

Enhancing Local Democratic Governance in Cambodia

2nd Citizen Scorecard Report



December, 2019



The Advocacy and Policy Institute

2nd Citizen Scorecard Report 2019

For

**Enhancing Local Democratic Governance in Cambodia – Citizen Score
Cards (UDF-16- 714-CMB)**

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Acronyms

API	Advocacy and Policy Institute
CBO	Commune Based Organization
CC	Commune Council
CDP	Commune Development Plan
CIP	Commune Investment Program
C/SC	Commune/Sangkat Council
C/SF	Commune/Sangkat Fund
CSO	Civil Society Organization
DC	District Council
D&D	Decentralization and De-concentration
EU	European Union
FGD	Focus Group Discussion
HC	Health Center
HP	Health Post
LA	Local Authorities
NGO	Non-Government Organization
NSDP	National Strategic Development Plan
UNDED	United Nations Democratic Fund
VC	Village Chief
VHSG	Village Health Support Group
RGC	Royal Government of Cambodia
ToR	Terms of Reference

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Executive Summary

The project entitled “Enhancing Local Democratic Governance in Cambodia – Citizen Score Cards” has been implemented in four communes of two Districts of Kampong Thom and Banteay Meanchey Provinces. The objective of the project is to (a) increase citizen’s capacity to monitor and influence local authorities’ service delivery, planning, and budgeting; (b) strengthen the local authorities’ capacity to address demands of citizens on public service delivery; and (c) enhance the partnerships between government and civil society to address public needs and concerns. A score card was developed to assess the citizens’ perception of social services and their needs in services delivery issues in the government local institution that includes, the commune, police posts, schools and health centers.

A Citizen Scorecard Survey was conducted in 20 villages covering 1,000 respondents in 2018 and 2019. The data were collected from 50 households per village. The 1,000 households were randomly selected ensuring 50% representation. The governance was evaluated based on the Commune Services, Health Services, Education Services and Police Post Services. The assessment uses a 5-point score, covering mostly in the information, personnel or staffs assigned, facilities of the different offices, the quality of services among others.

- ✓ **Commune Services.** There are almost 40 percent of the communes who posted information in 2018 and this improved in 2019 to 60% of the communes. Most of the communes in 2018 at 76% reportedly announced their budget plan, however this was reduced in 2019 at only 49% reported their budget. The most important concerns that were raised to the communes in 2018 were related to support to the community in resolving the public service fee, violence in the commune, matters involving gender, and infrastructures. While in 2019, the main issues include public service fee, violence, and infrastructure. Generally, in both years, the citizens believe that the problems that they referred to the commune council can be resolved immediately.
- ✓ **Commune Service Fees.** Most of the citizens who visited the commune in both years (2018 and 2019) do not pay for the commune services. The result indicates that the Communes provided services without monetary considerations contrary to the common perception of a graft-ridden government services. There are 10 commune staffs that are usually detailed at the commune based on the survey in 2018, however this was reduced in 2019 to only 8 commune staff. Most of the commune staff is on standby at the commune during office hours, this is consistent in both years. Most of the communes have toilets. Some respondents, however, observed that the toilets have no doorknobs in 2018 and still an issue in 2019. Posting of some information are moderately practiced in the commune based on the result of the survey in 2018. This practice had been improved in 2019, reported that commune practice and almost always practiced posting of information. In the interview in 2018, 17.8 percent of the citizens said that they can get the information they need in two days and this was improved in 2019 to only one day according to 30% of the respondents.
- ✓ **Health Services.** Reports in 2018 and 2019 indicate that the health centers often announced their services. In 2018 the main information announced are, vaccine, and health care, while in 2019 birth spacing and vaccine. Most people visited the health center in 2018 and 2019 were seeking medicine and vaccine. Most of the sicknesses brought to the health centers are respiratory tract infections and serious sickness. Most of these cases are treated immediately. There are more respondents who reported that they were attended immediately. There is fewer visits of health centers in 2018 and this improved in 2019. The majority of the citizens are satisfied with the services of the health centers. However, the health centers reported that the patients have the practice of visiting the Health Centers when the sickness is already serious. Many patients also practice self-medication which can aggravate their sickness. There is generally limited understanding of the citizens on the proper health care. The health centers provided services to the patients mostly free of charge in both years. Majority of the respondents does not give informal payment to health center staff. The citizens’ respondents in 2018 and 2019 reported the presence of staff on duty for 24 hours in

health center. The number of staffs in the health centers could vary from 6 to 8 Staffs. Most of the patients that were treated at the health centers are treated in separate rooms for male and female. Also, the health centers have male and female separate toilets. In both years, respondents reported that the toilets have some broken doorknobs. Health center staff usually keeps the medical information of patients confidential. However, 20 percent in 2018 and 35% in 2019 of the citizens' respondents who is not concerned of the obligation of the Health Centers confidential. This information only shows that there is still poor understanding among the citizens on the importance for the medical practitioners to keep the information confidential.

- ✓ **Education Services.** The result in 2018 indicates that the school teachers are moderately practicing the posting of information in their school premises. This was improved in 2019 showing the teachers always practice posting of information. In 2018 the school services on legal documents for all the services are moderately sufficient (24.5%), while in 2019 it is complete (82%). The result 2018 indicates that the fees collected are prescribed by law, while in 2019, teachers are not charging any fees. There is also a reportedly fast delivery of services in 2018, while very fast delivery of services in 2019. Majority of the schools in both years followed the curriculum or study program of the government. There is a high number of who did not enroll their children to school in 2018 due to poverty. Compared in 2019, where more parents enrolled their children in school. More citizens in both years enrolled their children in public schools due to affordability. There are no informal payments made by parents in both years. The classroom sizes of schools are quite big according to respondents in both years. This condition may not be conducive for learning. According to the teachers respondents in both years, the schools mostly have 5-10 teachers mostly working between 4-5 hours. Most of the children also have textbooks according to the respondents in both years. Most of schools have separate toilets for boys and girls. There is a need to improve the toilets since most of the doorknobs are broken according to the respondents in both years. Most of the performance of the teachers in 2018 is average, ranging from slightly above 2.5 to 3.5 based on 5-point scale. This has been improved in 2019, where average range from 3.1 – 3.5.
- ✓ **Police Post Services.** The police posted information are family book and residential certificate, these is consistent in both years. In 2018, there are more police posts (26%) that do not post police the information or announce the budget plan of the police posts. This was improved in 2019 at 65% respondents said that they always posted information. There are only very few people who visited the police post, mostly once, this is consistent in both years. According to the police post staffs, it is very common that people who are getting the Police Post service include the lack of documents or information that the Police Post required for the citizens to bring; this is consistent in both years. There usually 2 to 3 police and persons were assigned to be on standby for 24 hours based on 2018 survey. This has improved in 2019 according to police officers there are 7 -8 police standby according to the police. Mostly, the respondents in both years reported that there are no payments were made when they use the services or obtain information in the police posts. The data indicate that the police post mostly cater to the needs of the public. While the citizens feel that it is convenient for them to get information, the duration rain relatively long. The police posts could respond immediately to community problems that are mostly related to gangs and other violence. The main problem of the toilet facilities of the Police Posts is mostly on broken doorknobs, which is consistent in both years
- ✓ **Understanding Citizens' Rights.** Most of the respondents (85%) in 2018 and (97%) in 2019 recognized the importance of right to get information. Those interviewed believed that they have the right to get information from the district and commune development programs
- ✓ **Citizen Participation in Local Planning.** There are still lower number of citizens who attend the commune council meetings and CDP meetings in 2018. This was improved in 2019 where around 57% of the respondents said that around 140participants attended the council meeting. Most of the CDPs are not widely disseminated, which is consistent in both years. For those who attended the meeting, they also reported that

they were able to raise their problems and needs in the CDP meeting. There are indications that the communes started to become more responsive to the concern of the communities and provide an environment conducive to dialogue with its constituents. The significant problems discussed in the communes in 2018 are mostly on infrastructure, village and community safety, health and drugs. Although infrastructure is still main problem in 2019, the drug related issues is a concern of the citizens. The respondents are mostly moderately satisfied with the participation of the community meetings, most especially that they were given the opportunity to raise the problems, this is consistent in both years. The limited awareness is mostly due to the non-participation of the meetings, disinterest, and inattentiveness.

- ✓ **Citizen Satisfaction of the Services.** The citizens are moderately satisfied by the services of the CC in 2018 and satisfied in 2019. There is however a feeling of convenience of getting of information from the commune office in the response in both years. The communes are now becoming more transparent in their constituents the reason why there are more citizens who have high satisfaction of the communes. The services of the health centers are moderately satisfactory in 2018 and very satisfied in 2019. The HCs are also considered to be performing better in terms of treatment services, communication and their current equipment. Medicines are considered to be more available from the HCs based on the response in both years. On the average, the respondents reported that they are satisfied the school services especially when it comes to communication. The citizens are moderately satisfied by the services of schools and teacher's performance in 2018 and moderately satisfied in 2019. The result shows that the citizens are satisfied to moderately satisfied to the performance of the police post services. The police post responds to the needs of the community and complaints in both years.
- ✓ **Community Needs to be Addressed.** Commune Services Needs include clean water, trash bin, and time respect need to be addressed in 2018. While in 2019, the main issue raised is the limited capacity of the commune council in the development of plan and budget. Health Services need to focus more on community engagement, education of the public on health issues and the inadequacy of HC staff in 2018. While in 2019, the focus is on staffing of the health center and keeping it cleanliness. There is a need for more teachers and classrooms to reduce the class size, this is consistent in both years. Police post should focus more on criminality like drugs, gangsters, corruption and violence and management of police posts. In 2019, drug addiction is becoming a concern of the citizen.

Conclusion and Recommendations. The survey result in both years indicates that the commune, health center, primary schools, and police post have improved in their governance, which includes the provision of information to the public about their services; listening to the issues and problems brought to their institutions; service charge of the provision of services; citizens opinion on the institutions efficiencies and performance; and the facilities in the institutions for public use. In terms of citizen's understanding of their rights, nine out of ten respondents understand the importance of their rights to be informed by the different public institutions in the rural areas. An improvement from 85% (2018) to 97% (2019) of citizens' respondents agreed that local government institutions should inform the public about their services and performance. On the other hand, it is also a challenge to the local authorities on how they are going to inform and encourage the citizen because only few people are attending meetings, planning, and budgeting of the commune council and other institutions. Most of the citizens' respondents are moderately satisfied with the services of commune, health center, primary school and police post. In terms of challenges and needs of the community to be addressed, the result shows variation of what the people needed in each of the institutions. Needs of the citizen is always depend on the context of the different issues in the village.

Based on the findings above, the following recommendations are drawn in 2018 and 2019 results that still exist and need to be improved at the different institutions in the coming years:

1. Commune Services:

- Improve further dissemination of information on legal documents at sub-national level
- Improve further the announcement of budget plan
- Improve the delivery of services on the issuance of death certificate, background letter of the community availing services, and provision of the copy of birth and marriage certificates
- Should provide for discussion in meetings about natural resources (forestry and fisheries, and inform the people about commodity prices
- Encourage the people to visit the commune and attend meetings to improve development in the village.
- Rehabilitate the toilets of the communes in particular door knobs
- Improve Management of Communes and Efficiency
- Improve the announcement of information at the commune offices
- Train the commune staffs to be able to respond to the requests of the citizen
- Increase the information and awareness campaign on the requirements for a particular services of the HCs

2. Health Services:

- Improve communication of citizen to the staff of health centers
- Improve the provision of information to the people regarding the different services of the health center.
- Need to improve dissemination of health information regarding the services of the health center especially on Nutrition, HIV and STD.
- Encourage the people to visit the center for health education even without sickness to avoid serious health problem
- Repair of the toilets of the Health Centers including door knobs and separate male and female toilets
- Increase the number of the HC staffs
- Improve the awareness of the citizens and to the HC staffs on the obligation to keep the medical records of the patients confidential
- Increase the information and awareness campaign on the requirements for a particular services of the HCs
- Conduct a massive campaign on the importance of visiting the Health Centers instead of practicing self-medication

3. Education Services:

- Motivate participation of parents in the school meeting of parents and teachers
- Schools should endeavor to reach out to the parents on the information related to the schools, including the information of the children enrolled in their respective schools
- Improve the monitoring of the student studies
- Improve the documentation of the enrolment of children
- Conduct monitoring of the children who did not enroll due to poverty and provide recommendations on addressing school drop-outs due to poverty
- Seek budget for more classrooms and teachers to reduce the size of classes
- Increase the number of teachers especially in the increasing number of population areas
- Improve the condition of the school toilets and promote the separation of male and female toilets
- Continue upgrading the teachers' capacity to improve their performance, particularly in providing information to parents of the leanings of their students, and taking care of the students.

4. Police Post Services:

- Improve the dissemination of information particularly regulation letter and crime information
- Encourage the posting of the national and local decisions, working hours, information on crimes, services and service cost charge announcement, and action plans including the budget plan

- The Police Post should encourage the citizens to visit the Police Posts to foster close working relationship and support from the citizens
- The police should encourage the citizen to request the service of the police as necessary
- The Police Posts should be proactive in providing announcement on the requirements that the citizens should bring in requesting for documents from the Police Posts
- Need more police to be visible in the police station for immediate need of the public.
- People should encourage to attend meetings or to seek information from the police post to know some issues that may affect them such as drugs.
- Improve the toilets and sanitation of the police posts
- Promote the understanding of the rights of citizens
- Encourage more participation from various sectors in local planning and commune meetings, particularly on the development of infrastructures
- Make public the commune plans and budget
- Post at the conspicuous places the flow/process of approval of services

1. Introduction

The Advocacy and Policy Institute (API) works towards building capacity for Cambodian advocates with regard to advocacy skills and policy development, with its mission to serve the long term democratic and social development needs of Cambodia through the empowerment of people to interact with their government to protect their rights and provide for their needs. With financial support by the United Nations Democracy Fund (UNDEF), the API has launched the new project "Enhancing Local Democratic Governance in Cambodia – Citizen Score Cards"(UDF-16- 714-CMB). It is implemented in a two-year period from 1 March 2018 to 29 Feb 2020 to strengthen local governance and social accountability in four communes of two districts of Kampong Thom and Banteay Meanchay provinces. This will be achieved by means of: (a) increasing citizen's capacity to monitor and influence local authorities' service delivery, planning, and budgeting; (b) strengthening local authorities' capacity to address demands of citizens on public service delivery; and (c) enhancing partnerships between government and civil society to address public needs and concerns. A citizen scorecard was developed to establish an evidence base of citizens' perceptions of social services and their needs in service delivery issues. Data collected from the scorecard will then be used to develop an action plan for service improvements.

2. Objectives

The main objective of this consultancy is to "participate in developing the Citizen Scorecard template, to analyze data after 2 Scorecard surveys (2018 and 2019), and to write the reports" and "Generate evidence of project lessons learnt, including scorecard format and communal results and compile reports". First Citizen Scorecard: Develop Citizen Scorecard questionnaires, data analysis, writing report.

3. Methodology

First Citizen Scorecard Survey was conducted in 20 villages covering 1,211 respondents. The data were collected from 50 households per village. The 1,000 households were selected randomly, but ensuring 50% women's representation, proportionate representation of ID poor, youth and women-headed households, and adequate inclusion of members of vulnerable groups.

The questionnaires include:

- a. Level of understanding of the right to access information, citizens' right to participate in the local development planning process, and actual participation;
- b. Satisfaction with commune service delivery and commune council/local authority's responsiveness to demands raised by citizens, and the space they have provided for citizen participation;
- c. The opportunity to raise issues that should be addressed in their communes, covering
 - Three existing services at the commune (administrative services, welfare schemes/social services, local development incl. infrastructure);
 - General issues of safety and security, including domestic violence, protection of community forestry or fishery, that can be addressed socially or with small budget at the local level;
 - Public services at the district level (primary education, rural sanitation, waste management).

4. Results and Discussion

4.1. Governance of Commune, Health Centre and Primary School

The governance was evaluated based on the Commune Services, Health Services, Education Services and Police Post Services. The evaluation uses a 5-point score, covering mostly the information on personnel or staffs assigned facilities of the different offices, the quality of services among others. The information collected in the 2nd citizen scorecard survey in 2019 was compared with the information presented in the 1st citizen scorecard in 2018.

4.1.1 Commune Services

Information Services

The communes have posted in the public area number of information about the services offered and addressed at the commune level. In 2018, the main information posted are related to health (85%), annual commune budget (82%) and violence (82%). While in 2019, the main information posted are information on drugs (95%); violence (93%) and education (88%) (Table1). It can be observed in the result a significant increase of awareness in the different information, which resulted to a 15% increase in the average score for all information.

According to 85% of the commune respondents in 2018 said that they used to announce to the public their budget plan for the year. In 2019, around 93% of the total commune respondents mentioned that they used to announce their budget to the public. (Table2). However, only 76% of citizen respondents in 2018 validates that the commune announced the commune budget to the public. Citizen respond in 2019 is even lower at only 51% validates that the commune announced their budget to the public in the current year (Figure 1).

The main commune service that the citizen availed in 2018 include the request of birth certificate (60%); request for the approval of wedding certificate (11%); and request of letter to avail loans from financial institutions. In 2019, the main documents requested from the commune include; birth certificate (41%); birth registration (20%) and letter to avail loans from the financial institutions (Figure 2). Result shows the increase number of children being registered in the commune and the increasing number of citizen availing loan from financial institutions.

Table 1. Commune Services

Commune Information	2018	2019
Drugs	75.80%	95.12%
Violence	81.80%	92.68%
Education	63.60%	87.80%
Environmental Protection	54.50%	85.37%
Annual commune budget	81.80%	82.93%
Hygiene and Trash Mgt.	48.50%	82.93%
Gender	72.70%	80.49%
Economy	42.40%	80.49%
Health	84.80%	78.05%
Infrastructure	75.80%	78.05%
Fishery and Natural Resource Protection	57.60%	75.61%
Land	57.60%	75.61%
Welfare	54.50%	75.61%
Administration and Public Service	75.80%	73.17%
Social	57.60%	70.73%
Legal document sub-national level	39.40%	46.34%
Average	64.01%	78.81%

Source: Interview with Commune

Table 2. Announce Commune Budget Plan

Commune announce the budget plan in 2017 or 2018	2018	2019
Announce Budget Plan	84.80%	92.68%
Do Not Announce	15.20%	7.32%

Source: Interview with Commune

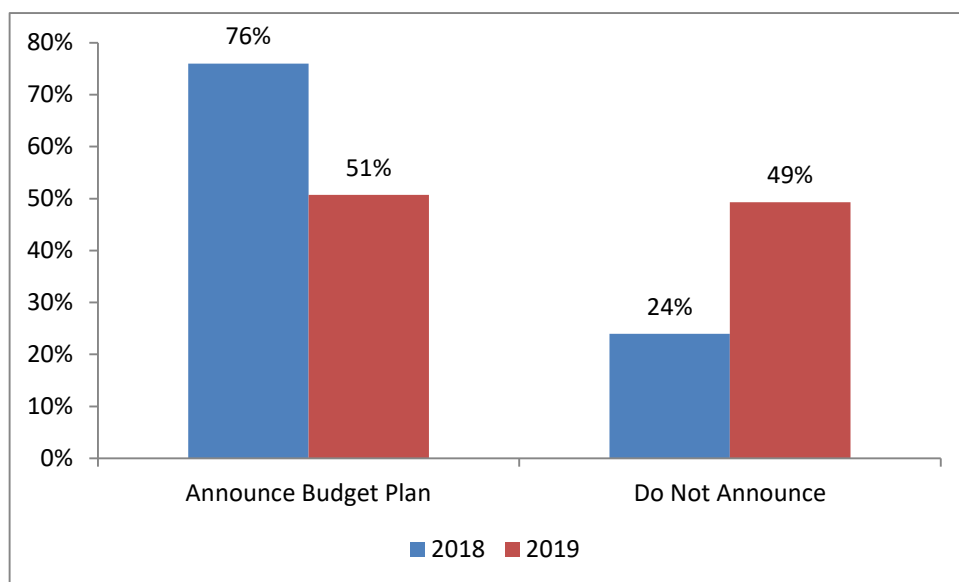


Figure 1. Commune Office Announce Budget Plan

Source: Interview with Citizens

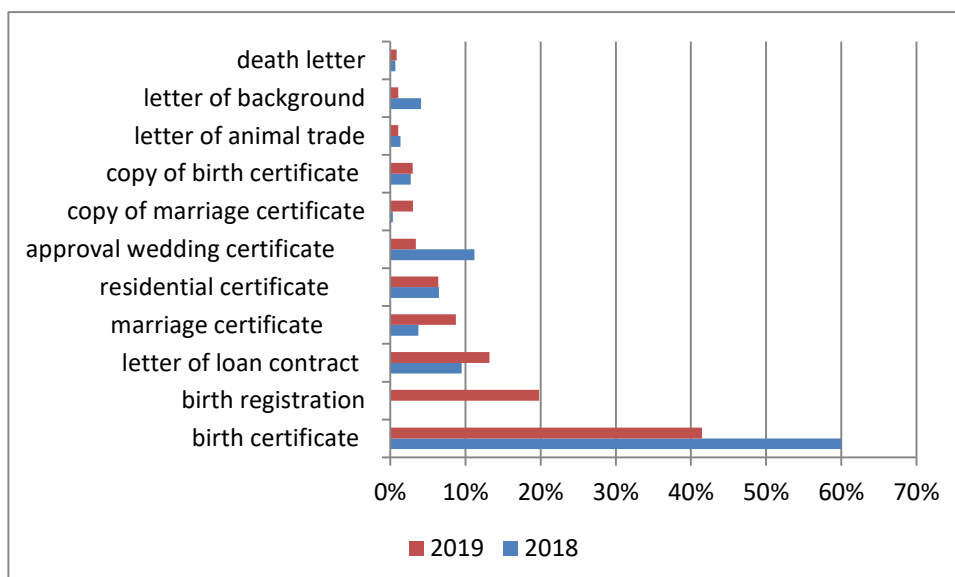


Figure 2. Commune Services

Source: Interview with Citizens

Problems Raised by Constituents

The most important concerns raised to communes in 2018 are related to request for support to the community (64%); related to public service fees (64%), resolving violence in the

commune (64%), matters involving gender (61%), and infrastructures (58%). About 34 percent of the commune respondents reported that the problems that they referred to the commune council could be resolved immediately (Table 3a). In 2019, the main services offered to the citizen include public service fee (95%); address violence in the village (95%); building infrastructure (95%); and village commune citizen safety (95%). In terms of commune action, according to around 55% of the commune respondents, they act immediately once those issues are brought in the commune office (Table 3b). Result shows that the priority of the people and commune include the facilitation of the people paying for their services fee, addressing violence and infrastructure including roads and other public infrastructure such as health center and schools.

Table 3a. Problems Discussed at the Commune Office (2018)

Problem	Time to take action					Total
	immediately	less than 3 days	less than 1 week	less than 1 month	more than 1 month	
Community support	39.4%	3.0%	9.1%	9.1%	3.0%	63.6%
Public service fee	48.5%	3.0%	3.0%	9.1%	0.0%	63.6%
Violence	54.5%	6.1%	0.0%	0.0%	3.0%	63.6%
Gender	45.5%	0.0%	9.1%	0.0%	6.1%	60.6%
Infrastructure	36.4%	0.0%	6.1%	6.1%	9.1%	57.6%
Family book	39.4%	3.0%	9.1%	3.0%	0.0%	54.5%
Rice price	30.3%	3.0%	9.1%	12.1%	0.0%	54.5%
Village/Commune safety	42.4%	0.0%	9.1%	0.0%	3.0%	54.5%
Education	33.3%	6.1%	9.1%	3.0%	0.0%	51.5%
Identification card	36.4%	0.0%	6.1%	9.1%	0.0%	51.5%
Drug	33.3%	6.1%	3.0%	3.0%	3.0%	48.5%
Health	33.3%	9.1%	6.1%	0.0%	0.0%	48.5%
Agriculture Technical	30.3%	0.0%	9.1%	3.0%	3.0%	45.5%
Electricity	27.3%	0.0%	12.1%	0.0%	6.1%	45.5%
Water	30.3%	0.0%	9.1%	6.1%	0.0%	45.5%
Environment	30.3%	0.0%	9.1%	3.0%	0.0%	42.4%
Land	24.2%	0.0%	9.1%	9.1%	0.0%	42.4%
Vegetable price	24.2%	0.0%	6.1%	6.1%	3.0%	39.4%
Forestry	21.2%	0.0%	9.1%	3.0%	3.0%	36.4%
Fishery	15.2%	0.0%	3.0%	0.0%	6.1%	24.2%
Average	33.8%	2.0%	7.3%	4.2%	2.4%	

Source: Interview with Commune

Table 4b. Problems Discussed at the Commune Office (2019)

Problem	Time to take action					Total
	immediately	less than 3 days	less than 1 week	less than 1 month	more than 1 month	
Public service fee	87.8%	2.4%	4.9%	0.0%	0.0%	95.1%
Violence	87.8%	2.4%	4.9%	0.0%	0.0%	95.1%
Infrastructure	36.6%	7.3%	22.0%	24.4%	4.9%	95.1%
Village/Commune safety	85.4%	0.0%	2.4%	7.3%	0.0%	95.1%
Gender	61.0%	14.6%	12.2%	4.9%	0.0%	92.7%
Identification card	51.2%	9.8%	2.4%	22.0%	7.3%	92.7%
Drug	73.2%	9.8%	0.0%	7.3%	2.4%	92.7%
Community support	34.1%	9.8%	22.0%	22.0%	2.4%	90.2%
Family book	43.9%	17.1%	9.8%	17.1%	2.4%	90.2%

Health	75.6%	4.9%	2.4%	7.3%	0.0%	90.2%
Electricity	34.1%	17.1%	12.2%	22.0%	4.9%	90.2%
Water	46.3%	17.1%	12.2%	14.6%	0.0%	90.2%
Environment	51.2%	12.2%	9.8%	14.6%	2.4%	90.2%
Land	58.5%	12.2%	12.2%	4.9%	2.4%	90.2%
Education	58.5%	4.9%	7.3%	12.2%	0.0%	82.9%
Agriculture Technical	31.7%	12.2%	17.1%	19.5%	2.4%	82.9%
Fishery	41.5%	4.9%	17.1%	7.3%	9.8%	80.5%
Vegetable price	56.1%	4.9%	9.8%	4.9%	2.4%	78.0%
Forestry	39.0%	4.9%	17.1%	12.2%	4.9%	78.0%
Rice price	51.2%	7.3%	0.0%	9.8%	0.0%	68.3%
Average	55.2%	8.8%	9.9%	11.7%	2.4%	88.0%

Source: Interview with Commune

In terms of filing complaints to the commune, only around 11% of the total respondents brought their needs or issues to the commune in 2018 and even reduced in 2019 to only 06% of the total respondents who brought their needs or issues to the commune. Result shows that around 87% of respondents received action from the local authorities in 2018; however this was reduced in 2019 to only 84% of the respondents who brought their issues, received action from the local authorities (Table 4).

Table 5. Complaints Filed at the Commune

Filed Complaint	2018			2019		
	Local Authority Did Not Respond to Request	Local Authority Respond to Request	Total	Local Authority Did Not Respond to Request	Local Authority Respond to Request	Total
Filed a Complaint	15%	87%	10.60%	16%	84%	6.31%
Not Filed Any Complaint			89.40%			93.68%

Source: Interview with Citizens

Visitors and Behaviors

Result of the scorecard survey shows that only 12% of the total respondents visited the commune office in 2018 compare to 48% of the total respondents in 2019. A significant increase of 36% of the total respondents visited the commune office. In terms of frequency most respondents in both year 2018 (5%) and 2019 (21%) had visited the commune office once in a year. It can be observed that in 2019 a significant percentage of 15% of the total respondents had visited the commune office (Table 5).

The survey revealed that citizen only visit the commune office when they need important information. The Commune reported in 2018 that among the negative behavior of the citizens who availed of the service of the commune is that they do not bring the required documents or information to support their request (55%). They also requested for the alteration of information or place and date of birth (46%). Worse, some of them deleted or altered the information in the document by themselves. In 2019, the negative behavior reported by the commune council include the limited document/information submitted by the citizen (85%); the citizen alter the information in their document by themselves (85%); and around 78 said that the citizen request to change information or change place and date of birth. (Table 6). Result shows that the citizens are practicing falsification of their documents to use for illegal activities.

Table 5. Visit to Commune Office

Frequency of Visit	Visited the Commune Office	
	2018	2019
1	5.40%	21.10%
2	3.00%	15.40%
3	2.50%	7.40%
4	1.00%	1.90%
5+	0.50%	2.10%
Could not recall	24.80%	0.00%
Visit Commune	12.40%	47.90%
Did not visit	62.80%	52.10%

Source: Interview with Citizens

Table 6. Negative Behavior of the People in Availing the Service

Negative Behavior	Respondents	
	2018	2019
Not enough document/information	54.50%	85.36%
Request to change information or change place and date of birth	45.50%	78.04%
Alter the information by themselves	27.30%	85.36%
Unofficially paid for the document	18.20%	14.63%
Asking other person to get the information or document instead	12.10%	73.17%
Using or request service when they need Only		90.24

Source: Interview with Commune

Commune Service Fees

Data collected in 2018 shows that 75% of the respondents mentioned that they never pay fees when they seek assistance from the commune office. This is not much different from the result in 2019 at 78% says they were not charge of any fees when they bring their needs or issues in the commune office. It can be observed also that some services with fee have been reduced in 2019 showing that most of those who were charge (19%) paid only less than 10,000 KHR and increase of 11% from 2018 respond. Only around 2% were charge 20,000 < 60,000 KHR in 2019 compared to around 4% in 2018 (Table 7). This may indicate that most of the services offered in the commune offices are free of charge.

Table 7. Commune Fee paid

Category	Response	
	2018	2019
None	75.30%	77.90%
≤ 10,000	7.80%	18.90%
10,000 to < 15,000	8.10%	0%
15,000 to < 20,000	0.70%	0.60%
20,000 to < 60,000	3.70%	1.70%
60,000 and up	0.70%	0.60%
don't remember	3.70%	0.20%

Source: Interview with Citizens

Number of Commune Staffs and Working Hours

Result on the number of commune staffs available in the commune during working hours varies between the two years of surveys. In 2018, 30% of the total respondents say there are 10 staff available in the commune office every day. While in 2019, 37% of the total respondents from commune say there are 8 staff available to address the needs and issues of the people. It can be observed that the number of commune staff in the office from one commune to another varies, furthermore, it can be noticed that the least number of commune staff available in the office in 2019 are 4 staff compared in 2018 at 3 staff (Table 8). On the other hand, response from the citizen differs from the commune council response in both years. Most (26%) respondents in 2018 mentioned that they only saw 5 commune staff during their visit in the commune office. The same way in 2019, the majority (12%) of the respondents visited the commune saw only 5 commune staff in the office (Table 9). The citizen and commune respondents agreed that commune staff are working regularly in their office (Table 9 & 10) in both years of the scorecard surveys.

Table 8. Standby Commune Officer

Commune Staff	Respondents	
	2018	2019
3 Commune Staff	3.00%	0.00%
4 Commune Staff	3.00%	12.20%
5 Commune Staff	6.10%	2.44%
6 Commune Staff	12.10%	4.88%
7 Commune Staff	15.20%	4.88%
8 Commune Staff	3.00%	36.59%
9 Commune Staff	9.10%	19.51%
10 Commune Staff	30.30%	14.63%
11 Commune Staff	15.20%	4.88%
Don't know	3.00%	0.00%

Source: Interview with Commune

Table 9. Commune Council Members Met

No of CC Members Met	2018					2019				
	Before 7 AM	Working Hour	11 AM - 2 PM	After 5 PM	Total	Before 7 AM	Working Hour	11 AM - 2 PM	After 5 PM	Total
1	0.30%	0.30%	0.00%	0.00%	0.60%	0.00%	0.28%	0.00%	0.00%	0.28%
2	1.10%	4.00%	2.90%	0.30%	8.30%	0.38%	0.66%	0.19%	0.00%	1.23%
3	2.00%	9.20%	1.70%	0.00%	12.90%	1.13%	3.97%	0.66%	0.00%	5.76%
4	2.90%	9.50%	2.30%	0.30%	14.90%	1.51%	7.55%	1.98%	0.00%	11.05%
5	5.20%	16.00%	4.90%	0.30%	26.40%	2.36%	8.03%	1.32%	0.00%	11.71%
6	1.40%	8.00%	1.70%	0.00%	11.20%	1.04%	4.72%	0.57%	0.00%	6.33%
7	1.40%	4.60%	2.60%	0.00%	8.60%	0.47%	2.27%	0.28%	0.00%	3.02%
8	0.60%	1.10%	1.40%	0.00%	3.20%	0.09%	2.55%	0.09%	0.00%	2.74%
9	0.60%	2.60%	0.00%	0.00%	3.20%	0.09%	1.89%	0.00%	0.09%	2.08%
10	0.00%	0.60%	0.00%	0.00%	0.60%	0.00%	2.17%	0.00%	0.00%	2.17%

11	0.00%	3.70%	0.30%	0.00%	4.00%	0.00%	0.09%	0.00%	0.00%	0.09%
Others	0.60%	0.60%	0.00%	0.00%	1.10%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	18.30%	62.20%	17.80%	1.70%		7.08%	34.18%	5.10%	0.09%	
Don't remember	0.00%	0.00%	0.00%	0.00%	0.00%	0.09%	0.00%	0.00%	0.00%	0.09%

Source: Interview with Citizens

Table 10. Standby Hours of Commune Staff

Number of hours commune officer stay in the office	Respondents	
	2018	2019
6 Hrs.	3.00%	2.43%
7 Hrs.	6.10%	0.00%
8 Hrs.	87.90%	95.12%
9 Hrs.	0.00%	2.43%
don't know	3.00%	0.00%

Source: Interview with Commune

Toilets and Sanitation

Majority of the citizens respondents in 2018 (70%) and 2019 (88%) reported that the commune offices have toilets (Figure 3). In terms of availability of water 81% of the total respondents in 2018 said the toilets have enough clean water. A higher percentage of respondents (93%) in 2019 said that there is enough clean water in the commune offices. Around 47% of respondents in 2018 said the toilets have door knobs, while in 2019, only 42% of the respondents said that the toilets they used have door knobs. Only 34% of the respondents in 2018 reported that they are comfortable in using the toilets at the commune office, while only 34% of the respondents in 2019 said that they are comfortable in using the commune toilet. In terms of smell, around 79% of respondents in 2018 and around 73% of the respondents in 2019 said that the toilet doesn't have smell.

Most of the citizens interviewed (70%) in 2018 reported that the communes have toilets. In 2019, around 88% of the citizen respondents said that the commune have toilets (Figure 3). According to the citizens interviewed in 2018 the toilet in commune office has enough clean water (81.1%) and does not smell (78.7%). Some respondents, however, observed that the toilets have no doorknobs (52.5%). There are 66.4 percent of the respondents who also reported that they are uncomfortable using the toilets. This result was also validated in 2019, according to 93% of the citizen respondents reported that the commune toilets have enough clean water; however only 42% of the respondents observed that the toilets have doorknobs and only 34% of the respondents say that toilet is comfortable to use the toilets. In terms of hygiene, 72% of the respondents said that the toilets are clean and no smell (Table 11).

In terms of sanitation, the citizens interviewed 2018 observed that the trash bins and trash areas are available and are well kept (60%). This result was consistent with the result of 2019, around 75% of the respondents mentioned that the trash bins and areas are available and well kept (Figure 4). This information indicates that maintenance, like repairs, are still needed in some commune offices. But despite the shortcomings, the communes are gradually improving its facilities for the comfort of the public.

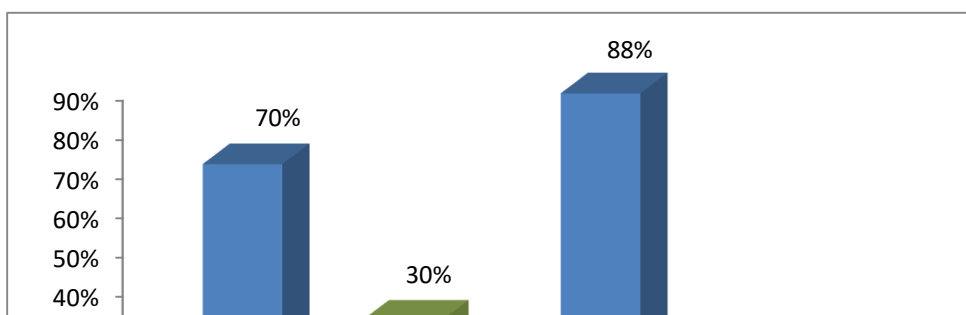


Figure 3. Toilet Availability in Communes

Source: Interview with Citizens

Table 11. Condition of Toilets of Communes

	2018		2019	
Water Availability	Do not have enough clean water = 18.9%	Have enough clean water = 81.1%	Do not have enough clean water = 7.73%	Have enough clean water = 93.27%
Doorknobs	Do not have doorknob = 52.5%	Have doorknobs = 47.5%	Do not have doorknob = 57.63%	Have doorknobs = 42.36%
Comfort	Comfortable = 33.6%	Uncomfortable = 66.4%	Comfortable = 34.40%	Uncomfortable = 65.59%
Smell	No smell = 78.7%	Smell = 21.3%	No smell = 72.7%	Smell = 27.29%

Source: Interview with Citizens

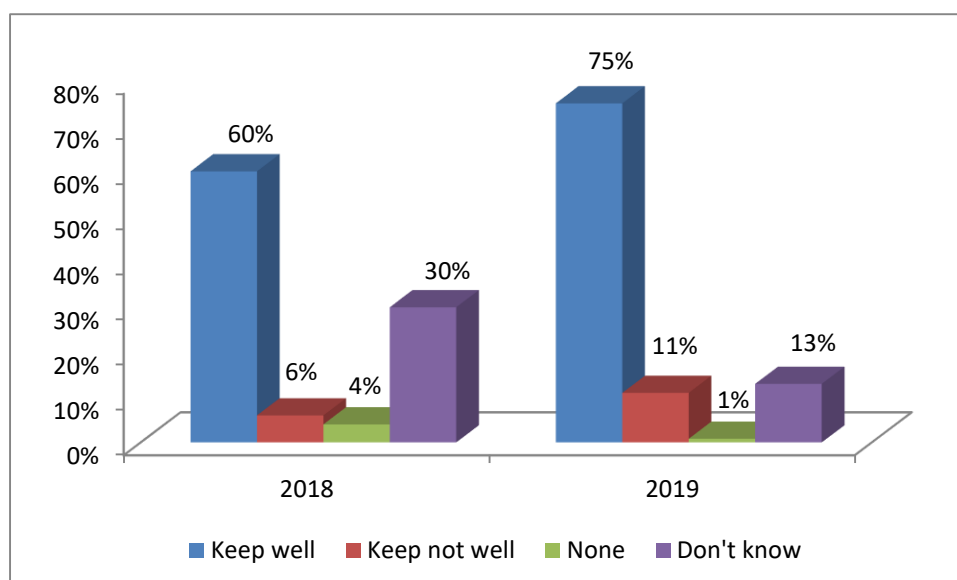


Figure 4. Availability of Trash Bins

Source: Interview with Citizens

Management of Communes and Efficiency

In providing information to community, the survey in 2018 reported the following practices of the commune offices: Announcing and publishing about the meeting date (29%), Approval

project information (27%), Budget Plan (27%), Investment Policy (26%). The survey in 2019, more citizen respondents (40%) on average practiced the following; posting decision making of commune council or meeting (43%); they follow the government investment policy (41%); announcing and publishing about meeting date (41%) and posting commune service cost charge (41%) (Table 12). In the interview 17.8 percent of the citizens said that they can get the information they need in one day while 6.1 percent mentioned they obtain the services in just four hours. Others acquire the information within two to three days (Table 13). For those getting information, according to 18% of the citizen respondents in 2018 said that they get information from the commune in two days. This was improved in 2019, around 37% of the citizen respondents getting information from commune in just one day (Table 13).

The interview from the Commune Authority in 2018 revealed that the District information is easy to explain to the people. There are around 91 percent who reported that the commune information is easy to explain. This information is consistent in the response of the commune respondents in 2019 at 94% saying that the information are easy to explain (Table 14). This information in 2018 and 2019 reflects the competence of the incumbent commune officials in terms of effectively disseminating to the citizens the information from the province and district policies or information. There are about 43 percent of the respondents in 2018 who said that the expenditures of the communes are efficient. An increase of more than half the respondents (82%) in 2019 said that the communes are using the budget/expenditure efficiently (Figure 5). While there is no exact basis on the efficiency, there are indications that the citizens are gaining confidence with the Communes.

Table 12a. Practices of Providing Information

Evaluation	2018					
	Not Practiced	Slightly Practiced	Moderately Practiced	Practiced	Almost Always	Always Practiced
Announcing and publish about meeting date	10.6%	5.3%	26.8%	29.2%	20.4%	7.8%
Approval project Information	10.1%	6.7%	27.8%	27.6%	21.2%	6.5%
Budget Plan	9.7%	5.9%	27.6%	27.3%	22.0%	7.6%
Commune Service and Service Charge Announcement	9.7%	5.3%	26.1%	25.6%	25.5%	7.8%
Investment Policy	9.9%	4.4%	27.2%	26.5%	24.2%	7.8%
Posting Commune Office Working Hour	9.6%	6.2%	25.8%	24.0%	26.2%	8.2%
Posting commune service cost charge	9.5%	4.4%	27.5%	22.2%	27.9%	8.5%
Posting decision making of CC or meeting minute	11.0%	4.7%	31.4%	26.2%	19.9%	6.7%
Posting no charge of service cost	10.2%	4.8%	26.7%	25.7%	21.5%	11.1%
Structure and telephone number	9.9%	5.7%	21.3%	23.0%	24.7%	15.4%
Average	10.0%	5.3%	26.8%	25.7%	23.4%	8.7%

Source: Interview with Citizens

Table 13b. Practices of Providing Information

Evaluation	2019					
	Not Practiced	Slightly Practiced	Moderately Practiced	Practiced	Almost Always	Always Practiced

Announcing and publish about meeting date	1.7%	4.1%	22.3%	40.6%	28.7%	1.9%
Approval project information	1.7%	5.0%	24.3%	40.1%	26.5%	1.6%
Budget plan	1.0%	4.5%	22.5%	40.0%	28.1%	3.0%
Commune service and service cost charge announcement	1.9%	4.6%	23.4%	38.3%	28.0%	3.0%
Investment policy	1.3%	4.1%	24.3%	41.1%	26.6%	1.9%
Posting commune office working hour	2.5%	6.1%	19.3%	39.8%	27.5%	4.1%
Posting commune service cost charge	2.5%	4.1%	22.0%	40.6%	27.6%	2.5%
Posting decision making of commune council or meeting minute	1.2%	4.1%	24.6%	43.2%	24.7%	1.3%
Posting no charge of service cost	4.1%	4.2%	24.5%	37.2%	24.9%	4.3%
Structure and telephone number	1.5%	3.5%	17.9%	35.8%	31.8%	8.7%

Source: Interview with Citizens

Table 14. Days to Get Information

Category	Response	
	2018	2019
1 day	6.10%	36.70%
2 Days	17.80%	4.20%
3 days	2.00%	2.70%
4 days	2.80%	0.30%
5 days	0.20%	0.10%
6 days	0.10%	0.10%
7 days	0.30%	0.20%
9 days	0.10%	0.00%
Don't know	2.10%	0.20%

Source: Interview with Citizens

Table 15. District Information Easy to Explain to the People

Complexity of the Information	Response	
	2018	2019
Not Easy to Explain	9.50%	0.00%
Easy to Explain	90.50%	94.28%
Do not know		5.72%

Source: Interview with Commune

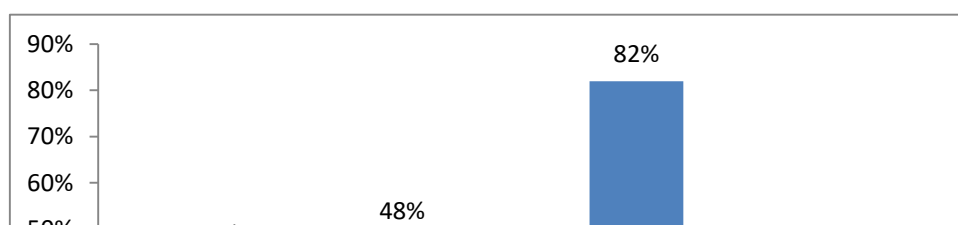


Figure 5. Efficiency of Commune Expenditures
Source: Interview with Citizens

4.1.2 Health Services

Information Services

According to the health workers, they usually announced the services they offered to the public. In 2018, the main information disseminated are; health care (81%); vaccine (81%) and TB prevention (74%). In 2019, the main information shared are; birth spacing (88%); Vaccine (81%) and health center services (81%) (Table 15). It can be noted that health for women and children in the health centers are the priorities for dissemination of information. It can be observed also that nutrition and eating healthy food are left behind in the dissemination of the health centers staff to the public.

Table 16. Information Announced by the Health Centers

Information	Response	
	2018	2019
Birth Spacing	64.50%	87.50%
Vaccine	80.60%	81.25%
Health Centre Service	67.70%	81.25%
TB Prevention	74.20%	75.00%
HIV Prevention	67.70%	75.00%
Health Care	80.60%	68.75%
Safe Baby Delivery	58.10%	68.75%
Nutrition	54.80%	68.75%
Disadvantage Of Using Drug	54.80%	65.63%
STD Prevention	51.60%	65.63%
Disadvantage Of Drinking Alcohols	51.60%	59.38%
Disadvantage Of Smoking	51.60%	59.38%
Eating Healthy Food	48.40%	59.38%
Other Sickness Prevention	48.40%	59.38%
Communication With Health Centre	45.20%	46.88%
Exercise	25.80%	28.13%

Source: Interview with Health Centers

The health centers announced their services in 2018, include health care services (81%), vaccines (81%), TB prevention (81%), health center service (74%) and HIV prevention (68%). In 2019, the health center announced information include, birth spacing (88%); vaccine (81%); TB prevention (75%); and HIV prevention (75%) (Table 15). With regards to health center practices, according to around 49% of the HC respondents in 2018, reported that they always practice the following information of the health center, including posting of information about the staff and contact number of staff in the health center (65%); posting service charge (61%); health center services provided and charge (55%); and all charges for HC services (55%). While in 2019, around 66% of the HC respondents reported that they always practiced the following information; structure of the HC and its contact numbers (75%); information on HC working hour (75%); information about services that no charge (72%); and HC service and corresponding cost (69%). (Table 16).

There are also 48.8 percent who always practiced the posting of results. But there are 20.6 percent of the health centers who do not practice in the posting of information. The data, however, are not consistent with the information provided by the citizens. There are only 11.4 percent who reported that they always practice the posting of information (Table 17). This inconsistency could indicate the need for further monitoring on this performance of the health centers. Providing information on action plan and report (29.6) was also practiced (Table 17). However this information differs from the citizen response in 2018, around 28% of the citizen respondents said that the HC staff moderately practice sharing information to the public. The main information shared in 2018 are; result of the HC meeting (32%); HC services charge (31%); and action plan and report of the HC. In 2019, there is an improvement of HC provision of information based on the citizen respondents' observation, around 39% of the citizen respondents said the HC staff always practice sharing information to the public. The main information shared are; action plan and report (41%); action and budget plan (41%); information about the result of the meeting (41%); information about services without charge (41%); and services of HC with charge (40%) (Table 17).

Table 17. Health Center Practices

Practice	2018					2019				
	Not practiced	Slightly practiced	Moderately practiced	Practiced	Always Practiced	Not practiced	Slightly practiced	Moderately practiced	Practiced	Always Practiced
Structure and telephone	13%	0%	19%	3%	65%	0%	0%	19%	6%	75%
Posting Service cost no charge	13%	7%	10%	10%	61%	0%	0%	16%	13%	72%
Health center service and service cost charge announcement	7%	10%	16%	13%	55%	0%	0%	13%	19%	69%
Posting health center service	3%	7%	23%	13%	55%	0%	0%	16%	16%	69%

cost charge										
Action plan and budget plan	39%	7%	7%	7%	42%	0%	3%	28%	6%	63%
Action plan and report	39%	3%	7%	10%	42%	0%	0%	28%	13%	59%
Posting health center working hour	16%	7%	19%	23%	36%	0%	0%	13%	13%	75%
Posting meeting minutes	36%	3%	10%	16%	36%	13%	0%	31%	6%	50%
Average	21%	5%	14%	12%	49%	2%	0%	20%	11%	66%

Source: Interview with Health Centers

Table 18. Providing Information of the Health Centers

Practice of Providing Information	2018						2019					
	0 - Not Practiced	1 - Slightly Practiced	2 - Moderately Practiced	3 - Practiced	4 - Almost Always	5 - Always Practiced	0 - Not Practiced	1 - Slightly Practiced	2 - Moderately Practiced	3 - Practiced	4 - Almost Always	5 - Always Practiced
Structure and Tel number	7%	3%	25%	17%	29%	18%	0%	3%	17%	31%	35%	14%
Posting HC service cost charge	7%	3%	31%	22%	24%	14%	1%	4%	19%	40%	32%	4%
Posting HC working hour	7%	2%	26%	22%	29%	13%	1%	6%	17%	36%	33%	7%
Posting no charge of service cost	8%	5%	28%	23%	24%	12%	3%	4%	23%	41%	25%	4%
HC service and service cost charge announcement	8%	4%	26%	26%	25%	11%	0%	5%	21%	39%	31%	4%
Posting result of meeting	8%	6%	32%	26%	20%	8%	1%	4%	27%	41%	25%	2%

Action and budget plan	8%	7%	28%	28%	21%	8%	1%	5%	28%	41%	22%	2%
Action plan and report	8%	6%	29%	30%	21%	7%	0%	5%	27%	41%	24%	2%
Average	8%	5%	28%	24%	24%	11%	1%	4%	23%	39%	28%	5%

Source: Interview with Citizens

Treatments, Natal and Health Care

The types of services the citizen usually availing in the health centers are medicine, vaccine and giving birth. These three main services are consistent in the citizen response in 2018 and 2019 (Table 18). It can be observed that more citizens (22%) avail vaccine for their children in 2019.

Table 19. Health Centre Services

Services	Response	
	2018	2019
Medicine	66.80%	63.15%
Vaccine	11.50%	21.82%
Give Birth	10.30%	9.30%
Birth spacing	5.90%	4.83%
Nutrition	0.70%	0.54%
HIV/AIDS	0.50%	0.36%
STD	2.70%	0%
Bandage	1.50%	0%

Source: Interview with Citizens

The type of services the members usually availed in health center in 2018 are; to obtain medicine (66.8%), vaccination (11.5%) and to have vaccination (10.3%). While in 2019, the services that were availed are; dengue and diabetes (47%); pneumonia and dengue (19%) and fever, TB, HIV, and serious sickness (6%) (Table 18). Health center respondents in 2018 reported that they attended immediately the health issues brought to the health center (8%). In 2019, HC respondents are consistent with their response that they immediately respond to the health issues brought to the center, most of this issues are dengue and diabetes (Table 19).

Table 20. Sickness Requested for Treatment and Action

Problem	2018					2019				
	Immediately	Less than 1 week	Less than 3 days	No Treatment	Total	Immediately	Less than 1 week	Less than 3 days	No Treatment	Total
serious sickness	7%	3%	3%	-	13%	0%	0%	0%	0%	0%
respiratory tract	10%	-	-	-	10%	6%	0%	0%	0%	6%
detoxification of pesticides	-	-	-	3%	3%	0%	0%	0%	0%	0%
fever	-	-	-	3%	3%	6%	0%	0%	0%	6%
respiratory tract, tuberculosis, HIV,	-	-	-	3%	3%	0%	0%	0%	6%	6%

dog bite, traffic accident										
dengue, diabetese						3%	0%	0%	0%	3%
dengue, diabetese, obsession						9%	0%	0%	9%	19%
don't know						25%	0%	0%	22%	47%
Flu, diarrhea, strep throat, typhoid, gastritis, insomnia, pneumonia, high blood pressure, fever,						6%	0%	0%	0%	6%
Pneumonia, dengue						6%	0%	0%	0%	6%
Average	8%	3%	3%	3%		6%	0%	0%	4%	10%

Source: Interview with Health Centers

Admission and Length of Treatments

The Health Centers are becoming an important infrastructure in the commune as more (57%) citizens visiting the center in 2019 compared to 48% in 2018 (Figure 6). In terms of citizen frequency of visit in the health center, in 2018, the citizens revealed that around 22 percent of the members reported that they visited the health center twice. The rest discloses they visited four to five times (20 %) and 19 percent for those who visited three times. In 2019, the frequency of visit of the majority (14%) citizen respondents who visited the health center is ranging to 4 -5 times. This is followed by those who visited the health center twice (13%) and thrice (12%) respectively.(Table 20). Majority of the respondents (96%) in 2018 claimed they were not rejected for treatment in health center. This percentage even increased in 2019 to 98% saying that the health center staff never rejects them when they seek treatment (Table 21). The negative behaviors of patients in 2018 include; using o requesting service when they are already seriously sick (65%); buying or using medicine by themselves; and most of the patients don't have enough health documents (36%). The main negative behavior of patients in 2018 is consistent with the response in 2019, whereas, the patient only use or request health center services when they are already seriously sick (84%). Other negative mentioned in 2019 are; patients do not tell clearly about their sickness (44%); and do not want to pay for sickness treatment's cost (31%) (Table 22). In 2018, around 51% of the citizen's respondents mentioned that they were treated in just one day. This was validated in 2019, showing that the majority of respondents (90%) say they were treated in a day (Table 23).

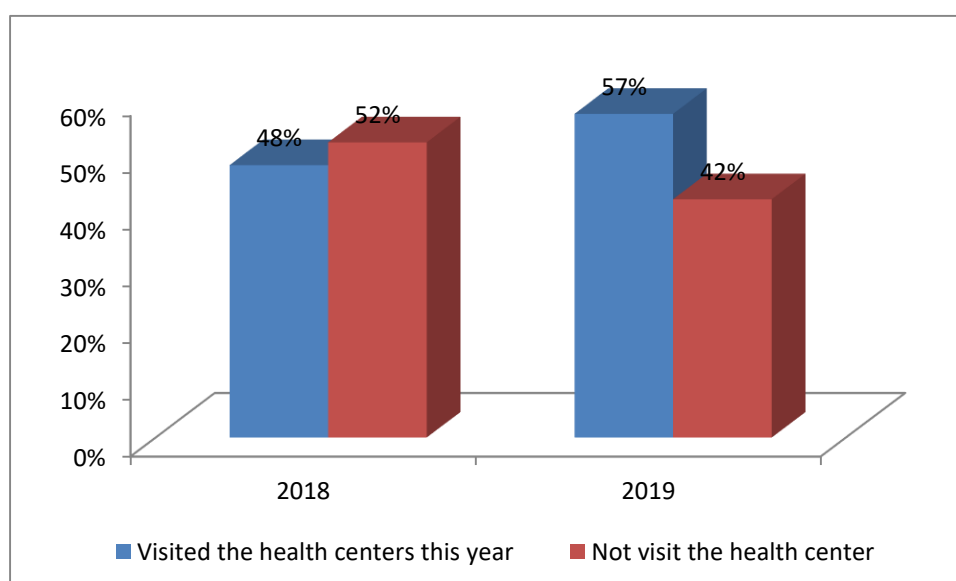


Figure 6. Visited the Health Centers

Source: Interview with Citizens

Table 21. Number of Visits by the Citizens

Visits	Response	
	2018	2019
1 time	17.60%	10.30%
2 times	22.20%	13.00%
3 times	19.10%	11.80%
4-5 times	20.20%	13.90%
6-10 times	10.90%	5.90%
11-15 times	1.10%	0.10%
16-20 times	0.20%	0.20%
> 20 times	0.20%	0.10%
Very Often	7.30%	1.80%
don't remember	1.10%	0.00%

Source: Interview with Citizens

Table 22. Rejection for Treatment or Admission at the Health Center

Rejections for Treatment at the HC	Respondents	
	2018	2019
Not rejected for treatment in HC	95.60%	97.52%
Rejected for treatment in HC	4.40%	2.47%

Source: Interview with Citizens

Table 23. Negative Behavior of Getting Service

Negative Behaviour	Response	
	2018	2019
Using or request service when they have serious sickness	64.50%	84.37%
Buying or using medicine by themselves	58.10%	28.12%
Do not have enough health document	35.50%	25.00%
Do not tell clearly about sickness	32.30%	43.75%
Do not want to pay for sickness treatment's cost	25.80%	31.25%
Hesitate to get treatment	19.40%	12.50%
Unofficially paid for better treatment or take care	12.90%	15.62%

Source: Interview with Health Centers

Table 24. Days to Get Treatment

Duration	Respondents	
	2018	2019
< 30 minutes	3.20%	-
30 minutes - < 1 Hr.	1.70%	-
1 Hr. to less than 4 Hrs.	13.50%	-
4 Hrs. - less than 1 day	17.90%	-
1 day 1	50.60%	89.66%
2 days 2	7.60%	4.75%
3 days 3	2.70%	2.71%
5 to 10 days 4	1.20%	2.88%
> 10 days	0.50%	0.00%
don't remember	1.00%	0.00%

Source: Interview with Citizens

Health Center Service Fees

In terms of health center service fees, around 62% of the citizen respondents of 2018 reported that they paid a service fee of <10,000 Riels and only 27% of the total respondents received treatment free of charge in this same year. The result of the survey in 2019 validates this with 61% of the citizen respondents saying that they paid a service charge of <10,000 Riels for their treatment at the health center. Only 29% of the total respondents mentioned that they were not charge of any fee when they received treatment in the health center (Table 24). Majority of the citizen respondents (94% in 2018) and (97% in 2019) mentioned that they never pay any informal payment to any of the staff of the health center (Figure 7). This may indicate that the citizen never tolerate any form of corruption within the health center as they understand that the health center provides free public service and medicine.

Table 25. Payment Paid to Health Centers

Payment	Response	
	2018	2019
Not charge money	27.30%	28.69%
<10,000 Riels	61.70%	60.61%
10,000<30,000 Riels	1.70%	1.36%
30,000 - <40,000 Riels	1.70%	1.87%
40,000 - <50,000 Riels	1.50%	0.68%
50,000 - <60,000 Riels	1.00%	0.17%
60,000 - <70,000 Riels	1.50%	0.34%
70,000 - <200,000 Riels	0.50%	3.06%
300,000 Riels	0.20%	0.00%
Don't know/Not charge money	2.90%	2.21%

Source: Interview with Citizens

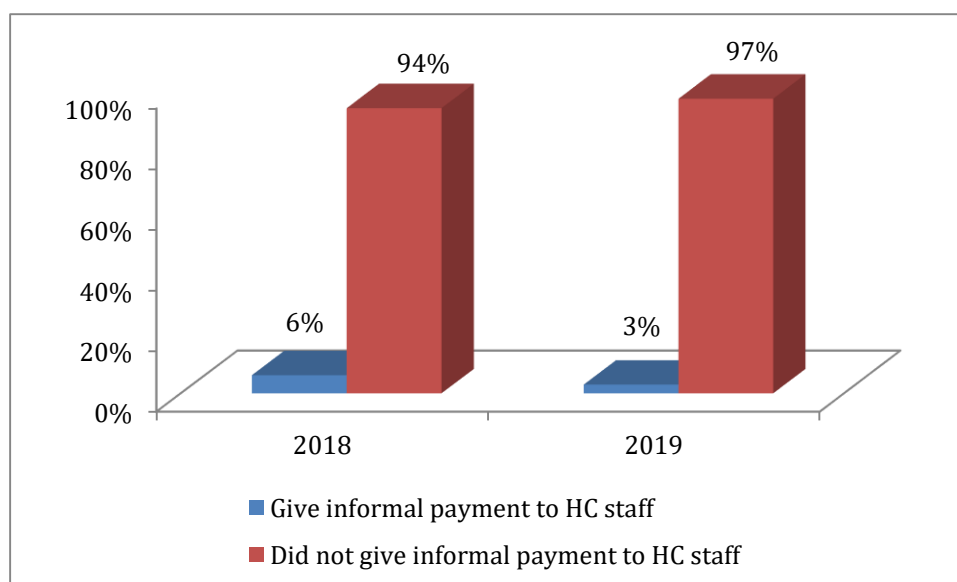


Figure 7. Payment of Informal Fees

Source: Interview with Citizens

Health Center Staff: Number Competence and Performance and Working Hours

Around 66% of the citizens' respondents reported the presence of staff on duty for 24 hours in health center in 2018 and a significant increase to 92% citizens' respondents in 2019 says there standby staff 24 hours in the health centers (Table 25). Most of the citizen (30%)

respondents who visited the health center in 2018 said that they saw 5 staff working in the health centers. While 28% of the citizens' respondents in 2019 claimed that they saw 6 staff working in the health centers (Table 26).

The citizens' respondents in 2018 reported the presence of staff on duty for 24 hours in health center (67%). This was confirmed of more citizen respondents in 2019 at 92% reported that the health center have standby staff within 24 hours (Table 25). According to the report in 2018 survey, 30% of the citizens' respondents observed the presence of 5 staff in health center. Other members claimed they have seen 4 staff (22%), and 6 staff (17.8%). This was further validated by citizen respondents in 2019, even mentioned that there are 6 health center staff (28%). Other respondents claimed that there 5 health center staff (26%); and 4 health center staff (16%), when they visited the health center (Table 26). The number of staff in the HCs could vary from 1 to 6 Staff. However, in 2018 survey, health center respondents (45%) confirmed that the health center have 2 Staffs who are on duty at night are more common. An improvement have been reported in 2019, around 59% HC respondents reported that they have 3 staff on duty at night time (Table 27). Survey in 2018 with HC staff reported that most of the staff report before 7 in the morning. However, in 2019, HC staff respondents (47%) mentioned that HC staff are reporting during the working hour (Table 28).

The result of the interview with HC staff in 2018 reported that there are considerable number of HC staff who were trained on health programs (77%). This result does not differ much in the reported HC staff attended training on health program at 75% HC respondents (Table 29). The attendance of the trainings on health programs can boost their performance. Due to the training that the HC staff attended, the information is considered easy to explain to the people. Survey in 2018 indicates that about 52% of the HC staff who believed that the information from the district are easy to explain to the people. An increase of number of HC respondents in 2019 was noted at 69%, saying that the information for the public is easy to explain (Table 30). This is a positive development and will help in dissemination to the people and made them to understand the information from the District.

Table 26. Have Standby Staff

standby staff for 24hrs in HC	Respondents	
	2018	2019
Have standby staff for 24 hours in HC	65.60%	92.44%
No standby staff for 24 hours in HC	3.80%	0.34%
Don't know	30.70%	7.23%

Source: Citizen Interview

Table 27. Health Centre Staff Met or Seen

Number of meeting HC Staff	2018	2019
1 Health Centre Staff	1.60%	0.50%
2 Health Centre Staff	5.10%	1.16%
3 Health Centre Staff	9.30%	5.79%
4 Health Centre Staff	22.00%	15.87%
5 Health Centre Staff	30.00%	26.28%
6 Health Centre Staff	17.80%	28.43%
7 Health Centre Staff	6.90%	9.26%
8 Health Centre Staff	4.00%	9.09%
9 Health Centre Staff	0.20%	1.49%
10 Health Centre Staff	0.40%	0.83%
Have not seen/meet health center staff	2.70%	0.00%

Don't remember	0%	1.33%
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Source: Interview with Citizens

Table 28. Staff on Duty at Night

Staffs	Response	
	2018	2019
1 staff		3.12%
2 Staff	45.20%	37.50%
3 Staff	32.30%	59.37%
5 Staff	3.20%	0.00%
6 Staff	3.20%	0.00%
don't know	16.10%	0.00%

Source: Interview with Health Centers

Table 29. Reporting Time of Health Center Staff

Time	Response	
	2018	2019
before 7am	48.6%	5.88%
11am - 2pm	20.0%	0.0%
working hour	8.6%	47.1%

Source: Interview with Police Post Officer

Table 30. Attended Health Program

Participation to Program	Response	
	2018	2019
Attended health program	77.40%	75.00%
Not Attended	22.60%	25.00%

Source: Interview with Health Centers

Table 31. Information Easy to Explain

Easy to Explain	Response	
	2018	2019
Don't know	22.60%	6.25%
No	3.20%	0.00%
Easy to explain	51.60%	68.75%

Source: Interview with Health Centers

Rooms and Toilets

Around 51% of the citizens' respondents in 2018 mentioned that the patients in the health centers were treated in separate room and only 28% of these respondents said that patients are treated both male and female in normal room. However, in 2019, 4 out of 10 citizen respondents said that patients are treated together, both male and female in a normal room and only 35% of the citizens' respondents are treated in a separate room (Table 31). In terms of toilet availability, majority (84%) of the total citizen respondents in 2018 said that the health center have separate toilet for male and female. In 2019, about 86% of the total citizen respondents says that the health centers have separate toilet for male and female and only 12% of the respondents mentioned that toilet in the health centers are used by both male and

female (Table 32). In terms of toilet conditions, respondents in both year, 2018 (93%) and 2019 (98%) reported that toilets have enough clean water. However, only 36% (2018) and 35% (2019) said that the toilets have door knobs. In comfort use, 57% of the respondents in 2018 are comfortable and 70% of the respondents in 2019 said they are comfortable in using the toilet in the health center. On the other hand, only 53% of the respondents in 2018 said that the toilets in the health centers are not smelly, compared with 96% of respondents in 2019 reported that the toilets in the health centers are not smelly (Table 33). There is a significant improvement in the sanitation of the health centers in 2019; however, door knobs of these toilets are still needed to be improved since most of the doors do not have door knobs.

Table 32. Kind of Treatment Room

Type of room where treated	Response	
	2018	2019
Treated in a same sex patient room	21.10%	24.41%
Treated in a separate room	51.10%	35.08%
treated together both male and female in a normal room	27.80%	40.51%

Source: Interview with Citizens

Table 33. Availability of Male and Female Separate Toilet

Toilet	Response	
	2018	2019
Don't know	7.80%	1.7%
HC have separate toilet for male and female	84.20%	86.1%
Used together	8.00%	12.2%

Source: Interview with Citizens

Table 34. Condition of the Toilets of the Health Centers

	2018		2019	
	Water Availability	Do not have enough clean water: 6.7%	Have enough clean water: 93.3%	Do not have enough clean water: 2.3%
Presence of Doorknobs	Do not have doorknob: 64.1%	Have doorknob: 35.9%	Do not have doorknob: 64.9%	Have doorknob: 35.1%
Comfort	Comfortable: 56.6%	Uncomfortable: 43.4%	Comfortable: 69.97%	Uncomfortable: 30.02%
Smell	Not smelly: 53.3%	Smelly: 46.7%	Not smelly: 95.6%	Smelly: 4.6%

Source: Interview with Citizens

Confidentiality of Medical Records

Keeping the medical records of the patients confidential is one of the important practices that the Health Centers must observe. In 2018, 7 out of 10 citizen respondents said that the health center staff are keeping their patient sickness confidential. However, in 2019, only 6 out of 10 respondents said that the health center staff have kept the patients sickness on their own.

This has been justified that those sickness that have been disclosed are normal sickness according to around 35% of the total respondents. This information only shows that there is still poor understanding among the citizens on the importance for the medical practitioners to keep the information or patients records confidential.

Table 35. Keeping the Medical Information of Patients Confidential

HC staff keep patient sickness confidential	Respondents	
	2018	2019
HC staff keep patient sickness confidential	71.70%	60.51%
HC staff did not keep patient sickness confidential	8.10%	4.75%
No problem because of normal sickness	20.10%	34.75%

Source: Interview with Citizens

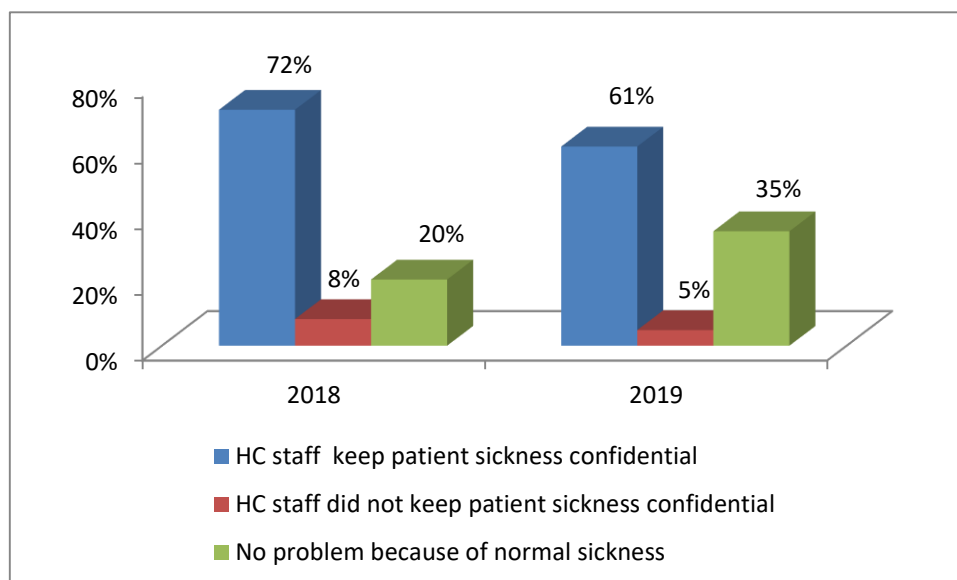


Figure 7. Payment of Informal Fees

Source: Interview with Citizens

4.1.3 Education Services

Information Services

The result of the survey in 2018 shows that schools are providing various services to the public, these include posting of information such as: Budget Plan; Meeting Announcement; School Plans; School Fees; School Service and Service Cost; School Services Free of Charge; Structure and Telephone; and Working Hours. The result indicates that the schoolteachers are moderately practicing the posting of information in their school premises. There are only around 10 percent of the teachers' respondents shared that are always practicing the posting the information. A significant increase of number of teachers' respondents (57%) in 2019 reported that the schools are posting information for the public. The information posted is the information on the schools organization structure and contact number of relevant officers or principal of the school (68%); dissemination of information of the working hour of the school (67%); and school services and fees (67%) (Table 35). Survey in 2018 shows that among the information being practiced include; the posting of structure; posting of school service free of charge, and budget plan. Most of the respondents in 2018 reported that only 19 percent of the parents ask the teacher about the performance of their

sons and daughter in school. In 2019, response increases to 29% of the citizen respondents who ask about the performance of their children in the school. This result shows that parents are not so concern about what their children performance in the school. (Figure 8).

Table 36. Practices of Posting Information

Information Posted	2018					2019				
	not practiced	slightly practiced	moderately practiced	Almost Always Practiced	Always Practiced	not practiced	slightly practiced	moderately practiced	Almost Always Practiced	Always Practiced
Budget Plan	0%	4%	28%	8%	13%	2%	5%	7%	42%	45%
Meeting Announcement	2%	4%	21%	19%	7%	3%	3%	5%	38%	50%
Plans	0%	2%	30%	13%	8%	2%	3%	5%	37%	53%
School Fees	8%	2%	22%	13%	8%	3%	3%	7%	35%	52%
School Service and Service Cost	1%	0%	31%	15%	7%	2%	2%	2%	28%	67%
School Service Free of Charge	2%	4%	18%	16%	13%	3%	3%	7%	35%	52%
Structure and Telephone	0%	3%	24%	12%	15%	0%	2%	2%	28%	68%
Working Hour	2%	2%	29%	15%	6%	3%	0%	2%	28%	67%
	2%	3%	26%	14%	10%	2%	3%	4%	34%	57%

Source: Primary School/Teachers

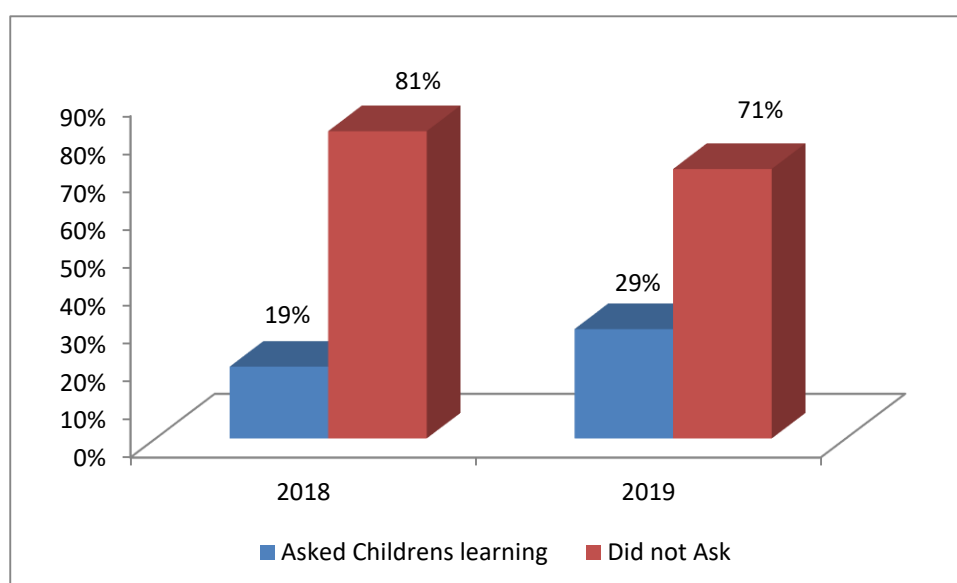


Figure 8. Information about the Children's Performance

Source: Interview with Citizens

Primary School Service Practices

The survey in 2018, shows that the primary school services include communicating with parents, enrolment monitoring of students, teaching and providing textbooks. These services are evaluated on the presence of legal document, the expenses involved, and the time by which the services are being delivered. The results showed that the legal documents for all services are moderately sufficient (25%). There are only 1 percent of the schools that have no legal documents. Among the services, communications with the parents are found to moderately sufficient document (24%). It was also noted that the schools are monitoring of the students. The school fees are reported to be same as with the legal fees. An average of 18 percent of the respondents who reported that the fees paid are within the legal rule. There are also 13 percent who reported that they do not charge at all. It was noted however that there are 15 percent who reported that fees are charged more than the legal fees. The charges on more than the legal rule are mostly on enrolment. The textbooks are charged within the legal rule and sometimes these are free of charge. In terms of the time in the delivery of services, the delivery of services is a little bit faster. There are 28 percent to the respondents who reported that the delivery of services is a little bit faster. Among the services that are quickly delivered includes monitoring studies of students. However, the availability of textbooks is among the lowest in terms of the delivery of services (Table 36a).

Survey in 2019, shows legal documents are completed (82%). The teachers are not charging any fees to their students. Result also indicates that the teachers deliver very fast on the school services (77%) (Table 3b)

Table 37a. Primary School Service Practice

Rating	School Services					Average
	Communication with Parents	Enrolment	Monitoring of Student Studies	Teaching	Textbooks	
Legal Documents						
▪ Complete	20.2%	11.2%	11.2%	16.9%	21.3%	16.2%
▪ Sufficient	10.1%	16.9%	13.5%	14.6%	11.2%	13.3%
▪ Moderately Sufficient	23.6%	25.8%	29.2%	22.5%	21.3%	24.5%
▪ A Little Bit Have	1.1%	46.1%	1.1%	3.4%	2.2%	10.8%
▪ Do Not Have	2.2%	-	2.2%	-	1.1%	1.1%
Expenses						
▪ not specified cost	7.9%	7.9%	10.1%	9.0%	6.7%	8.3%
▪ more than legal rule	13.5%	22.5%	12.4%	12.4%	13.5%	14.8%
▪ same legal rule	21.3%	14.6%	15.7%	21.3%	16.9%	18.0%
▪ less than legal rule	2.2%	2.2%	6.7%	3.4%	2.2%	3.4%
▪ no charge	12.4%	10.1%	12.4%	11.2%	18.0%	12.8%
Time						
▪ very fast	10.1%	18.0%	9.0%	13.5%	10.1%	12.1%
▪ fast	19.1%	12.4%	13.5%	11.2%	14.6%	14.2%
▪ A little bit faster	24.7%	24.7%	31.5%	30.3%	27.0%	27.6%
▪ A little bit slower	1.1%	-	1.1%	-	-	0.4%
▪ Slow	-	-	-	-	2.2%	0.4%
▪ very slow	2.2%	2.2%	2.2%	2.2%	3.4%	2.5%

Source: Primary School/Teachers

Table 38b. Primary School Service Practice

Rating	School Services					Average
	Communication with Parents	Enrolment	Monitoring of Student Studies	Teaching	Textbooks	

Legal Documents						
▪ Complete	75.00%	96.67%	88.33%	90.00%	60.00%	82.00%
▪ Sufficient	15.00%	0.03%	11.67%	8.33%	23.33%	11.67%
▪ Moderately Sufficient 3	6.67%	0.00%	0.00%	1.67%	16.67%	5.00%
▪ A Little Bit Have	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
▪ Do Not Have	3.33%	0.00%	0.00%	0.00%	0.00%	0.67%
Expenses						
▪ not specified cost	6.67%	5.00%	3.33%	3.33%	5.00%	4.67%
▪ more than legal rule	5.00%	6.67%	3.33%	6.67%	3.33%	5.00%
▪ same legal rule	5.00%	13.33%	10.00%	26.67%	8.33%	12.67%
▪ less than legal rule	8.33%	0.00%	0.00%	0.00%	0.00%	1.67%
▪ no charge	75.00%	75.00%	83.33%	63.33%	83.33%	76.00%
Time						
▪ very fast	73.33%	83.33%	76.67%	78.33%	75.00%	77.33%
▪ fast	13.33%	16.67%	16.67%	20.00%	6.67%	14.67%
▪ A little bit faster	6.67%	0.00%	5.00%	1.67%	10.00%	4.67%
▪ A little bit slower	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
▪ Slow	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
▪ very slow	6.67%	0.00%	1.67%	0.00%	8.33%	3.33%

Source: Primary School/Teachers

Curriculum

The result of the survey with citizen in 2018 shows that around 65% of the total respondents mentioned that their children attending school are following the curriculum or study program of the government, however there are around 32% of the total respondents of that year that they did not know about the curriculum of the school that need to be followed. In 2019, around 86% of the total citizen respondents reported that their children are following the school curriculum or study program of the government and only few (13%) citizens' respondents didn't know about the curriculum of their children (Table 37).

Table 39. Schools Following a Curriculum

Child attend school following curriculum or study program	Response	
	2018	2019
child attend school following curriculum or study program	65.20%	85.64%
did not follow the curriculum or study program	2.60%	1.20%
Don't know	32.20%	13.17%

Source: Interview with Citizens

Admission and Enrolment

The interview with citizens in 2018 noted that only 45% of the respondents reported that they enrolled their children in school. In 2019, around 61% of the citizens' respondents reported that they enrolled their children (Table 38). Around 85% of the citizens' respondents in 2018 enrolled their children in the public school rather than in private school. More citizen respondents (87%) in 2019 said that they enrolled their children in public school because of accessibility of public schools in their village (Table 39). Around 69% of the citizen respondents

reported that they enroll in primary school their children at the age of six (6) and only 12% of citizen enrolled their children in the primary school at the age of 5. In 2019, those citizens enrolled their children at the age of 6 have reduced to 67%, while those who enrolled their children at the age of 5 have increased to around 16% of the total citizen respondents sending their children to primary school (Table 40)¹. The reasons of late enrollment of the children in 2018 are; no education (18.7%), family migration (17.8%), and poverty (13.1%). While in 2019, the citizen reasons provided are: poverty (19%), busy with work (16%) and children are still young (16%) (Table 41).

Table 40. Taken Children to School

Enrol child to school this year	Response	
	2018	2019
Did not enrol child to school this year	54.80%	39.49%
Enrolled child to school this year	45.20%	60.51%

Source: Interview with Citizens

Table 41. Category of School Enrolled

Enrolled in public or private school	Response	
	2018	2019
Enrolled in Private School	14.80%	12.56%
Enrolled in public school	85.20%	87.44%

Source: Interview with Citizens

Table 42. Age of Children Enrolled in Primary School

Age of child (Years)	Response	
	2018	2019
4	5.50%	8.17%
5	11.60%	15.69%
6	68.80%	66.56%
7	8.50%	7.95%
8	2.30%	1.20%
9	1.00%	0.11%
10	1.00%	0.00%
11	0.40%	0.00%
12	0.50%	0.11%
13	0.30%	0.00%
14	0.00%	0.22%
15	0.10%	0.00%

Source: Interview with Citizens

Table 43. Reason for Late Enrolling in Primary School

Reasons	Response	
	2018	2019
No education	18.70%	0

¹ Cambodia developed a policy framework on pre-school education and guidelines on early childhood care and development in 2002. ECCE is focused primarily on children aged 3 to the age of school entry (technically age 6) but the policy covers children aged 3 to 8 years. These programmes are under the auspices of the Ministry of Education, Youth and Sports, which increasingly recognizes the importance of early stimulation for children aged zero to three years. Cambodia Early Childhood Care and Education (ECCE) programmes Compiled by: UNESCO International Bureau of Education (IBE) Geneva, (Switzerland)2006

Migrate to Thailand for work	17.80%	6.70%
Due to poverty	13.10%	19.31%
Don't want to go to school	12.10%	0
The house is far from school	10.30%	1.13%
Busy with work	8.40%	15.90%
Too young	8.40%	15.90%
Due to sickness	5.60%	4.54%
not participate in the meeting	3.70%	
Not late to enroll		15.91%
Don't have proper document	1.90%	0
Taking care of parents	0	1.40%
No children going to school	0	20.45%

Source: Interview with Citizens

School Fees

Almost 100% of the citizens' respondents in 2018, disclosed that there were no informal payments made between parents and teachers for any purpose such as deleted absences, changed documents, changed classroom or asking for extra scores. However, the percentage of not paying informal fees in 2019 has reduced to 97% of the total citizen respondents (Table 42). Informal payment could be the additional tutorial fee for the teachers after the regular classes are finished.

Table 44. Paid Informal Payments

Response Code	Response	
	2018	2019
Did Not Pay	99.70%	96.74%
Paid Informal Payments	0.30%	3.260

Source: Interview with Citizens

Classroom Sizes

Citizen respondents (20%) in 2018 who knows the number of students reported that there are 30 – less than 40 students in every classroom where their children are enrolled. This is consistent with the response of the citizens (26%) in 2019. This number was followed with 20 – less than 30 in both years, 2018 (14%) and 2019 (16%) (Table 43). This number is normal in public school to accommodate an increasing enrollment per year.

Table 45. Children per Class

Class Size	Response	
	2018	2019
Less than 15	0.70%	4.04%
15 - Less than 20	3.10%	1.64%
20 - Less than 30	14.30%	15.72%
30 - Less than 40	20.30%	25.87%
40 - Less than 50	11.60%	8.19%
50 - Less than 60	1.80%	1.64%
More than 60	0.70%	0.22%
don't know	47.50%	42.69%

Source: Interview with Citizens

Number of Teachers and Working Hours

Survey in 2018 indicates that the numbers of teachers that are reporting are mostly 5-10 teachers (35%). This report is consistent in the response of around 70 percent of the teacher respondents 2019 who mentioned that there are 5-10 teachers reporting in the school (Table 44). Survey result in 2018 indicates that the teachers in the schools usually work between 4-5 hours (19%). This is consistent with the survey result in 2019, however the percentage have increased significantly at 52% of the total teachers respondents. There some (18%) respondents that teachers are working 8 hours per day (Table 45).

Table 46. Number of Teachers Reporting

Teachers Reporting	Respondents	
	2018	2019
<5 Teachers	5.60%	6.67%
5-10 Teachers	34.80%	70.00%
11-15 Teachers	3.40%	1.67%
16-20 Teachers	1.10%	18.33%
>22 Teachers	1.10%	0.00%
don't know	7.90%	3.33%

Source: Primary School/Teachers

Table 47. Teacher's Working Hours

Working Hours	2018	2019
4 Hours	19.10%	51.67%
5 Hours	15.70%	11.67%
6 Hours		1.67%
7 Hours	1.10%	16.67%
8 Hours	3.40%	18.33%
don't know	14.60%	0.00%

Source: Primary School/Teachers

Textbooks

In 2018, around 68% of the citizens' respondents reported that their children have text books. These numbers of respondents have increased to around 77% in 2019, reported that their children received text books from the school (Table 46). This indicates that public schools are improving on their support to the students in terms of the provisions of text books.

Table 48. Availability of Textbooks for Children

Child have text book	Respondents	
	2018	2019
Child have no text book	31.90%	23.39%
Child have text book	68.10%	76.60%

Source: Interview with Citizens

Toilet and Sanitation

The result of the survey in 2018 indicates that 66% of the total citizen respondents reported that rest rooms in the schools separate the toilets for male and female, however there are some respondents (15%) say that both male and female are sharing only one toilet in their school. In 2019, there are considerable number of respondents (77%) reported that toilet in the schools are separated between male and female, while the same number (15%) in 2018 says that male and female students are using the same toilet (Table 47). In terms water availability, both years, 2018 (85%) respondents and 2019 (90%) respondents reported that the school toilets have enough clean water. However, only 44% of the citizens' respondents in both years said that the toilets have doorknobs and only 37% of the respondents in 2018 said that it is comfortable to use the toilets. While only 39% of the total respondents in 2019 said that it is comfortable to use the toilet in the school. On the other hand cleanliness in these toilets are being observed, around 70% of the total respondents in 2018 said that the toilets don't have smell and around 75% of the total respondents in 2019 observed the cleanliness of the toilets in the school (Table 48).

Table 49. Availability of Separate Toilets for Boys and Girls

School have separate toilet for boys and girls	Response	
	2018	2019
Have separate toilet for boys and girls	65.60%	76.50%
Used together	14.90%	14.80%
No separate toilet for girls and boys	0.30%	0.54%
Don't know	19.30%	8.16%

Source: Interview with Citizens

Table 50. Condition of the School Toilets

	2018		2019	
	Water Availability	Do not have enough clean water = 15.1%	Have enough clean water = 84.9%	Do not have enough clean water = 10.3%
Presence of Doorknobs	Do not have doorknob = 56.3%	Have doorknob = 43.7%	Do not have doorknob = 56.3%	Have doorknob = 43.7%
Comfort	Comfortable = 38.6%	Uncomfortable = 61.4%	Comfortable = 38.7%	Uncomfortable = 61.3%
Smell	Not smell = 70.1%	Smell = 29.9%	Not smell = 75.4%	Smell = 24.6%

Source: Interview with Citizens

Performance and Competence of Educational Services

The result of the interview with the citizens in 2018 indicates that the teachers' performance is at average. A 5-point scale was used to measure the performance of the teachers. Based on the rating, the citizens estimated that the teacher's performance is in the range of slightly above 2.5 to 3.5. The teachers' performance in 2019 has improved in almost all the indicators except in providing information of students learning and being friendly to every students (Figure 9). The survey with commune authorities in 2018 reveals that the teachers encourage the students, friendly and do not impose corporal punishments. The teachers however are weak in terms of providing information of the students' learning to the parents of the children. The survey in 2019 indicates that the performance indicators have improved in particular the teachers taking care of every students and providing information of students learning to their parents (Figure 10).

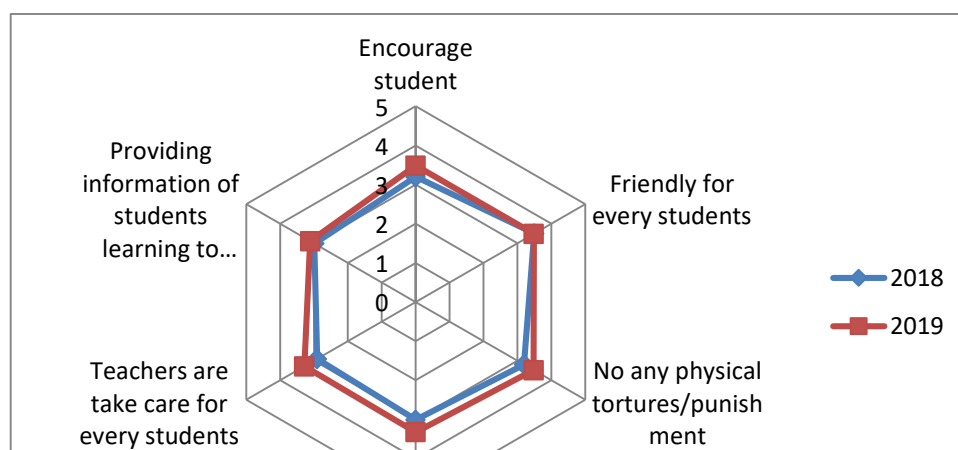


Figure 9. Teacher Performance According to the Citizens

Source: Interview with Citizens

Figure 10. Teacher Performance According to the Commune Authorities

Source: Interview with Commune

4.1.4 Police Post Services

Police Post Information Services

Survey results in 2018 reported that among the information that the police posted include family books (97%), residence certificates (97%), crime information (31%) and registered location of institutions (31%). In 2019, the main information the police posted include; the family book (88%); residential certificate (82%); other police post service (76%); and telephone number (76%) (Table 49). Interview with the police in 2018 shows that there are more police posts (26%) that do not post information. However this has changed in 2019, result shows an average of 60% of the police respondents said that they always practiced posting information (Table 50). Among the information that are mostly posted by police post include the structure and phone numbers, service cost that have no charges, service cost changes and action plan of the commune. Both survey years indicates that almost all in the community (78% and 79%) reveal that police post did not announce the budget plan (Figure 11).

Table 51. Information Posted at the Police Post

Information	Response	
	2018	2019
Family Book	97.10%	88.24%
Residential Certificates	97.10%	82.35%
Crime Information	31.40%	47.06%
Registered Location of Institution	31.40%	64.71%
Other Police Post Service	28.60%	76.47%
Telephone Number	22.90%	76.47%
Regulation Letter	17.10%	29.41%

Source: Police Post Interview

Table 52. Police Post Practices

Information Posted	2018					2019				
	not practiced	slightly practiced	moderately practiced	practiced	Always practiced	not practiced	slightly practiced	moderately practiced	practiced	Always practiced
Structure and Phone No.	26%	29%	6%	14%	26%	0%	0%	0%	47%	65%
Service Cost No Charge	29%	17%	11%	23%	20%	0%	0%	18%	24%	59%
Service Cost Charge	26%	20%	14%	20%	20%	0%	0%	18%	24%	59%
Action Plan	20%	29%	9%	23%	20%	0%	0%	24%	18%	59%
Service and Service Cost Charge Announcement	34%	3%	23%	23%	17%	0%	0%	24%	18%	59%
Budget Plan	29%	29%	9%	17%	17%	0%	0%	29%	18%	53%
Crime Information	26%	26%	17%	14%	17%	0%	0%	18%	24%	59%

Working Hour	26%	14%	17%	26%	17%	0%	0%	12%	24%	65%
Posting a National Decision, Province, District, Commune Charge	23%	23%	11%	26%	17%	0%	0%	6%	29%	65%
Average	26%	21%	13%	21%	19%	0%	0%	16%	25%	60%

Source: Police Post Interview

Table . Police Announcement of Budget Plan

Announcement	Response	
	2018	2019
Police post announced the budget plan for the year	21.7%	21.23%
Police post did not announce the budget plan	78.3%	78.77%

Source: Interview with Citizens

Number of Visitors and Services Requested by Community

Only around 14% of the total citizen respondents visited the police post in both years (2018 and 2019). Around 47% of the respondents in 2018 who visit the police post reported that they visit it once, followed by those who visited the police post twice (29%). In 2019, 53% of the citizen respondents who visited the police post said that they visited the post that year, followed by those visited twice at 26% (Table 51). The purpose of visit in 2018 was to request for their family book (35%), identification card (34%) and residential book (22%). The purpose of visit is also the same in 2019, request for family book (33%), seek identification card (32%) and request for residential book (20%) (Table 52). It can be observed that there is small percentage of seeking the intervention of the police to crackdown crime in both years (4% in 2018) and (1% in 2019). This may indicate that the citizens are peace loving people.

Table 53. Number of Times the Citizens Visited the Police Post

Frequency	Response	
	2018	2019
1 Time	47%	53%
2 Times	29%	26%
3 Times	7%	13%
4 Times	4%	4%
5 Times	3%	6%
6 Times	4%	0%
7 Times	1%	0%
8 Times	1%	0%
9 Times	1%	0%
Many Times	3%	1%
Visited	13.60%	13.90%
Not visited	86.40%	86.10%

Source: Interview with Citizens

Table 54. Services Availed at the Police Post

Type of services used	Response	
	2018	2019
family book	35.40%	33.09%

identification	33.60%	31.65%
residential book	22.10%	20.14%
crackdown on crime	4.40%	1.44%
security during ceremonial events	4.40%	13.67%

Source: Interview with Citizens

Peoples' Negative Behavior of Getting Service

Survey in 2018 reported the negative behaviors raised by the Police Post officers on the people who are getting the Police Post service include lack of documents or information that the Police Posts required for the citizens to bring (20%). Some citizens also alter the information by themselves, or some of them requested to revise the information or date of birth. The citizens also asked other persons to get the information instead of getting them personally. In 2019 survey, the police respondents strongly indicate the negative practices or behavior of people availing police services; this include using or requesting service when they only needed (100%); lack of documentation (88%); delete information by themselves (88%) and request to chage information of place and birth date (88%).(Table 53).

Table 55. Undesirable Practices of People Getting Police Post Service

Negative behavior of getting service:	Response	
	2018	2019
Using or request service when they need only	85.70%	100.00%
Lack of documents/information	20.00%	88.24%
Delete information by themselves	14.30%	88.24%
Request to change information or change place and date of birth	14.30%	88.24%
Asking other person to get the information or document instead	5.70%	52.94%
Unofficially paid for the document	5.70%	5.88%

Source: Police Post Interview

Police Post Staff and Duty Hours.

According to the Police Post officers in 2018 survey, they usually placed 2 to 3 police officers on standby at their office. A significant increase of standby police officers in the station was recorded at 7 police officers according to 29% police respondents (Table 54). However, the citizens reported in 2018 that they observed that there are 3 to 5 Police officers at the Police Posts during their visits. This observation was validated in 2019, respondents observed 3 – 4 police officers were observed in the police station (Table 55). This is a positive development in ensuring that there will be somebody at the Police Posts who can attend to the needs of the public. The Police Post Officers interviewed in 2018 revealed that their personnel are usually on duty for 2 hours. However, a significant improvement has been reported in 2019. around 71% of the total respondents said there are police who are standby for 24 hours in the police station (Table 56)

Table 56. Standby Police Officers

Police Officers	Response	
	2018	2019
2 Police Officers	37.10%	0.00%
3 Police Officers	31.40%	23.53%
4 Police Officers	11.40%	23.53%

6 Police Officers	2.90%	0.00%
7 Police Officers		29.41%
8 Police Officers	2.90%	23.53%

Source: Police Post Interview

Table 57. Number of Police Officer Seen at the Police Post

Number of police post officer seen	Respondents	
	2018	2019
Did Not Meet the Police Officer	1.60%	2.05%
1 Police officer	5.40%	3.42%
2 Police officer	18.60%	17.81%
3 Police officer	24.80%	32.88%
4 Police officer	19.40%	21.92%
5 Police officer	22.50%	17.12%
6 Police officer	5.40%	3.42%
7 Police officer	0.80%	1.37%
don't remember	1.60%	0.00%

Source: Interview with Citizens

Table 58. Duty Hours of Police Officers

Working Hours	Response	
	Response	Response
1 hour	20.00%	0.00%
2 hours	34.30%	0.00%
3 hours	5.70%	0.00%
4 hours	2.90%	0.00%
6 hours	2.90%	0.00%
8 hours		47.06%
24 hours	34.30%	70.59%

Source: Police Post Interview

Service Fees

Six out of ten citizen respondents in 2018 reported that they never pay any service charge when they visited the police post. However around 12% of the citizen respondents said that the police collected service charge from 10,000 Riels to less than 20,000 riels. In 2019, around 7 out of 10 reported that the police never collect any service charge when they request for the police service. On the other hand, there are around 12% of the citizen respondents that pay 20,000 to less than 30,000 riels when they seek for the service of the police (Table 57). The information indicate that the police post mostly cater to the needs of the public in both years of survey.

Table 59. Fees Paid by Citizens

Fees	Response	
	2018	2019
None	64.60%	68.35%
5,000 to <10,000 riels	5.30%	2.16%
10,000 to less than 20,000 riels	12.40%	10.79%
20,000 to less than 30,000 riels	6.20%	12.23%
30,000 to less than 50,000 riels	1.80%	1.44%
50,000 to 90,000 riels	3.50%	2.16%
More than 90,000		2.88%

don't remember	6.20%	0.00%
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Source: Interview with Citizens

Performance of Police Post and Delivery of Services

In 2018, there are approximately 24 percent of the citizens interviewed who reportedly visited the Police Posts. There are 23 percent of the respondents who also reported that they feel that getting information from the Police Posts are convenient for them. In 2019, around 20% visited the police post and they felt convenient to get information at the police post (Table 58). Around 40% of the citizen respondents in 2018 said that it took them 1 day to get the information from the police. This was followed by around 25% of the citizen respondents who needs to wait 2 – 5 days to get the information from the police. A significant increase of citizen respondents (68%) in 2019 gets information from the police in just 1 day and around 23% of the citizen respondents have to wait 2 – 5 days to get the necessary information needed (Table 59).

The survey in 2018 with police officers in terms of legal documents (crackdown on crime; family book; ID Card; protection against crime; Registered Location of Institution; residential certificate; residential book; Security during ceremonial visits) indicates that there is no enough documentation (28%), especially on residential book (54%). In terms of service charge, the police said that they never charge (57%) to any of the services they provide. However, they agree that they also slow to provide response to the people (23%). (Table 60a). An improvement can be observed in the result of the survey in 2019, the average respondents who reported that there are enough legal documents are at 61%, especially on the security during the ceremonial visits. In terms of service charge, an average of 58% respondents said that they are not taking any charge. An improvement on the action that is very fast was also reported in 2019 (49%) (Table 60b)

Result of the survey in 2018 with the police officer shows that police action is immediate in terms of cracking down on crime especially on gang problems (74%) in the community were immediately responded by the police, followed by violence (57%) and robbery (54%). Result of the survey in 2019 is consistent in the previous year, however it can be observed a high response by almost all respondents, especially on gangs, violence, robbery and drugs, all at 94% (Table 61).

Table 60. **Convenience to Get Police Information**

Convenience to get info at police post	Response	
	2018	2019
Did Not Visit	76.00%	79.00%
Convenient	23.30%	20.70%
Don't know	0.80%	0.30%

Source: Interview with Citizens

Table 61. Days to Get the Information

Duration of the release of documents	Response	
	2018	2019
10 - 20 minutes	1.80%	
30 mins - 1 Hr.	4.40%	
2 hours - Half Day	15.90%	0.72%
1 day	39.80%	68.35%
2-5 days	24.80%	23.02%
7 days/1 Week	2.70%	1.44%
15 days	4.40%	
30 days/1 Month	1.80%	5.04%
60 days/2 months	2.70%	1.44%
Too Long	0.90%	
don't remember	0.90%	

Source: Interview with Citizens

Table 62a. Police Post performance

Police post-Performance	Services of the Police Post (2018)								Average
	crackdown on crime	family book	ID Card	protection against crime	Registered Location of Institution	residential certificate	residential book	Security during ceremonial visits	
Legal Document									
▪ Do not have	22.9%	28.6%	31.4%	22.9%	34.3%	2.9%	54.3%	25.7%	27.9%
▪ have some	31.4%	40.0%	28.6%	37.1%	22.9%	-	14.3%	37.1%	26.4%
▪ have	17.1%	11.4%	8.6%	8.6%	20.0%	-	2.9%	11.4%	10.0%
▪ have more	5.7%	5.7%	14.3%	8.6%	5.7%	-	8.6%	5.7%	6.8%
▪ have enough	22.9%	14.3%	17.1%	22.9%	17.1%	-	17.1%	20.0%	16.4%
Service Charge									
▪ no charge	45.7%	54.3%	45.7%	60.0%	48.6%	2.9%	51.4%	57.1%	45.7%
▪ less than legal rule	37.1%	31.4%	31.4%	20.0%	28.6%	-	25.7%	22.9%	24.6%
▪ same legal rule	2.9%	2.9%	5.7%	20.0%	5.7%	-	2.9%	2.9%	5.4%
▪ not limited cost	14.3%	11.4%	14.3%	-	14.3%	-	14.3%	14.3%	10.4%
▪ more than legal rule	-	-	2.9%	-	2.9%	-	2.9%	-	1.1%
Practice									
▪ very slow	22.9%	28.6%	17.1%	20.0%	22.9%	2.9%	17.1%	20.0%	18.9%
▪ slower than	25.7%	25.7%	34.3%	25.7%	17.1%	-	22.9%	31.4%	22.9%
▪ fast	20.0%	14.3%	17.1%	22.9%	31.4%	-	25.7%	22.9%	19.3%
▪ faster than	5.7%	17.1%	14.3%	8.6%	14.3%	-	11.4%	5.7%	9.6%
▪ very fast	25.7%	14.3%	17.1%	22.9%	14.3%	-	20.0%	20.0%	16.8%

Source: Police Post Interview

Table 63b. Police Post performance

Police post-Performance	Services of the Police Post 2019								Average
	crackdown on crime	family book	ID Card	protection against crime	Registered Location of Institution	residential certificate	residential book	Security during ceremonial visits	
Legal Document									
□ Do not have	5.88%	0.00%	0.00%	5.88%	5.88%	0.00%	0.00%	0.00%	2.21%
□ have some	0.00%	0.00%	0.00%	0.00%	5.88%	0.00%	0.00%	0.00%	0.74%
□ have	5.88%	23.53%	11.76%	0.00%	5.88%	0.00%	23.53%	0.00%	8.82%

<input type="checkbox"/> have more	17.65%	11.76%	5.88%	29.41%	23.53%	0.00%	5.88%	23.53%	14.71%
<input type="checkbox"/> have enough	70.59%	64.71%	82.35%	64.71%	58.82%	0.00%	70.59%	76.47%	61.03%
Service Charge									
<input type="checkbox"/> no charge	52.94%	64.71%	82.35%	64.71%	70.59%	0.00%	64.71%	64.71%	58.09%
<input type="checkbox"/> less than legal rule	0.00%	0.00%	0.00%	5.88%	5.88%	0.00%	5.88%	0.00%	2.21%
<input type="checkbox"/> same legal rule	29.41%	23.53%	5.88%	17.65%	5.88%	0.00%	23.53%	11.76%	14.71%
<input type="checkbox"/> not limited cost	0.00%	11.76%	11.76%	0.00%	0.00%	0.00%	0.00%	0.00%	2.94%
<input type="checkbox"/> more than legal rule	17.65%	0.00%	0.00%	11.76%	17.65%	0.00%	5.88%	23.53%	9.56%
Practice									
<input type="checkbox"/> very slow	5.88%	11.76%	17.65%	5.88%	23.53%	0.00%	5.88%	5.88%	9.56%
<input type="checkbox"/> slower than	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<input type="checkbox"/> fast	23.53%	23.53%	11.76%	29.41%	23.53%	0.00%	29.41%	5.88%	18.38%
<input type="checkbox"/> faster than	11.76%	5.88%	17.65%	5.88%	11.76%	0.00%	5.88%	29.41%	11.03%
<input type="checkbox"/> very fast	58.82%	58.82%	52.94%	58.82%	47.06%	0.00%	58.82%	58.82%	49.26%

Source: Police Post Interview

Table 64. Police Response

Case	2018						2019					
	immediately	less than 3 days	less than 1 week	less than 1 month	more than 1 month	Total	immediately	less than 3 days	less than 1 week	less than 1 month	more than 1 month	Total
Gangs	74%	9%	-	-	-	83%	94%	6%	0%	0%	0%	100%
Violence	57%	14%	-	-	-	71%	94%	6%	0%	0%	0%	100%
Robbery	54%	14%	-	-	-	69%	94%	6%	0%	0%	0%	100%
Drugs	23%	14%	17%	-	3%	57%	94%	6%	0%	0%	0%	100%
Forest	23%	11%	6%	3%	-	43%	76%	6%	6%	0%	0%	88%
Corruption	14%	17%	3%	-	6%	40%	82%	6%	0%	0%	0%	88%
Fishery	20%	9%	6%	-	3%	37%	76%	6%	0%	0%	0%	82%
Land	20%	9%	9%	-	-	37%	71%	0%	18%	0%	0%	88%
Protection	29%	9%	-	-	-	37%	76%	24%	0%	0%	0%	100%
Average	35%	12%	4%	0%	1%		84%	7%	3%	0%	0%	

Source: Police Post Interview

Toilets and Sanitation

In general, the police post has its own toilet. In 2018, around 93% of the citizen respondents reported that the police post toilets have enough clean water. However, only 36% of the respondents observed that toilet have doorknobs and only 56% of the total respondents say that the toilets in the police stations are comfortable to use. Around 53% of the respondents reported that toilets in the police post do not have smell. In 2019, around 98% of the total respondents said that there is enough clean water in the toilets of the police post. This is the same year that a significant change has been observed in the presence of doorknobs of toilets

in the police post, which validated by around 95% of the total citizen respondents. This change is also consistent with the comfort (96%) use and smells (97%) satisfaction variables of the toilet cleanliness (Table 62).

Table 65. Toilet Condition

	2018		2019	
	Water Availability	Do not have enough clean water = 6.7%	Have enough clean water = 93.3%	Do not have enough clean water = 1.89%
Presence of Doorknobs	Do not have doorknob = 64.1%	Have doorknob = 35.9%	Do not have doorknob = 5.1%	Have doorknob = 94.9%
Comfort	Comfortable = 56.6%	Uncomfortable = 43.4%	Comfortable = 95.5%	Uncomfortable = 4.5%
Smell	Not smell = 53.3%	Smell = 46.7%	Not smell = 96.7%	Smell = 3.3%

Source: Interview with Citizens

4.2 Understanding Citizens' Rights

Most of the respondents (85%) in 2018 believed the importance of the right to get information from government authorities. This even increased in 2019 to 97% of the total citizen respondents in saying their rights to be informed of any public interest (Figure 12). The citizens also believe that they have the right to know the commune development programs, while some respondents said they don't have the right to know due to lack of education, disability and don't have the courage to join the meetings. There are 71% of the citizens' respondents in 2018 who said that they have the right to get information from commune and district and only 1% discloses they have no right. A significant increase to 92% of the citizens' respondents in 2019 said they have the right to get information from district and commune office (Table 63). The reasons of those who is not receiving information in 2018 are: they don't know because nobody is disseminating information to them (52%); and they are not participating in the meeting called by district and commune (25%). The same reasons were given in 2019, at 62% of citizens' respondents say they did not receive information from district and commune; around 24% of the citizen respondents said they are not participating on the district and commune meetings. (Table 64).

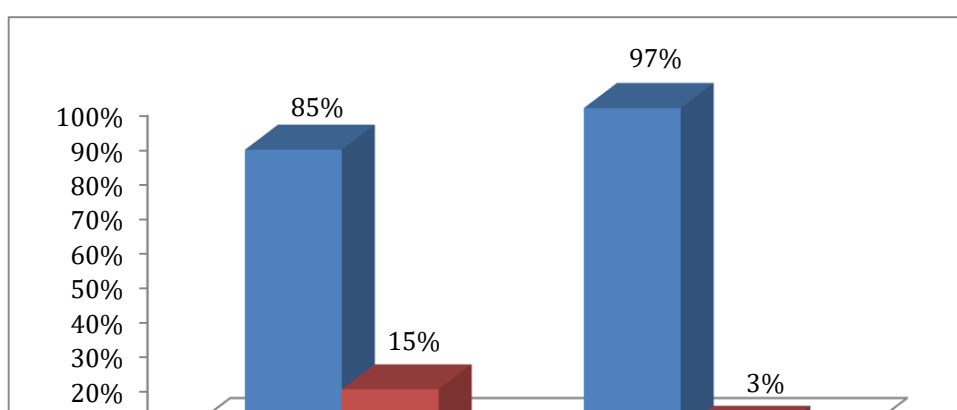


Figure 11. Importance of Right to Get Information at District
Source: Interview with Citizens

Table 66. Rights to Get Information from District

Reasons	2018	2019
Have Right to Get Info	70.80%	92.29%
No Rights to Get Info	1.00%	0.10%
Don't know	28.30%	7.50%

Source: Interview with Citizens

Table 67. Reasons for the Perceptions of the Right to Get Information from Commune and District

Reasons	2018	2019
don't know	52.20%	61.77%
not participate in the meeting	24.50%	24.49%
not get the information	9.90%	2.46%
illiteracy/lack of education	3.30%	3.70%
not want to know	2.90%	
busy	2.20%	1.23%
disability	1.10%	
not announce the information about meeting	1.10%	
afraid to participate the meeting	0.70%	
confidential information for commune	0.70%	
confidential information for commune	0.40%	
migration	0.40%	
never been to commune	0.40%	3.70%
not interested	0.40%	
It provided knowledge		1.23%
it was a duty of commune		1.23%

Source: Interview with Citizens

4.3. Citizen Participation in Local Planning

The interview with the commune in 2018, around 71% of the respondents reported that 5 or lesser are participating in the commune council meeting. In 2019, a significant number of 140 people had participated in the commune council meeting, according to 57% of the respondents and around 43% of the respondents say 10 – 20 participants had attended the commune council meeting (Table 65). However, response from 91% (2018) and 88% (2019) of the citizen respondents contrast with the response of the commune council, according to this respondents, they did not attend any commune council meeting. Although, increase of 12% (2019) from 8% (2018) of the citizen respondents were reported that they attended meeting of the commune council (Figure 13).

Table 68. Meeting Participants of the Council Meeting

Participants	Respondents	
	2018	2019
5 or Lesser Participants	70.6%	0.00%
10-20 Participants	11.8%	42.86%
50 Participants	5.9%	0.00%
100 Participants	5.9%	0.00%
140 Participants	0.00%	57.14%
don't know	5.9%	0.00%

Source: Interview with Commune

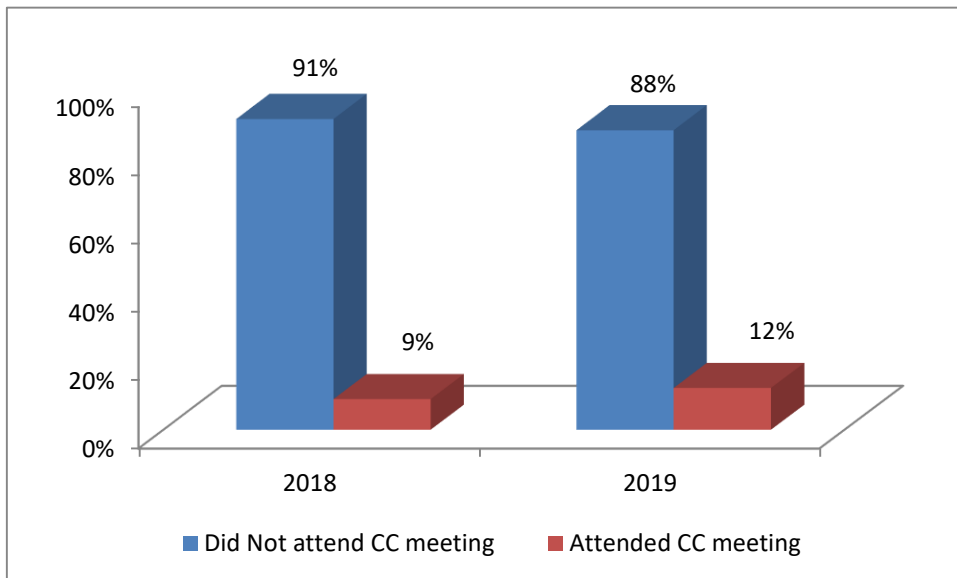


Figure 12. Attended CC Meeting

Source: Interview with Citizens

4.3.1 Participation of People in Community Meetings and Planning

Only 14% of the total citizen respondents in 2018 attended the meeting in the commune development plan. The number of citizen respondents attended the meeting on the commune development plan have increased to 29% in 2019 (Figure 14). Among those who attended meeting around 70% of the respondents in 2018 say that they were able to raise their problem and needs to the commune councils. In 2019, around 74% of those respondents attended the meeting, were able to raise their problems and needs (Figure 15). This may indicate that the commune councils encouraging the citizen to speak and raise their issues or needs to the commune councils. .

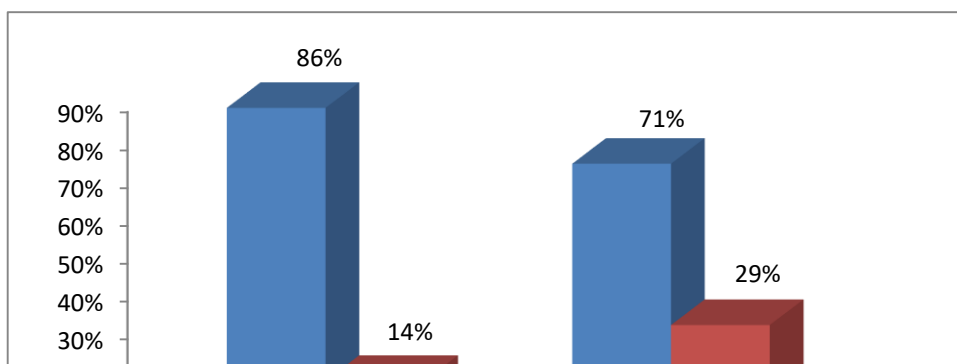


Figure 13. Participated in CDP Meeting
 Source: Interview with Citizens

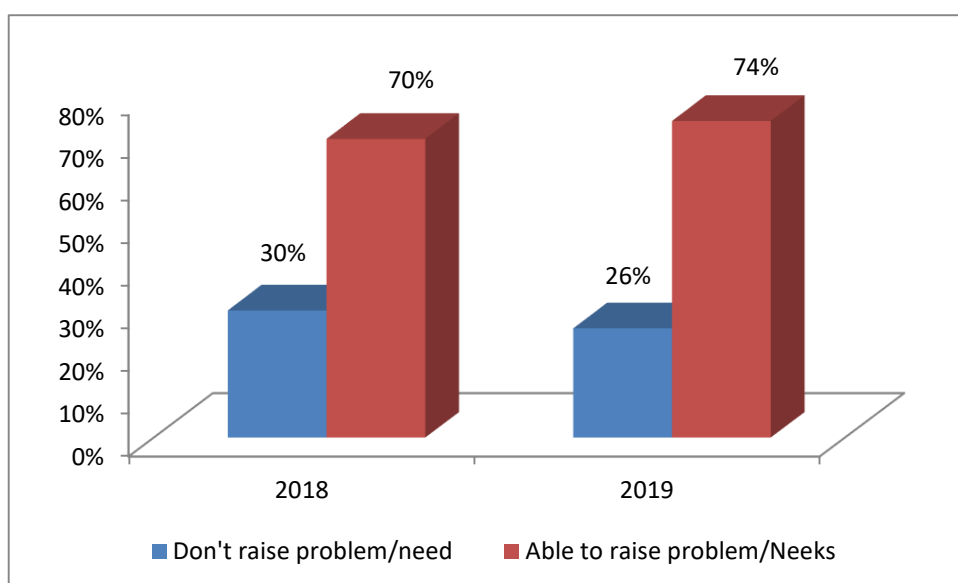


Figure 14. Raised Issues in CDP Meeting
 Source: Interview with Citizens

4.3.2 Problems Discussed in the Communes

The top three problems brought out during the CDP meeting in 2018 are; problem on infrastructure, especially roads in the rural area (13%); problem on safety of the people in the village and commune (11%) and health issues of the community (9%). In terms of response of the commune to the raised issues around 52% of the respondents are moderately satisfied on the action of commune and 31% of the respondents are satisfied with the action of commune. In 2019, the main issues brought out by the citizen are; increasing problem on drugs (30%); problem on infrastructure in the village (21%); and problem on the supply of electricity (7%). In terms of satisfaction of the citizen regarding the action of the commune on their issues; around 65% of the total respondents are moderately satisfied and around 28% are satisfied (Table 66).

Table 69. Problems Mentioned in CDP

Problem	2018						2019					
	Not satisfied all	Slightly satisfied	Moderately satisfied	Satisfied	Very satisfied	Total	Not satisfied all	Slightly satisfied	Moderately satisfied	Satisfied	Very satisfied	Total
Infrastructure problem	0.60%	2.30%	1.70%	7.60%	1.20%	13.40%	0.00%	0.72%	17.63%	2.16%	0.00%	20.50%
Village and commune safety problem	-	0.60%	5.80%	2.30%	1.70%	10.50%	0.00%	0.00%	4.32%	0.72%	0.36%	5.40%
Health problem	-	-	5.80%	2.90%	-	8.70%	0.00%	0.00%	2.52%	0.00%	0.00%	2.52%
Drug problem	-	1.20%	5.80%	1.20%	-	8.10%	0.00%	0.36%	17.99%	11.51%	0.00%	29.86%
Education problem	0.60%	0.00%	4.10%	2.30%	0.60%	7.60%	0.00%	0.00%	2.16%	0.36%	0.00%	2.52%
Community support	0.60%	0.60%	4.70%	0.60%	0.60%	7.00%	0.00%	0.72%	1.44%	1.44%	0.00%	3.60%
Violence problem	-	0.00%	5.80%	0.60%	-	6.40%	0.00%	0.00%	1.08%	0.36%	0.36%	1.80%
Electricity problem	-	-	2.90%	2.90%	-	5.80%	0.00%	0.72%	5.40%	1.08%	0.00%	7.19%
Public service price problem	-	-	3.50%	1.20%	1.20%	5.80%	0.00%	1.08%	0.36%	0.00%	0.00%	1.44%
Identification Problem	-	-	2.30%	1.20%	1.70%	5.20%	0.00%	0.00%	3.24%	2.16%	0.00%	5.40%
Rice Price Problem	-	-	3.50%	1.20%	0.60%	5.20%	0.36%	0.00%	3.60%	0.00%	0.36%	4.32%
Land Problem	0.60%	-	1.70%	1.70%	0.60%	4.70%	0.00%	0.00%	0.00%	6.12%	0.72%	6.83%
Family Book problem	-	-	1.20%	2.90%	-	4.10%	0.00%	0.00%	2.88%	1.44%	0.00%	4.32%
Forest Problem	-	0.60%	1.70%	0.60%	0.60%	3.50%	0.00%	0.36%	0.36%	0.00%	0.00%	0.72%
Vegetable price problem	-	-	1.20%	1.20%	0.60%	2.90%	0.00%	0.00%	1.08%	0.00%	0.00%	1.08%
Fishery problems	-	-	0.60%	-	-	0.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Gender problem	-	-	-	0.60%	-	0.60%	0.00%	0.36%	1.44%	0.72%	0.00%	2.52%
Total	2.30%	5.20%	52.30%	30.80%	9.30%	100.00%	0.36%	4.32%	65.47%	28.06%	1.80%	100.00%

Source: Interview with Citizens

4.3.3 Awareness of Commune Plans and Budget

The result of the survey in 2018 indicates that there are only 9% of the respondents who are aware of the budget of the communes. An increase of 18% citizen respondents in 2019 reported that they are aware of the commune budget (Figure 16). The main reasons provided in 2018 are; could not remember (91%) and don't participate in the meeting of the commune council (5%). While in 2019, the main reasons provided are; the citizen did not participate in the meeting of the commune councils (72%) and could not remember (27%) (Figure 17). It can be noted that the citizen are not interested to know the budget of the commune for the development of the community.

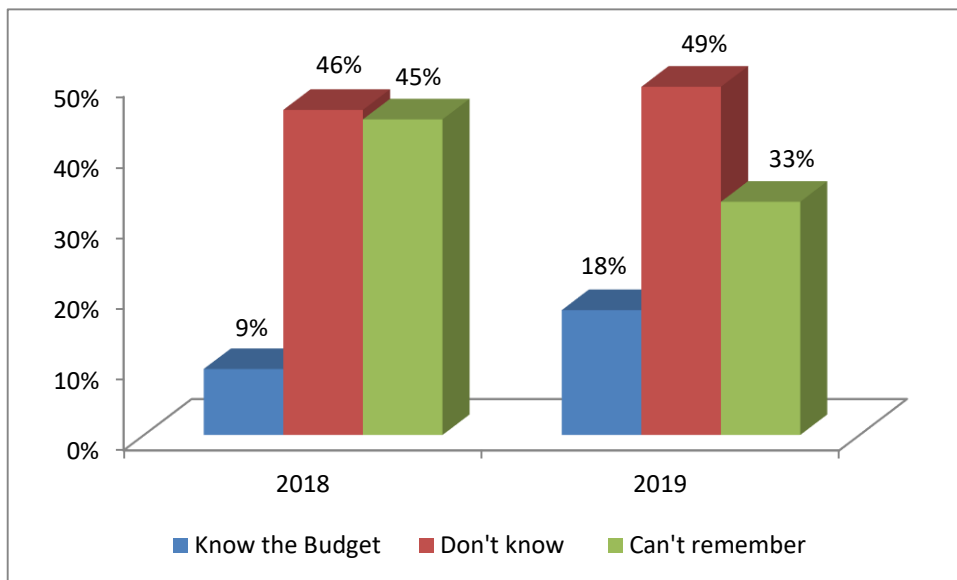


Figure 15. Aware of the Commune Budget
Source: Interview with Citizens

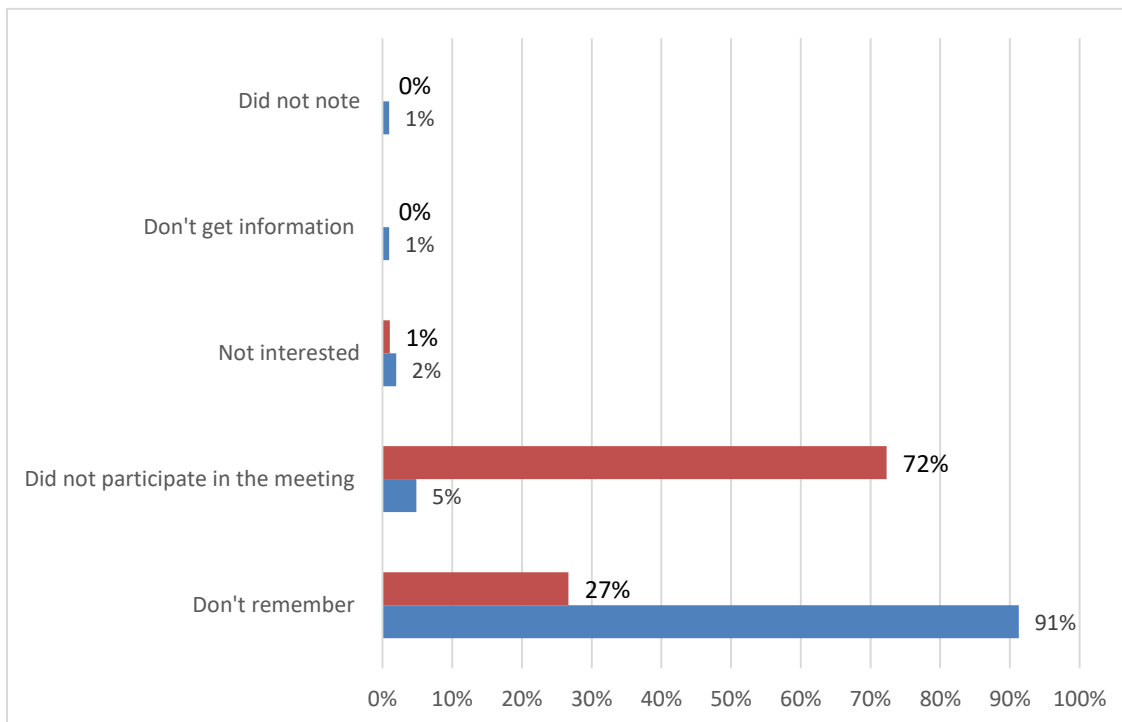


Figure 16. Reasons for Not Knowing the Commune Budget
Source: Interview with Citizens

4.4. Citizen Satisfaction of the Services

4.4.1 Satisfaction of Commune Service

With regards to the commune council services in 2018, 45 percent of the citizens interviewed are moderately satisfied while 39 percent indicates that they are particularly satisfied with the way the commune staff attend to their needs. In 2019, there are more respondents (47%) who are satisfied and moderately satisfied (45%) on the service that the commune is providing to the citizen (Table 68). The result shows that most of the communes are now becoming more transparent the reasons why there are more citizens who have expressed satisfaction of the commune services. In terms of convenience, 86% of the citizen respondents in 2018 said they feel convenient in getting information from the commune office. In 2019, around 85% of the respondents said they feel convenient in taking information from commune council (Figure 18).

Table 70. Satisfaction of Commune Council Services

CC Satisfaction	2018	2019
Not satisfied all	0.30%	0.21%
Slightly satisfied	0.70%	1.70%
Moderately satisfied	44.70%	44.89%
Satisfied	39.30%	46.81%
Very satisfied	14.90%	6.38%

Source: Interview with Citizens

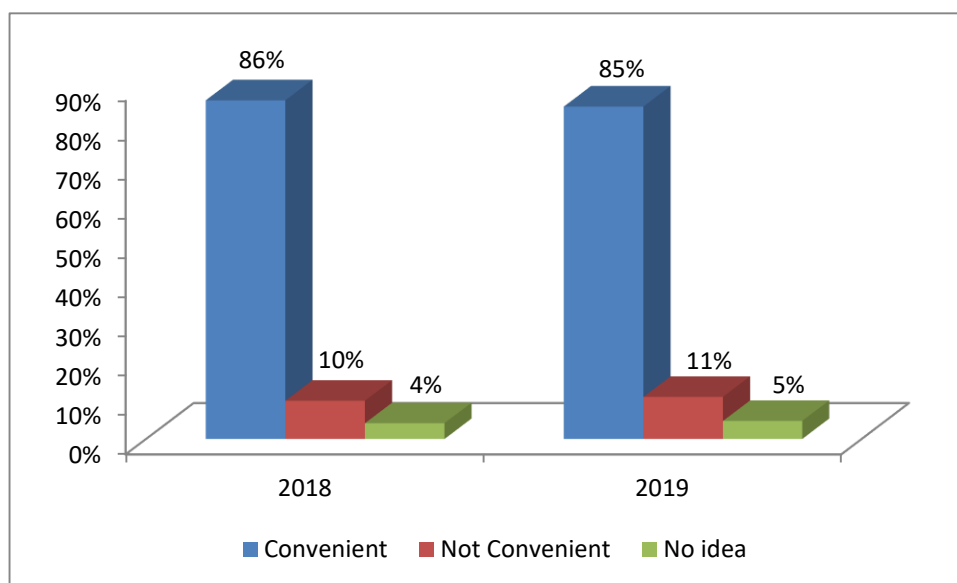


Figure 17. Convenience to Get Information from Commune Council
Source: Interview with Citizens

4.4.2 Satisfaction of Health Services

Satisfaction of the Health Center Services

The result of the survey in 2018 shows a moderate satisfaction from 51% of the citizen respondents in providing explanation (63%); treatment, communication, and service at 58%. A significant change of citizen respondents satisfaction were shared in 2019, around 59% of the citizen respondents visited the health center were very satisfied with the services provided by the health center, especially on explaining health issues (71%); treatment of sickness diagnosed (63%); and on equipment used to treat sickness (61%) (Table 69).

Table 71. Health Center Service Rating

HC Service	2018					2019				
	Not satisfied all	Slightly satisfied	Moderately satisfied	Satisfied	Very satisfied	Not satisfied all	Slightly satisfied	Moderately satisfied	Satisfied	Very satisfied
Treatment	4%	8%	58%	8%	21%	0%	0%	2%	34%	63%
Communication	4%	13%	58%	8%	17%	0%	0%	12%	32%	56%
Equipment	8%	4%	29%	42%	17%	0%	2%	2%	34%	61%
Explanation	4%	4%	63%	13%	17%	0%	0%	5%	24%	71%
Service	4%	8%	58%	17%	13%	0%	0%	7%	41%	51%
Environment	4%	17%	46%	25%	8%	0%	0%	7%	41%	51%
Treatment room	4%	17%	46%	25%	8%	0%	2%	0%	41%	56%
Average	5%	10%	51%	20%	14%	0%	1%	5%	36%	59%

Source: Interview with Commune

Availability of Medicine

The availability of medicines is once a common complaints facing by the Health Centers. But there appears to be an improvement of the situation at the Health Centers. The result of the survey shows that around 71% of the citizen respondents visited the health center in 2018 mentioned that there is enough medicine in the health center. In 2019, around 82% of the citizen respondents visited the health center said that there is enough medicine in the health center (Table 70). This result indicates that the health centers are improving in stocking medicine for public consumption.

Table 72. Availability of Medicines at the Health Centers

Health center have enough medicine	Response	
	2018	2019
HC have enough medicine	70.50%	81.69%
HC don't have enough medicine	23.30%	17.63%
Don't know	3.70%	0.17%
HC have no medicine	2.50%	0.51%

Source: Interview with Citizens

Empathy and Attitudes of Health Centre Staffs

The Health Centers should be a center for wellness and recovery of the patients. As most patients are in pain and emotionally down, it is important that they will also recover emotionally. These characteristics of the Health Centers are very important as these promote accessibility of the Health Centers to the public. Survey in 2018 reported that 39% of the commune respondents mentioned that the staff of the health center are friendly to their patients, some 30% of the respondents said that the staff are casuals and only 3% of the respondents reported that staff are unfriendly. In 2019, more respondents (51%) reported that staff in the health center are casual to their patients and around 49% of the citizen respondents visited the health center mentioned that the staff of the health center are friendly to their patients (Table 71)

Table 73. Health Center Staff Attitude

Attitude of Health Centre Staff	Response	
	2018	2019

Friendly	39.40%	48.78%
Casual	30.30%	51.21%
Unfriendly	3.00%	0.00%

Source: Interview with Commune

Explanation of Diseases to Patients

Most of the patients who go to the Health Centers are often anxious of their health condition. It is thus important that the Health Centers provide information to the patients of their condition. The citizen respondents in 2018 reported that the health center staff explain to some of the sickness and health care their patients needed (64%) and around 32% of the respondents said that the health center staff explain well the sickness and health care their patients needed. In 2019, around 60% of the total citizen respondents reported that HC staff explain only some of the sickness and health care their patients are needed and around 38% HC staff explain well the sickness and health care of their patients are needed (Table 72). The result in two years shows an improvement of the HC staff in disclosing the real sickness and health care the patients are needed.

Table 74. Health Center Explain to the Patients the Sickness and Health Care Needed

Health center staff explain the sickness and health care	Response	
	2018	2019
HC staff did not explain the sickness and health care	3.90%	2.37%
HC staff explain some of the sickness and health care	64.10%	59.83%
HC staff explain well the sickness and health care	31.90%	37.80%

Source: Interview with Citizens

Performance of Health Centers and Practices

The assessment of Health Center 2018 revealed that they have enough legal documents (48%). The result indicates that the health centers are now doing some documentation of the cases referred to them. It was also noted that there are considerable number of cases where the HCs do not ask for service charges (28%). For HCs who asked for medical charges, 38 percent are reported by the citizens to be within the prescribed legal fees. The attention given to the patients are also found to be very fast (50%) as reported by the citizens (Table 73a). The survey in 2018 therefore shows a good performance of the Health Centers.

The survey with citizen in 2019 reported that the health center have enough legal documents (56%). The result indicates that the health centers have improved their documentation of the cases referred to them compared with the previous year. In terms of service charge, around 44% of the citizen respondents mentioned that the health center are charging service fee based on what is in the policy as algal rule. There is also considerable number of respondents reported that some health center never ask for service charge. In terms of practice of the health center staff, the respondents reported that the HC staff act very fast (47%) and around 25% of the citizen respondents observed the staff to move faster than the regular practice (Table 73b).

Table 75a. Rating of Health Center Practices (2018)

Rating	Birth Delivery	Birth Spacing	HC Services	HIV Prevention	Nutrition	Other Medicine treatment	STD Treatment	TB Treatment	Vaccine	Wound Sewing and Bandage	Average
Legal Documents											
▪ have	13%	7%	0%	16%	16%	7%	19%	10%	26%	16%	13%

▪ have enough	61%	65%	0%	23%	55%	45%	58%	61%	61%	55%	48%
▪ have more	10%	10%	0%	10%	10%	26%	10%	19%	10%	16%	12%
▪ have some	10%	7%	0%	10%	3%	3%	7%	3%	3%	7%	5%
▪ not have	7%	13%	0%	42%	16%	19%	7%	7%	0%	7%	12%
Service Charge											
▪ less than legal rule	10%	7%	0%	3%	7%	13%	16%	7%	3%	7%	7%
▪ more than legal rule	3%	3%	0%	7%	3%	7%	3%	7%	3%	10%	5%
▪ no charge	7%	13%	0%	74%	32%	7%	19%	58%	65%	13%	29%
▪ not limited cost	10%	13%	0%	13%	13%	10%	16%	13%	16%	13%	12%
▪ same legal rule	71%	65%	0%	3%	45%	65%	45%	16%	13%	58%	38%
Practice											
▪ fast	13%	10%	0%	10%	19%	0%	13%	7%	16%	3%	9%
▪ faster than	16%	16%	0%	16%	13%	16%	16%	32%	13%	23%	16%
▪ slower than	7%	7%	0%	3%	0%	13%	3%	3%	13%	7%	6%
▪ very fast	61%	61%	0%	39%	48%	58%	61%	58%	55%	58%	50%
▪ very slow	3%	7%	0%	32%	19%	13%	7%	0%	3%	10%	9%

Source: Interview with Health Centers

Table 73b. Rating of Health Center Practices (2018)

Rating	Birth Delivery	Birth Spacing	HC Services	HIV Prevention	Nutrition	Other Medicine treatment	STD Treatment	TB Treatment	Vaccine	Wound Sewing and Bandage	Average
Legal Documents											
Do not have	3%	0%	0%	0%	0%	16%	0%	3%	3%	0%	3%
have some	0%	3%	0%	0%	0%	9%	0%	0%	0%	0%	1%
have	22%	19%	0%	16%	22%	50%	19%	22%	19%	19%	21%
have more	3%	3%	0%	6%	0%	3%	6%	3%	3%	6%	3%
have enough	72%	75%	0%	78%	78%	22%	16%	72%	75%	75%	56%
Service Charge											
No charge	13%	3%	0%	34%	28%	16%	6%	50%	59%	3%	21%
less than legal rule	6%	9%	0%	6%	0%	9%	6%	3%	0%	6%	5%
same legal rule	53%	66%	0%	34%	53%	50%	72%	25%	22%	66%	44%
more than legal rule	6%	9%	0%	6%	6%	3%	0%	9%	0%	6%	5%
not specific cost charge	22%	13%	0%	19%	13%	22%	16%	13%	19%	19%	15%
Practice											
very slow	0%	0%	0%	3%	0%	0%	0%	6%	3%	0%	1%
slower than	0%	3%	0%	6%	0%	0%	3%	0%	0%	0%	1%
fast	19%	19%	0%	16%	22%	22%	9%	16%	19%	19%	16%

faster than	22%	31%	0%	22%	22%	22%	41%	28%	38%	25%	25%
very fast	59%	47%	0%	53%	56%	56%	47%	50%	41%	56%	47%

Source: Interview with Health Centers

4.4.3 Satisfaction of Education Services

On the average, the citizen respondents in 2018 reported that they are satisfied of the school services (44%) especially when it comes to communication (79%). The respondents also revealed that they were moderately satisfied on teaching (47%), registration (45%) and schools environment (40%). In 2019, citizen respondents (52%) are moderately satisfied of the school services especially on teaching (55%) and communication (54%). There are 34% of the citizens' respondents mentioned that the school service can be rated as satisfied. (Table 74). In terms of teacher performance satisfaction, around 42% of the commune respondents in 2018 mentioned that they are moderately satisfied with the performance of the teachers in teaching their children. The highest satisfaction is on the dedication of the teachers to teach even without informal cost being charge to the students, according to 75% of the commune total respondents. In 2019, the satisfaction of teachers' performance full under moderate to very satisfied (42%). Commune respondents are very satisfied on teachers' performance in terms of encouraging their students to study more and finish their course. Respondents are moderately satisfied to teachers' performance in providing information of students learning to their parents (46%) (Table 75). This change from the 2018 satisfaction that is relevant to informal cost collected to their students to encouragement of students and informing parents on the performance of their students in 2019, the teachers are showing a high regards to students education and the future of the country.

Table 76. Satisfaction of School Service

Satisfaction of School Service	2018					2019				
	Not satisfied all	Slightly satisfied	Satisfied	Moderately satisfied	Very satisfied	Not satisfied all	Slightly satisfied	Satisfied	Moderately satisfied	Very satisfied
Communication	6%	4%	79%	0%	11%	0%	5%	35%	54%	6%
Registration	6%	5%	33%	45%	12%	0%	8%	32%	52%	7%
School's Environment	6%	7%	35%	40%	12%	1%	6%	39%	46%	7%
Teaching	6%	3%	27%	47%	16%	2%	5%	32%	55%	7%
Average	6%	5%	44%	33%	13%	1%	6%	34%	52%	7%

Source: Interview with Citizens

Table 77. Teacher Performance Satisfaction

Teacher Performance	2018				2019			
	Rating (1=Not Satisfied; 5 Very Satisfied)				Rating (1=Not Satisfied; 5 Very Satisfied)			
	2	3	4	5	2	3	4	5
Encourage students	-	17%	42%	42%	0%	13%	25%	63%
Friendly for every students	-	33%	33%	33%	4%	13%	38%	46%
No any physical tortures/punishment	-	33%	33%	33%	4%	8%	42%	46%
No informal cost charge (daily or monthly)	-	17%	75%	8%	4%	13%	38%	46%

Providing information of students learning to their parents	-	25%	58%	17%	0%	13%	46%	42%
Teachers are take care for every students	17%	25%	42%	17%	4%	13%	42%	42%

Source: Interview with Commune

4.4.4 Satisfaction of Police Post Services

The result of the survey in 2018 shows that the citizens are satisfied to moderately satisfied on the performance of the Police Post services (43%). However, in 2019, more respondents (55%) are moderately satisfied on the performance of the police services (Figure 19). The satisfaction of the citizens could be due to the ability of the Police Posts to respond to the needs of the community. As indicated in the interview in 2018, majority of the members reported that police officers responded to their complaints (86%). However, in 2019, the number of respondents saying that police are responding to complaints has reduced to 79% (Figure 20). This can be attributed to the increase of drug issues in the villages, which may impacting the community and police could not easily respond since they need warrant of arrest issued from the court.

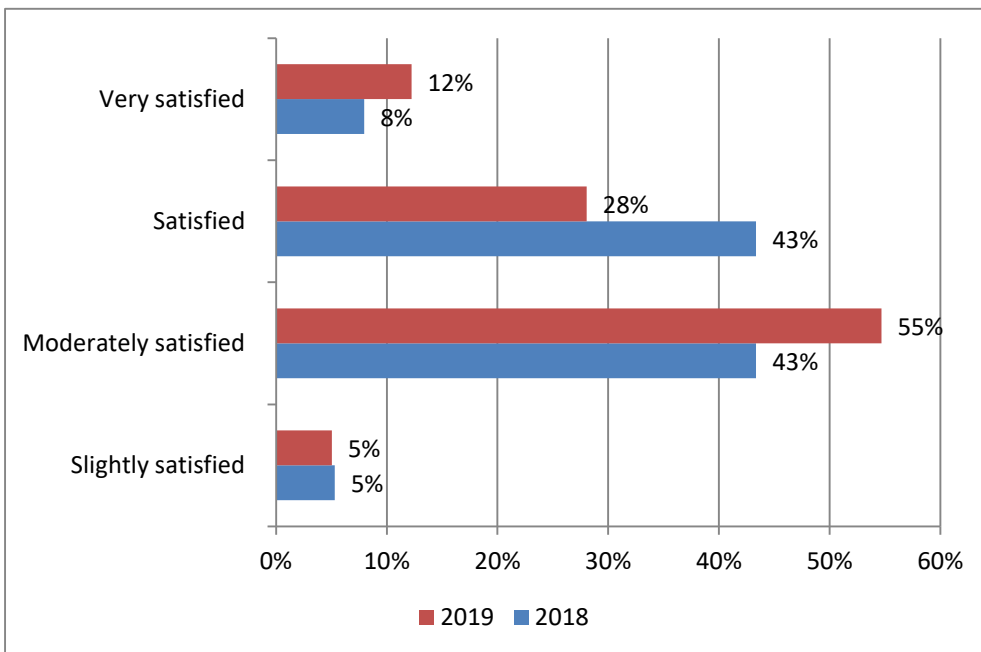


Figure 18. Satisfaction of the Service

Source: Interview with Citizens

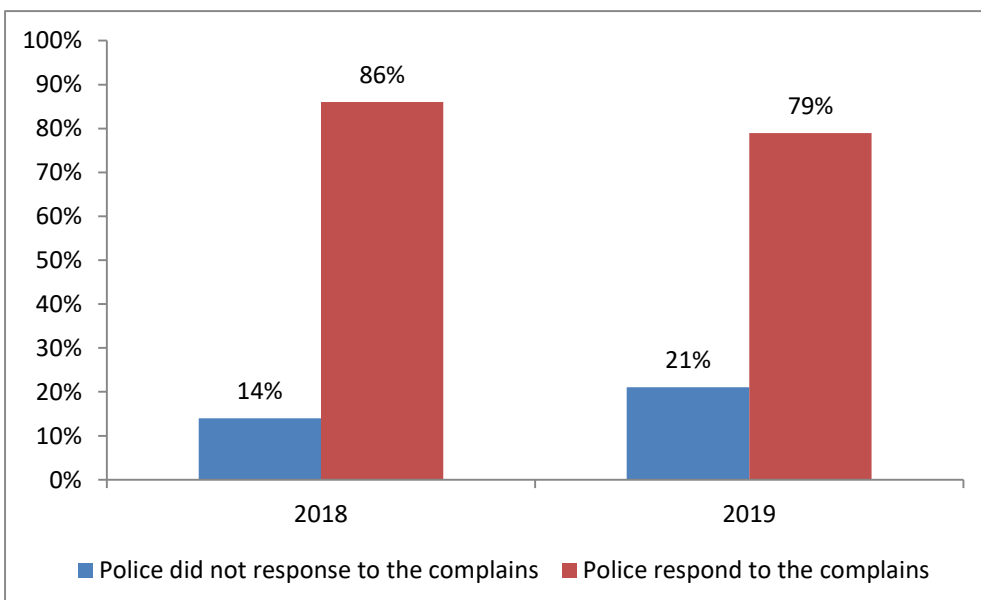


Figure 19. Response of Police Posts to the Needs
Source: Interview with Citizens

4.5. Community Needs to be Addressed

4.5.1 Commune Services Needs

In 2018, around 70 percent of the members claimed that there are no more issues to be addressed by the commune. However, there are few respondents at 9 percent who reported that clean water, trash bin, among others that need to be addressed (Table 76 (2018)). In 2019, only 24% of the commune members claimed that there are no issues to be addressed by the commune. There are more issues brought out during the interview with the commune respondents. The main issue mentioned is the limited training of the commune council to develop their plan and budget (27%). Other issues the respondents (5%) mentioned are; drugs and gangster, food safety and quality, environmental issues, work period of staff, and transparency of budget (Table 76 (2019)).

Table 78 (2018). Problems for the Commune to Address

Issues-Problems	Response
clean water, trash bin, respect time	9%
improve commune service	6%
clean water, need road	3%
have specific plan and absent list for commune officers	3%
have specific structure in commune	3%
land layout, clean water	3%
need new commune building	3%
None	70%

Source: Commune Interview

Table 79 (2019). Problems for the Commune to Address

Issues-Problems	Response
conduct council training on monthly funding of commune councils and infrastructure	27%
drug, gangster, and traffic issue	5%
food controlling and advertising	5%
keep the commune environment clean	5%
respect to working hour	5%
transparent budget requests, disseminating revenue to the council,	5%
budget issue	2%
increase commune budget	2%
land dispute	2%
other law	2%
provide sufficient infrastructure	2%
suggest to commune to provide floor tilling at school	2%
suggest to continue using commune notification board	2%
The councils cooperate and help each other, respecting the work time	2%
traffic issue and food controlling in school	2%
village/commune safety and drug	2%
none	24%

Source: Commune Interview

4.5.2 Health Services Needs

The critical issues need to be solved in Health Centers in 2018 include meeting solutions with VHSG and HC committee (12.9%), lack of staff (3.2%), educating the public on health (Table 77 (2018)). In 2019, more issues have been concerned the health center staff, the main issue mentioned that need to be addressed is the limited staff in the health center to implement the health center services (13%) (Table 77 (2019)). The data reveal that even if the performance of the Health Centers has significantly improved, there are still residual concerns of the health sectors to further improve their services. Specially, the focus is more on community engagement, education of the public on health issues and the inadequacy of HC staff.

Table 80 (2018). Critical Issues for Health Centers

Issues	Not priority	Slightly priority	Moderately priority	Priority	High priority
meeting solutions with VHSG and HC committee	6.5%	3.2%	3.2%	-	12.9%
help to educate public on health	-	-	-	-	3.2%
lack of staff	-	-	-	-	3.2%
announcement	-	3.2%	-	-	-
don't have	-	-	-	-	-
don't know	-	-	-	-	-
have rooms treatment	-	-	3.2%	3.2%	-
respect each other's	-	-	-	3.2%	-
vaccine	-	-	3.2%	-	-
Average	6.5%	0.7%	1.1%	0.7%	2.2%

Source: Interview with Health Centers

Table 81 (2019). Critical Issues for Health Centers

Issues	2019				
	Not priority	Slightly priority	Moderately priority	Priority	High priority
concrete from entrance, concrete walls, incinerator, recruit more staff and label in health center	-	-	-	-	3.13%
don't know	-	-	3.13%	-	-
good communication	-	-	-	-	3.13%
install concrete road from entrance to the building	-	-	-	3.13%	-
install the concrete wall surround the health center	-	-	-	-	3.13%
keep clean in health center	-	-	-	3.13%	6.25%
keep secret for patient	-	-	3.13%	-	-
lack of staff	-	-	-	3.13%	12.50%
lack of water at dry season	-	-	-	-	3.13%
none	-	-	-	12.50%	3.13%
not sufficient medicine at dry season	-	-	-	-	3.13%
promote public health to each villages	-	-	9.38%	3.13%	-
provide on grid	-	-	-	-	6.25%
provide sufficient medicine to health center	-	-	-	-	3.13%

respect working hour	-	-	-	3.13%	-
staff meeting hall	-	-	-	-	3.13%
suggest people come and use the services at health center	-	-	-	3.13%	-
suggest to build new building for patient	-	-	-	-	3.13%
Average	0.00%	0.00%	5.21%	4.46%	4.43%

Source: Interview with Health Centers

4.5.3 Education Services Needs

Majority of the community (64%) in 2018 reported that they don't have issues with regards to primary school services. But there are around 12 percent of the respondents who said that there is need for more teachers and time should be followed or respected (Table 78 2018). In 2019 survey, more issues in the school have been raised by the commune respondents. The main does not differ from 2018 regarding the teaching and respect to working hour of the teachers (29%). The commune respondents mentioned also issues on, limited encouragement of teachers to their students, limited code on conduct of teachers, and lack of knowledge of teachers to provide medical first aid to students in the school (Table 78b (2019)).

Table 82a (2018). Problems for School

Issues	Response (2018)
need more teachers	12.1%
respect time	12.1%
help poor students, no discrimination	6.1%
need good environment	6.1%
don't have	63.6%

Source: Commune Interview

Table 83b (2018). Problems for School

Issues	Response 2019
pay attention to teaching and respect working hour	29%
encourage student	22%
teacher must have code of conduct	15%
provide medical first aid in school	10%
good relation with student's parent	5%
respect working hour and clean school environment	5%
proof clearly on school budget	5%
food controlling in school	2%
compromise the traffic for student	2%
fill the soil and terrace the school yard	2%
none	2%
Total	100%

Source: Commune Interview

4.5.4 Police Post Services Needs

Majority of the response (54%) in 2018 said they don't have issues. But there are about 28 percent citizens interviewed the issues and problems that need to be solved by police post are criminality like drugs, gangsters, corruption and violence. Some of the needs that are observed by the citizens also include the management of the police posts. In 2019, around

45% of the respondents reported that they don't know about police problem. On the other hand, around 38% of the citizen respondents mentioned that the main police problems are drug, gangster, corruption and violence (Table 79).

Table 84. Police Problems

Issues and problems that need to be solve by police post	2018	2019
Criminality/Safety		
• drug, gangster/ Corruption/ Violence	27.60%	37.96%
• illegal fishing	0.70%	
• security in the village and commune	4.20%	1.14%
• illegal logging		0.19%
Gambling	1.40%	
Infrastructure: Drainage	0.60%	3.04%
Sanitation: Trash bin Q 7	0.10%	
Services		
• need electricity, water	0.20%	
• accelerate on family book, identification, family book	4.30%	
• no charge for used services	0.10%	
• police officer should respect time	5.10%	
• provide a good service and friendly	1.70%	
Don't Have/Don't Know	53.80%	44.81%

Source: Citizen Interview

5. Conclusion and Recommendation

The survey result in both years indicates that the commune, health center, primary schools, and police post have improved in their governance, which includes the provision of information to the public about their services; listening to the issues and problems brought to their institutions; service charge of the provision of services; citizens opinion on the institutions efficiencies and performance; and the facilities in the institutions for public use.

In terms of citizen's understanding of their rights, nine out of ten respondents understand the importance of their rights to be informed by the different public institutions in the rural areas. An improvement from 85% (2018) to 97% (2019) of citizens' respondents agreed that local government institutions should inform the public about their services and performance.

On the other hand, it is also a challenge to the local authorities on how they are going to inform and encourage the citizen because only few people are attending meetings, planning, and budgeting of the commune council and other institutions.

Most of the citizens' respondents are moderately satisfied with the services of commune, health center, primary school and police post.

In terms of challenges and needs of the community to be addressed, the result shows variation of what the people needed in each of the institutions. Needs of the citizen is always depend on the context of the different issues in the village.

Based on the findings above, the following recommendations are drawn in 2018 and 2019 results that still exist and need to be improved at the different institutions in the coming years:

1. Commune Services:

- Improve further dissemination of information on legal documents at sub-national level
- Improve further the announcement of budget plan
- Improve the delivery of services on the issuance of death certificate, background letter of the community availing services, and provision of the copy of birth and marriage certificates
- Should provide for discussion in meetings about natural resources (forestry and fisheries, and inform the people about commodity prices
- Encourage the people to visit the commune and attend meetings to improve development in the village.
- Rehabilitate the toilets of the communes in particular door knobs
- Improve Management of Communes and Efficiency
- Improve the announcement of information at the commune offices
- Train the commune staffs to be able to respond to the requests of the citizen
- Increase the information and awareness campaign on the requirements for a particular services of the HCs

2. Health Services:

- Improve communication of citizen to the staff of health centers
- Improve the provision of information to the people regarding the different services of the health center.
- Need to improve dissemination of health information regarding the services of the health center especially on Nutrition, HIV and STD.
- Encourage the people to visit the center for health education even without sickness to avoid serious health problem
- Repair of the toilets of the Health Centers including door knobs and separate male and female toilets
- Increase the number of the HC staffs
- Improve the awareness of the citizens and to the HC staffs on the obligation to keep the medical records of the patients confidential
- Increase the information and awareness campaign on the requirements for a particular services of the HCs
- Conduct a massive campaign on the importance of visiting the Health Centers instead of practicing self-medication

3. Education Services:

- Motivate participation of parents in the school meeting of parents and teachers
- Schools should endeavor to reach out to the parents on the information related to the schools, including the information of the children enrolled in their respective schools
- Improve the monitoring of the student studies
- Improve the documentation of the enrolment of children
- Conduct monitoring of the children who did not enroll due to poverty and provide recommendations on addressing school drop-outs due to poverty
- Seek budget for more classrooms and teachers to reduce the size of classes
- Increase the number of teachers especially in the increasing number of population areas
- Improve the condition of the school toilets and promote the separation of male and female toilets
- Continue upgrading the teachers' capacity to improve their performance, particularly in providing information to parents of the leanings of their students, and taking care of the students.

4. Police Post Services:

- Improve the dissemination of information particularly regulation letter and crime information
- Encourage the posting of the national and local decisions, working hours, information on crimes, services and service cost charge announcement, and action plans including the budget plan

- The Police Post should encourage the citizens to visit the Police Posts to foster close working relationship and support from the citizens
- The police should encourage the citizen to request the service of the police as necessary
- The Police Posts should be proactive in providing announcement on the requirements that the citizens should bring in requesting for documents from the Police Posts
- Need more police to be visible in the police station for immediate need of the public.
- People should encourage to attend meetings or to seek information from the police post to know some issues that may affect them such as drugs.
- Improve the toilets and sanitation of the police posts
- Promote the understanding of the rights of citizens
- Encourage more participation from various sectors in local planning and commune meetings, particularly on the development of infrastructures
- Make public the commune plans and budget
- Post at the conspicuous places the flow/process of approval of services