



Listening to citizens: **Local democracy** **at the center of Governance**



UCLG CONGRESS WORLD SUMMIT OF LOCAL AND REGIONAL LEADERS

DURBAN, NOVEMBER 2019

City of Johannesburg

KateJ@Joburg.org.za



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



Local democracy: Toolkit with many tools



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

Satisfaction surveys in
Johannesburg, South Africa



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
B	421
C	779
D	1 115
E	519
F	618
G	782
Total sample size	5 000



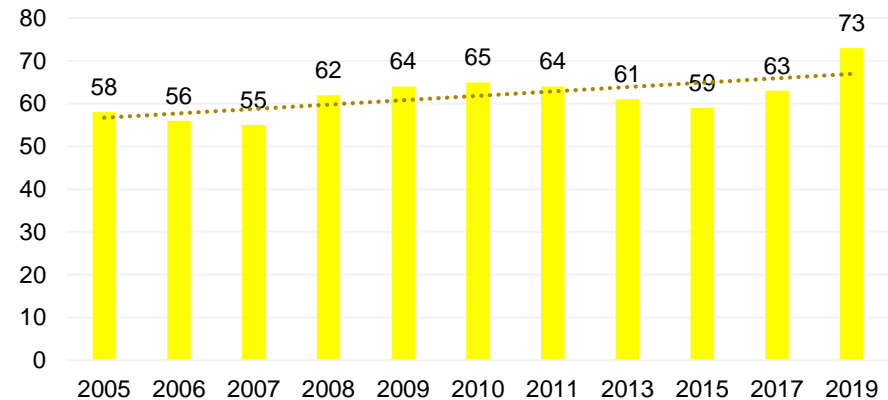


City of Johannesburg experience:

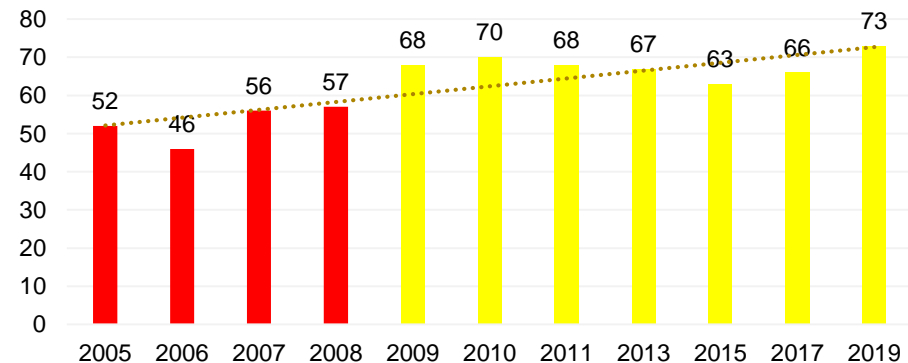
Citizens at the center of local democracy

- 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**.

Basic Services Household Satisfaction Index



Communication & Participation Household Satisfaction Index





City of Johannesburg experience:

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.





City of Johannesburg experience:

Responding to citizens

Impact	Achievement
Basic services	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 7 857 social housing units developed.
Economic	<ul style="list-style-type: none">▪ 7 Opportunity Centres to support and equip young job seekers.
Health	<ul style="list-style-type: none">▪ Of 80 clinics, 27 clinics with extended operating hours.▪ 10 functional mobile clinics will be rolled out in 2019/20.
Social	<ul style="list-style-type: none">▪ 11 libraries with extended hours.

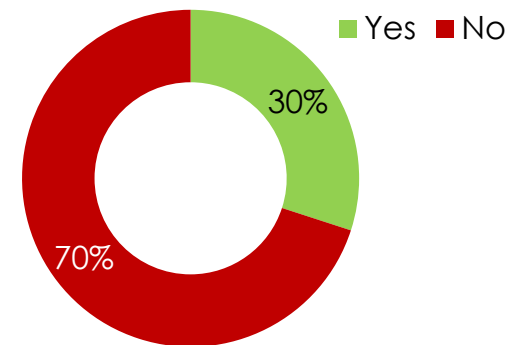


City of Johannesburg experience:

Responding to citizens

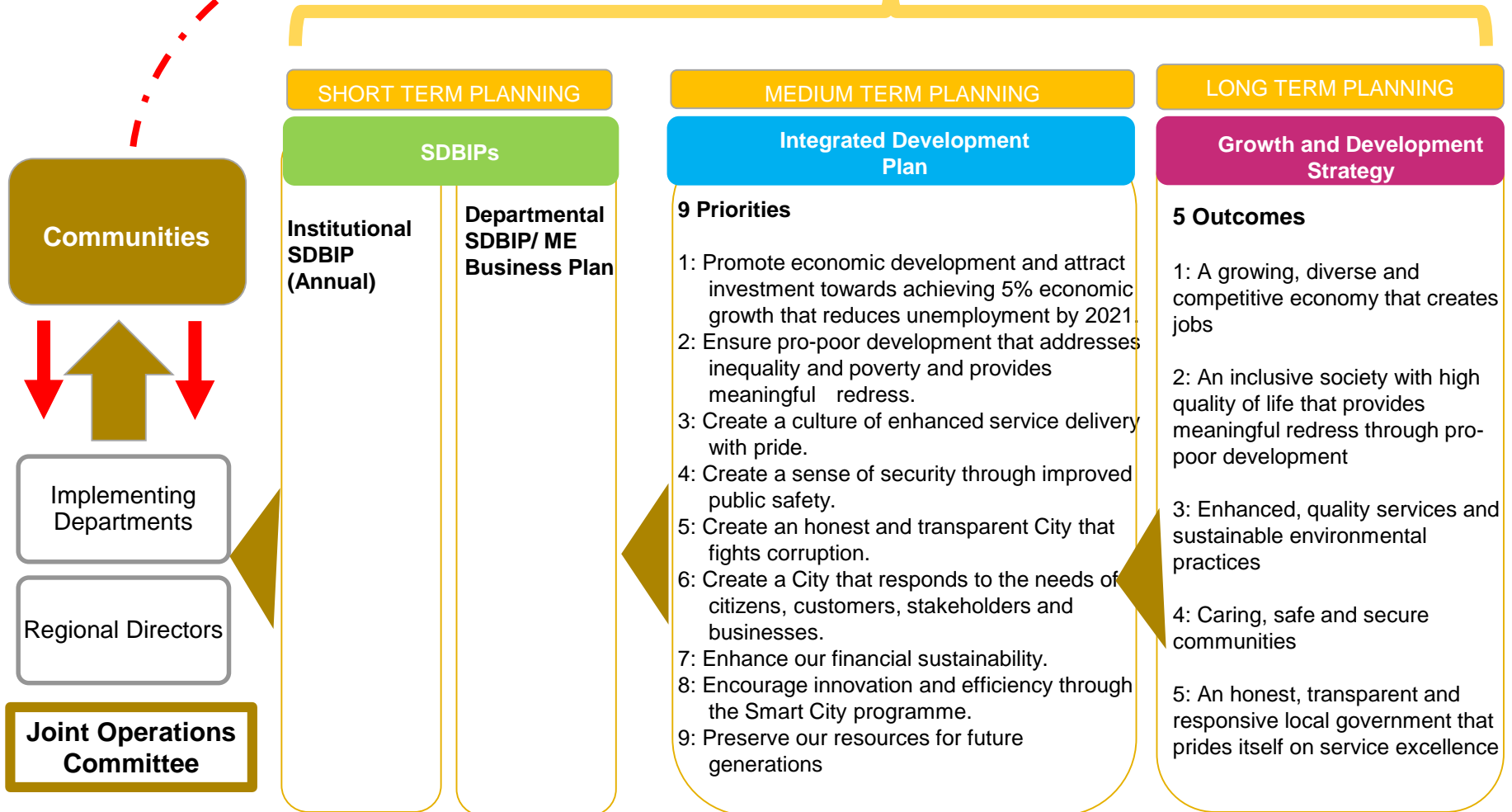
- Are the **investments we are making into key service delivery areas making an impact** on the lives of our residents?
- Sometimes despite responsiveness, **perceptions can be stubborn** and difficult to shift.
- In such cases, surveys can help gauge and **improve government-citizen communications.**
- 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





City of Johannesburg experience: Involving citizens





City of Johannesburg experience:

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

