Public Opinion Survey: Residents of Bulawayo & Mashonaland East

October 13-25, 2021
Detailed Methodology

• This survey was conducted by Research Bureau International (RBI) on behalf of the International Republican Institute’s Center for Insights in Survey Research.

• Data was collected in two provinces, Bulawayo and Mashonaland East, between October 13-25, 2021.

• The sample consisted of n=603 adults in Bulawayo and n=601 adults in Mashonaland East aged 18 or older.

• The sample was stratified by wards and by urbanicity within the two provinces, followed by random selection of Primary Sampling Units (PSUs) within each stratum. Households were selected by random walk, and respondents were selected by the Kish grid method.

• The sample was weighted by age and gender in each province according to the 2012 Census data published by the Zimbabwe National Statistics Agency.

• The response rate was 83 percent for Bulawayo and 85 percent for Mashonaland East.

• The margin of error is plus or minus 4 points at the 95 percent confidence interval for both Bulawayo and Mashonaland East.

• Charts and graphs may not add up to 100 percent due to rounding.
### Frequently Cited Disaggregate Bases

<table>
<thead>
<tr>
<th>Province</th>
<th>Disaggregation Category</th>
<th>Disaggregate</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bulawayo</strong></td>
<td>Age</td>
<td>18-35</td>
<td>n=364</td>
</tr>
<tr>
<td></td>
<td></td>
<td>36+</td>
<td>n=238</td>
</tr>
<tr>
<td></td>
<td>Gender</td>
<td>Male</td>
<td>n=278</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Female</td>
<td>n=325</td>
</tr>
<tr>
<td><strong>Mashonaland East</strong></td>
<td>Age</td>
<td>18-35</td>
<td>n=313</td>
</tr>
<tr>
<td></td>
<td></td>
<td>36+</td>
<td>n=285</td>
</tr>
<tr>
<td></td>
<td>Gender</td>
<td>Male</td>
<td>n=303</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Female</td>
<td>n=298</td>
</tr>
</tbody>
</table>

Margin of error will vary with sample size n. Cited bases are weighted.
Outlook
In general, would you say that our country is heading in the right direction or in the wrong direction?

<table>
<thead>
<tr>
<th>Group</th>
<th>In the right direction</th>
<th>In the wrong direction</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>20%</td>
<td>73%</td>
<td>6%</td>
</tr>
<tr>
<td>Male</td>
<td>25%</td>
<td>67%</td>
<td>8%</td>
</tr>
<tr>
<td>Female</td>
<td>17%</td>
<td>78%</td>
<td>5%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>22%</td>
<td>71%</td>
<td>7%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>17%</td>
<td>77%</td>
<td>6%</td>
</tr>
</tbody>
</table>
In general, would you say that our country is heading in the right direction or in the wrong direction?

- **All respondents**: 32% in the right direction, 57% in the wrong direction, 11% don’t know/refused to answer.
- **Male**: 36% in the right direction, 56% in the wrong direction, 8% don’t know/refused to answer.
- **Female**: 28% in the right direction, 58% in the wrong direction, 15% don’t know/refused to answer.
- **Age 18-35**: 35% in the right direction, 55% in the wrong direction, 10% don’t know/refused to answer.
- **Age 36+**: 28% in the right direction, 59% in the wrong direction, 13% don’t know/refused to answer.

Legend:
- **Black**: In the right direction
- **Green**: In the wrong direction
- **Gray**: Don’t know/Refused to answer
How would you describe the current economic situation of Zimbabwe?

- **All respondents**: 4% Very good, 13% Somewhat good, 23% Somewhat bad, 60% Very bad, 1% Don't know/Refused to answer
- **Male**: 5% Very good, 15% Somewhat good, 24% Somewhat bad, 55% Very bad, 1% Don't know/Refused to answer
- **Female**: 3% Very good, 11% Somewhat good, 23% Somewhat bad, 63% Very bad, 1% Don't know/Refused to answer
- **Age 18-35**: 3% Very good, 15% Somewhat good, 26% Somewhat bad, 55% Very bad, 1% Don't know/Refused to answer
- **Age 36+**: 4% Very good, 9% Somewhat good, 19% Somewhat bad, 67% Very bad, 1% Don't know/Refused to answer

Survey conducted in Bulawayo.
How would you describe the current economic situation of Zimbabwe?

- **All respondents**:
  - Very good: 3%
  - Somewhat good: 29%
  - Somewhat bad: 17%
  - Very bad: 48%
  - Don't know/Refused to answer: 3%

- **Male**:
  - Very good: 4%
  - Somewhat good: 30%
  - Somewhat bad: 20%
  - Very bad: 45%
  - Don't know/Refused to answer: 2%

- **Female**:
  - Very good: 3%
  - Somewhat good: 27%
  - Somewhat bad: 14%
  - Very bad: 52%
  - Don't know/Refused to answer: 4%

- **Age 18-35**:
  - Very good: 3%
  - Somewhat good: 35%
  - Somewhat bad: 19%
  - Very bad: 41%
  - Don't know/Refused to answer: 2%

- **Age 36+**:
  - Very good: 3%
  - Somewhat good: 22%
  - Somewhat bad: 15%
  - Very bad: 57%
  - Don't know/Refused to answer: 2%
How would you describe the current economic situation of your household?

- **All respondents**: 7% Very good, 34% Somewhat good, 24% Somewhat bad, 35% Very bad
- **Male**: 7% Very good, 33% Somewhat good, 25% Somewhat bad, 34% Very bad
- **Female**: 6% Very good, 35% Somewhat good, 23% Somewhat bad, 36% Very bad
- **Age 18-35**: 9% Very good, 40% Somewhat good, 25% Somewhat bad, 26% Very bad
- **Age 36+**: 3% Very good, 25% Somewhat good, 23% Somewhat bad, 49% Very bad
Mashonaland East

How would you describe the current economic situation of your household?

- **All respondents**: 6% Very good, 32% Somewhat good, 17% Somewhat bad, 45% Very bad
- **Male**: 6% Very good, 34% Somewhat good, 20% Somewhat bad, 39% Very bad
- **Female**: 5% Very good, 29% Somewhat good, 14% Somewhat bad, 52% Very bad
- **Age 18-35**: 7% Very good, 41% Somewhat good, 16% Somewhat bad, 36% Very bad
- **Age 36+**: 4% Very good, 22% Somewhat good, 19% Somewhat bad, 56% Very bad

- Very good
- Somewhat good
- Somewhat bad
- Very bad
Over the last 12 months, how has the economic situation of your household changed?

**All respondents**
- Improved a lot: 5%
- Improved somewhat: 17%
- Stayed the same: 37%
- Worsened somewhat: 18%
- Worsened a lot: 22%

**Male**
- Improved a lot: 5%
- Improved somewhat: 19%
- Stayed the same: 39%
- Worsened somewhat: 17%
- Worsened a lot: 20%

**Female**
- Improved a lot: 5%
- Improved somewhat: 16%
- Stayed the same: 36%
- Worsened somewhat: 19%
- Worsened a lot: 24%

**Age 18-35**
- Improved a lot: 7%
- Improved somewhat: 21%
- Stayed the same: 35%
- Worsened somewhat: 21%
- Worsened a lot: 16%

**Age 36+**
- Improved a lot: 2%
- Improved somewhat: 12%
- Stayed the same: 39%
- Worsened somewhat: 14%
- Worsened a lot: 33%
Over the last 12 months, how has the economic situation of your household changed?

- **All respondents**:
  - Improved a lot: 3%
  - Improved somewhat: 19%
  - Stayed the same: 33%
  - Worsened somewhat: 15%
  - Worsened a lot: 29%

- **Male**:
  - Improved a lot: 2%
  - Improved somewhat: 23%
  - Stayed the same: 36%
  - Worsened somewhat: 15%
  - Worsened a lot: 24%

- **Female**:
  - Improved a lot: 4%
  - Improved somewhat: 16%
  - Stayed the same: 31%
  - Worsened somewhat: 15%
  - Worsened a lot: 34%

- **Age 18-35**:
  - Improved a lot: 4%
  - Improved somewhat: 27%
  - Stayed the same: 32%
  - Worsened somewhat: 13%
  - Worsened a lot: 24%

- **Age 36+**:
  - Improved a lot: 3%
  - Improved somewhat: 11%
  - Stayed the same: 35%
  - Worsened somewhat: 17%
  - Worsened a lot: 34%
In the coming 12 months, how do you expect the economic situation of your household to change?

- **All respondents**
  - Improve a lot: 37%
  - Improve somewhat: 29%
  - Stay the same: 13%
  - Worsen somewhat: 7%
  - Worsen a lot: 10%
  - Don't know/Refused to answer: 3%

- **Male**
  - Improve a lot: 32%
  - Improve somewhat: 28%
  - Stay the same: 14%
  - Worsen somewhat: 11%
  - Worsen a lot: 12%
  - Don't know/Refused to answer: 3%

- **Female**
  - Improve a lot: 42%
  - Improve somewhat: 30%
  - Stay the same: 12%
  - Worsen somewhat: 4%
  - Worsen a lot: 9%
  - Don't know/Refused to answer: 3%

- **Age 18-35**
  - Improve a lot: 44%
  - Improve somewhat: 31%
  - Stay the same: 10%
  - Worsen somewhat: 6%
  - Worsen a lot: 6%
  - Don't know/Refused to answer: 3%

- **Age 36+**
  - Improve a lot: 27%
  - Improve somewhat: 26%
  - Stay the same: 17%
  - Worsen somewhat: 9%
  - Worsen a lot: 18%
  - Don't know/Refused to answer: 4%
In the coming 12 months, how do you expect the economic situation of your household to change?

![Bar chart showing the percentage of respondents expecting economic changes in Mashonaland East. The categories are improved a lot, improved somewhat, stayed the same, worsened somewhat, and worsened a lot. The data is segmented by age (18-35 and 36+) and gender (Male and Female).](chart-url)
How satisfied or dissatisfied are you with the way democracy is developing in our country?

- All respondents:
  - Very satisfied: 6%
  - Somewhat satisfied: 21%
  - Somewhat dissatisfied: 23%
  - Very dissatisfied: 48%
  - Don't know/Refused to answer: 3%

- Male:
  - Very satisfied: 8%
  - Somewhat satisfied: 20%
  - Somewhat dissatisfied: 19%
  - Very dissatisfied: 48%
  - Don't know/Refused to answer: 3%

- Female:
  - Very satisfied: 4%
  - Somewhat satisfied: 21%
  - Somewhat dissatisfied: 26%
  - Very dissatisfied: 47%
  - Don't know/Refused to answer: 3%

- Age 18-35:
  - Very satisfied: 6%
  - Somewhat satisfied: 24%
  - Somewhat dissatisfied: 27%
  - Very dissatisfied: 40%
  - Don't know/Refused to answer: 3%

- Age 36+:
  - Very satisfied: 6%
  - Somewhat satisfied: 16%
  - Somewhat dissatisfied: 16%
  - Very dissatisfied: 59%
  - Don't know/Refused to answer: 3%
How satisfied or dissatisfied are you with the way democracy is developing in our country?

- **All respondents:**
  - Very satisfied: 22%
  - Somewhat satisfied: 27%
  - Somewhat dissatisfied: 13%
  - Very dissatisfied: 35%
  - Don't know/Refused to answer: 4%

- **Male:**
  - Very satisfied: 19%
  - Somewhat satisfied: 33%
  - Somewhat dissatisfied: 14%
  - Very dissatisfied: 31%
  - Don't know/Refused to answer: 4%

- **Female:**
  - Very satisfied: 24%
  - Somewhat satisfied: 21%
  - Somewhat dissatisfied: 13%
  - Very dissatisfied: 38%
  - Don't know/Refused to answer: 5%

- **Age 18-35:**
  - Very satisfied: 20%
  - Somewhat satisfied: 31%
  - Somewhat dissatisfied: 14%
  - Very dissatisfied: 33%
  - Don't know/Refused to answer: 3%

- **Age 36+:**
  - Very satisfied: 23%
  - Somewhat satisfied: 22%
  - Somewhat dissatisfied: 13%
  - Very dissatisfied: 37%
  - Don't know/Refused to answer: 5%
How satisfied or dissatisfied are you with the pace of political change in country?

- **All respondents**: 7% satisfied; 35% dissatisfied; 6% dissatisfied; 50% no change; 2% don't know/refused to answer.
- **Male**: 9% satisfied; 34% dissatisfied; 7% dissatisfied; 49% no change; 2% don't know/refused to answer.
- **Female**: 4% satisfied; 37% dissatisfied; 6% dissatisfied; 50% no change; 2% don't know/refused to answer.
- **Age 18-35**: 7% satisfied; 35% dissatisfied; 8% dissatisfied; 48% no change; 2% don't know/refused to answer.
- **Age 36+**: 7% satisfied; 35% dissatisfied; 4% dissatisfied; 52% no change; 1% don't know/refused to answer.

Legend:
- Black: I am satisfied; change is happening at the right pace
- Green: I am dissatisfied; change is not happening fast enough
- Yellow: I am dissatisfied; change is happening too fast
- Red: No change is taking place
- Grey: Don't know/Refused to answer
How satisfied or dissatisfied are you with the pace of political change in country?

- 25% I am satisfied; change is happening at the right pace
- 40% I am dissatisfied; change is not happening fast enough
- 2% I am dissatisfied; change is happening too fast
- 27% No change is taking place
- 6% Don't know/Refused to answer

Mashonaland East

- All respondents: 25% satisfied, 40% dissatisfied, 2% dissatisfied too fast, 27% no change, 6% don't know/refused
- Male: 27% satisfied, 42% dissatisfied, 1% too fast, 26% no change, 3% don't know/refused
- Female: 22% satisfied, 38% dissatisfied, 4% too fast, 27% no change, 9% don't know/refused
- Age 18-35: 26% satisfied, 41% dissatisfied, 3% too fast, 24% no change, 6% don't know/refused
- Age 36+: 24% satisfied, 39% dissatisfied, 2% too fast, 30% no change, 5% don't know/refused
How satisfied or dissatisfied are you with the pace of economic change in Zimbabwe?

- All respondents:
  - Satisfied: 8%
  - Dissatisfied: 42%
  - Dissatisfied too fast: 7%
  - No change: 42%

- Male:
  - Satisfied: 11%
  - Dissatisfied: 40%
  - Dissatisfied too fast: 6%
  - No change: 43%

- Female:
  - Satisfied: 6%
  - Dissatisfied: 43%
  - Dissatisfied too fast: 8%
  - No change: 41%

- Age 18-35:
  - Satisfied: 7%
  - Dissatisfied: 43%
  - Dissatisfied too fast: 7%
  - No change: 41%

- Age 36+:
  - Satisfied: 9%
  - Dissatisfied: 40%
  - Dissatisfied too fast: 6%
  - No change: 44%
How satisfied or dissatisfied are you with the pace of economic change in Zimbabwe?

- All respondents
  - I am satisfied; change is happening at the right pace: 16%
  - I am dissatisfied; change is not happening fast enough: 43%
  - I am dissatisfied; change is happening too fast: 5%
  - No change is taking place: 33%
  - Don't know/Refused to answer: 4%

- Male
  - I am satisfied; change is happening at the right pace: 14%
  - I am dissatisfied; change is not happening fast enough: 47%
  - I am dissatisfied; change is happening too fast: 3%
  - No change is taking place: 33%
  - Don't know/Refused to answer: 3%

- Female
  - I am satisfied; change is happening at the right pace: 18%
  - I am dissatisfied; change is not happening fast enough: 39%
  - I am dissatisfied; change is happening too fast: 6%
  - No change is taking place: 32%
  - Don't know/Refused to answer: 4%

- Age 18-35
  - I am satisfied; change is happening at the right pace: 16%
  - I am dissatisfied; change is not happening fast enough: 46%
  - I am dissatisfied; change is happening too fast: 4%
  - No change is taking place: 30%
  - Don't know/Refused to answer: 4%

- Age 36+
  - I am satisfied; change is happening at the right pace: 16%
  - I am dissatisfied; change is not happening fast enough: 40%
  - I am dissatisfied; change is happening too fast: 6%
  - No change is taking place: 35%
  - Don't know/Refused to answer: 3%
How satisfied or dissatisfied are you with the pace of social change in Zimbabwe?

All respondents
- 17% I am satisfied; change is happening at the right pace
- 32% I am dissatisfied; change is not happening fast enough
- 11% I am dissatisfied; change is happening too fast
- 38% No change is taking place
- 3% Don't know/Refused to answer

Male
- 19% I am satisfied; change is happening at the right pace
- 33% I am dissatisfied; change is not happening fast enough
- 11% I am dissatisfied; change is happening too fast
- 35% No change is taking place
- 2% Don't know/Refused to answer

Female
- 14% I am satisfied; change is happening at the right pace
- 31% I am dissatisfied; change is not happening fast enough
- 11% I am dissatisfied; change is happening too fast
- 41% No change is taking place
- 3% Don't know/Refused to answer

Age 18-35
- 18% I am satisfied; change is happening at the right pace
- 33% I am dissatisfied; change is not happening fast enough
- 11% I am dissatisfied; change is happening too fast
- 35% No change is taking place
- 3% Don't know/Refused to answer

Age 36+
- 14% I am satisfied; change is happening at the right pace
- 29% I am dissatisfied; change is not happening fast enough
- 11% I am dissatisfied; change is happening too fast
- 43% No change is taking place
- 2% Don't know/Refused to answer
How satisfied or dissatisfied are you with the pace of social change in Zimbabwe?

- **All respondents**
  - I am satisfied; change is happening at the right pace: 23%
  - I am dissatisfied; change is not happening fast enough: 34%
  - I am dissatisfied; change is happening too fast: 9%
  - No change is taking place: 31%
  - Don't know/Refused to answer: 4%

- **Male**
  - I am satisfied; change is happening at the right pace: 23%
  - I am dissatisfied; change is not happening fast enough: 35%
  - I am dissatisfied; change is happening too fast: 8%
  - No change is taking place: 31%
  - Don't know/Refused to answer: 3%

- **Female**
  - I am satisfied; change is happening at the right pace: 23%
  - I am dissatisfied; change is not happening fast enough: 34%
  - I am dissatisfied; change is happening too fast: 10%
  - No change is taking place: 30%
  - Don't know/Refused to answer: 4%

- **Age 18-35**
  - I am satisfied; change is happening at the right pace: 26%
  - I am dissatisfied; change is not happening fast enough: 34%
  - I am dissatisfied; change is happening too fast: 8%
  - No change is taking place: 29%
  - Don't know/Refused to answer: 2%

- **Age 36+**
  - I am satisfied; change is happening at the right pace: 20%
  - I am dissatisfied; change is not happening fast enough: 34%
  - I am dissatisfied; change is happening too fast: 9%
  - No change is taking place: 33%
  - Don't know/Refused to answer: 5%
How important or unimportant is it that all members of our country’s adult population are included in political decision making?

Bulawayo

All respondents

- Very important: 79%
- Somewhat important: 12%
- Somewhat not important: 3%
- Not important: 4%
- Don’t know/Refused to answer: 2%

Male

- Very important: 81%
- Somewhat important: 13%
- Somewhat not important: 1%
- Not important: 3%
- Don’t know/Refused to answer: 1%

Female

- Very important: 78%
- Somewhat important: 11%
- Somewhat not important: 4%
- Not important: 5%
- Don’t know/Refused to answer: 2%

Age 18-35

- Very important: 78%
- Somewhat important: 14%
- Somewhat not important: 2%
- Not important: 5%
- Don’t know/Refused to answer: 1%

Age 36+

- Very important: 81%
- Somewhat important: 9%
- Somewhat not important: 4%
- Not important: 3%
- Don’t know/Refused to answer: 2%
How important or unimportant is it that all members of our country’s adult population are included in political decision making?

- **All respondents**: 86% Very important, 7% Somewhat important, 2% Somewhat not important, 3% Not important, 3% Don’t know/Refused to answer

- **Male**: 85% Very important, 7% Somewhat important, 3% Somewhat not important, 4% Not important, 1% Don’t know/Refused to answer

- **Female**: 87% Very important, 6% Somewhat important, 13% Somewhat not important, 4% Not important, 4% Don’t know/Refused to answer

- **Age 18-35**: 84% Very important, 8% Somewhat important, 2% Somewhat not important, 4% Not important, 2% Don’t know/Refused to answer

- **Age 36+**: 88% Very important, 5% Somewhat important, 2% Somewhat not important, 2% Not important, 3% Don’t know/Refused to answer
What are the most important problems facing our country today? (Spontaneous response; up to three responses accepted; top ten responses displayed)

- **Economy—employment**: 18% (Most important), 16% (Second most important), 9% (Third most important)
- **Economy—cost of living, high prices**: 16% (Most important), 13% (Second most important), 8% (Third most important)
- **Corruption**: 16% (Most important), 11% (Second most important), 10% (Third most important)
- **Poverty**: 8% (Most important), 10% (Second most important), 13% (Third most important)
- **COVID 19**: 8% (Most important), 7% (Second most important), 7% (Third most important)
- **Economy—other/general**: 9% (Most important), 5% (Second most important), 3% (Third most important)
- **Education**: 3% (Most important), 7% (Second most important), 6% (Third most important)
- **Infrastructure**: 2% (Most important), 3% (Second most important), 7% (Third most important)
- **Electricity**: 3% (Most important), 3% (Second most important), 5% (Third most important)
- **Water**: 3% (Most important), 4% (Second most important), 3% (Third most important)
- **Don’t know/Refused to answer**: 1%
What are the most important problems facing our country today? (Spontaneous response; up to three responses accepted; top ten responses displayed)

- Economy—cost of living, high prices: 49%
- Economy—employment: 47%
- Economy—other/general: 24%
- Corruption: 20%
- Education: 18%
- Poverty: 16%
- Healthcare: 14%
- Water: 13%
- COVID 19: 10%
- Social services/benefits: 9%
- Don't know/Refused to answer: 1%
Do people in our country feel free to openly express their opinions or are they afraid?

- All respondents: 6% Very free, 14% Somewhat free, 12% Somewhat not free, 66% Not free, 2% Don't know/Refused to answer
- Male: 5% Very free, 13% Somewhat free, 10% Somewhat not free, 69% Not free, 2% Don't know/Refused to answer
- Female: 7% Very free, 15% Somewhat free, 13% Somewhat not free, 63% Not free, 2% Don't know/Refused to answer
- Age 18-35: 6% Very free, 13% Somewhat free, 14% Somewhat not free, 65% Not free, 2% Don't know/Refused to answer
- Age 36+: 7% Very free, 16% Somewhat free, 8% Somewhat not free, 67% Not free, 2% Don't know/Refused to answer
Do people in our country feel free to openly express their opinions or are they afraid?

- **All respondents**
  - Very free: 23%
  - Somewhat free: 15%
  - Somewhat not free: 11%
  - Not free: 48%
  - Don't know/Refused to answer: 3%

- **Male**
  - Very free: 22%
  - Somewhat free: 15%
  - Somewhat not free: 13%
  - Not free: 48%
  - Don't know/Refused to answer: 2%

- **Female**
  - Very free: 24%
  - Somewhat free: 15%
  - Somewhat not free: 8%
  - Not free: 49%
  - Don't know/Refused to answer: 4%

- **Age 18-35**
  - Very free: 21%
  - Somewhat free: 17%
  - Somewhat not free: 10%
  - Not free: 49%
  - Don't know/Refused to answer: 2%

- **Age 36+**
  - Very free: 25%
  - Somewhat free: 13%
  - Somewhat not free: 11%
  - Not free: 47%
  - Don't know/Refused to answer: 4%
Are the media in our country free to independently cover any issue or not?

- **All respondents**: 7% Very free, 14% Somewhat free, 14% Somewhat not free, 61% Not free, 3% Don't know/Refused to answer.
- **Male**: 8% Very free, 14% Somewhat free, 12% Somewhat not free, 65% Not free, 1% Don't know/Refused to answer.
- **Female**: 7% Very free, 14% Somewhat free, 16% Somewhat not free, 58% Not free, 5% Don't know/Refused to answer.
- **Age 18-35**: 5% Very free, 18% Somewhat free, 16% Somewhat not free, 59% Not free, 2% Don't know/Refused to answer.
- **Age 36+**: 12% Very free, 8% Somewhat free, 10% Somewhat not free, 65% Not free, 5% Don't know/Refused to answer.
Are the media in our country free to independently cover any issue or not?

All respondents:
- Very free: 23%
- Somewhat free: 15%
- Somewhat not free: 11%
- Not free: 41%
- Don’t know/Refused to answer: 11%

Male:
- Very free: 22%
- Somewhat free: 15%
- Somewhat not free: 13%
- Not free: 44%
- Don’t know/Refused to answer: 6%

Female:
- Very free: 24%
- Somewhat free: 14%
- Somewhat not free: 9%
- Not free: 38%
- Don’t know/Refused to answer: 16%

Age 18-35:
- Very free: 21%
- Somewhat free: 14%
- Somewhat not free: 12%
- Not free: 45%
- Don’t know/Refused to answer: 9%

Age 36+:
- Very free: 26%
- Somewhat free: 15%
- Somewhat not free: 9%
- Not free: 37%
- Don’t know/Refused to answer: 13%
How frequently do you encounter information in the media, including social media, that you believe is misleading or false?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>All respondents</th>
<th>Male</th>
<th>Female</th>
<th>Age 18-35</th>
<th>Age 36+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily or mostly daily</td>
<td>27%</td>
<td>30%</td>
<td>24%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Weekly</td>
<td>23%</td>
<td>23%</td>
<td>22%</td>
<td>23%</td>
<td>23%</td>
</tr>
<tr>
<td>Monthly</td>
<td>12%</td>
<td>15%</td>
<td>8%</td>
<td>11%</td>
<td>13%</td>
</tr>
<tr>
<td>Less often</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Never</td>
<td>20%</td>
<td>15%</td>
<td>24%</td>
<td>20%</td>
<td>19%</td>
</tr>
<tr>
<td>Don't know/Refused to answer</td>
<td>7%</td>
<td>6%</td>
<td>8%</td>
<td>8%</td>
<td>6%</td>
</tr>
</tbody>
</table>

- Daily or mostly daily
- Weekly
- Monthly
- Less often
- Never
- Don't know/Refused to answer
How frequently do you encounter information in the media, including social media, that you believe is misleading or false?

- **All respondents**: 15% daily or mostly daily, 18% several times a week, 8% weekly, 6% monthly, 26% less often, 20% never, 7% don't know/refused to answer.

- **Male**: 19% daily or mostly daily, 17% several times a week, 9% weekly, 7% monthly, 25% less often, 17% never, 6% don't know/refused to answer.

- **Female**: 12% daily or mostly daily, 18% several times a week, 6% weekly, 6% monthly, 27% less often, 23% never, 8% don't know/refused to answer.

- **Age 18-35**: 20% daily or mostly daily, 20% several times a week, 8% weekly, 8% monthly, 22% less often, 17% never, 5% don't know/refused to answer.

- **Age 36+**: 10% daily or mostly daily, 16% several times a week, 7% weekly, 5% monthly, 31% less often, 23% never, 8% don't know/refused to answer.
To what extent is misleading or false information in the media problematic for our country?

- **All respondents**: 58% Very problematic, 24% Somewhat problematic, 5% Somewhat unproblematic, 7% Very unproblematic, 6% Don't know/Refused to answer.

- **Male**: 60% Very problematic, 26% Somewhat problematic, 4% Somewhat unproblematic, 7% Very unproblematic, 2% Don't know/Refused to answer.

- **Female**: 56% Very problematic, 23% Somewhat problematic, 5% Somewhat unproblematic, 7% Very unproblematic, 9% Don't know/Refused to answer.

- **Age 18-35**: 58% Very problematic, 27% Somewhat problematic, 5% Somewhat unproblematic, 6% Very unproblematic, 3% Don't know/Refused to answer.

- **Age 36+**: 58% Very problematic, 19% Somewhat problematic, 5% Somewhat unproblematic, 8% Very unproblematic, 10% Don't know/Refused to answer.
To what extent is misleading or false information in the media problematic for our country?

- All respondents: 61% Very problematic, 15% Somewhat problematic, 6% Somewhat unproblematic, 7% Very unproblematic, 11% Don’t know/Refused to answer
- Male: 63% Very problematic, 15% Somewhat problematic, 7% Somewhat unproblematic, 6% Very unproblematic, 8% Don’t know/Refused to answer
- Female: 59% Very problematic, 14% Somewhat problematic, 4% Somewhat unproblematic, 8% Very unproblematic, 14% Don’t know/Refused to answer
- Age 18-35: 64% Very problematic, 15% Somewhat problematic, 7% Somewhat unproblematic, 5% Very unproblematic, 9% Don’t know/Refused to answer
- Age 36+: 58% Very problematic, 15% Somewhat problematic, 4% Somewhat unproblematic, 9% Very unproblematic, 14% Don’t know/Refused to answer
Now I would like to discuss corruption with you. When I say corruption, I mean having to do a favor, give a gift or pay a bribe because someone misuses their position for personal gains. Do you believe that corruption in your local government is a serious problem or not?

Bulawayo

<table>
<thead>
<tr>
<th></th>
<th>Very serious</th>
<th>Somewhat serious</th>
<th>Somewhat not serious</th>
<th>Not serious</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>76%</td>
<td>15%</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Male</td>
<td>71%</td>
<td>18%</td>
<td>4%</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Female</td>
<td>81%</td>
<td>13%</td>
<td>1%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>74%</td>
<td>17%</td>
<td>2%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>79%</td>
<td>12%</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
</tr>
</tbody>
</table>
Now I would like to discuss corruption with you. When I say corruption, I mean having to do a favor, give a gift or pay a bribe because someone misuses their position for personal gains. Do you believe that corruption in your local government is a serious problem or not?

- **All respondents**: 64% Very serious, 16% Somewhat serious, 4% Somewhat not serious, 8% Not serious, 8% Don't know/Refused to answer
- **Male**: 66% Very serious, 16% Somewhat serious, 5% Somewhat not serious, 7% Not serious, 6% Don't know/Refused to answer
- **Female**: 62% Very serious, 16% Somewhat serious, 3% Somewhat not serious, 9% Not serious, 10% Don't know/Refused to answer
- **Age 18-35**: 61% Very serious, 16% Somewhat serious, 6% Somewhat not serious, 10% Not serious, 7% Don't know/Refused to answer
- **Age 36+**: 67% Very serious, 15% Somewhat serious, 3% Somewhat not serious, 6% Not serious, 10% Don't know/Refused to answer
Now I would like to discuss corruption with you. When I say corruption, I mean having to do a favor, give a gift or pay a bribe because someone misuses their position for personal gains. Do you believe that corruption in your national government is a serious problem or not?

![Bar chart showing responses to the question about the seriousness of corruption in national government.](chart)

- **All respondents**: 80% very serious, 13% somewhat serious, 2% somewhat not serious, 2% not serious, 2% don't know/refused to answer.
- **Male**: 78% very serious, 12% somewhat serious, 4% somewhat not serious, 3% not serious, 3% don't know/refused to answer.
- **Female**: 82% very serious, 13% somewhat serious, 1% somewhat not serious, 2% not serious, 2% don't know/refused to answer.
- **Age 18-35**: 78% very serious, 14% somewhat serious, 2% somewhat not serious, 3% not serious, 3% don't know/refused to answer.
- **Age 36+**: 84% very serious, 11% somewhat serious, 2% somewhat not serious, 2% not serious, 2% don't know/refused to answer.
Now I would like to discuss corruption with you. When I say corruption, I mean having to do a favor, give a gift or pay a bribe because someone misuses their position for personal gains. Do you believe that corruption in your national government is a serious problem or not?

<table>
<thead>
<tr>
<th></th>
<th>Very serious</th>
<th>Somewhat serious</th>
<th>Somewhat not serious</th>
<th>Not serious</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>63%</td>
<td>11%</td>
<td>3%</td>
<td>10%</td>
<td>13%</td>
</tr>
<tr>
<td>Male</td>
<td>68%</td>
<td>11%</td>
<td>4%</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Female</td>
<td>58%</td>
<td>11%</td>
<td>3%</td>
<td>10%</td>
<td>19%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>62%</td>
<td>10%</td>
<td>4%</td>
<td>13%</td>
<td>11%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>65%</td>
<td>11%</td>
<td>2%</td>
<td>6%</td>
<td>15%</td>
</tr>
</tbody>
</table>
In the past 12 months, how often, if at all, have you had to do a favor, give a gift or pay a bribe?

All respondents

- Daily: 5%
- Weekly: 5%
- Monthly: 10%
- Less frequently: 22%
- Not at all: 56%
- Don't know/Refused to answer: 2%

Male

- Daily: 7%
- Weekly: 7%
- Monthly: 12%
- Less frequently: 20%
- Not at all: 53%
- Don't know/Refused to answer: 1%

Female

- Daily: 4%
- Weekly: 4%
- Monthly: 9%
- Less frequently: 23%
- Not at all: 58%
- Don't know/Refused to answer: 2%

Age 18-35

- Daily: 4%
- Weekly: 5%
- Monthly: 10%
- Less frequently: 26%
- Not at all: 53%
- Don't know/Refused to answer: 1%

Age 36+

- Daily: 6%
- Weekly: 5%
- Monthly: 11%
- Less frequently: 15%
- Not at all: 61%
- Don't know/Refused to answer: 2%
In the past 12 months, how often, if at all, have you had to do a favor, give a gift or pay a bribe?

- All respondents: 3% Daily, 5% Weekly, 7% Monthly, 14% Less frequently, 70% Not at all, 1% Don’t know/Refused to answer
- Male: 5% Daily, 6% Weekly, 10% Monthly, 16% Less frequently, 62% Not at all, 1% Don’t know/Refused to answer
- Female: 2% Daily, 4% Weekly, 4% Monthly, 11% Less frequently, 78% Not at all, 1% Don’t know/Refused to answer
- Age 18-35: 5% Daily, 6% Weekly, 8% Monthly, 19% Less frequently, 61% Not at all, 1% Don’t know/Refused to answer
- Age 36+: 2% Daily, 4% Weekly, 6% Monthly, 8% Less frequently, 79% Not at all, 1% Don’t know/Refused to answer
Whom did you have to do favors for, give gifts or pay bribes to? (Among those who declared having at least *less frequently* done a favor, given a gift, or paid a bribe in the last 12 months, n=256; multiple responses accepted)

- Zimbabwe Republic Police (ZRP): 69%
- Municipal Government Administrator: 13%
- Business people: 11%
- Education Administrators: 9%
- Provincial Government Administrator: 5%
- Medical Professionals: 5%
- Army: 2%
- Ward Councilor: 1%
- Traditional leaders: 1%
- Religious leaders: <1%
- Others: 11%
Whom did you have to do favors for, give gifts or pay bribes to?
(Among those who declared having at least *less frequently* done a favor, given a gift, or paid a bribe in the last 12 months, n=178; multiple responses accepted)
In your dealings with the government, how important are personal contacts and/or relationships to get things done?

- **All respondents**: 72% Very important, 13% Somewhat important, 4% Somewhat not important, 7% Not important, 3% Don’t know/Refused to answer
- **Male**: 69% Very important, 17% Somewhat important, 4% Somewhat not important, 9% Not important, 2% Don’t know/Refused to answer
- **Female**: 75% Very important, 9% Somewhat important, 5% Somewhat not important, 6% Not important, 4% Don’t know/Refused to answer
- **Age 18-35**: 73% Very important, 11% Somewhat important, 4% Somewhat not important, 8% Not important, 3% Don’t know/Refused to answer
- **Age 36+**: 71% Very important, 15% Somewhat important, 5% Somewhat not important, 6% Not important, 4% Don’t know/Refused to answer
In your dealings with the government, how important are personal contacts and/or relationships to get things done?

- **All respondents**
  - Very important: 71%
  - Somewhat important: 11%
  - Somewhat not important: 4%
  - Not important: 11%
  - Don’t know/Refused to answer: 3%

- **Male**
  - Very important: 70%
  - Somewhat important: 14%
  - Somewhat not important: 4%
  - Not important: 11%
  - Don’t know/Refused to answer: 2%

- **Female**
  - Very important: 72%
  - Somewhat important: 8%
  - Somewhat not important: 4%
  - Not important: 12%
  - Don’t know/Refused to answer: 4%

- **Age 18-35**
  - Very important: 72%
  - Somewhat important: 12%
  - Somewhat not important: 4%
  - Not important: 9%
  - Don’t know/Refused to answer: 2%

- **Age 36+**
  - Very important: 70%
  - Somewhat important: 9%
  - Somewhat not important: 3%
  - Not important: 14%
  - Don’t know/Refused to answer: 4%
Roles & Responsibilities
Which local leadership positions do you trust the most?

- **Church/Religious Leader**: 33% (First), 20% (Second), 13% (Third), 66% (total)
- **Ward Councilor**: 17% (First), 15% (Second), 14% (Third), 46% (total)
- **Community Leader**: 15% (First), 16% (Second), 15% (Third), 46% (total)
- **Mayor**: 8% (First), 9% (Second), 7% (Third), 24% (total)
- **Traditional Leader**: 6% (First), 10% (Second), 7% (Third), 23% (total)
- **District Administrator**: 1% (First), 6% (Second), 13% (total)
- **Provincial Administrator**: 2% (First), 3% (Second), 8% (total)
- **Other**: 1% (First), 2% (Second), 4% (Third), 7% (total)
- **Trust none**: 15% (total)
- **Don't know/Refused to answer**: 3% (total)
Which local leadership positions do you trust the most?

- **Ward Councilor**: 28% (Most trusted), 20% (Second most trusted), 6% (Third most trusted), 54% (Total)
- **Church/Religious Leader**: 26% (Most trusted), 10% (Second most trusted), 9% (Third most trusted), 45% (Total)
- **Traditional Leader**: 15% (Most trusted), 20% (Second most trusted), 8% (Third most trusted), 43% (Total)
- **Community Leader**: 8% (Most trusted), 11% (Second most trusted), 11% (Third most trusted), 30% (Total)
- **District Administrator**: 8% (Most trusted), 8% (Second most trusted), 8% (Third most trusted), 24% (Total)
- **Mayor**: 6% (Most trusted), 6% (Second most trusted), 6% (Third most trusted), 18% (Total)
- **Provincial Administrator**: 12% (Most trusted), 2% (Second most trusted), 5% (Third most trusted), 2% (Total)
- **Other**: 15% (Most trusted), 10% (Second most trusted), 16% (Total)
- **Trust none**: 16% (Total)
- **Don't know/Refused to answer**: 2% (Total)
Thinking about the following local institutions and actors, would you say you approve or disapprove of the job they are doing?

- **Church or religious leaders**: 49% Strongly approve, 33% Somewhat approve, 6% Strongly disapprove
- **Civil Society**: 48% Strongly approve, 31% Somewhat approve, 7% Strongly disapprove
- **Traditional leaders**: 17% Strongly approve, 38% Somewhat approve, 11% Strongly disapprove
- **Ward Councilor**: 14% Strongly approve, 33% Somewhat approve, 17% Strongly disapprove
- **Local Police**: 19% Strongly approve, 26% Somewhat approve, 12% Strongly disapprove
- **Mayor**: 14% Strongly approve, 30% Somewhat approve, 15% Strongly disapprove
- **District Administrator***: 10% Strongly approve, 29% Somewhat approve, 15% Strongly disapprove
- **Town clerk or Chief Executive Officer**: 12% Strongly approve, 25% Somewhat approve, 17% Strongly disapprove
- **Local Member of Parliament**: 13% Strongly approve, 24% Somewhat approve, 16% Strongly disapprove
- **Provincial Administrators****: 8% Strongly approve, 28% Somewhat approve, 17% Strongly disapprove

* District Administrator or District Development Coordinator
**Provincial Administrators or provincial Development Coordinator
Similarly, thinking about the following national and regional institutions and actors, would you say you approve or disapprove of the job they are doing?

- Civil society*
- Independent media
- Southern African Development Community
- African Union
- Judiciary
- Police
- State media
- National Assembly
- President
- Minister of State for Provincial Affairs
- Political Parties

* Civil society/Community-based organizations CBOs
Thinking about the following local institutions and actors, would you say you approve or disapprove of the job they are doing?

- **Church or religious leaders**
  - Strongly approve: 57%
  - Somewhat approve: 26%
  - Somewhat disapprove: 5%
  - Strongly disapprove: 6%
  - Don't know/Refused to answer: 6%

- **Civil Society**
  - Strongly approve: 42%
  - Somewhat approve: 27%
  - Somewhat disapprove: 3%
  - Strongly disapprove: 10%
  - Don't know/Refused to answer: 18%

- **Ward Councilor**
  - Strongly approve: 37%
  - Somewhat approve: 25%
  - Somewhat disapprove: 7%
  - Strongly disapprove: 21%
  - Don't know/Refused to answer: 9%

- **Local Police**
  - Strongly approve: 34%
  - Somewhat approve: 28%
  - Somewhat disapprove: 7%
  - Strongly disapprove: 28%
  - Don't know/Refused to answer: 4%

- **Traditional leaders**
  - Strongly approve: 35%
  - Somewhat approve: 25%
  - Somewhat disapprove: 5%
  - Strongly disapprove: 18%
  - Don't know/Refused to answer: 17%

- **District Administrator***
  - Strongly approve: 24%
  - Somewhat approve: 25%
  - Somewhat disapprove: 5%
  - Strongly disapprove: 16%
  - Don't know/Refused to answer: 31%

- **Local Member of Parliament**
  - Strongly approve: 24%
  - Somewhat approve: 21%
  - Somewhat disapprove: 7%
  - Strongly disapprove: 29%
  - Don't know/Refused to answer: 19%

- **Provincial Administrators**
  - Strongly approve: 17%
  - Somewhat approve: 22%
  - Somewhat disapprove: 5%
  - Strongly disapprove: 16%
  - Don't know/Refused to answer: 40%

- **Mayor**
  - Strongly approve: 15%
  - Somewhat approve: 16%
  - Somewhat disapprove: 5%
  - Strongly disapprove: 15%
  - Don't know/Refused to answer: 49%

- **Town clerk or Chief Executive Officer**
  - Strongly approve: 15%
  - Somewhat approve: 15%
  - Somewhat disapprove: 3%
  - Strongly disapprove: 17%
  - Don't know/Refused to answer: 50%

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* *District Administrator or District Development Coordinator*

**Provincial Administrators or provincial Development Coordinator**
Similarly, thinking about the following national and regional institutions and actors, would you say you approve or disapprove of the job they are doing?

<table>
<thead>
<tr>
<th>Institution</th>
<th>Strongly approve</th>
<th>Somewhat approve</th>
<th>Somewhat disapprove</th>
<th>Strongly disapprove</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil society*</td>
<td>37%</td>
<td>32%</td>
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<td>11%</td>
<td>17%</td>
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<tr>
<td>President</td>
<td>37%</td>
<td>25%</td>
<td>7%</td>
<td>21%</td>
<td>10%</td>
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<td>26%</td>
<td>6%</td>
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<tr>
<td>State media</td>
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<td>27%</td>
<td>9%</td>
<td>18%</td>
<td>14%</td>
</tr>
<tr>
<td>Independent media</td>
<td>27%</td>
<td>32%</td>
<td>8%</td>
<td>16%</td>
<td>17%</td>
</tr>
<tr>
<td>Judiciary</td>
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<td>19%</td>
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<tr>
<td>Southern African Development Community</td>
<td>27%</td>
<td>23%</td>
<td>5%</td>
<td>12%</td>
<td>33%</td>
</tr>
<tr>
<td>African Union</td>
<td>25%</td>
<td>24%</td>
<td>4%</td>
<td>10%</td>
<td>37%</td>
</tr>
<tr>
<td>National Assembly</td>
<td>21%</td>
<td>24%</td>
<td>6%</td>
<td>22%</td>
<td>27%</td>
</tr>
<tr>
<td>Political Parties</td>
<td>21%</td>
<td>23%</td>
<td>9%</td>
<td>29%</td>
<td>18%</td>
</tr>
<tr>
<td>Minister of State for Provincial Affairs</td>
<td>20%</td>
<td>23%</td>
<td>3%</td>
<td>20%</td>
<td>34%</td>
</tr>
</tbody>
</table>

* Civil society/Community-based organizations CBOs
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“I am familiar with the work of ward councilors in my constituency”

<table>
<thead>
<tr>
<th>Category</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>21%</td>
<td>29%</td>
<td>13%</td>
<td>32%</td>
<td>5%</td>
</tr>
<tr>
<td>Male</td>
<td>25%</td>
<td>27%</td>
<td>13%</td>
<td>31%</td>
<td>4%</td>
</tr>
<tr>
<td>Female</td>
<td>18%</td>
<td>30%</td>
<td>14%</td>
<td>33%</td>
<td>5%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>15%</td>
<td>32%</td>
<td>16%</td>
<td>32%</td>
<td>5%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>30%</td>
<td>25%</td>
<td>9%</td>
<td>31%</td>
<td>5%</td>
</tr>
</tbody>
</table>
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are accessible to the general public”

<table>
<thead>
<tr>
<th>All respondents</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Male</td>
<td>22%</td>
<td>24%</td>
<td>12%</td>
<td>36%</td>
<td>6%</td>
</tr>
<tr>
<td>Female</td>
<td>18%</td>
<td>28%</td>
<td>12%</td>
<td>33%</td>
<td>6%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>16%</td>
<td>28%</td>
<td>14%</td>
<td>33%</td>
<td>8%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>26%</td>
<td>23%</td>
<td>9%</td>
<td>37%</td>
<td>5%</td>
</tr>
</tbody>
</table>
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are regularly working for the benefit of the common people”

**Bulawayo**

![Bar chart showing responses to the statement](chart.png)
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency have made a positive impact on my quality of life”

![Bar chart showing responses to the statement for different demographics.]

- **All respondents**: 8% Strongly agree, 16% Somewhat agree, 20% Somewhat disagree, 50% Strongly disagree, 5% Don't know/Refused to answer
- **Male**: 10% Strongly agree, 18% Somewhat agree, 17% Somewhat disagree, 51% Strongly disagree, 4% Don't know/Refused to answer
- **Female**: 6% Strongly agree, 14% Somewhat agree, 23% Somewhat disagree, 50% Strongly disagree, 6% Don't know/Refused to answer
- **Age 18-35**: 7% Strongly agree, 17% Somewhat agree, 21% Somewhat disagree, 49% Strongly disagree, 6% Don't know/Refused to answer
- **Age 36+**: 9% Strongly agree, 15% Somewhat agree, 19% Somewhat disagree, 53% Strongly disagree, 4% Don't know/Refused to answer

- **Strongly agree**
- **Somewhat agree**
- **Somewhat disagree**
- **Strongly disagree**
- **Don't know/Refused to answer**
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are honest”

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Don’t know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>9%</td>
<td>16%</td>
<td>18%</td>
<td>45%</td>
<td>11%</td>
</tr>
<tr>
<td>Male</td>
<td>11%</td>
<td>21%</td>
<td>15%</td>
<td>44%</td>
<td>9%</td>
</tr>
<tr>
<td>Female</td>
<td>9%</td>
<td>13%</td>
<td>19%</td>
<td>46%</td>
<td>13%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>8%</td>
<td>17%</td>
<td>19%</td>
<td>45%</td>
<td>12%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>12%</td>
<td>16%</td>
<td>16%</td>
<td>45%</td>
<td>12%</td>
</tr>
</tbody>
</table>
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are responsive to my needs”

<table>
<thead>
<tr>
<th>Group</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>9%</td>
<td>18%</td>
<td>18%</td>
<td>47%</td>
<td>8%</td>
</tr>
<tr>
<td>Male</td>
<td>9%</td>
<td>21%</td>
<td>18%</td>
<td>45%</td>
<td>7%</td>
</tr>
<tr>
<td>Female</td>
<td>9%</td>
<td>16%</td>
<td>17%</td>
<td>50%</td>
<td>8%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>7%</td>
<td>17%</td>
<td>19%</td>
<td>47%</td>
<td>9%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>12%</td>
<td>19%</td>
<td>15%</td>
<td>48%</td>
<td>6%</td>
</tr>
</tbody>
</table>

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree
- Don't know/Refused to answer
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“I am familiar with the work of ward councilors in my constituency”

- **All respondents**: 39% Strongly agree, 19% Somewhat agree, 9% Somewhat disagree, 21% Strongly disagree, 13% Don’t know/Refused to answer
- **Male**: 41% Strongly agree, 20% Somewhat agree, 10% Somewhat disagree, 21% Strongly disagree, 10% Don’t know/Refused to answer
- **Female**: 38% Strongly agree, 18% Somewhat agree, 7% Somewhat disagree, 21% Strongly disagree, 16% Don’t know/Refused to answer
- **Age 18-35**: 31% Strongly agree, 19% Somewhat agree, 10% Somewhat disagree, 25% Strongly disagree, 15% Don’t know/Refused to answer
- **Age 36+**: 48% Strongly agree, 18% Somewhat agree, 6% Somewhat disagree, 17% Strongly disagree, 11% Don’t know/Refused to answer
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are accessible to the general public”

---

### All respondents

- **Strongly agree**: 40%
- **Somewhat agree**: 24%
- **Somewhat disagree**: 9%
- **Strongly disagree**: 18%
- **Don't know/Refused to answer**: 9%

### Male

- **Strongly agree**: 37%
- **Somewhat agree**: 27%
- **Somewhat disagree**: 11%
- **Strongly disagree**: 17%
- **Don't know/Refused to answer**: 7%

### Female

- **Strongly agree**: 43%
- **Somewhat agree**: 21%
- **Somewhat disagree**: 7%
- **Strongly disagree**: 18%
- **Don't know/Refused to answer**: 11%

### Age 18-35

- **Strongly agree**: 32%
- **Somewhat agree**: 24%
- **Somewhat disagree**: 10%
- **Strongly disagree**: 22%
- **Don't know/Refused to answer**: 13%

### Age 36+

- **Strongly agree**: 49%
- **Somewhat agree**: 24%
- **Somewhat disagree**: 8%
- **Strongly disagree**: 14%
- **Don't know/Refused to answer**: 6%
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are regularly working for the benefit of the common people”

<table>
<thead>
<tr>
<th>Category</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Don’t know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>36%</td>
<td>22%</td>
<td>10%</td>
<td>23%</td>
<td>8%</td>
</tr>
<tr>
<td>Male</td>
<td>32%</td>
<td>24%</td>
<td>13%</td>
<td>24%</td>
<td>8%</td>
</tr>
<tr>
<td>Female</td>
<td>40%</td>
<td>21%</td>
<td>8%</td>
<td>23%</td>
<td>9%</td>
</tr>
<tr>
<td>Age 18-35</td>
<td>32%</td>
<td>22%</td>
<td>12%</td>
<td>25%</td>
<td>10%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>40%</td>
<td>23%</td>
<td>9%</td>
<td>21%</td>
<td>7%</td>
</tr>
</tbody>
</table>

0% 20% 40% 60% 80% 100%
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency have made a positive impact on my quality of life”
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are honest”

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Don’t know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>30%</td>
<td>23%</td>
<td>9%</td>
<td>24%</td>
<td>15%</td>
</tr>
<tr>
<td>Male</td>
<td>28%</td>
<td>25%</td>
<td>12%</td>
<td>22%</td>
<td>13%</td>
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<tr>
<td>Female</td>
<td>32%</td>
<td>22%</td>
<td>6%</td>
<td>25%</td>
<td>15%</td>
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<tr>
<td>Age 18-35</td>
<td>23%</td>
<td>22%</td>
<td>10%</td>
<td>26%</td>
<td>18%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>37%</td>
<td>25%</td>
<td>7%</td>
<td>21%</td>
<td>11%</td>
</tr>
</tbody>
</table>
Now we are going to ask for you for your level of agreement or disagreement to various statements or your position on various issues.

“Ward councilors from my constituency are responsive to my needs”

<table>
<thead>
<tr>
<th>Category</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>All respondents</td>
<td>28%</td>
<td>26%</td>
<td>9%</td>
<td>28%</td>
<td>10%</td>
</tr>
<tr>
<td>Male</td>
<td>26%</td>
<td>26%</td>
<td>11%</td>
<td>27%</td>
<td>10%</td>
</tr>
<tr>
<td>Female</td>
<td>30%</td>
<td>26%</td>
<td>6%</td>
<td>28%</td>
<td>9%</td>
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<tr>
<td>Age 18-35</td>
<td>22%</td>
<td>25%</td>
<td>9%</td>
<td>32%</td>
<td>11%</td>
</tr>
<tr>
<td>Age 36+</td>
<td>34%</td>
<td>27%</td>
<td>7%</td>
<td>23%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Mashonaland East
To what extent do you trust or distrust each of the following institutions and actors?
(continued on next slide)

- Church or religious leaders
- Civil society
- Independent media
- African Union
- Traditional leaders
- Southern African Development Community
- Army
- Ward Councilor
- Judiciary
- Police

Trust a great deal
Somewhat trust
Somewhat distrust
Distrust a great deal
Don't know/Refused to answer
To what extent do you trust or distrust each of the following institutions and actors?
(continued from previous slide)

- Mayor: 13% Trust a great deal, 28% Somewhat trust, 19% Somewhat distrust, 29% Distrust a great deal, 11% Don't know/Refused to answer
- District Administrator or District Development Coordinator: 8% Trust a great deal, 32% Somewhat trust, 17% Somewhat distrust, 29% Distrust a great deal, 14% Don't know/Refused to answer
- Provincial Administrator or Provincial Development Coordinator: 9% Trust a great deal, 30% Somewhat trust, 18% Somewhat distrust, 28% Distrust a great deal, 15% Don't know/Refused to answer
- Town clerk or Chief Executive Officer: 9% Trust a great deal, 27% Somewhat trust, 19% Somewhat distrust, 32% Distrust a great deal, 13% Don't know/Refused to answer
- National Assembly: 9% Trust a great deal, 26% Somewhat trust, 17% Somewhat distrust, 40% Distrust a great deal, 7% Don't know/Refused to answer
- State media: 10% Trust a great deal, 25% Somewhat trust, 22% Somewhat distrust, 38% Distrust a great deal, 5% Don't know/Refused to answer
- Member of Parliament: 8% Trust a great deal, 26% Somewhat trust, 18% Somewhat distrust, 42% Distrust a great deal, 6% Don't know/Refused to answer
- Minister of State for Provincial Affairs: 7% Trust a great deal, 24% Somewhat trust, 20% Somewhat distrust, 38% Distrust a great deal, 10% Don't know/Refused to answer
- Political parties: 8% Trust a great deal, 22% Somewhat trust, 17% Somewhat distrust, 47% Distrust a great deal, 6% Don't know/Refused to answer
To what extent do you trust or distrust each of the following institutions and actors?
(continued on next slide)

<table>
<thead>
<tr>
<th>Institution</th>
<th>Trust a great deal</th>
<th>Somewhat trust</th>
<th>Somewhat distrust</th>
<th>Distrust a great deal</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church or religious leaders</td>
<td>60%</td>
<td>24%</td>
<td>4%</td>
<td>8%</td>
<td>5%</td>
</tr>
<tr>
<td>Army</td>
<td>42%</td>
<td>28%</td>
<td>2%</td>
<td>21%</td>
<td>6%</td>
</tr>
<tr>
<td>Civil society</td>
<td>35%</td>
<td>33%</td>
<td>3%</td>
<td>11%</td>
<td>18%</td>
</tr>
<tr>
<td>Ward Councilor</td>
<td>37%</td>
<td>29%</td>
<td>6%</td>
<td>22%</td>
<td>6%</td>
</tr>
<tr>
<td>Traditional leaders</td>
<td>41%</td>
<td>24%</td>
<td>5%</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td>Police</td>
<td>35%</td>
<td>29%</td>
<td>6%</td>
<td>28%</td>
<td>2%</td>
</tr>
<tr>
<td>Judiciary</td>
<td>32%</td>
<td>32%</td>
<td>6%</td>
<td>18%</td>
<td>13%</td>
</tr>
<tr>
<td>Independent media</td>
<td>25%</td>
<td>34%</td>
<td>7%</td>
<td>18%</td>
<td>17%</td>
</tr>
<tr>
<td>State media</td>
<td>28%</td>
<td>29%</td>
<td>9%</td>
<td>20%</td>
<td>13%</td>
</tr>
<tr>
<td>African Union</td>
<td>26%</td>
<td>25%</td>
<td>3%</td>
<td>13%</td>
<td>33%</td>
</tr>
</tbody>
</table>
To what extent do you trust or distrust each of the following institutions and actors?

(continued from previous slide)

- Southern African Development Community: 26% Trust a great deal, 24% Somewhat trust, 4% Somewhat distrust, 16% Distrust a great deal, 31% Don't know/Refused to answer
- District Administrator or District Development Coordinator: 25% Trust a great deal, 26% Somewhat trust, 4% Somewhat distrust, 19% Distrust a great deal, 26% Don't know/Refused to answer
- Member of Parliament: 25% Trust a great deal, 25% Somewhat trust, 8% Somewhat distrust, 32% Distrust a great deal, 11% Don't know/Refused to answer
- Political parties: 20% Trust a great deal, 24% Somewhat trust, 10% Somewhat distrust, 30% Distrust a great deal, 16% Don't know/Refused to answer
- Provincial Administrator or Provincial Development Coordinator: 19% Trust a great deal, 23% Somewhat trust, 4% Somewhat distrust, 19% Distrust a great deal, 35% Don't know/Refused to answer
- National Assembly: 19% Trust a great deal, 22% Somewhat trust, 7% Somewhat distrust, 26% Distrust a great deal, 26% Don't know/Refused to answer
- Minister of State for Provincial Affairs: 18% Trust a great deal, 21% Somewhat trust, 5% Somewhat distrust, 24% Distrust a great deal, 32% Don't know/Refused to answer
- Mayor: 17% Trust a great deal, 18% Somewhat trust, 3% Somewhat distrust, 18% Distrust a great deal, 44% Don't know/Refused to answer
- Town clerk or Chief Executive Officer: 15% Trust a great deal, 16% Somewhat trust, 4% Somewhat distrust, 20% Distrust a great deal, 45% Don't know/Refused to answer
What is the name of your Ward Councilor?*
(Spontaneous response)

- All respondents: 52% Correct, 3% Incorrect, 3% No councilor, 44% Don't know/Refused to answer
- Male: 52% Correct, 4% Incorrect, 3% No councilor, 44% Don't know/Refused to answer
- Female: 52% Correct, 3% Incorrect, 1% No councilor, 45% Don't know/Refused to answer
- Age 18-35: 48% Correct, 3% Incorrect, 3% No councilor, 49% Don't know/Refused to answer
- Age 36+: 58% Correct, 3% Incorrect, 1% No councilor, 37% Don't know/Refused to answer

*Chart displays whether respondents provided the correct name of their Ward Councilor
What is the name of your Ward Councilor?*
(Spontaneous response)

*Mashonaland East

*Chart displays whether respondents provided the correct name of their Ward Councilor.
How would you rate the performance of your Ward Councilor?

What is the name of your Ward Councilor?

Correctly named Ward Councilor (n=312):
- Very good: 12%
- Somewhat good: 42%
- Somewhat bad: 19%
- Very bad: 23%
- Don't know/Refused to answer: 4%

Incorrectly named Ward Councilor/Don't know (n=286):
- Very good: 9%
- Somewhat good: 38%
- Somewhat bad: 16%
- Very bad: 23%
- Don't know/Refused to answer: 13%
How would you rate the performance of your Ward Councilor?

- All respondents:
  - Very good: 36%
  - Somewhat good: 32%
  - Somewhat bad: 5%
  - Very bad: 16%
  - Don't know/Refused to answer: 11%

What is the name of your Ward Councilor?

- Correctly named Ward Councilor (n=342):
  - Very good: 41%
  - Somewhat good: 33%
  - Somewhat bad: 5%
  - Very bad: 17%
  - Don't know/Refused to answer: 5%

- Incorrectly named Ward Councilor/Don't know (n=246):
  - Very good: 28%
  - Somewhat good: 33%
  - Somewhat bad: 7%
  - Very bad: 15%
  - Don't know/Refused to answer: 17%
How would you rate your Ward Councilor’s knowledge of their roles and responsibilities?

What is the name of your Ward Councilor?

Correctly named Ward Councilor (n=312):
- Very good: 12%
- Somewhat good: 38%
- Somewhat bad: 22%
- Very bad: 19%
- Don't know/Refused to answer: 8%

Incorrectly named Ward Councilor/Don't know (n=286):
- Very good: 8%
- Somewhat good: 35%
- Somewhat bad: 17%
- Very bad: 23%
- Don't know/Refused to answer: 17%
How would you rate your Ward Councilor’s knowledge of their roles and responsibilities?

What is the name of your Ward Councilor?

Correctly named Ward Councilor (n=342)

- Very good: 43%
- Somewhat good: 31%
- Somewhat bad: 6%
- Very bad: 15%
- Don't know/Refused to answer: 5%

Incorrectly named Ward Councilor/Don't know (n=246)

- Very good: 28%
- Somewhat good: 32%
- Somewhat bad: 7%
- Very bad: 15%
- Don't know/Refused to answer: 17%
Service delivery issues
What is the most important accomplishment of the current municipal government?

(Spontaneous response; up to three responses accepted; top ten responses displayed)

Water supply (clean water) - constantly/regularly/supply now better
- Most important: 17%
- Second most important: 12%
- Third most important: 6%
- Total: 35%

Roads - construction, refurbishment, maintenance
- Most important: 17%
- Second most important: 5%
- Third most important: 4%
- Total: 26%

Waste/refuse collection now improved/now timely
- Most important: 5%
- Second most important: 5%
- Third most important: 4%
- Total: 14%

Provision of electricity - now consistent
- Most important: 2%
- Second most important: 5%
- Third most important: 2%
- Total: 9%

Infrastructure development
- Most important: 2%
- Second most important: 5%
- Third most important: 1%
- Total: 8%

Public transport/provision of Zupco buses
- Most important: 2%
- Second most important: 2%
- Third most important: 1%
- Total: 5%

Sewerage maintenance and repairs
- Most important: 1%
- Second most important: 1%
- Third most important: 4%
- Total: 6%

Sanitation
- Most important: 1%
- Second most important: 1%
- Third most important: 3%
- Total: 5%

Housing provision (giving stands*/building houses)
- Most important: 1%
- Second most important: 1%
- Third most important: 2%
- Total: 2%

Provision of health care
- Most important: 1%
- Second most important: 1%
- Third most important: 2%
- Total: 2%

Nothing
- Most important: 34%

Don't know/Refused to answer
- Most important: 3%

*Giving stands: stand allocation for people on waiting list
What is the most important accomplishment of the current municipal government? (Spontaneous response; up to three responses accepted; top ten responses displayed)

- Roads - construction, refurbishment, maintenance: 24% (Most important), 7% (Second most important), 33% (Third most important)
- Agricultural inputs and implements (command agriculture*/pfumvudza): 9% (Most important), 4% (Second most important), 2% (Third most important)
- Borehole drilling and installations: 8% (Most important), 5% (Second most important), 15% (Third most important)
- Building of schools and adding more blocks** to schools: 3% (Most important), 4% (Second most important), 2% (Third most important)
- Water supply (clean water) - constantly/regularly/ supply now better: 2% (Most important), 1% (Second most important), 5% (Third most important)
- Building and maintenance of health institutes (clinics and hospitals): 2% (Most important), 1% (Second most important), 4% (Third most important)
- Food programs /food aid: 1% (Most important), 2% (Second most important), 1% (Third most important)
- Housing provision (giving stands*** / building houses): 1% (Most important), 1% (Second most important), 3% (Third most important)
- Waste/ refuse collection now improved/ now timely: 1% (Most important), 1% (Second most important), 2% (Third most important)
- Public transport/ provision of Zupco buses: 1% (Most important), 1% (Second most important), 2% (Third most important)
- Nothing: 35% (Most important), 35% (Second most important)
- Don't know/Refused to answer: 3% (Most important), 3% (Second most important)

* Command agriculture/pfumvudza: government-provided implements
** Giving stands: stand allocation for people on waiting list
*** Giving stands: stand allocation for people on waiting list
**** more blocks: additional classroom blocks
<table>
<thead>
<tr>
<th>Service</th>
<th>Municipal government</th>
<th>National government</th>
<th>Both</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision of water</td>
<td>51%</td>
<td>12%</td>
<td>36%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Provision of social amenities and recreation services</td>
<td>41%</td>
<td>15%</td>
<td>41%</td>
<td>3%</td>
</tr>
<tr>
<td>Provision of sanitation</td>
<td>37%</td>
<td>15%</td>
<td>47%</td>
<td>2%</td>
</tr>
<tr>
<td>Providing low-income housing</td>
<td>35%</td>
<td>21%</td>
<td>43%</td>
<td>2%</td>
</tr>
<tr>
<td>Maintaining infrastructure like roads and public buildings</td>
<td>34%</td>
<td>17%</td>
<td>48%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Fighting crime</td>
<td>13%</td>
<td>31%</td>
<td>54%</td>
<td>2%</td>
</tr>
<tr>
<td>Provision of healthcare</td>
<td>12%</td>
<td>32%</td>
<td>56%</td>
<td>1%</td>
</tr>
<tr>
<td>Fighting corruption</td>
<td>11%</td>
<td>35%</td>
<td>53%</td>
<td>1%</td>
</tr>
<tr>
<td>Creating jobs</td>
<td>10%</td>
<td>25%</td>
<td>64%</td>
<td>1%</td>
</tr>
<tr>
<td>Provision of education</td>
<td>5%</td>
<td>43%</td>
<td>51%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Who do you think is responsible for the following?

- Provision of social amenities and recreation services: Municipal government 44%, National government 17%, Both 36%, Don't know/Refused to answer 3%
- Provision of water: Municipal government 44%, National government 19%, Both 35%, Don't know/Refused to answer 3%
- Provision of sanitation: Municipal government 35%, National government 18%, Both 44%, Don't know/Refused to answer 3%
- Providing low-income housing: Municipal government 29%, National government 29%, Both 38%, Don't know/Refused to answer 3%
- Maintaining infrastructure like roads and public buildings: Municipal government 29%, National government 27%, Both 42%, Don't know/Refused to answer 2%
- Fighting crime: Municipal government 20%, National government 28%, Both 50%, Don't know/Refused to answer 2%
- Creating jobs: Municipal government 12%, National government 29%, Both 56%, Don't know/Refused to answer 3%
- Provision of healthcare: Municipal government 11%, National government 33%, Both 53%, Don't know/Refused to answer 3%
- Fighting corruption: Municipal government 9%, National government 35%, Both 53%, Don't know/Refused to answer 3%
- Provision of education: Municipal government 9%, National government 41%, Both 49%, Don't know/Refused to answer 2%
How would you rate the performance of the municipal and/or national government on the following issues?

- **Provision of water**: 23% Very good, 50% Somewhat good, 10% Somewhat bad, 16% Very bad, 1% Don't know/Refused to answer.
- **Provision of education**: 16% Very good, 49% Somewhat good, 12% Somewhat bad, 22% Very bad, 1% Don't know/Refused to answer.
- **Provision of sanitation**: 11% Very good, 46% Somewhat good, 16% Somewhat bad, 25% Very bad, 2% Don't know/Refused to answer.
- **Provision of healthcare**: 9% Very good, 46% Somewhat good, 15% Somewhat bad, 29% Very bad, 1% Don't know/Refused to answer.
- **Provision of social amenities and recreation services**: 8% Very good, 41% Somewhat good, 21% Somewhat bad, 25% Very bad, 5% Don't know/Refused to answer.
- **Fighting crime**: 10% Very good, 30% Somewhat good, 18% Somewhat bad, 40% Very bad, 2% Don't know/Refused to answer.
- **Maintaining infrastructure like roads and public buildings**: 8% Very good, 31% Somewhat good, 19% Somewhat bad, 41% Very bad, 1% Don't know/Refused to answer.
- **Providing low-income housing**: 7% Very good, 28% Somewhat good, 20% Somewhat bad, 41% Very bad, 5% Don't know/Refused to answer.
- **Fighting corruption**: 5% Very good, 19% Somewhat good, 16% Somewhat bad, 58% Very bad, 2% Don't know/Refused to answer.
- **Creating jobs**: 3% Very good, 21% Somewhat good, 17% Somewhat bad, 58% Very bad, 1% Don't know/Refused to answer.
How would you rate the performance of the municipal and/or national government on the following issues?

- Provision of healthcare: 15% Very good, 45% Somewhat good, 11% Somewhat bad, 26% Very bad, 2% Don't know/Refused to answer
- Provision of sanitation: 22% Very good, 37% Somewhat good, 11% Somewhat bad, 27% Very bad, 4% Don't know/Refused to answer
- Maintaining infrastructure like roads and public buildings: 19% Very good, 38% Somewhat good, 12% Somewhat bad, 29% Very bad, 2% Don't know/Refused to answer
- Provision of education: 19% Very good, 37% Somewhat good, 14% Somewhat bad, 28% Very bad, 1% Don't know/Refused to answer
- Provision of water: 20% Very good, 34% Somewhat good, 13% Somewhat bad, 29% Very bad, 4% Don't know/Refused to answer
- Fighting crime: 17% Very good, 36% Somewhat good, 13% Somewhat bad, 32% Very bad, 3% Don't know/Refused to answer
- Provision of social amenities and recreation services: 13% Very good, 33% Somewhat good, 12% Somewhat bad, 36% Very bad, 6% Don't know/Refused to answer
- Providing low-income housing: 13% Very good, 27% Somewhat good, 12% Somewhat bad, 36% Very bad, 12% Don't know/Refused to answer
- Creating jobs: 9% Very good, 27% Somewhat good, 12% Somewhat bad, 49% Very bad, 3% Don't know/Refused to answer
- Fighting corruption: 10% Very good, 22% Somewhat good, 13% Somewhat bad, 49% Very bad, 6% Don't know/Refused to answer
Do you consider each of the following institutions or organizations effective or ineffective in addressing challenges the country and your community are facing?
(continued on the next slide)

<table>
<thead>
<tr>
<th>Institution</th>
<th>Effective</th>
<th>Not effective</th>
<th>I am not familiar</th>
<th>Don't know/Refused to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>International non-governmental organizations</td>
<td>81%</td>
<td>12%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Religious organizations</td>
<td>80%</td>
<td>16%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>Community-based organizations</td>
<td>77%</td>
<td>16%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Humanitarian Non-Governmental Organizations</td>
<td>74%</td>
<td>14%</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Residents’ Associations</td>
<td>71%</td>
<td>22%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Civil society organizations</td>
<td>70%</td>
<td>22%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Private companies</td>
<td>59%</td>
<td>32%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Political parties</td>
<td>29%</td>
<td>61%</td>
<td>3%</td>
<td>7%</td>
</tr>
</tbody>
</table>
Do you consider each of the following institutions or organizations effective or ineffective in addressing challenges the country and your community are facing?

(continued from previous slide)

- Presidency: 27% effective, 62% not effective, 5% I am not familiar with this institution or organization, 6% Don’t know/Refused to answer
- National House of Assembly: 25% effective, 54% not effective, 13% I am not familiar with this institution or organization, 9% Don’t know/Refused to answer
- Provincial Governor: 25% effective, 52% not effective, 10% I am not familiar with this institution or organization, 13% Don’t know/Refused to answer
- National Senate: 24% effective, 52% not effective, 11% I am not familiar with this institution or organization, 13% Don’t know/Refused to answer
- Speaker of the National Assembly: 22% effective, 57% not effective, 13% I am not familiar with this institution or organization, 9% Don’t know/Refused to answer
- Provincial Parliamentary Constituencies: 22% effective, 55% not effective, 11% I am not familiar with this institution or organization, 12% Don’t know/Refused to answer
- Cabinet Ministers: 17% effective, 66% not effective, 9% I am not familiar with this institution or organization, 8% Don’t know/Refused to answer
Do you consider each of the following institutions or organizations effective or ineffective in addressing challenges the country and your community are facing? (continued on the next slide)

<table>
<thead>
<tr>
<th>Institution</th>
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<td>71%</td>
<td>19%</td>
<td>2%</td>
<td>8%</td>
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<td>International non-governmental organizations</td>
<td>59%</td>
<td>17%</td>
<td>12%</td>
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<tr>
<td>Community-based organizations</td>
<td>57%</td>
<td>20%</td>
<td>10%</td>
<td>13%</td>
</tr>
<tr>
<td>Civil society organizations</td>
<td>57%</td>
<td>22%</td>
<td>8%</td>
<td>13%</td>
</tr>
<tr>
<td>Presidency</td>
<td>51%</td>
<td>35%</td>
<td>2%</td>
<td>11%</td>
</tr>
<tr>
<td>Humanitarian Non-Governmental Organizations</td>
<td>51%</td>
<td>20%</td>
<td>16%</td>
<td>13%</td>
</tr>
<tr>
<td>Residents’ Associations</td>
<td>50%</td>
<td>27%</td>
<td>9%</td>
<td>14%</td>
</tr>
<tr>
<td>Private companies</td>
<td>45%</td>
<td>34%</td>
<td>6%</td>
<td>15%</td>
</tr>
</tbody>
</table>
Do you consider each of the following institutions or organizations effective or ineffective in addressing challenges the country and your community are facing? (continued from previous slide)

- **Cabinet Ministers**: 39% Effective, 43% Not effective, 8% I am not familiar, 9% Don't know/Refused to answer
- **Political parties**: 38% Effective, 43% Not effective, 5% I am not familiar, 15% Don't know/Refused to answer
- **Provincial Governor**: 35% Effective, 33% Not effective, 16% I am not familiar, 16% Don't know/Refused to answer
- **National House of Assembly**: 33% Effective, 36% Not effective, 19% I am not familiar, 13% Don't know/Refused to answer
- **National Senate**: 32% Effective, 36% Not effective, 16% I am not familiar, 16% Don't know/Refused to answer
- **Speaker of the National Assembly**: 31% Effective, 38% Not effective, 17% I am not familiar, 14% Don't know/Refused to answer
- **Provincial Parliamentary Constituencies**: 30% Effective, 32% Not effective, 20% I am not familiar, 17% Don't know/Refused to answer
Which is the most effective way for elected officials to communicate with you?
(Spontaneous response; up to three responses accepted)

- Social media (Facebook, WhatsApp, SMS, Twitter, etc.): 38% (Most effective), 27% (Second most effective), 15% (Third most effective)
- Traditional media (newspapers, radio, tv): 20% (Most effective), 25% (Second most effective), 14% (Third most effective)
- Public events (rallies, campaigns, ceremonies, etc.): 9% (Most effective), 15% (Second most effective), 15% (Third most effective)
- Town hall meetings: 12% (Most effective), 12% (Second most effective), 8% (Third most effective)
- Personal correspondence (letters, emails): 5% (Most effective), 5% (Second most effective), 6% (Third most effective)
- Private visits: 5% (Most effective), 4% (Second most effective), 15% (Third most effective)
- Constituency offices: 2% (Most effective), 1% (Second most effective), 3% (Third most effective)
- Others: 7% (Most effective), 6% (Second most effective), 12% (Third most effective)
- Don't know/Refused to answer: 3%
Which is the most effective way for elected officials to communicate with you?

(Spontaneous response; up to three responses accepted)

- Public events (rallies, campaigns, ceremonies, etc.): 43% Most effective, 20% Second most effective, 7% Third most effective
- Town hall meetings: 22% Most effective, 15% Second most effective, 12% Third most effective
- Social media (Facebook, WhatsApp, SMS, Twitter, etc.): 10% Most effective, 20% Second most effective, 11% Third most effective
- Traditional media (newspapers, radio, tv): 6% Most effective, 12% Second most effective, 13% Third most effective
- Private visits: 9% Most effective, 5% Second most effective, 6% Third most effective
- Personal correspondence (letters, emails): 2% Most effective, 3% Second most effective, 5% Third most effective
- Constituency offices: 2% Most effective, 4% Second most effective, 9% Third most effective
- Others: 3% Most effective, 5% Second most effective, 9% Third most effective
- Don't know/Refused to answer: 4%
If they have contacted you, by what means did the elected officials communicate with you most recently?

- WhatsApp message: 9%
- Direct message via social media: 3%
- Town hall: 2%
- Family visit: 2%
- Telephone call: 2%
- Social event, such as weddings and funerals: 2%
- Other: 6%
- They did not contact me: 68%
- Don't know/Refused to answer: 5%
If they have contacted you, by what means did the elected officials communicate with you most recently?

- Town hall: 10%
- Social event, such as weddings and funerals: 10%
- Ward meetings/ community meetings and gatherings: 4%
- Family visit: 3%
- SMS: 3%
- Rallies: 2%
- Other: 7%
- They did not contact me: 53%
- Don't know/Refused to answer: 8%
Demographics
Demographics

- **Gender**
  - Male: 46%
  - Female: 54%

- **Age**
  - 18-35: 60%
  - 36 or older: 40%

- **Urbanicity**
  - Urban: 99%
  - Rural: <1%

- **Education**
  - No formal education: <1%
  - Incomplete primary school: 2%
  - Complete primary school: 4%
  - Incomplete secondary school: 9%
  - Complete secondary school: 49%
  - Technical training: 15%
  - University Incomplete: 6%
  - University Complete: 14%
Demographics

Are you a person living with a disability?
- Yes: 6%
- No: 94%

What is your occupational status?
- Employed in a paid job full-time in the public sector: 7%
- Employed in a paid job part-time in the public sector: 2%
- Employed in a paid job full-time in the private sector: 8%
- Employed in a paid job part-time in the private sector: 4%
- Self-employed full-time: 22%
- Self-employed part-time: 8%
- Homemaker: 2%
- Retired: 4%
What language do you speak most at home?

- Ndebele: 62%
- Shona: 32%
- English: 3%
- Others: 3%

Bulawayo
Do you own a .... and is it in working order?

- Radio: 52%
- Television: 78%
- Phone: 98%
Finally in your opinion who do you think have commissioned us to carry out this survey?
### Demographics

**Gender**
- Male: 50%
- Female: 50%

**Age**
- 18-35: 52%
- 36 or older: 48%

**Urbanicity**
- Urban: 15%
- Rural: 85%

**Education**
- No formal education: 3%
- Incomplete primary school: 8%
- Complete primary school: 9%
- Incomplete secondary school: 18%
- Complete secondary school: 56%
- Technical training: 2%
- University Incomplete: 2%
- University Complete: 3%
Mashonaland East

Demographics

Are you a person living with a disability?

- Yes: 8%
- No: 92%

What is your occupational status?

- Employed in a paid job full-time in the public sector: 3%
- Employed in a paid job part-time in the public sector: 1%
- Employed in a paid job full-time in the private sector: 5%
- Employed in a paid job part-time in the private sector: 3%
- Self-employed full-time: 32%
- Self-employed part-time: 6%
- Homemaker: 2%
- Retired: 4%
What language do you speak most at home?

- Shona: 98%
- Ndebele: <1%
- English: <1%
- Other: <1%
Do you own a .... and is it in working order?

- **Radio**: 58%
- **Television**: 38%
- **Phone**: 95%
Finally in your opinion who do you think have commissioned us to carry out this survey?

- Politicians: 39%
- Ruling party: 6%
- Opposition parties: 1%
- NGOs: 9%
- Human Rights organization: 6%
- Office of the President: 2%
- United Nations: 3%
- Independent research company: <1%
- Don’t know/Refused: 3%
- Others: 27%