

Listening to citizens: Local democracy at the center of Governance



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City of Johannesburg
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Listening to citizens: Local democracy at the center of Governance

- How can local government listen to citizens?
- How can local government respond to citizens?
- How can local government involve citizens?

Joburg experience:

Community surveys as democracy enhancing tool





Listening to citizens: African examples

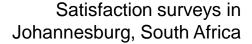
Good deliberation - ability both to speak and to be heard



IDP mobile application, Nelson Mandela Bay, South Africa



Umuganda community participation, Uganda







Why surveys? The benefits of this tool:

- Opportunities for resident input.
- Improved awareness and active citizenship.
- Opportunities for feedback to residents.
- Strengthened stakeholder relationships.
- Improvement in service delivery.



- Assessment of local government performance.
- Allows local governments to identify and respond to key needs and priority areas.
- Beneficial for developmental goal setting agendas.
- The management of city image (perception).





City of Johannesburg experience: Community surveys – Methodology

- Since 2005 the City of Joburg has conducted annual satisfaction surveys among residents.
- 5.5 million people living in Joburg.
- Representative sample of households based on the number of households per geographic region in the city.
- Face-to-face in-depth interviews. On the ground & convenient for residents.
- Cover topics such as: Access to services, satisfaction levels, and suggestions/ views of residents.
- Looks into specific types of service delivery, expectations and geography.

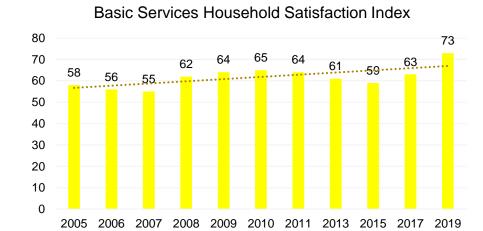
Regions of Joburg	Sample size
A	766
В	421
С	779
D	1 115
E	519
F	618
G	782
Total sample size	5 000



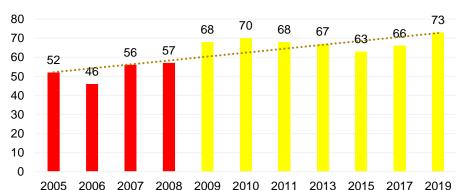


Citizens at the center of local democracy

- Rich source of data.
- This allows the City to look at satisfaction findings within a longitudinal context to help drive improvements within local service delivery.
- Assessing and enhancing customer satisfaction is an important tool for a responsive government.
- Not only opinions, informed by citizens who use specific services.









Listening to citizens

- The evidence is inherently democratic, representing the perspective of residents.
- Opportunities for resident input and feedback more frequently than 5 year electoral term.
- Complimentary to public participation and integrated community based planning – reaches a wider audience and offers robust qualitative data.







Responding to citizens

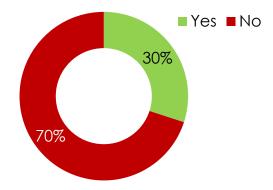
Impact	Achievement
Basic services	 6 336 new public lights installed. 198.6 km of water pipes replaced reducing pipe bursts. 884.05 lane km of roads resurfaced. 9 978 households in informal settlements electrified.
Housing	■ 7 857 social housing units developed.
Economic	 7 Opportunity Centres to support and equip young job seekers.
Health	 Of 80 clinics, 27 clinics with extended operating hours. 10 functional mobile clinics will be rolled out in 2019/20.
Social	■ 11 libraries with extended hours.



Responding to citizens

- Are the investments we are making into key service delivery areas making an impact on the lives of our residents?
- Sometimes despite responsiveness, perceptions
 can be stubborn and difficult to shift.
- In such cases, surveys can help gauge and improve government-citizen communications.
- Surveys have a awareness raising component, helping to inform deliberative public knowledge and perceptions.
- Informed public knowledge can lead to improved perceptions, changing the image of a city.

Aware of City's New Opportunity Centres







Involving citizens

SHORT TERM PLANNING

SDBIPs

Institutional SDBIP (Annual) Departmental SDBIP/ ME Business Plan

MEDIUM TERM PLANNING

Integrated Development Plan

9 Priorities

- Promote economic development and attract investment towards achieving 5% economic growth that reduces unemployment by 2021
- Ensure pro-poor development that addresses inequality and poverty and provides meaningful redress.
- Create a culture of enhanced service delivery with pride.
- 4: Create a sense of security through improved public safety.
- Create an honest and transparent City that fights corruption.
- 6: Create a City that responds to the needs of citizens, customers, stakeholders and businesses.
- 7: Enhance our financial sustainability.
- 8: Encourage innovation and efficiency through the Smart City programme.
- 9: Preserve our resources for future generations

LONG TERM PLANNING

Growth and Development Strategy

5 Outcomes

- 1: A growing, diverse and competitive economy that creates jobs
- 2: An inclusive society with high quality of life that provides meaningful redress through propoor development
- 3: Enhanced, quality services and sustainable environmental practices
- 4: Caring, safe and secure communities
- 5: An honest, transparent and responsive local government that prides itself on service excellence

Communities



Implementing Departments

Regional Directors

Joint Operations
Committee



Putting citizens at the centre of governance

- The aim of the surveys is to guide the City's decision making ability and feed into planning and budgeting process.
- Support evidence-based policy making and governance.
- Public transparency improves accountability of local government.





City of Johannesburg experience: Citizens shaping local democracy & governance

Short-term horizon:

Snapshot of status quo & a gauge of how communities feel the City is performing.

Medium-term horizon:

Enhance responsiveness and accountability of local government.

Long-term horizon:

 Data informs research and situational analysis feeding into and guiding local governments' long-term strategy Joburg 2040.









Listening to citizens: Local democracy at the center of Governance

Listen: Surveys

Respond: Identify immediate interventions,

Enhance communication to citizens.

Involve: Outputs (data) become inputs,

Citizen's voices help shape programme decisions, budget allocation and strategic agenda for their city.



Questions and Comments

