractors. In the absence of well-developed internal contracting procedures and internal auditing staff, local politicians do not have current information about the quality of the

projects that their capital budgets and project are providing for their constituencies. District Assembly members have limited travel funds and time for monitoring development projects in their communities. In comparison with appointed officials and the administrative arm of the District Assembly, elected Assembly members also have less technical expertise and lower education levels. As a result, elected officials face significant obstacles to effectively represent their constituents' interest as they bear on the planning and execution of Annual Development/Action Plans.

In the light of these challenges, local development experts, stakeholders, development partners etc, have all emphasized the need to strengthen public accountability on local development projects for improved local governance in Ghana.

I.1 THE GSAM PROJECT

Ghana's Strengthening Accountability Mechanism (GSAM) project is a five (5) year USAID funded project which focuses on strengthening citizens' oversight of capital development projects to improve local government transparency, accountability and performance in 100 districts of Ghana. GSAM is designed to strengthen social accountability by improving information to CSOs to enhance their capacity to demand accountability. The project seeks to improve accountability by enhancing mechanisms of bottom-up social accountability in MMDAs through increasing the quality and quantity of information available to citizens about the effectiveness of development projects funded by MMDAs capital budgets via extensive CSO monitoring, the production of scorecards, and public information campaigns that mobilize citizens to use the scorecards to demand improved development planning and execution. The philosophy of GSAM is that availability and accessibility of detailed information on local capital projects will improve the capacity of citizens to hold governments accountable. In cases where capital project development is poor, citizens can use this information to ask relevant questions in their quest to demand improvements from local officials.

I.2 PROJECT GOAL

The goal for the GSAM project is to strengthen citizen oversight of capital development projects to improve local government transparency, accountability and performance. This goal aligns with the 2 objectives of USAID Ghana's RFA for the project: "improved quality and

transparency of MMDAs budgets and their capital budgets “and “increased citizen satisfaction with capital projects and the quality of local governance”.

I.3 PROJECT COMPONENTS:

COMPONENT 1:

Improve accountability by enhancing mechanisms of hierarchical oversight of MMDAs. This component includes programming aimed at improved central oversight of MMDA capital budgets via performance audits, and increasing the quality and quantity of information available to District Assemblies and local citizens about audit outcomes. This component which is being implemented by the Ghana Audit Service (GAS) is to strengthen hierarchical accountability. Even though the GAS is legally mandated to conduct financial audits of all MMDAs, these financial audits provide very limited information on the quality of local governance, and therefore do not address the quality of local public services or capital spending. In light of the above, GAS is carrying out performance audits on selected capital projects under GSAM, explicitly aimed at evaluating the value-for-money in public budgeting.

COMPONENT 2:

Improve accountability by enhancing mechanisms of bottom-up social accountability in MMDAs. This component includes programming aimed at increasing in the quality and quantity of information available to citizens about the effectiveness of development projects funded by MMDA capital budgets via extensive CSO monitoring, the production of scorecards, and public information campaigns that mobilize citizens to use the scorecards to demand improved development planning and execution.

CSO-Led Information Campaign

The CSO information campaign is designed to strengthen social accountability by providing DA citizens with detailed information on the quality of district capital projects that is collected via social audits. CARE International is leading a consortium of implementing partners made up of IBIS and ISODEC in implementing this second intervention.

The information on capital projects will be collected by citizen groups using cell phone technology and then aggregated via a web-based platform that the consortium will develop.

Information on the quality of district capital projects will be distributed through a scorecard campaign delivered via community meetings and radio programming. The social audit results will be condensed into a simple and digestible summary that is translated into local languages. The scorecards will be diffused to MMDA citizens along with information on which MMDA

officials are responsible for service quality, including their district representative, members of the relevant DA committees, and the district administrators. CSOs will also engage with MMDA citizens to demand accountability for the results. Local meetings, facilitated by the coordinating CSOs and district-level community-based organizations (CBOs), will provide a forum for discussing the scorecards and mobilizing citizens around the results. Radio will be used to disperse information on the scorecard campaign among citizens unable to attend the community meetings.

COMPONENT 3:

This third component is to be handled by an external Impact evaluation team who will conduct a rigorous, scientific impact evaluation, which is fully integrated into the project design and implementation. The evaluation represents a randomized field experiment and involves a comprehensive data collection component for indicators related to performance, output, outcome and impact.

I.4 SURVEY PURPOSE

The baseline survey analysis has two objectives:

- I. To improve our understanding of the local governance and service delivery environment in the 100 districts.
- II. To provide baseline estimates of indicators of;
 - a. citizens level of satisfaction with district assembly capital development projects
 - b. Citizens access to information on service delivery,
 - c. Citizens participation in the monitoring of district capital projects

I.5 SURVEY QUESTIONS

The baseline survey was framed in order to answer the key performance monitoring questions listed below:

- What is the citizen satisfaction index for MMDA performance on capital projects?
- What is the citizen satisfaction index for performance of service providers or contractors?
- What percentage of Citizens can mention either the contract sum, level of disbursement, duration of contract, contractor's name or organization, and/or funding agency of at least one capital project in 100 targeted districts?

- How many existing CSOs are supported with USG funding and are involved in MMDAs capital project monitoring in the 100 districts?
- How many CSOs receiving USG assistance are engaged in advocacy interventions?
- What is the level of citizen's engagement with the establishment of development planning priorities?
- What is the level of citizens' perception of performance by contractors/ service providers who build capital projects?

2.0. SURVEY METHODOLOGY

2.1. SAMPLING PROCESS

Using a simple random sampling procedure, the GSAM team through desk review, focus groups and face-to face interviews collected information from citizens living in both urban and rural communities within the boundaries of 26 out of the 100 GSAM participating districts in eight regions of the country. In each districts three target groups were interviewed; the ordinary citizens, the district assembly administrators, technical staff and CSOs.

To achieve a district and a regional sample size that was large enough to yield statistically representative result, the team targeted 90 communities from 30 selected districts across the 10 regions. However due to limited time available for the survey 26 districts with a total of 78 communities were covered. In each selected community, a minimum of 20 and maximum of 30 citizens were interviewed. In the same vein in each district a number of identified CSOs were interviewed and at the district level key district assembly administrators were interviewed.

An overall total of 1,706 citizens, 68 CSOs and 89 District Administrators were interviewed within the 26 district assemblies in 8 regions. These respondents were selected using random sampling procedure and to achieve a fair representation of both sexes, interviewers were reminded of the need to make conscious effort to interview as many females as males.

2.2. SURVEY QUESTIONNAIRE

Considering the three different target groups, three different sets of questionnaires were developed for the survey; citizens' survey questionnaire, CSOs survey questionnaire and the District administrators' survey questionnaire. Questions were mainly close-ended with corresponding list of response options from which respondents chose options that closely approximate their opinions.

In general, the questions tracked opinions on the following themes:

1. Knowledge and awareness of citizens right to participate in Local Governance
2. Sources of information to citizens
3. Knowledge and Awareness of District Capital Development project processes
4. Citizens' involvement in monitoring of capital projects
5. Citizens' knowledge and awareness of existing accountability mechanisms
6. Citizens' satisfaction with District capital development projects
7. Citizens' satisfaction with service providers/contractors of capital projects
8. Existing social accountability mechanisms in the districts

9. Level of citizens' participation in the selection and implementation of district capital projects
10. District information to citizens
11. Platforms for district/citizens interaction

2.3. MOBILIZATION AND ORIENTATION OF TEAM MEMBERS

A total of 12 GSAM team members made up of M&E officers and project officers were taken through the questionnaire and provided with an extensive briefing of issues regarding questionnaire administration. The orientation focused on:

- Basic interviewing skills including community entry and research ethics
- Standard meaning of key words in the questionnaire in the local languages
- Discussion on sampling and fieldwork protocols
- Mock interviews using both the English and local language instruments
- Sharing of data collection experiences since all team members had previous experience of field survey.
- Geographical terrain and accessibility challenges of selected districts to be covered under the survey

2.4. DEPLOYMENT AND FIELDWORK

For data collection, 3 field teams, each consisting of one GSAM M&E officer, two GSAM project officers and a field assistant were deployed to collect data in 26 districts in eight regions grouped into three clusters. Each team managed a cluster of districts as presented below:

Table 2.1 Distribution of Sample Regions and Districts

Team (Cluster)	Region	Districts
1	Upper East	GaruTempane and Builsa South
	Upper West	Wa West and NadoliGalio
	Northern	Tolon, West Mamprusi, Bole and Kpandai
2	Western Region	Shama Municipal, Wassa, Amenfi Central, Wassa East and WassaAmenfi West
	Central	AburaAsebuKwamankese and Awutu Senya East
	Eastern	Suhum Municipal, Lower Manya, Kwaebibrem and Akwapim south
3	BrongAhafo	Sunyani West, Techiman, North Asunafo South and Kintampo South
	Ashanti	Bosumtwe, Adanse North, Amansie Central and Sekyere East

The teams employed a participatory approach in collecting data and information that would be needed to answer the survey questions. The team used a wide range of methods and approaches such as simple random sampling, quota and convenient sampling for collecting and analyzing the information to assess the current situation as regards the GSAM set indicators as reflected in the survey questions. Information was collected through a review and analysis of secondary information paired with collection and analysis of primary information. Data, theoretical and methodological triangulations, were employed to address any inherent bias and to enhance confidence in the ensuing findings.

Various measures were put in place to ensure high quality survey data. As indicated earlier, the final instrument was translated into the various languages in the various regions as the team was made up of individuals from almost all the eight regions. The Monitoring and Evaluation Specialist for GSAM was assigned oversight responsibilities of ensuring that each member of the field team complied with all fieldwork protocols during data collection.

2.5. CHALLENGES OF FIELDWORK

2.5.1. Individuals Reluctance to be interviewed

Members of the survey team, as indicated earlier, had previous experience in field survey methods and again had even visited their respective districts during the initial introduction of the GSAM project and the scouting of CSOs. They therefore had good knowledge of the socio-political environment of the various localities which made them employ good community entry techniques.

In spite of the above some team members still faced situations where respondents showed some level of reluctance to be interviewed. As indicated by most individuals there had been a number of such survey interviews in which they showed high level of enthusiasm and therefore willingly participated but had had no positive influence on their communities.

2.5.2. Poor Roads leading to some districts and communities

Roads leading to some of the selected districts and communities were in poor shape so much so that teams had to spend more hours to reach them. In some instances teams had their vehicle stuck in muddy roads and therefore had to spend several hours in struggle to pull the vehicle out, sometimes with the help of other road users who usually expects to get some money in return. Western Region was very notable for this challenge. The picture below illustrates the above challenge.



2.5.3. Limited Time Available

The team had very limited time to complete the field survey. As a result the survey covered 8 out of the 10 regions and 26 districts out of the initial target of 30 districts assembles. However the sample distribution was wide spread such that it covered the three geographical zones of the country; the northern, middle and the southern belts of the country.

This challenged was further addressed by the zeal exhibited by the team members in their readiness to stay in some remote communities to interview people in the night. In so doing citizens who were busy and therefore would not present themselves to be interviewed during the day, could be interviewed after they had completed all their daily activities.

2.6. OUTCOME of FIELDWORK

A total of 1858 interviews were conducted across the 8 regions and 26 districts. This constituted 102% of the expected maximum total of 1820 interviews.

3.0 SOCIAL CHARACTERISTICS OF RESPONDENTS

3.1. REGIONAL DISTRIBUTION OF RESPONDENTS

As indicated in earlier, the survey covered eight out of the 10 regions in Ghana. 21.7% of the total respondents came from the Ashanti region which recorded the highest number of respondent. The response rate of Ashanti region was very high probable because most of the communities were easily accessible unlike Central and Western regions where the terrain posed a challenge in reaching certain communities and therefore recorded the lowest figures of 5.4% and 7.7% respectively. Table 3.1 gives the distribution.

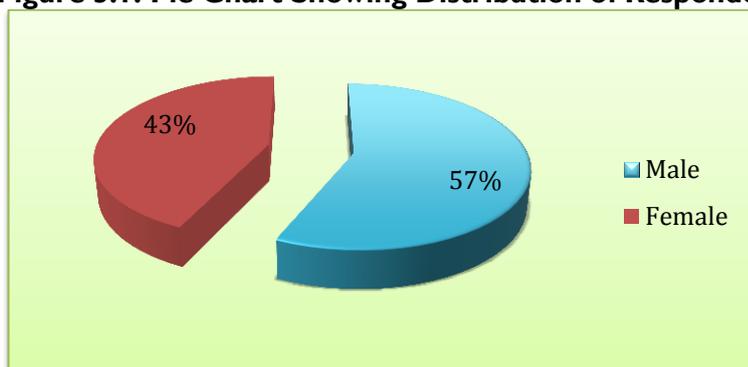
Table 3.1: Regional Distribution of Respondents

Region	Number of Respondents	Percentage
Upper East	165	9.7
Upper West	161	9.4
Northern	292	17.1
BrongAhafo	339	19.9
Ashanti	371	21.7
Western	131	7.7
Central	92	5.4
Eastern	155	9.1
Total	1706	100.0

3.2. GENDER DISTRIBUTION

The survey team consciously made an attempt to ensure that as many females are interviewed as men. However, the statistics as shown below indicates that male respondents were still higher, (57%) with female constituting 43% which is quite a fair distribution

Figure 3.1: Pie Chart Showing Distribution of Respondents by Sex

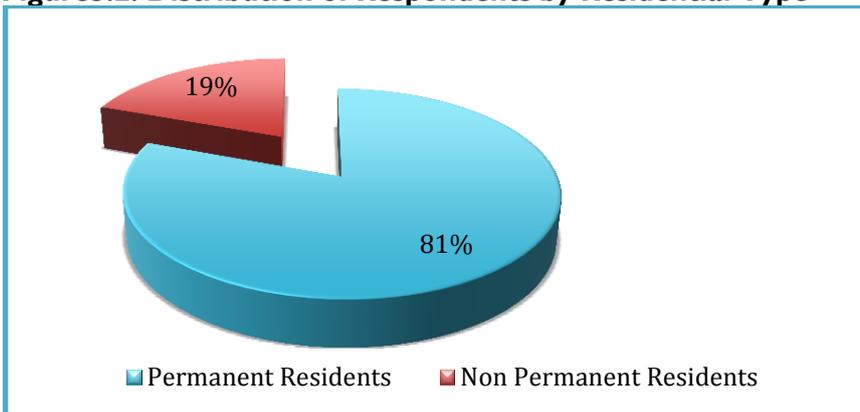


Source: Field Data Collection, June 2015

3.3. RESIDENTIAL STATUS

To ensure that respondents had fair knowledge of the district capital development projects and local governance issues being tracked by the GSAM baseline survey, respondents were asked whether they were permanent resident in the districts in which they were interviewed. An absolute majority of 81% claimed being permanent residents who had been in the district since birth and had no intention of leaving for any other place. 19% were temporary residents who had come from other districts to work and had the intention of leaving the district at a point in time.

Figure3.2: Distribution of Respondents by Residential Type

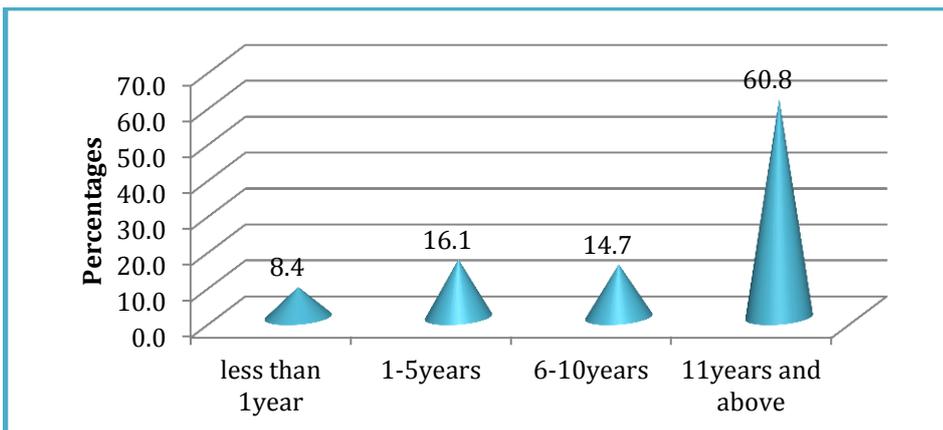


Source: Field Data Collection, June 2015

3.4. YEARS OF RESIDENCY IN DISTRICTS

Majority (60%) of respondent had lived in their districts for more than ten years. This is an indication of a fair knowledge of the happenings and issues relating the development programs and process in the district. As indicated on the bar chart below only 8.4 % had stay in the districts less than one year.

Figure 3.3: Distribution of Respondents by Length of Stay in District.



Source: Field Data Collection, June 2015

3.5 RESPONDENTS' OCCUPATION

Informal activities emerged the topmost occupation area of respondents. As much as 74.4% of citizens who were interviewed are working in the informal sector. Major activity areas in the informal sector include farming, dressmaking, artisanal and small scale mining. 25.6% also work in the formal sector and these categories include teachers, nurses, bank officials and other civil servants.

Table 3.2: Distribution of Respondents by Sector of Occupation

Sector of Occupation	Frequency	Percentage
Formal Sector	436	25.6
Informal Sector	1270	74.4
Total	1706	100.0

Source: Field Data Collection, June 2015

3.6. RURAL URBAN SPLIT

Most of the districts that the survey was carried out are rural in nature and therefore have few urban communities. 73.6% of the communities covered are rural with only 26.4% being urban centers.

Table 3.3: Rural-Urban Split

Type of settlement	Frequency	Percentage
Urban	450	26.4
Rural	1256	73.6
Total	1706	100.0

Source: Field Data Collection, June 2015

3.7 LEVEL OF EDUCATION

34.6% of respondents have basic education. Secondary school levers form 23.1%; tertiary educated people constituted 17.9% while those with no education form 24.3%.

Table 3.4: Educational Level of Respondents

Level of Education	Frequency	Percentage
None	416	24.3
Basic	591	34.6

Secondary	394	23.1
Tertiary	305	17.9
Total	1706	100

Source: Field Data Collection, June 2015

The survey further disaggregated the level of education by sex and the results indicated that Males with tertiary education forms 21.5 % whiles females who have attained tertiary education constitutes 13.7%. Tables 3.4 above illustrate the educational level of respondents.

Table 3.5: Educational Levels Disaggregated by Sex

Level of Education	Male	Female	Total
None	190 19.6%	226 30.7%	416 24.4%
Basic	331 34.2%	260 35.3%	591 34.6%
Secondary	240 24.8%	154 20.9%	394 23.1%
Tertiary	208 21.5%	97 13.2%	305 17.9%
Total	969 100.0%	737 100.0%	1706 100.0%

Source: Field Data Collection, June 2015

4.0 SURVEY FINDINGS

4.1. INTRODUCTION

In this chapter, the survey findings are presented in six major areas: (1) citizens’ awareness and knowledge of right to participate in DA development processes, (2) Citizens access to DA information on capital projects (3) citizens involvement in the monitoring of DA capital Development projects (4) Sources of funding and areas of operations of CSOs (5) Citizen satisfaction with DA and contractors performance on capital projects (6) Existing District Assembly accountability measures

4. 2 CITIZENS’ SURVEY FINDINGS

4.2.1 Citizens knowledge of local government law that gives citizens the right to participate in district development process

Enhancing citizens’ participation in district development planning processes to ensure transparency and accountability is one major objective of the GSAM project. There are a number of provisions in the Local Government Act that give citizens the right to participate in decision making in all areas of district development planning process. Citizens will exercise this right effectively only when they are aware and knowledgeable of the existence of such laws. The survey therefore sought to determine the extent to which citizens were aware of this provision. The result indicated that only 36.7% of citizens are aware of the existence of such provisions. A whopping 63.3% have no knowledge of the law and therefore consider themselves having no business in district assembly proceedings and process.

Table3.6: Citizens Knowledge of Local Government Law on participation

Responses	Sex of Respondents					
	Male		Female		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	410	65.5	216	34.5	626	36.7
No	547	50.6	533	49.4	1080	63.3

Source: Field Data Collection, June 2015

4.2.2 Citizens participation in district assembly development process

Knowing and being aware of the existence of the law on the right to participate in decision making is one thing and exercising the law is another thing. As a result, the survey went further to determine whether those who are aware of the law do really exercise their right. Respondents were asked whether they had participated in any district assembly development process. The results revealed that out of 1706 citizens interviewed, only 26% had participated in district assembly development planning process in one way or the other. 74.0% had never participated in any District Assembly development process. Disaggregated by sex, the survey indicated that 33.3% of those who had participated in DA process are female whereas 66.7 were males. Table below illustrates the above.

Table 3.7: Citizens participation in District Development Process Disaggregated by sex

Responses	Sex of Respondents		
	Male	Female	Total
Yes	296	148	444
	66.7%	33.3%	100.0%
No	673	589	1262
	53.3%	46.7%	100.0%
Total	969	737	1706
	56.8%	43.2%	100.0%

Source: Field Data Collection, June 2015

4.2.3 Areas of Citizens Participation

Citizens were asked to indicate which districts assembly development processes they had participated. The results revealed a number of activities organized by the districts. In the assessment, it was revealed that citizens had participated in one or more of the processes. Table 3.8 below indicates district activities organized and number of citizens who have ever participated in any of the activities.

Table 3.8: Citizens participation in District Assembly Activities

District Assembly Activities Organized	Responses	
	Frequency	Percentage
Meetings to seek consensus on annual development plans	230	30.8
Meetings to inform citizens on approved development projects	232	31.1
Meetings to report on progress of district development projects	106	14.2
Budgetary allocation meetings	50	6.7
Contract award process	36	4.8
Monitoring of district assembly projects	92	12.3
Total	746	100.0

Source: Field Data Collection, June 2015

From the table above, it is clear that, citizens' participation in district assemble development planning process is very minimal. 30.8% of citizens have participated in meetings to seek consensus on annual development plans, 31.1% had participated in meetings organized by the districts to inform citizens on approved development projects and as low as 12.3% and 4.8% had participated in monitoring of district assembly projects and contract award processes respectively.

4.2.4 Sources of Information to Citizens

Availability and access to information on capital development projects is key element in ensuring social accountability at the district level by citizens. In this regard the survey collected data to determine how citizens get informed on district capital development projects. Respondent mentioned a number of ways through which they get information. The results revealed that, citizens are mostly informed on

district activities by their District Assembly members as indicated by 37.3% of respondents. 29.1% claimed that the local radio station had been their main source of information regarding capital development projects. The table below gives the details:

Table 3.9: Citizens Source of information on DA projects

Sources of information to citizens	Responses	
	Frequency	Percentage
Through Assembly member	826	37.3
From Unit committee members	242	10.9
From Area council members	138	6.2
From district durbars	180	8.1
From CSOs in district	56	2.5
From local radio stations	643	29.1
From Television	128	5.8
Total	2213	100.0

Source: Field Data Collection, June 2015

4.2.5 Citizens knowledge on District Capital Projects

One of the indicators of GSAM which will be assess after implementation is to determine of Citizens who can mention either the contract sum, level of disbursement, duration of contract, contractor's name or organization, and/or funding agency of at least one capital project in 100 districts. To this end the survey asked individuals whether they have knowledge in any of the above. As shown in the table below 20.2% of respondents could mention the contract some of a capital project, 7.6% could mention the level of disbursement of a project, 13.7% could mention the contract duration, and 33.0% and 14.2% could mention the contractors name and funding agency respectively. The data is disaggregated by sex in table 3.10.

Table 3.10: Citizen's knowledge on District Capital Projects

Citizens Who can Mention	Male	Female	Total
Contract sum of at least one capital project	247	98	345
	71.5%	28.4%	20.2%
Level of disbursement	110	21	131
	83.9	16.0%	7.6%
Duration of contract	169	65	234
	72.2%	27.7%	13.7%
Contractor's name	363	201	564
	64.3%	35.6%	33.0%
Funding agency	171	72	243
	70.35	29.6%	14.2%

Source: Field Data Collection, June 2015

4.2.6 Citizens Level of Satisfaction with Specific Capital Development Projects

In assessing citizen's satisfaction with district assembly capital development projects, respondents (citizens) were asked to indicate their level of satisfaction with specific capital development projects that had been executed in their districts by rating on a scale of 1-3 where 1 represents "not satisfied", 2 "satisfied" and 3 "very satisfied".

Table 3.11 presents citizens satisfaction with specific capital development projects in their districts. .

Table 3.11: Citizens satisfaction with DA Capital Development Projects

Capital Projects	Level of Satisfaction					
	Not satisfied		Satisfied		Very satisfied	
	Frequency	%	Frequency	%	Frequency	%
Roads	1195	70.0	460	27.0	51	3.0
Water	955	56.0	651	38.2	100	5.9
Schools	647	37.9	917	53.8	142	8.3
Health facilities	835	48.9	754	44.2	117	6.9
Public sanitation	1215	71.2	447	26.2	44	2.6
Police station	980	57.4	626	36.7	100	5.9
Market facility	1171	68.6	473	27.7	62	3.6

Source: Survey Data Collection, June 2015

With the exception of school projects, where more than half of respondents expressed satisfaction, all other capital projects recorded high percentage for 'not satisfied'. As indicated on the table 7 out of every 10 citizens interviewed are not satisfied with public sanitations facilities which include toilets and refuse dumping sites. Similar level of dissatisfaction was also observed for roads where an overwhelming 70% of respondents were not satisfied.

The results above further show that less than 10% of citizens very satisfied with the completed capital projects.

Table 3.12: Citizen Satisfaction index with Specific DA Capital development Projects

Projects	Roads	Water	Schools	Health	Public sanitation	Police station	Market facility
Satisfaction Index	1.33	1.50	1.70	1.58	1.31	1.48	1.35

Source: Field Data Collection, June 2015

With reference to table 3.12, it is realized that, all seven (7) categories of capital development projects assessed recorded a citizen satisfaction index figure which lies between 1 and 2. This indicates that, citizen satisfaction with DA performance on all development projects lies between "not satisfied" and "satisfied". It is further realized that, among all the categories of infrastructure facilities assessed,

School projects recorded the highest citizen satisfaction index (**1.70**) followed by health and water with citizen satisfaction indices of 1.58 and 1.50 respectively. Public sanitation facilities which includes toilets and refuse dumping places recorded the least level of citizen satisfaction index of **1.31**.

There were no significant differences in males and females' level of satisfactions with the DA Capital development projects as presented in Table 3.13 below.

Table 3.13: Citizen Satisfaction with DA projects by Gender

Projects	Level of Satisfaction											
	Not satisfied				Satisfied				Very satisfied			
	Male		Female		Male		Female		Male		Female	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Roads	655	68.4	540	72.1	272	28.4	188	25.1	30	3.1	21	2.8
Water	534	55.8	421	56.2	365	38.1	286	38.2	58	6.1	42	5.6
Schools	340	35.5	307	41.0	520	54.3	397	53.0	97	10.1	45	6.0
Health facilities	447	46.7	388	51.8	439	45.9	315	42.1	71	7.4	46	6.1
Public sanitation	650	67.9	565	75.4	276	28.8	171	22.8	31	3.2	13	1.7
Police station	544	56.8	436	58.2	362	37.8	264	35.2	51	5.3	49	6.5
Market facility	632	66.0	539	72.0	290	30.3	183	24.4	35	3.7	27	3.6

Source: Field Survey, June 2015

4.2.7 Citizens Levels of Satisfaction with Overall District Assembly Performance on Capital Projects

In addition to assessing citizens' satisfaction with specific capital development projects, the survey went further to assess the overall performance of the district assemblies through citizens' ratings.

Respondents (citizens) were therefore asked to generally indicate their level of satisfaction of the overall performance of the district Assembly by rating on a scale of 1-3 where 1 represents "not satisfied", 2 "satisfied" and 3 "very satisfied". Table 3.13 represents the overall citizens' satisfaction with District Assembly general performance

Table 3.13 Citizens overall Satisfaction with District Assembly Projects

Satisfaction Level	Frequency	Percentage
Not satisfied	1022	59.9

Satisfied	617	36.2
Very satisfied	67	3.9
Total	1706	100.0

Source: Survey Data collection, June 2015

It is observed from Table 3.13 that, majority of citizens (59.9%) are not satisfied with the overall performance of the district assembly in terms of capital development projects. 36.2% of citizens indicated they are satisfied with the DAs performance on capital development projects whilst the remaining 3.9% were very satisfied. The study also recorded citizens satisfaction index of 1.44 on the scale of 1-3 which suggests that, on the average, citizens' satisfaction with district assembly capital development projects lies between 'not satisfied' and 'satisfied'.

The gender disaggregation of the data indicates that as many as 62.8% of female are dissatisfied with the general performance of the district assembly as against 57.7% of the male population. Out of the 67 respondents who indicated that they were very satisfied with the DA performance, 32.8% are females with 67.2 being males. .

Table 3.14 presents gender disaggregation of citizens' satisfaction with the overall performance of District Assemblies regarding capital development projects.

Table 3.14: Citizen Satisfaction with overall Performance on DA Capital Development projects disaggregated by sex.

Sex	Level of Satisfaction							
	Not satisfied		Satisfied		Very satisfied		Total	
	Freq	%	Freq	%	Freq	%	Freq	%
Male	552	57.7	360	37.6	45	4.7	957	100.0
Female	470	62.8	257	34.3	22	2.9	749	100.0
Total	1022	59.9	617	36.2	67	3.9	1706	100.0

Source: Field Data collection, June 2015

Satisfaction index of 1.47 was observed for males whilst females recorded an index of 1.40. This suggests that, there is no significant difference in male and female level of satisfaction with the District Assemblies performance on capital development projects. The overall satisfaction level of both males and females lies between not "satisfied" and "satisfied".

Table 3.15 presents regional distribution of citizen's satisfaction with district assembly performance on capital development projects

Table: 3.15: Distribution of citizen satisfaction with DA capital development projects by regions

Region	Level of Satisfaction			Total
	Not satisfied	Satisfied	Very satisfied	

Upper East	Freq	101	63	1	165
	%	61.2	38.2	0.6	100.0
Upper West	Freq	79	79	3	161
	%	49.1	49.1	1.9	100.0
Northern	Freq	181	100	11	292
	%	62.0	34.2	3.8	100.0
BrongAhafo	Freq	145	160	34	339
	%	42.8	47.2	10.0	100.0
Ashanti	Freq	253	107	11	371
	%	68.2	28.8	3.0	100.0
Western	Freq	97	32	2	131
	%	74.0	24.4	1.5	100.0
Central	Freq	74	18	0	92
	%	80.4	19.6	0.0	100.0
Eastern	Freq	92	58	5	155
	%	59.4	37.4	3.2	100.0
Total	Freq	1022	617	67	1706
	%	59.9	36.2	3.9	100.0

Source: Field Data collection, June 2015

In general citizens who are not satisfied with DA performance outweighs those who are satisfied. Upper West Region however had a unique distribution of equal number of ‘not satisfied’ and ‘satisfied’ citizens with 49.1% for both categories. The survey however revealed that in Brong Ahafo those citizens satisfied with DA performance are more than those not satisfied as indicated by 47.2% and 42.8% recorded for ‘satisfied’ and ‘not satisfied’ respectively.

Table 3.16: Citizen Satisfaction index of DA capital development projects per region

Region	Upper East	Upper West	Northern	BrongAhafo	Ashanti	Western	Central	Eastern
Satisfaction index	1.39	1.53	1.42	1.67	1.35	1.27	1.2	1.44

Source: Field Data collection: June 2015

It is observed that, citizen satisfaction index of DA Capital development projects lies between “1” and “2” for each of the eight (8) regions. This suggests that, citizens satisfaction with DA capital development projects is between “not satisfied” and “satisfied”. The table indicates BrongAhafo recording the highest level of satisfaction (1.67) whilst Central region has the least level of citizen satisfaction (1.2).

4.2.8 Citizens Satisfaction with the Performance of Contractors

Citizen satisfaction with the overall performance of service providers or contractors was also assessed by asking respondents to rate their level of satisfaction with performance of contractors, a scale of 1-3, where 1=not satisfied, 2=satisfied, 3=very satisfied. Table 3.17 presents citizens satisfaction with contractors of DA Projects.

Table 3.17: Citizen Satisfaction with Contractors of DA Capital Development Projects

Responses	Frequency	Percentage
Not satisfied	1102	64.6
Satisfied	540	31.7
Very Satisfied	64	3.8
Total	1706	100

Source: Field Data Collection, June 2015

It is realized from Table 3.17 that, 64.6% of respondents (citizens) are not satisfied with contractors who execute capital development projects. In some instances, citizens mentioned that, if a citizen draws contractor’s attention to something going wrong with DA projects, these contractors turns deaf ears and only takes instructions from District Chief Executives and other political heads. Citizen Satisfaction index of **1.39** which ranges between “not satisfied “and “satisfied” was recorded for contractors of Capital development projects.

The gender disaggregation of citizen satisfaction with Contractors performance is as presented in Table 3.18 below:

Table 3.18: Citizen Satisfaction with Contractors performance by sex

Satisfaction	Sex				Total	
	Male		Female		Frequency	%
	Frequency	%	Frequency	%		
Not satisfied	613	64.1%	489	65.3%	1102	64.6%
Satisfied	303	31.7%	237	31.6%	540	31.7%
Very Satisfied	41	4.3%	23	3.1%	64	3.8%
Total	957	100.0%	749	100.0%	1706	100.0%

Source: Field Data Collection, June 2015

It is realized from Table 3.18 that, no gender specific trends can be observed regarding citizens satisfaction with contractors of capital development projects. On a scale of 1-3, a citizen satisfaction index of **1.40** was observed for males as compared to 1.38 for females. This does not indicate any insignificant difference between male and female satisfaction with contractors of DA capital development projects.

Table 3.19 presents how citizens from the 8 regions assed their satisfaction with the performance of contractors of capital development projects.

Table 3.19 Citizen Satisfaction with Contractors Executing DA Capital Projects by region

Region	Level of Satisfaction			Total	
		Not satisfied	Satisfied		Very Satisfied
Upper East	Frequency	126	36	3	165
	%	76.4	21.8	1.8	100.0
Upper West	Frequency	110	47	4	161
	%	68.3	29.2	2.5	100.0
Northern	Frequency	207	77	8	292
	%	70.9	26.4	2.7	100.0
BrongAhafo	Frequency	151	154	34	339
	%	44.5	45.4	10.0	100.0
Ashanti	Frequency	252	107	12	371
	%	67.9	28.8	3.2	100.0
Western	Frequency	75	54	2	131
	%	57.3	41.2	1.5	100.0
Central	Frequency	76	16	0	92
	%	82.6	17.4	0.0	100.0
Eastern	Frequency	105	49	1	155
	%	67.7	31.6	0.6	100.0
Total	Frequency	1102	540	64	1706
	%	64.6	31.7	3.8	100.0

Source: Field survey, June 2015

It is observed from Table 3.19 that, more than 50% of citizens across all the ten regions are not satisfied with the performance of contractors executing DA Capital development projects except the BrongAhafo Region which recorded 44.5% which is less than 50%. In all central regions recorded the highest level of dissatisfaction with 82.6% of its citizens indicating they are not satisfied with the performance of contractors of capital development projects. This is closely followed by upper east region with 76.4% of citizens not being satisfied with contractors of DA capital development projects.

Table 3.20: Citizen Satisfaction Index on contractors of DA Capital Development projects by Region

Region	Upper East	Upper West	Northern	BrongAhafo	Ashanti	Western	Central	Eastern
Satisfaction Index	1.25	1.34	1.32	1.65	1.35	1.44	1.17	1.33

Source: Field survey, June 2015

4.3. CSOs SURVEY FINDINGS

4.3.1. Sources of funding to CSOs

The study revealed that, CSOs are mainly funded by diverse agencies and organizations. These include Ghana AIDS Commission, SEND-Ghana, UNICEF, ADRA, Global fund, Danish, Youth Council,

Australia Embassy, World Vision, USAID, Map International, Care International among others. Others also fund their activities with contributions from members of their CSOs. The Statistics indicate 30.9% of CSOs are funded by their own member contributions. The remaining 68.1% of CSO funds come from various donors including USG.

4.3.2 USG support to CSOs

Out of the 68 CSOs interviewed 14 constituting 20.6% had received USG support in the form of funds, partnership and capacity building. 54 of the CSOs forming 79.4% had never benefitted from USG support. The table below illustrates:

Table 3.21: CSOs who have Received USG Support

Response	Frequency	Percentage
Yes	14	20.6
No	54	79.4
Total	68	100.0

Source: Field Survey, June 2015

4.3.3 CSOs Area of Interventions with USG Assistance

The survey went further to determine which areas of interventions are the USG support being channeled. The results as indicated in table below shows that 78.6% CSOs who receive USG funding use it in advocacy interventions. The remaining 21.4% use their USG assistance in the monitoring of districts capital development projects.

Table 3.22: Area of intervention with USG Support

Area of Intervention	Frequency	Percentage
DA capital Development Monitoring	3	21.4
Advocacy Intervention	11	78.6
Total	14	100.0

Source: Field Survey, June 2015

4.3.4 Knowledge and Awareness of Social Accountability Mechanisms

The study revealed that, very few (38.2%) of CSO interviewed, had some knowledge or were aware of some social accountability mechanisms. Social accountability mechanisms mentioned by CSOs interviewed include Town hall meetings, public fora, the use of community scorecards, social audit and Unit Committee meetings. Table 3.23 shows responses by CSO regarding their knowledge and awareness of social accountability mechanisms.

Table 3.23: CSOs Knowledge and Awareness of Social Accountability Mechanisms

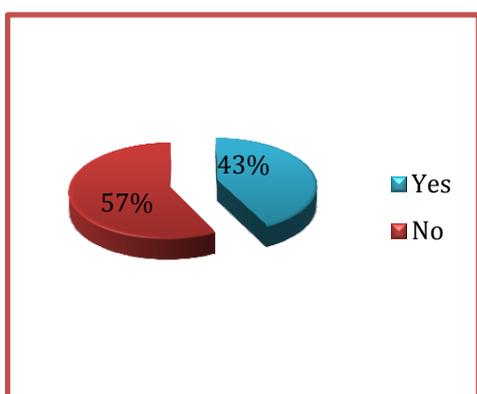
Response	Frequency	Percentage
Yes	26	38.2
No	42	61.8
Total	68	100.0

Source: Field Survey, June 2015

4.3.5 CSOs knowledge and Usage of Scorecards

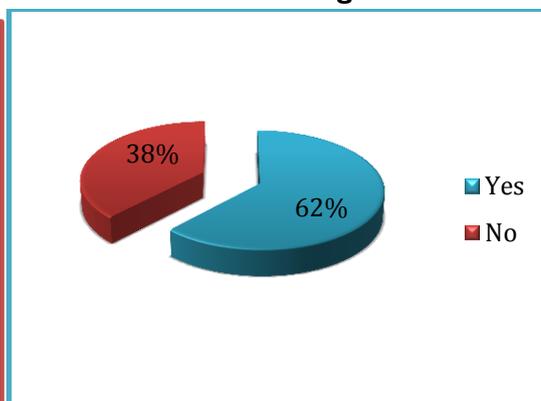
Less than half (42.6 %) of CSOs that were surveyed have knowledge on scorecards. 57.4% of the 68 CSOs have no knowledge on scorecards. In terms of usage it was revealed that 62.1% of the 29 CSOs who claimed to have knowledge of scorecards are actually using it in their advocacy work. These are indicated in figures 1 and 2 below:

Figure 4.4: Pie chart showing CSOs With Knowledge in Scorecards



Source: Field Survey, June 2015

Figure 4.5: Pie chart showing CSOs using scorecards



4.3.6 CSO Networks

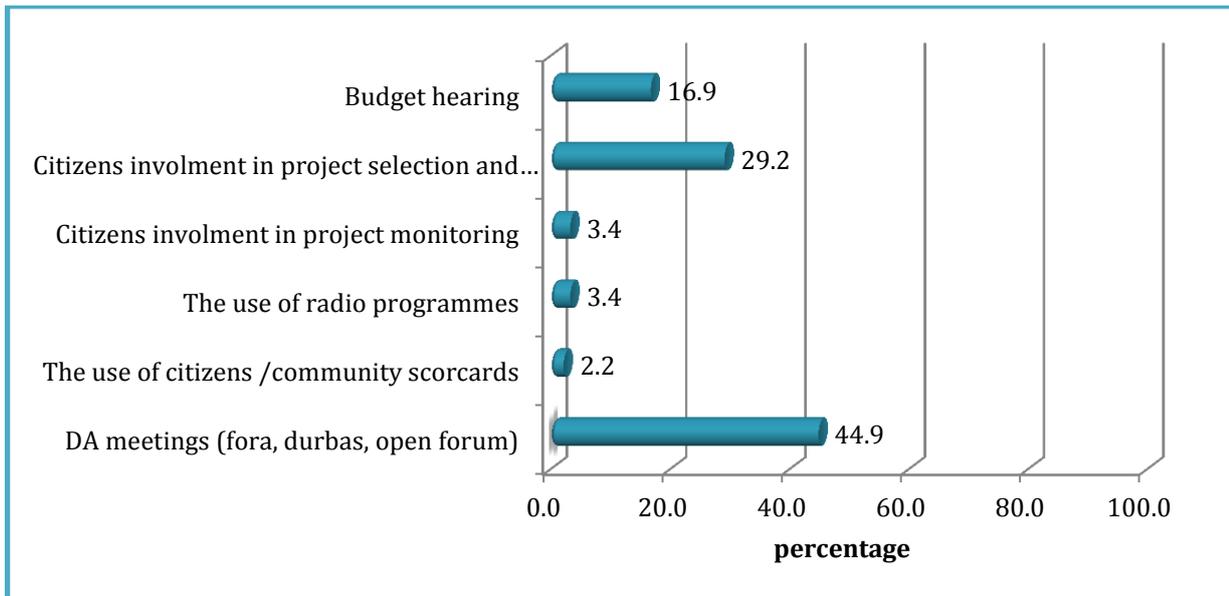
Out of the 68 CSOs interviewed, 45, which represents 66.2% belonged to CSO networks within their areas of operations. The networks spans from local, district, regional and national level associations.

4.4. DISTRICT ASSEMBLY SURVEY FINDINGS

4.4.1 Social Accountability Mechanism

District meetings including open forum and durbars constitutes the major accountability mechanism at the district level and forms approximately (50%). This is followed by the involvement of citizens in the selection of capital projects (29.5%), budget hearing (16.9%). The use of scorecards forms only (2.2 %). Other mechanisms included, citizen’s involvement in monitoring of capital projects (3.4%), and the use of the media including radio is 3.4% as illustrated in figure 3.7 below:

Figure 3.6: The Major social Accountability Mechanisms Used by the DAs

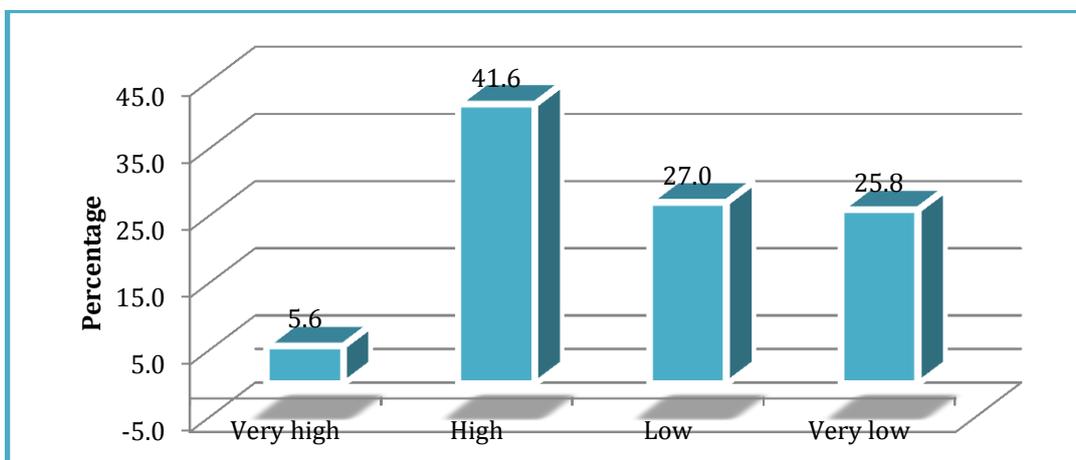


Source: Field Survey, June 2015

4.4.2 Citizens Participation in Capital Development Process

From the District assembly point of view citizens’ participation in the selection and implementation of capital projects is generally high. 5.6% said citizens’ participation is very high, 41.6% indicated high, whereas 27% and 25% said citizens’ participation is low and very low respectively. This is shown in Figure 3.7below:

Figure 3.7: Citizen Participation in DA Capital Development Projects

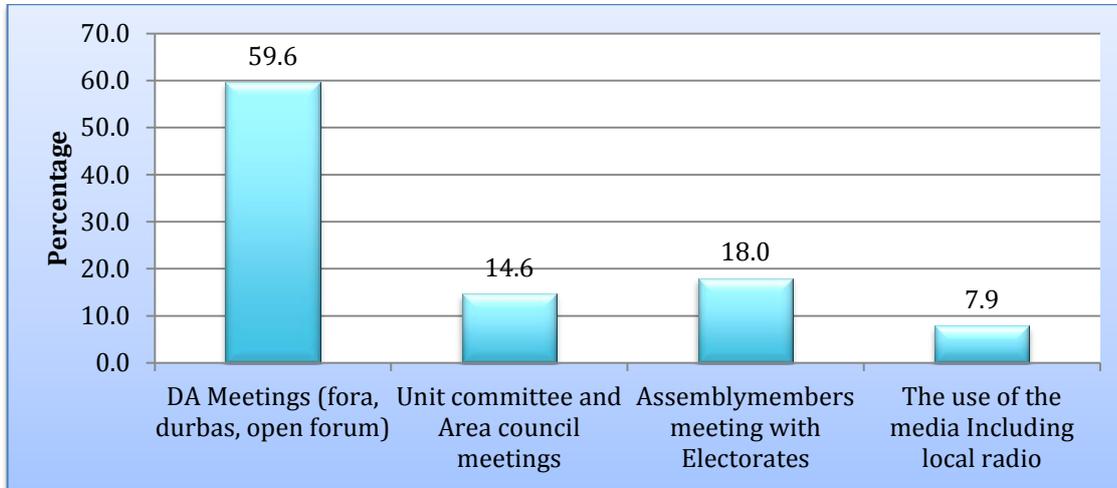


Source: Field Survey, June 2015

4.4.3 Sources of District Information to Citizens

District Assemblies meeting is the major avenue for information dissemination to citizens. Figure 3.8 depicts sources of District Information to Citizens.

Figure 3.8: Sources of District Information to Citizens



Source: Field Survey, June 2015

As indicated by the survey, 59.6 % staff interviewed are of the view that district meetings including open forums, budget hearing and district durbars are the main sources of information to citizens. This is followed by the periodic meetings held by Assembly members with their electorates. The use of the media constitutes only 7.9%.

5.0 CONCLUSION

The baseline data provides the current situation in the 100 participating district assemblies in which GSAM will be implemented and therefore provides a reference point and landmarks to the targets that are set to be achieved under the GSAM project.

It provides considerable optimism that GSAM will work to address the major information barriers that lead to weak development programming by MMDAs. Citizens lack information on MMDAs budgets, how MMDAs development priorities are established, how MMDAs are assessed, why some localities receive development projects and others not, how capital budgets are executed and projects overseen, and the equality of resulting service provision. Clearly, there is a high level of dissatisfaction with district governance and citizens perceive high level of misuse of capital development budget. Obviously, there is considerable room for improvement in citizen satisfaction with district governance. Assuming GSAM is able to strengthen citizen oversight of capital development projects to improve local government transparency, accountability and performance, district-level democratic procedures and development outcomes should improve.

APPENDIX I: QUESTIONNAIRE FOR COMMUNITY CITIZENS

INTRODUCTION AND PURPOSE OF THE SURVEY

My name is **(Interviewer’s name)** I am a staff of (Name of Partner) based in **(Zonal Office)** I am conducting an interview survey for a USAID funded Project called Ghana’s Strengthening Accountability Mechanisms (GSAM) Project being implemented in 100 districts in Ghana.

The survey is independent research project. It has no ties with any political party or the government and it is basically a baseline survey aimed at assessing the involvement of ordinary people in the districts in the activities of their district assemblies or local government and their level of satisfaction of the district performance as regards to capital development projects.

The results will be used as baseline data by which the effects of the intervention will be measured after the completion of the project in 2019.

Your participation in this research is completely voluntary and there is no penalty should you decide not to take part. You are free to decline answering any question you feel so strong about. The interview will take approximately 40 minutes. Do you have any questions? Have you heard and understood all of the above? Do you agree to voluntarily participate in this study?

Section 1: To Be Completed By Field Research Assistant

Respondent’s #.....	Name of Interviewer:	Start time
District code	Zonal code	

RegionName of district-----

Name of town/village -----

Settlement location Urban [] Rural []

Section 2: Brief information about respondents

1. Sex a) Male [] b) Female []
2. Are you a permanent resident of the District? A. Yes [] B. No. []
3. For how long have you been in this district?
- a) *under 1yr* [] b) 1-5 [] c) 6-10 [] d) 11 yrs and above []
4. Occupation: *Formal sector worker* [] *Informal Sector worker* []

5. Level of education : *None* [] *Basic* [] *Secondary* [] *Tertiary* []

A. KNOWLEDGE AND PARTICIPATION IN DISTRICT ASSEMBLY PROCESSES

1. Do you know of the local government law that gives citizens the right to participate in districts’ development processes? a) Yes [] b) No [] c) Don’t know
2. If yes, mention one way by which citizens can exercise the right to participate in districts’ development processes.....
.....
3. Have you participated in any district assembly development process?
a) Yes [] b) No. []
4. Which of the following activities organized by the district assembly did you participate in the past months?
 - a) Meetings to seek consensus on annual development plans
 - b) Meetings to inform citizens on approved development projects
 - c) Meetings to report on progress of district development projects
 - d) Budgetary allocation meetings
 - e) Contract award process

- f) Monitoring of district assembly projects
 - g) Others
4. How do you get information on district Assembly capital projects?
- a) Through my Assembly member
 - b) From the Unit committee members
 - c) From Area council members
 - d) From district durbars
 - e) From CSOs in the district
 - f) From the local radio station
 - g) Media (specify)
5. Are you aware of any capital development project undertaken by your district Assembly within the last 12 months? A. Yes []
B. No []
6. If yes, which of the following capital development projects have you observed within your district? (Please tick as many as possible)
- a. Roads []
 - b. Water []
 - c. Schools []
 - d. Health []
 - e. Public sanitation []
 - f. Police []
 - g. Market facilities []
 - h. Others please specify
7. Did you participate in any way in these projects?
- a) Yes [] b) No []
8. If yes, how?
- A) In planning []
 - B) Implementation []
 - C) Monitoring and evaluation []
 - D) Other specify
9. How did you contribute to the success or otherwise of the project?.....
.....
.....
10. Which of these are you privy to in relation to capital development projects in your area?
- a) How capital projects are selected
 - b) Contract sum of capital projects implemented in the districts
 - c) Contract duration of capital projects
 - d) Names of Contractors who execute capital projects in the district
 - e) Sources of funding for capital projects
 - f) Level of disbursement/ amount spent at a particular period of implementation

B. CITIZEN SATISFACTION INDEX ON CAPITAL PROJECTS OR SERVICE PROVIDERS

11. Generally, indicate your level of satisfaction with the DA performance on Capital Development Projects in your District?
- 1. Not satisfied []
 - 2. Satisfied []
 - 3. Very satisfied []
 - 4. Don't know []
12. Kindly indicate your level of satisfaction with the DA performance regarding the following capital development projects within your District? (Please tick as applicable)

<i>Capital Projects</i>				
	<i>Not satisfied</i>	<i>satisfied</i>	<i>Very satisfied</i>	<i>Don't know</i>
Roads				
Water				
Schools				
Health				
Public sanitation				
Police				
Market facilities				
Others specify				

13. Kindly indicate your level of satisfaction with the overall performance of service providers or contractors of Capital Development Project? 1. Not satisfied [] 2. Satisfied [] 3. Very satisfied [] 4. Don't know []
- h) Others specify

7. How accessible is information to the citizens in the district?

8. Are there any CSOs in the district that are involved in advocacy? a) Yes [] b) No []

9. Who are they?

- i. -----
- ii. -----
- iii. -----
- iv. -----
- v. -----

10. Has any donor funded project on accountability implemented in the district in the past 5 years?

- a) Yes []
- b) No []

11. What are the existing media for information sharing in the district?

- a. -----
- b. -----
- c. -----
- d. -----
- e. -----

12. What are the existing platforms for District /Citizens interaction

- a. -----
- b. -----
- c. -----
- d. -----
- e. -----

13. How often does the district interact with the citizens to discuss issues on capital development projects

- a) Daily []
- b) Weekly
- c) Monthly []
- d) Quarterly []
- e) Half yearly []
- f) Annually []

14. What are discussed during such fora?

APPENDIX 3: QUESTIONNAIRE FOR CIVIL SOCIETY ORGANIZATIONS

2. QUESTIONNAIRE FOR CSOs

INTRODUCTION AND PURPOSE OF THE SURVEY

My name is (**Interviewer's name**) I am a staff of (Name of Partner) based in (**Zonal Office**) I am conducting an interview survey for a USAID funded Project called Ghana's Strengthening Accountability Mechanisms (GSAM) Project being implemented in 100 districts in Ghana.

The survey is independent research project. It has no ties with any political party or the government and it is basically a baseline survey aimed at assessing the involvement of ordinary people in the districts in the activities of their district assemblies or local government and their level of satisfaction of the district performance as regards to capital development projects.

The results will be used as baseline data by which the effects of the intervention will be measured after the completion of the project in 2019.

Your participation in this research is completely voluntary and there is no penalty should you decide not to take part. You are free to decline answering any question you feel so strong about. The interview will take approximately 40 minutes. Do you have any questions? Have you heard and understood all of the above? Do you agree to voluntarily participate in this study?

Section 1: To be completed by Field Research Assistant

Respondent's #.....				Interviewer's name				Start time	
District code				Zonal code					

Region Name of district-----

Name of CSO -----

Location (Name of town or village where the CSO is located):

Section 2: Brief information about CSO Respondent

15. Sex a) Male [] b) Female []
16. What is your position in the organization?
17. For how long have you worked with this organization? -----
18. How old is this organization?-----
19. Is your organization registered? Yes [[] No. []
20. Can you fill the form below for me:

Vision of CSO	
Goal of CSO	
Focal Areas of operation	
Specific activity areas	

--	--

21. Are you involved in any advocacy work? Yes No.
22. If yes which areas of advocacy work do you do?-----

-
23. Do you know of Citizens scorecards? Yes No.
24. If yes, have you been using it in your work? a) Yes [] b) No []
25. Do you work with the district assembly? a) Yes [] b) No []
26. If yes in which areas do you work with the district assembly?-----
-

27. Do you know of any social accountability mechanisms used by the citizens in this district? a) Yes [] b) No []

28. If yes mention the accountability mechanisms in place:

29. Has your organization trained any group or individuals in the district? a) Yes [] b) No []

30. If yes which areas of training have you offered for the citizens?

31. Are you a member of any CSO network or coalition or platform?

- a) Yes [] b) No []

32. What are the sources of funding for your programmes?-----

33. Has your organization ever received any assistance from USG since you started operations within this district?

- a. Yes []
b. No []

34. If yes, which of the following intervention area(s) was/were implemented with the assistance?

Intervention(s)	Please Tick as many as apply	Please indicate the kind of assistance
MMDA Capital Development project Monitoring		
Advocacy Interventions		
Others please specify		

APPENDIX 4: LIST OF COMMUNITIES SURVEYED

REGION	DISTRICT	COMMUNITY
Upper East	GaruTempane	Garu
		Tempane
		Gelakologo
	Builsa South	Yerinsa-Fumbisi
		Pintengsa
		Baasa
Upper West	Wa West	Wechaiu
		Dorimon
		Ga
	NadowliKalioe	Nadowli
		Kalioe
		Sombo
Northern	Kpandai	Kpandai
		Kaiejeli
		Balai
	Bole	Bole
		Balee
		Mandari
	West Mamprusi	Walewale
		Gbimsi
		Tinguri
	Tolon	Tolon
		Kasuliyili
		Nyankpalla
Western	Wassa East	SekyereMpraem
		Dompem
		Daboase
	WassaAmenfi West	Breman
		NyameNnae
		WassaDunkwa
	Shama	Shama Junction
		Roman Park
		Old Shama
	WassaAmenfi Central	Hiawa
		Pensanom
		Kwaman
BrongAhafo	Sunyani west	Odumase
		Adoe
		Mantukwa
	Asunafo South	Kukuom
		Esufufuo
		Kwapong
	Techiman North	Tuoabodom
		Krobo
		Boyem
	Kintampo South	Anyima
		Panyinamisa
		Pramposo
Central	AburaAsebuKwamankese	Asebu
		Gyabankrom
		Kwaman
	Awutu Senya	Kasoa
		Crispo City
		CP Village

Eastern	Lower ManyaKrobo	Jatokrom
		Atua
		Kpong
	Suhum	Nankese
		Ali
		Okorase
	Kwabibirem	Subi
		Kade
		Adonkrono
	Akuapim South	Adonten
		Kitase
		Ahwerase
Ashanti	Bosomtwe	Kuntunase
		Gyaakye
		Bogyeseango
	Adansi North	Fomena
		Asokwa
		Dompoase
	SekyereEsat	Asokore
		Effiduase
		Dadease
	Amansie West	MansoDominase
		MansoNkwanta
		MansoAtwere