

Enhancing Local Democratic Governance in Cambodia

1st Citizen Scorecard Report



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The Advocacy and Policy Institute

1st Citizen Scorecard Report 2018

For

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

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

An assessment of the services of the commune, police posts, schools and health centers was conducted using a Citizen Scorecard. A Citizen Scorecard Survey was conducted in 20 villages covering 1,000 respondents. 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. Most of the communes also reportedly announced their budget plan. The most important concerns that were raised to the communes are related to support to the community in resolving the public service fee, violence in the commune, matters involving gender, and infrastructures. Generally, 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 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. Most of the commune staff is on standby at the commune during office hours. Most of the communes have toilets. Some respondents, however, observed that the toilets have no doorknobs. Posting of some information are moderately practiced in the commune. 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.
- ✓ **Health Services.** The health centers often announced their services. Most of these cases are treated immediately. There are more respondents who reported that they were attended immediately. 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. Majority of the respondents does not give informal payment to health center staff. The citizens 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. The toilets have some broken doorknobs. Health center staff usually keeps the medial information of patients confidential. However, 20.1 percent of the citizens 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 indicates that the school teachers are moderately practicing the posting of information in their school premises. There are only 9.6 percent that are always practicing the posting of information. Legal documents for all the services are moderately sufficient (24.5%). The result indicates that the fees collected are prescribed by law. There is also a reportedly fast delivery of services. Majority of the schools followed the curriculum or study program of the government. There is a high number of who did not enroll their children to school due to poverty. For those citizens who enrolled their children, they enrolled their children to public schools due to affordability. There are no informal payments made by parents. The classroom sizes of schools are quite big. This condition may not be conducive for learning. The schools mostly have 5-10 teachers mostly working between 4-5 hours. Most of the children also have textbooks. 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. Most of the performance of the teachers is average, ranging from slightly above 2.5 to 3.5 based on 5-point scale.

- ✓ **Police Post Services.** There are more police posts (26.3%) that do not post police the information or announce the budget plan of the police posts. There are only very few people who visited the police post, mostly once. 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. There usually 2 to 3 police and persons were assigned to be on standby for 24 hours. Mostly, the respondents 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.
- ✓ **Understanding Citizens' Rights.** Most of the respondents (85%) 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. Most of the CDPs are not widely disseminated. 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 are mostly on infrastructure, village and community safety, health and drugs. The respondents are mostly Normalwith the participation of the community meetings, most especially that they were given the opportunity to raise the problems. The limited awareness is mostly due to the non-participation of the meetings, disinterest, and inattentiveness.
- ✓ **Citizen Satisfaction of the Services.** The citizens are Normalby the services of the CC. There is however a feeling of convenience of getting of information from the commune office. 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. 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. On the average, the respondents reported that they are satisfied the school services especially when it comes to communication. The citizens are Normalby the services of schools and teacher's performance. The result shows that the citizens are satisfied to Normalto the performance of the police post services. The police post responds to the needs of the community and complaints.
- ✓ **Community Needs to be Addressed.** Commune Services Needs include clean water, trash bin, and time respect need to be addressed. Health Services need to focus more on community engagement, education of the public on health issues and the inadequacy of HC staff. There is a need for more teachers and classrooms to reduce the class size. Police post should focus more on criminality like drugs, gangsters, corruption and violence and management of police posts.
- ✓ **Conclusion and Recommendations.** The result indicates that the right to get information is higher among the citizens and even to the duty bearers. While the citizens receive that they have the right to know the local development plans, there are only 14 percent who attended the meetings and local community planning. The good thing however is that for those communities who attended the meetings, 70 percent of them were able to raise the issues. The results indicate that the citizens are generally satisfied with the services of the LAs and the services like the health centers, local police posts and school services. For the health centers, the citizens reported that they are Normal. However, there are still some shortcomings, on the quality of the facilities, particularly the toilets in the communes, schools, police post and even in the

HCs. Among the problems include the absence of doorknobs. There are close to 70% of the citizen interviewed who reported that they have no further issues to be brought to the attention of the local authority. Among the issues they raised pertains to the availability of clean water and trash bins, and commune service. On the part of the health centers, the common issues that are being raised include the community-related issues like awareness raising, and also pertaining to the availability of personnel. The lack of personnel was also raised for schools. For the commune police, the growing criminality related to drugs, gangs and violence were raised. But 53.8 percent reported that they do not have concerns to be raised to the police posts. This will indicate that generally, the peace and order situations in the areas surveyed are generally tolerable.

Based on the findings above, the following recommendations are drawn:

1. Recommendations to improve the Commune Services:

- Improve further dissemination of information on the budget plan during Commune Meeting
- Improve the delivery of support to the communities, and address the violence that occasionally happens in the communities.
- Rehabilitate the toilets of the communes
- 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. Recommendations to improve the Health Services:

- Monitor the Health Centers' compliance of the posting of information, working hours, action and budget plan, and service charges
- Repair of the toilets of the Health Centers
- Increase the number of the HC staff
- Improve the awareness of the citizens and to the HC staff 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 HCs instead of practicing self-medication.

3. Recommendations to improve the Education Services:

- 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 documentations/materials 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
- Improve the condition of the school 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. Recommendations to improve the Police Post Services:

- 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 Posts should be proactive in providing announcement on the requirements that the citizens should bring in requesting for documents from the Police Posts;
- Improve the toilets and sanitation of the police posts

5. Post at the conspicuous places the flow/process of approval of services

6. Other recommendations

- 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

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, 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 1,000 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 in the information, personnel or staffs assigned, facilities of the different offices, the quality of services among others.

4.1.1 Commune Services

Information Services. It was noted that there are considerable number of information that are posted in the communes. Most of the information that are posted in the communes are related to health (84.8%), annual commune budget (81.8%) and violence (81.8%) (Table 1). Almost 40 percent of the communes reported information on legal documents at the sub-national level. The communes also announce their budget plan in 2017 or 2018 (84.8%) (Table 2). However, the citizens reported otherwise. There are only 24 percent who affirmed that the budget plan is being announced. The discrepancy could be the manner of announcement by the Communes which the citizens may not aware of. This can be one of the information that needs to be given focus by the commune.

The common purpose of visiting the commune is to get a birth certificate. Other purpose of the visitors includes getting approval of weddings, letter of loan contract, residential certificates, background letters, marriage certificates, letter of animal trade, death letter and copies of birth certificates (Figure 1).

Table 1. Commune Services

Commune Information	Response
Health	84.8%
Annual commune budget	81.8%
Violence	81.8%
Administration and Public Service	75.8%
Drugs	75.8%
Infrastructure	75.8%
Gender	72.7%
Education	63.6%
Fishery and Natural Resource Protection	57.6%
Land	57.6%
Social	57.6%
Environmental Protection	54.5%
Welfare	54.5%
Hygiene and Trash Mgt.	48.5%
Economy	42.4%
Legal document sub-national level	39.4%

Source: Interview with Commune

Table 2. Announce Commune Budget Plan

Commune announce the budget plan in 2017 or 2018	Reference
Announce Budget Plan	84.8%
Do Not Announce	15.2%

Source: Interview with Commune

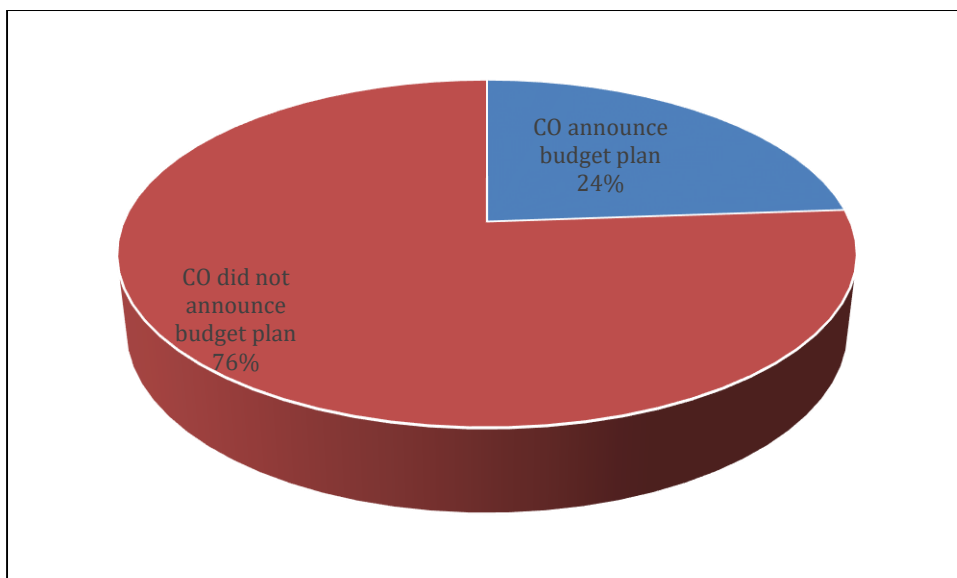


Figure 1. Commune Office Announce Budget Plan
Source: Interview with Citizens

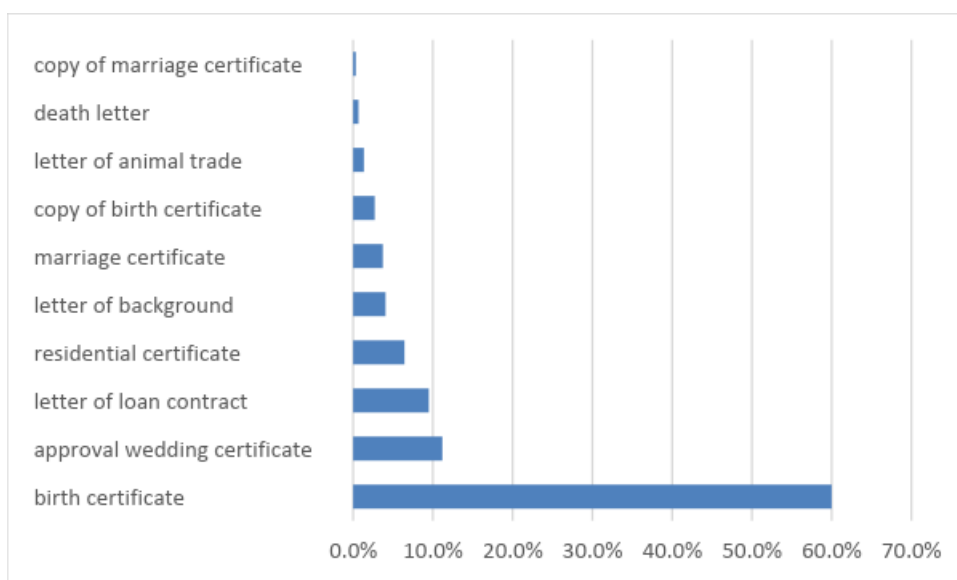


Figure 2. Commune Services
Source: Interview with Citizens

Problems Raised by Constituents. The most important concerns raised to communes are related to request for support to the community related to public service fees, resolving violence in the commune, matters involving gender, and infrastructures (Table 3). About 2.4 percent of the problems are resolved for more than 1 month. There are 34 percent who reported that the problems that they referred to the commune council could be resolved immediately. There are 10.6 percent of the citizens who visited the communes filed a complaint. Around 9.2 percent reported that the local authority responded to their grievances (Table 4).

Table 3. Problems Discussed at the Commune Office

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%

Problem	Time to take action					Total
	immediately	less than 3 days	less than 1 week	less than 1 month	more than 1 month	
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 4. Complaints Filed at the Commune

Filed Complaint	Local Authority Did Not Respond to Request	Local Authority Respond to Request	Total
Filed a Complaint	1.4%	9.2%	10.6%
Not Filed Any Complaint	0.0%	0.0%	89.4%
Total	1.4%	9.2%	

Source: Interview with Citizens

Visitors and Behaviors. Among those who visited the Commune Office, visit only once (5.4 percent) (Table 5). It was also revealed that they only visit the commune office when they need important information. The Commune reported 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 (54.5%). They also requested for the alteration of information or place and date of birth (45.5%). Worse, some of them deleted or altered the information in the document by themselves (Table 6).

Table 5. Visit to Commune Office

Frequency of Visit	Visited the Commune Office
1	5.4%
2	3.0%
3	2.5%
4	1.0%
5	0.5%
Could not recall	24.8%
Did not visit	62.8%

Source: Interview with Citizens

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

Negative Behavior	Respondents
Not enough document/information	54.5%
Request to change information or change place and date of birth	45.5%
Alter the information by themselves	27.3%
Unofficially paid for the document	18.2%
Asking other person to get the information or document instead	12.1%

Source: Interview with Commune

Commune Service Fees. According to the interview, 75.3 percent of the citizens did not pay for the services they receive from the commune while 8.1 percent revealed that they pay around 10,000 to 15,000 KHR. The rest declared they paid 20,000 to 60,000 KHR (Table 7). This information indicates that Communes has provided services without monetary considerations contrary to common perception of a graft-ridden government. The information may indicate that the commune office is slowly shedding off of its old image to become a more service-oriented institution.

Table 7. Commune Fee paid

Category	Response
None	75.3%
≤ 10,000	7.8%
10,000 to < 15,000	8.1%
15,000 to < 20,000	0.7%
20,000 to < 60,000	3.7%
60,000 and up	0.7%
don't remember	3.7%

Source: Interview with Citizens

Number of Commune Staffs and Working Hours. Thirty percent of the respondents from the Commune reported that there are 10 staff who are usually detailed at the commune office (Table 8). It appears however, that the number varies among communes. Some communes even only have 3 staff on standby. However, the interview with the Citizen, 26 percent of them revealed they observed 5 commune staff present during their visit (Table 8). The Staff usually reported during working hour (Table 9 and 10) according to the Commune Officials and citizens.

Table 8. Standby Commune Officer

Commune Staff	Respondents
3 Commune Staff	3.0%
4 Commune Staff	3.0%
5 Commune Staff	6.1%
6 Commune Staff	12.1%
7 Commune Staff	15.2%
8 Commune Staff	3.0%
9 Commune Staff	9.1%
10 Commune Staff	30.3%
11 Commune Staff	15.2%
don't know	3.0%

Source: Interview with Commune

Table 9. Commune Council Members Met

No of CC Members Met	Before 7 AM	Working Hour	11 AM - 2 PM	After 5 PM	Total
1	0.3%	0.3%	0.0%	0.0%	0.6%
2	1.1%	4.0%	2.9%	0.3%	8.3%
3	2.0%	9.2%	1.7%	0.0%	12.9%
4	2.9%	9.5%	2.3%	0.3%	14.9%
5	5.2%	16.0%	4.9%	0.3%	26.4%
6	1.4%	8.0%	1.7%	0.0%	11.2%
7	1.4%	4.6%	2.6%	0.0%	8.6%
8	0.6%	1.1%	1.4%	0.0%	3.2%
9	0.6%	2.6%	0.0%	0.0%	3.2%
10	0.0%	0.6%	0.0%	0.0%	0.6%
11	0.0%	3.7%	0.3%	0.0%	4.0%
Others	0.6%	0.6%	0.0%	0.0%	1.1%
Average	18.3%	62.2%	17.8%	1.7%	

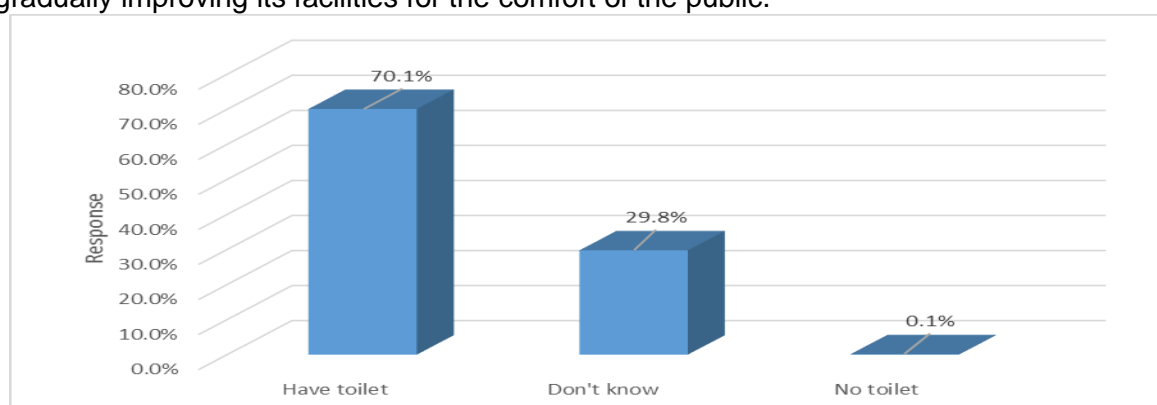
Source: Interview with Citizens

Table 10. Standby Hours of Commune Staff

Number of hours commune officer stay in the office	Respondents
6 Hrs.	3.0%
7 Hrs.	6.1%
8 Hrs.	87.9%
don't know	3.0%

Source: Interview with Commune

Toilets and Sanitation. Most of the citizens interviewed reported that the communes have toilets (Figure 3). According to the citizens interviewed 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 (Table 11). In terms of sanitation, the citizens interviewed observed that the trash bins and trash areas are available and trash bins are well kept (60%) (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

Water Availability	Do not have enough clean water = 18.9%	Have enough clean water = 81.1%
Doorknobs	Do not have doorknob = 52.5%	Have doorknobs = 47.5%
Comfort	Comfortable = 33.6%	Uncomfortable = 66.4%
Smell	No smell = 78.7%	Smell = 21.3%

Source: Interview with Citizens

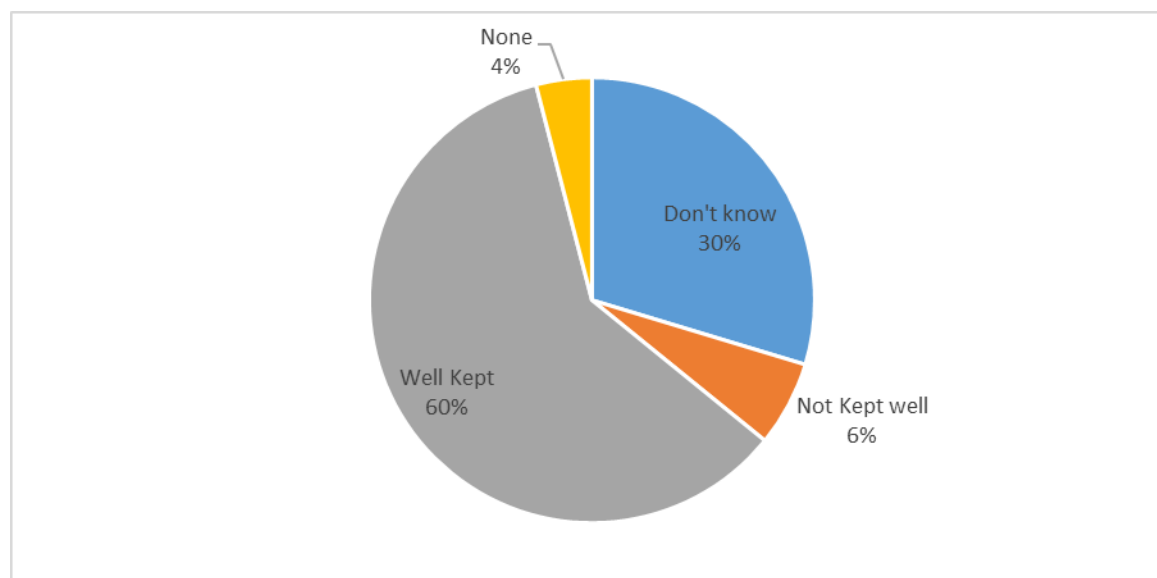


Figure 4. Availability of Trash Bins

Source: Interview with Citizens

Management of Communes and Efficiency. In providing information to community, the following were practiced by the commune offices: Announcing and publishing about the meeting date (29.2%), Approval project information (27.6%), Budget Plan (27.3%), Investment Policy (26.5%) (Table 12). However, posting decision making of CC or minutes of meeting (31.4), approval project information (27.8%), budget plan (27.6), posting commune service cost charge (27.5), investment policy (27.2) were moderately practiced in the commune. On the average, only 8.7 percent of the communes always practiced dissemination of information. There are 10.6 percent who do not disseminate information. There are 23.4 percent who almost always practice the dissemination of information. 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).

The interview from the Commune Authority revealed that the District information is easy to explain to the people. There are only 9.5 percent who reported that the information is difficult to explain (Table 14). This information 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 who said that the expenditures of the communes are efficient (Figure 5). While there is no exact basis on the efficiency, there are indications that the citizens are gaining confidence with the Communes.

Table 12. Practices of Providing Information

Evaluation	0 - Not Practiced	1 - Slightly Practiced	2 - Moderately Practiced	3 - Practiced	4 - Almost Always	5 - Always Practiced
Announcing and publish about meeting date	10.6%	5.3%	26.8%	29.2%	20.4%	7.8%

Evaluation	0 - Not Practiced	1 - Slightly Practiced	2 - Moderately Practiced	3 - Practiced	4 - Almost Always	5 - Always Practiced
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 13. Days to Get Information

Category	Response
4 Hrs.	6.1%
1 Day	17.8%
2 Days	2.0%
3 Days	2.8%
4 Days	0.2%
5 Days	0.1%
7 Days	0.3%
9 Days	0.1%
don't remember	2.1%

Source: Interview with Citizens

Table 14. District Information Easy to Explain to the People

Complexity of the Information	Response
Not Easy to Explain	9.5%
Easy to Explain	90.5%

Source: Interview with Commune

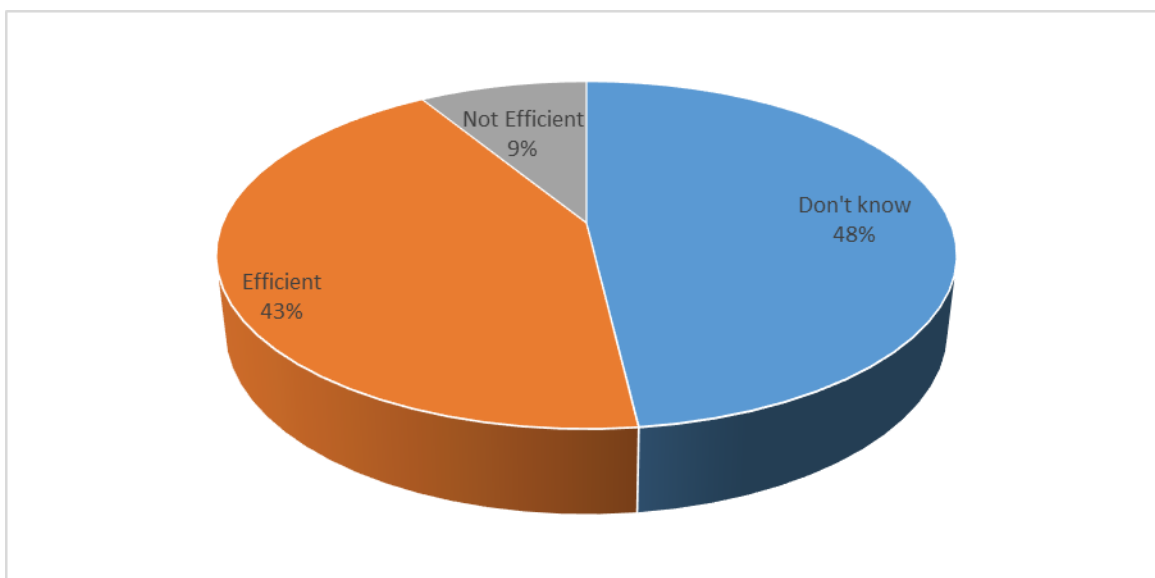


Figure 5. Efficiency of Commune Expenditures

Source: Interview with Citizens

4.1.2 Health Services

Information Services. The health centers often announced their services. Mostly, these include health care services (80.6%), vaccines (80.6%), TB prevention (80.6%), health center service (74.2%) and HIV prevention (67.7%) (Table 15). 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).

Table 15. Information Announced by the Health Centers

Information	Response
Health Care	80.6%
Vaccine	80.6%
TB Prevention	74.2%
Health Centre Service	67.7%
HIV Prevention	67.7%
Birth Spacing	64.5%
Safe Baby Delivery	58.1%
Disadvantage Of Using Drug	54.8%
Nutrition	54.8%
Disadvantage Of Drinking Alcohols	51.6%
Disadvantage Of Smoking	51.6%
STD Prevention	51.6%
Eating Healthy Food	48.4%
Other Sickness Prevention	48.4%
Communication With Health Centre	45.2%
Exercise	25.8%

Source: Interview with Health Centers

Table 16. Health Center Practices

Practice	Not practiced	Slightly practiced	Moderately practiced	Practiced	Always Practiced
Structure and telephone	12.9%	0.0%	19.4%	3.2%	64.5%
Posting Service cost no charge	12.9%	6.5%	9.7%	9.7%	61.3%
Health center service and service cost charge announcement	6.5%	9.7%	16.1%	12.9%	54.8%
Posting health center service cost charge	3.2%	6.5%	22.6%	12.9%	54.8%
Action plan and budget plan	38.7%	6.5%	6.5%	6.5%	41.9%
Action plan and report	38.7%	3.2%	6.5%	9.7%	41.9%
Posting health center working hour	16.1%	6.5%	19.4%	22.6%	35.5%
Posting meeting minutes	35.5%	3.2%	9.7%	16.1%	35.5%
Average	20.6%	5.2%	13.7%	11.7%	48.8%

Source: Interview with Health Centers

Table 17. Providing Information of the Health Centers

Practice of Providing Information	0 - Not Practiced	1 - Slightly Practiced	2 - Moderately Practiced	3 - Practiced	4 - Almost Always	5 - Always Practiced
Structure and Tel number	7.1%	3.3%	24.7%	17.3%	29.1%	18.4%
Posting HC service cost charge	7.1%	2.7%	30.9%	21.6%	24.2%	13.6%
Posting HC working hour	6.7%	2.4%	26.2%	22.2%	29.1%	13.3%
Posting no charge of service cost	8.0%	4.9%	27.6%	23.3%	24.2%	12.0%
HC service and service cost charge announcement	7.8%	3.6%	26.4%	26.0%	25.3%	10.9%
Posting result of meeting	8.0%	6.4%	32.0%	25.8%	19.8%	8.0%
Action and budget plan	8.1%	7.0%	28.3%	28.3%	20.8%	7.5%
Action plan and report	8.0%	5.8%	28.7%	29.6%	20.7%	7.3%
Average	7.6%	4.5%	28.1%	24.3%	24.2%	11.4%

Source: Interview with Citizens

Treatments, Natal and Health Care. The type of services the members usually availed in health center is to obtain medicine (66.8%), vaccination (11.5%) and to have vaccination (10.3%) (Table 18). Some of the patients treated at the health centers are for serious illness, respiratory tract infection and antidote from pesticides poisoning. The Health Centers also reported that they encountered cases that were referred to them like fevers tuberculosis and dog bites. Most of these cases were treated immediately. There are more respondents who reported that they were attended immediately (8.1%) (Table 19).

Table 18. Health Centre Services

Services	Response
medicine	66.8%
vaccine	11.5%
Give Birth	10.3%
birth spacing	5.9%
STD	2.7%
bandage	1.5%
nutrition	0.7%
HIV/AIDS	0.5%

Source: Interview with Citizens

Table 19. Sickness Requested for Treatment and Action

Problem	Immediately	Less than 1 week	Less than 3 days	No Treatment	Total
serious sickness	6.5%	3.2%	3.2%	-	12.9%
respiratory tract	9.7%	-	-	-	9.7%
detoxification of pesticides	-	-	-	3.2%	3.2%
fever	-	-	-	3.2%	3.2%
respiratory tract, tuberculosis, HIV, dog bite, traffic accident	-	-	-	3.2%	3.2%
Average	8.1%	3.2%	3.2%	3.2%	

Source: Interview with Health Centers

Admission and Length of Treatments. The Health Centers are becoming important as more citizens visit the health centers. The citizens interviewed reported that they visited the health center this year (48%) (Figure 6). The interview with the citizens revealed that around 22.2 percent of the members reported that they visited the health center twice. The rest discloses they visited four to five times (20.2%) and 19.1 percent those who visited three times (Table 20). Majority of the respondents (95.6%) claimed they were not rejected for treatment in health center. Only few people speak out they were rejected (4.4%) (Table 21). Among the negative behaviors of the patients or those who availed the services of the health centers include requesting the services when the sickness is already very serious, buying or self-prescription of medicines and do not have sufficient health records or information (Table 22). The data would show the limited understanding of the patients and the communities on the proper health care. Information dissemination is considered to be an important aspect that needs to be given focus by the Health Centers. The citizens who were interviewed revealed that 50.6 percent of them were able to get treatment in just one day. There are 17.9 percent of them who were treated within four hours or less than one day (Table 23).

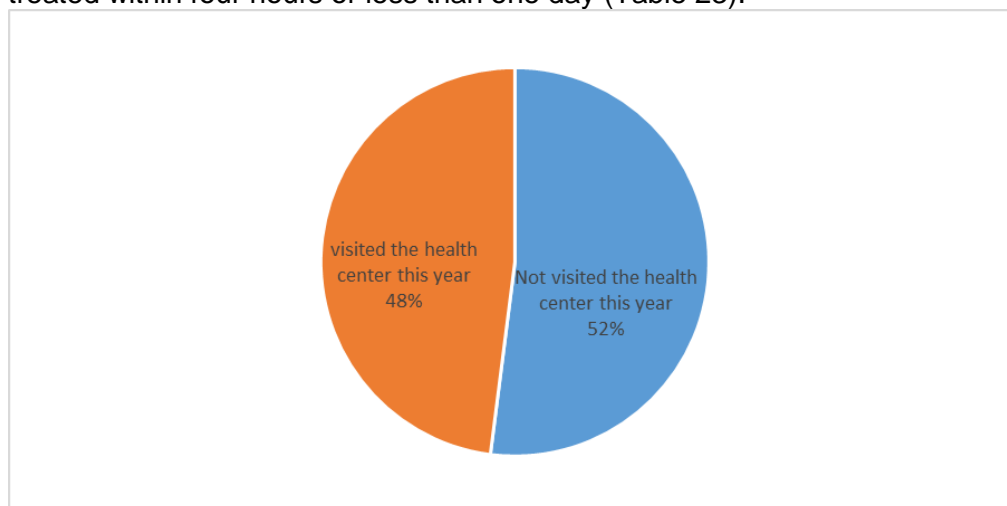


Figure 6. Visited the Health Centers

Source: Interview with Citizens

Table 20. Number of Visits by the Citizens

Visits	Response
1 time	17.6%
2 times	22.2%
3 times	19.1%
4-5 times	20.2%

6-10 times	10.9%
11-15 times	1.1%
16-20 times	0.2%
>20 times	0.2%
Very Often	7.3%
don't remember	1.1%

Source: Interview with Citizens

Table 21. Rejection for Treatment or Admission at the Health Center

Rejections for Treatment at the HC	Respondents
Not rejected for treatment in HC	95.6%
Rejected for treatment in HC	4.4%

Source: Interview with Citizens

Table 22. Negative Behavior of Getting Service

Negative Behavior	Response
Using or request service when they have serious sickness	64.5%
Buying or using medicine by themselves	58.1%
Do not have enough health document	35.5%
Do not tell clearly about sickness	32.3%
Do not want to pay for sickness treatment's cost	25.8%
Hesitate to get treatment	19.4%
Unofficially paid for better treatment or take care	12.9%

Source: Interview with Health Centers

Table 23. Days to Get Treatment

Duration	Respondents
< 30 minutes	3.2%
30 minutes - < 1 Hr.	1.7%
1 Hr. to less than 4 Hrs.	13.5%
4 Hrs. - less than 1 day	17.9%
1 day	50.6%
2 days	7.6%
3 days	2.7%
5 to 10 days	1.2%
> 10 days	0.5%
don't remember	1.0%

Source: Interview with Citizens

Health Center Service Fees. The health centers provided services to the patients free of charge or charged with very modest fee to its patients (Table 24). The interview with the citizens revealed that the charges were collected from health centers are less than 4,000 riels. In the interview, majority of the respondents (61.7%) revealed that they pay an amount of 4,000 KHR. On the other hand, there are people (27.3) do not pay (Table 24). Generally, it can be shown in the result of interview that majority of the respondents (84%) does not give informal payments to health center staff. Only 6 percent revealed that there was an informal payment (Figure 7). This observation underscores the services provided by the Health Centers to the public without consideration of any form of fees.

Table 24. Payment Paid to Health Centers

Payment	Response
None	27.3%
<4,000 Riels	61.7%

Payment	Response
10,000 - 15,000 Riels	1.7%
30,000 - <40,000 Riels	1.7%
40,000 - <50,000 Riels	1.5%
50,000 - <60,000 Riels	1.0%
60,000 - <70,000 Riels	1.5%
100,000 - <200,000 Riels	0.5%
300,000 Riels	0.2%
Don't Know/Don't Remember	2.9%

Source: Interview with Citizens

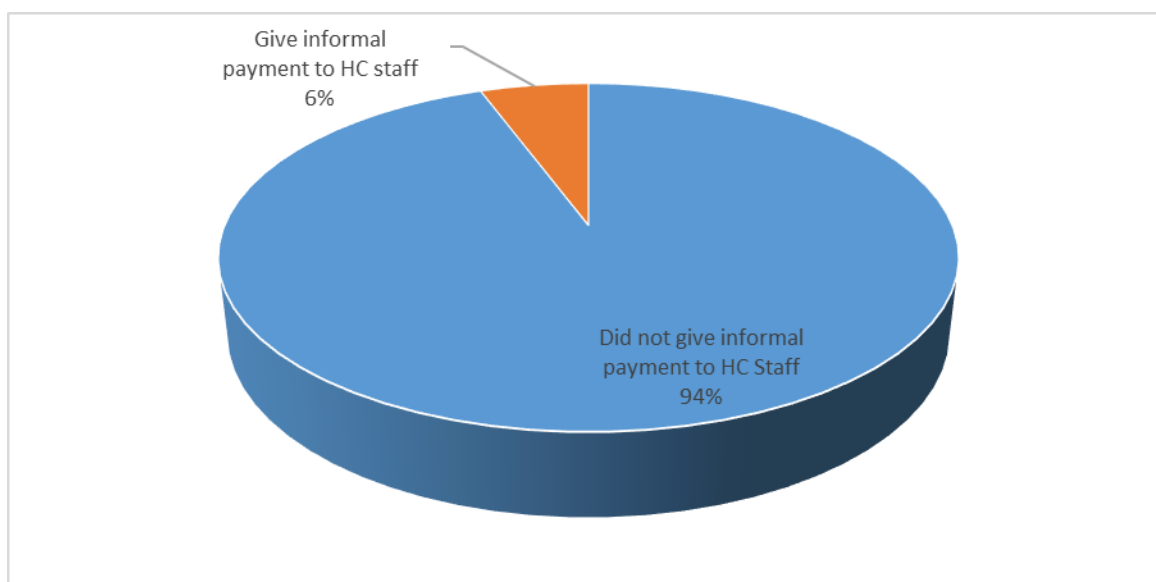


Figure 7. Payment of Informal Fees

Source: Interview with Citizens

Health Center Staff: Number Competence and Performance and Working Hours. The citizens reported the presence of staff on duty for 24 hours in health center (65.6%) while other members does not know (30.7%) (Table 25). According to the report, 30% of the citizens observed the presence of 5 staff in health center. Other members claimed they have seen 4 staff (22%), and 6 staff (17.8%) (Table 26). The number of staff in the HCs could vary from 1 to 6 Staff. However, health center with 2 Staffs who are on duty at night are more common. There are 45.2% of the Health Centers also reported that they have 2 staff on duty during night time (Table 27). Most of the staff report before 7 in the morning (Table 28).

The result of the interview reviewed that there are considerable number of HC staff who were trained on health programs (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. About 51.6% of the HC staff who believed that the information from the district are easy to explain to the people (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 25. Have Standby Staff

standby staff for 24hrs in HC	Respondents
Don't know	30.7%
Have standby staff for 24 hours in HC	65.6%
No standby staff for 24 hours in HC	3.8%

Source: Citizen Interview

Table 26. Health Centre Staff Met or Seen

Number of meeting HC Staff	Response
1 Health Centre Staff	1.6%
2 Health Centre Staff	5.1%
3 Health Centre Staff	9.3%
4 Health Centre Staff	22.0%
5 Health Centre Staff	30.0%
6 Health Centre Staff	17.8%
7 Health Centre Staff	6.9%
8 Health Centre Staff	4.0%
9 Health Centre Staff	0.2%
10 Health Centre Staff	0.4%
Have not seen/meet health center staff	2.7%

Source: Interview with Citizens

Table 27. Staff on Duty at Night

Staffs	Response
2 Staff	45.2%
3 Staff	32.3%
5 Staff	3.2%
6 Staff	3.2%
don't know	16.1%

Source: Interview with Health Centers

Table 28. Reporting Time of Health Center Staff

Time Met	Response
before 7am	48.6%
11am - 2pm	20.0%

Source: Interview with Police Post Officer

Table 29. Attended Health Program

Participation to Program	Response
Attended health program	77.4%
Not Attended	22.6%

Source: Interview with Health Centers

Table 30. Information Easy to Explain

Easy to Explain	Response
Don't know	22.6%
No	3.2%
Easy to explain	51.6%

Rooms and Toilets. In the report it was revealed that if the member of the community is sick, they are treated in separate room (51.1%). However, there are around 27.8 percent said they were treated together in the same room both male and female (Table 31). During the interview 84.2% of the citizens reported that the health centers have separate toilet for male and female while 8 percent reported they used together in one toilet (Table 32). The citizens interviewed also reported that the toilets of Health Centers have enough clean water (93.3%) (Table33). However, 64.1% of the citizens reported that the health centers have none or damaged doorknobs. Only 56.6 percent of the citizen interviewed reported that the toilets are comfortable to use. There are also 47 percent who reported that the toilets are smelly. The health centers therefore need some improvement considering that this should be important facility for sanitation.

Table 31. Kind of Treatment Room

Type of room where treated	Response
Treated in a same sex patient room	21.1%
Treated in a separate room	51.1%
treated together both male and female in a normal room	27.8%

Source: Interview with Citizens

Table 32, Availability of Male and Female Separate Toilet

Toilet	Response
Don't know	7.8%
HC have separate toilet for male and female	84.2%
Used together	8.0%

Source: Interview with Citizens

Table 33. Condition of the Toilets of the Health Centers

Water Availability	Do not have enough clean water: 6.7%	Have enough clean water: 93.3%
Presence of Doorknobs	Do not have doorknob: 64.1%	Have doorknob: 35.9%
Comfort	Comfortable: 56.6%	Uncomfortable: 43.4%
Smell	Not smell: 53.3%	Smelly: 46.7%

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. It was shown in the report that health center staffs usually keep the medial information of patients confidential (71.7%) (Table 34). There are still 8.1 percent the staff did not keep the medical information confidential which is still of much concern. Interestingly, there are 20.1 percent of the citizens who is not concerned of the obligation of the Health Centers confidential since their illness is not serious. 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.

Table 34. Keeping the Medical Information of Patients Confidential

HC staff keep patient sickness confidential	Respondents
HC staff keep patient sickness confidential	71.7%
HC staff did not keep patient sickness confidential	8.1%
No problem because of normal sickness	20.1%

Source: Interview with Citizens

4.1.3 Education Services

Information Services. The school provided various services. These includes 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 9.6 percent that are always practicing the posting the information (Table 35). Among the information that are being practiced are the posting of structure, posting of school service free of charge, and budget plan. Most of the respondents reported that they never asked the teacher about their child learning in school (81%). There are only 19 percent of the parents that ask the teacher about the performance of their sons and daughter in school (Figure 8).

Table 35. Practices of Posting Information

Information Posted	not practiced	slightly practiced	moderately practiced	Almost Always Practiced	Always Practiced
Structure and Telephone	-	3.4%	23.6%	12.4%	14.6%
Budget Plan	-	4.5%	28.1%	7.9%	13.5%
School Service Free of Charge	2.2%	4.5%	18.0%	15.7%	13.5%
Plans	-	2.2%	30.3%	13.5%	7.9%
School Fees	7.9%	2.2%	22.5%	13.5%	7.9%
Meeting Announcement	2.2%	4.5%	21.3%	19.1%	6.7%
School Service and Service Cost	1.1%	-	31.5%	14.6%	6.7%
Working Hour	2.2%	2.2%	29.2%	14.6%	5.6%
Average	2.0%	2.9%	25.6%	13.9%	9.6%

Source: Primary School/Teachers

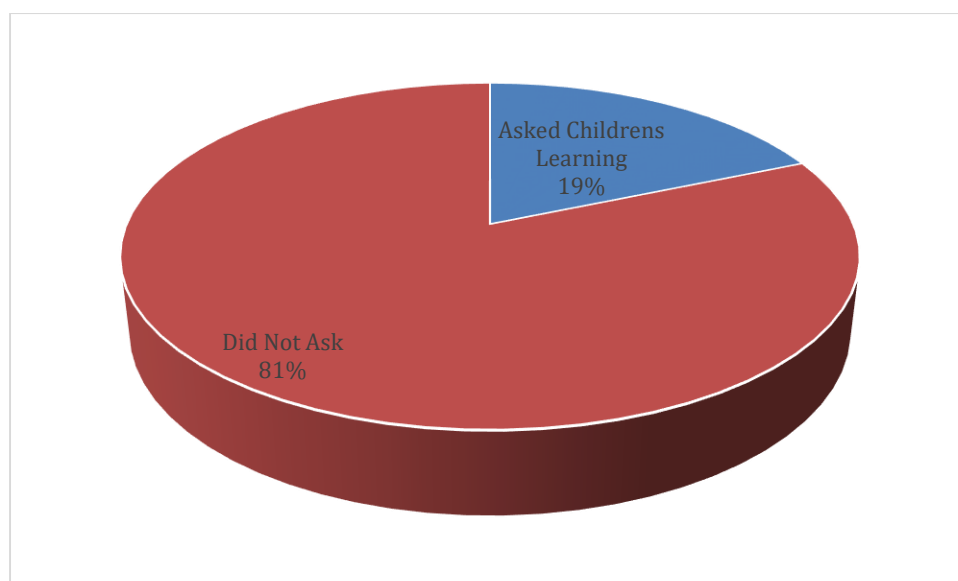


Figure 8. Information about the Children's Performance

Source: Interview with Citizens

Primary School Service Practices. 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 (24.5%) (Table 36). There are only 1.1 percent of the schools that have no legal documents. Among the services, communications with the parents are found to have more or less complete document (20%). 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 12.8 percent who reported that they do not charge at all. It was noted however that there are 14.8 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 27.6 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 36. 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

Curriculum. The result of the study revealed that majority of the children who attended schools are following the curriculum or study program of the government (Table 37).

Table 37. Schools Following a Curriculum

Child attend school following curriculum or study program	Response
child attend school following curriculum or study program	65.2%
did not follow the curriculum or study program	2.6%
Don't know	32.2%

Source: Interview with Citizens

Admission and Enrolment. The interview with citizens noted a very high number of citizens who did not enroll their children to school. Only 45.2% of the citizens interviewed reported that they enrolled their children to school (Table 38). About 54.8 percent of the parents did not enroll their child to school this year due to poverty, family migration and lack of education. Majority of the parents enrolled their children to public school (85.2%) because these are more accessible or near to their house, and not expensive. There are few parents (14.8%) who bring their children to study in private schools (Table 39) because they want their child to have a quality of education (Table 41). Mostly, parents enrolled their children to primary school at the

age of six (68.8%) (Table 40).¹ Other parents let their children study at the age of 5 (11.6%). Family migration (17.8%), no education (18.7%), and poverty (13.1%) are several reasons for late enrolling of child at age above 7 years old in primary school.

Table 38. Taken Children to School

Enroll child to school this year	Response
Did not enroll child to school this year	54.8%
Enrolled child to school this year	45.2%

Source: Interview with Citizens

Table 39. Category of School Enrolled

Enrolled in public or private school	Response
Enrolled in Private School	14.8%
Enrolled in public school	85.2%

Source: Interview with Citizens

Table 40. Age of Children Enrolled in Primary School

Age of child (Years)	Response
4	5.5%
5	11.6%
6	68.8%
7	8.5%
8	2.3%
9	1.0%
10	1.0%
11	0.4%
12	0.5%
13	0.3%
15	0.1%

Source: Interview with Citizens

Table 41. Reason for Late Enrolling in Primary School

Reasons	Response
No education	18.7%
Migrate to Thailand for work	17.8%
Due to poverty	13.1%
Don't want to go to school	12.1%
The house is far from school	10.3%
Busy with work	8.4%
too young	8.4%
Due to sickness	5.6%
not participate in the meeting	3.7%
Don't have proper document	1.9%

Source: Interview with Citizens

School Fees. Majority of the respondents 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. There are very small cases where

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

informal payments are paid. About 0.3% of the citizens interviewed reported that they give informal payments (Table 42).

Table 42. Paid Informal Payments

Response Code	Response
Did Not Pay	99.7%
Paid Informal Payments	0.3%

Source: Interview with Citizens

Classroom Sizes. The respondents reported that there are 30 to 40 students in the classroom (20.3%). Others reported 20 to 30 students per classroom (Table 43). The result indicates that the classroom size is too large and may not be conducive for learning to students. A classroom size of less than 30 is recommended.

Table 43. Child per Class

Class Size	Response
Less than 15	0.7%
15 - Less than 20	3.1%
20 - Less than 30	14.3%
30 - Less than 40	20.3%
40 - Less than 50	11.6%
50 - Less than 60	1.8%
More than 60	0.7%
don't know	47.5%

Source: Interview with Citizens

Number of Teachers and Working Hours. The numbers of teachers that are reporting are mostly 5-10 teachers (Table 44). The interview with the schools indicates that 34.8 percent revealed that their schools mostly have 5-10 teachers. The teachers in the schools usually work between 4-5 hours (Table 45).

Table 44. Number of Teachers Reporting

Teachers Reporting	Respondents
<5 Teachers	5.6%
5-10 Teachers	34.8%
11-15 Teachers	3.4%
16-20 Teachers	1.1%
>22 Teachers	1.1%
don't know	7.9%

Source: Primary School/Teachers

Table 45. Teacher's Working Hours

Working Hours	Response
4 Hours	19.1%
5 Hours	15.7%
7 Hours	1.1%
8 Hours	3.4%
don't know	14.6%

Source: Primary School/Teachers

Textbooks. Most of the schools provided the children with textbook (68.1%) but several numbers of children (31.9) still have no textbooks, as revealed during the interview (Table 46).

Table 46. Availability of Textbooks for Children

Child have text book	Respondents
Child have no text book	31.9%
Child have text book	68.1%

Source: Interview with Citizens

Toilet and Sanitation. The result of the study indicates that most schools have toilets. The schools have separate toilet for boys and girls (66%) as reported by the citizens during the interview. However, there are 14.9 percent who observed that some schools have toilets used together for boys and girls. The toilets are mostly in good condition and there is enough water available (84.9 percent). There is a need however to improve the toilets since there are only 43.7 percent of the respondents who reported that the school's toilets have doorknobs (Table 48). A large number of interviewees (61.4 percent) also repeated that they are not comfortable with the toilets in schools. While majority of the citizens interviewed reported that the school toilets do not smell, there are close to 30 percent who reported that the toilets are smelly.

Table 47. Availability of Separate Toilets for Boys and Girls

School have separate toilet for boys and girls	Response
Have separate toilet for boys and girls	65.6%
Used together	14.9%
No separate toilet for girls and boys	0.3%
Don't know	19.3%

Source: Interview with Citizens

Table 48. Condition of the School Toilets

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

Source: Interview with Citizens

Performance and Competence of Educational Services. The result of the interview with the citizens indicates that the teachers' performance is 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 (Figure 9). The evaluation 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. This observation seems to be corroborated by the observation of commune officials. However, the Commune Authorities believe that the teachers do not take care of the students (Figure 10).

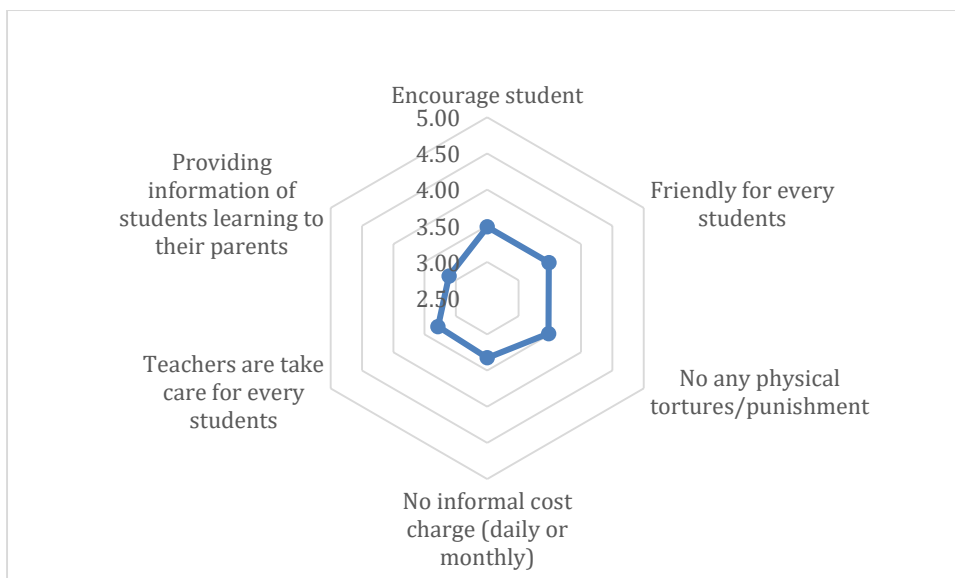


Figure 9. Teacher Performance According to the Citizens
Source: Interview with Citizens

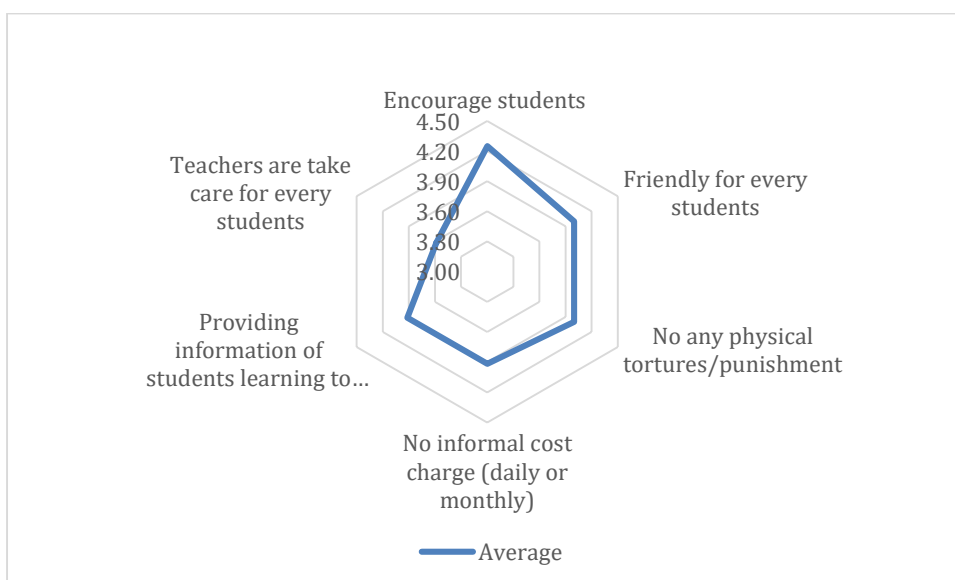


Figure 10. Teacher Performance According to the Commune Authorities
Source: Interview with Commune

4.1.4 Police Post Services

Police Post Information Services. Among the information that the police posted include family books, residence certificates, crime information and registered location of institutions (Table 49). There are more police posts (26.3%) that do not post 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. Almost all in the community (78%) reveal that police post did not announce the budget plan (Figure 11). The result shows there are only 22% who claimed the budget plan for the year was announce by the police post

Table 49. Information Posted at the Police Post

Information	Response
Family Book	97.1%
Residential Certificates	97.1%

Crime Information	31.4%
Registered Location of Institution	31.4%
Other Police Post Service	28.6%
Telephone Number	22.9%
Regulation Letter	17.1%

Source: Police Post Interview

Table 50. Police Post Practices

Information Posted	not practiced	slightly practiced	moderately practiced	practiced	Always practiced
Structure and Phone No.	25.7%	28.6%	5.7%	14.3%	25.7%
Service Cost No Charge	28.6%	17.1%	11.4%	22.9%	20.0%
Service Cost Charge	25.7%	20.0%	14.3%	20.0%	20.0%
Action Plan	20.0%	28.6%	8.6%	22.9%	20.0%
Service and Service Cost Charge Announcement	34.3%	2.9%	22.9%	22.9%	17.1%
Budget Plan	28.6%	28.6%	8.6%	17.1%	17.1%
Crime Information	25.7%	25.7%	17.1%	14.3%	17.1%
Working Hour	25.7%	14.3%	17.1%	25.7%	17.1%
Posting a National Decision, Province, District, Commune Charge	22.9%	22.9%	11.4%	25.7%	17.1%
Average	26.3%	21.0%	13.0%	20.6%	19.0%

Source: Police Post Interview

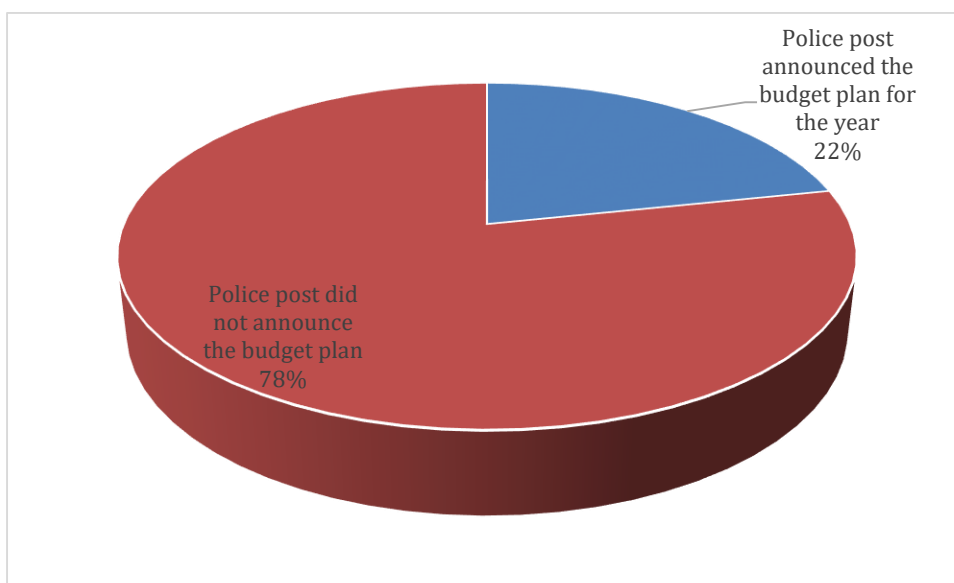


Figure 11. Police Announcement of Budget Plan

Source: Interview with Citizens

Number of Visitors and Services Requested by Community. The interview with the citizens reported that they visited the Police Posts only once. About 13.6 percent reported to have visited the police post. Most of those who visited the police posts reported to visited only once (6.4%) and some twice (3.9%)(Table 51). According to the citizens, they visited the police post for the purpose of obtaining services or information like family book (35.4%), identification (33.6%), residential book (22.1%) and 4.4 percent to report on crime and security during ceremonial events (Table 52).

Table 51. Number of Times the Citizens Visited the Police Post

Frequency	Response
1 Time	6.4%
2 Times	3.9%
3 Times	0.9%
4 Times	0.5%
5 Times	0.4%
6 Times	0.5%
7 Times	0.2%
8 Times	0.1%
9 Times	0.1%
Many Times	0.4%
Total	13.6%

Source: Interview with Citizens

Table 52. Services Availed at the Police Post

Type of services used	Response
family book	35.4%
identification	33.6%
residential book	22.1%
crackdown on crime	4.4%
security during ceremonial events	4.4%

Source: Interview with Citizens

Peoples' Negative Behavior of Getting Service. Among 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 (Table 53).

Table 53. Undesirable Practices of People Getting Police Post Service

Negative behavior of getting service:	Response
Lack of documents/information	20.0%
Delete information by themselves	14.3%
Request to change information or change place and date of birth	14.3%
Asking other person to get the information or document instead	5.7%
Unofficially paid for the document	5.7%

Source: Police Post Interview

Police Post Staff and Duty Hours. According to the Police Post officers, they usually placed 2 to 3 police officers on standby at their office (Table 54). However, the citizens reported that they observed that there are 3 to 5 Police officers at the Police Posts during their visits (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 revealed that their personnel are usually on duty for 2 hours (Table 56). However, there are persons who are standby for 24 hours.

Table 54. Standby Police Officers

Police Officers	Response
-----------------	----------

2 Police Officers	37.1%
3 Police Officers	31.4%
4 Police Officers	11.4%
6 Police Officers	2.9%
8 Police Officers	2.9%

Source: Police Post Interview

Table 55. Number of Police Officer Seen at the Police Post

Number of police post officer seen	Respondents
Did Not Meet the Police Officer	1.6%
1 Police officer	5.4%
2 Police officer	18.6%
3 Police officer	24.8%
4 Police officer	19.4%
5 Police officer	22.5%
6 Police officer	5.4%
7 Police officer	0.8%
don't remember	1.6%

Source: Interview with Citizens

Table 56. Duty Hours of Police Officers

Working Hours	Response
1 hour	20.0%
2 hours	34.3%
3 hours	5.7%
4 hours	2.9%
6 hours	2.9%
24 hours	34.3%

Source: Police Post Interview

Service Fees. Majority of the respondents reported that no payments were made (64.6%) when they obtain information from the Police Posts. But some people in the community revealed they pay around 10,000 to 20,000 KHR (Table 57). The data indicate that the police post mostly cater to the needs of the public.

Table 57. Fees Paid by Citizens

Fees	Response
None	64.6%
5,000 to <10,000 riels	5.3%
10,000 to less than 20,000 riels	12.4%
20,000 to less than 30,000 riels	6.2%
30,000 to less than 50,000 riels	1.8%
50,000 to 90,000 riels	3.5%
don't remember	6.2%

Source: Interview with Citizens

Performance of Police Post and Delivery of Services. There are approximately 24 percent of the citizens interviewed who reportedly visited the Police Posts. There are 23.3 percent of the respondents who also reported that they feel that getting information from the Police Posts are convenient for them. This is translated to 96.7 percent of those who visited the Police Post to be contented of the services of the police post (Table 58). For the time required to release

the documents, it took one day (39.8%) or between 2 to 5 days (24.8%) to obtain the information needed from the Police Posts according to the citizens interviewed (Table 59). Yet, the duration may still be too long for the citizen to wait to get the information.

The assessment of the Police Posts (crackdown on crime; family book; ID Card; protection against crime; Registered Location of Institution; residential certificate; residential book; Security during ceremonial visits) are based on 5 points rating scale. The area for evaluation includes legal documents, service charge and practice. For the legal document, there are more respondents who reported that they do not have. The most common services that have no legal documents are on the residential book (Table 60). For the services that have legal documents, it is the cracked down on crime and protection against crime that have sufficient documents. In terms of service charges, there are more Police Posts who reported that they do not make any charges at all. Gang problems (74.3%) in the community were immediately responded by the police, followed by violence (57.1%) and robbery (54.3%) (Table 61).

Table 58. Convenience to Get Police Information

Convenience to get info at police post	Response
Did Not Visit	76.0%
Convenient	23.3%
Don't know	0.8%

Source: Interview with Citizens

Table 59. Days to Get the Information

Duration of the release of documents	Response
10 - 20 minutes	1.8%
30 mins - 1 Hr.	4.4%
2 hours - Half Day	15.9%
1 day	39.8%
2-5 days	24.8%
7 days/1 Week	2.7%
15 days	4.4%
30 days/1 Month	1.8%
60 days/2 months	2.7%
Too Long	0.9%
don't remember	0.9%

Source: Interview with Citizens

Table 60. Police Post performance

Police post-Performance	Services of the Police Post								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%

Police post-Performance	Services of the Police Post								Average
	crackdown on crime	family book	ID Card	protection against crime	Registered Location of Institution	residential certificate	residential book	Security during ceremonial visits	
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 61. Police Response

Case	immediately	less than 3 days	less than 1 week	less than 1 month	more than 1 month	Total
Gangs	74.3%	8.6%	-	-	-	82.9%
Violence	57.1%	14.3%	-	-	-	71.4%
Robbery	54.3%	14.3%	-	-	-	68.6%
Drugs	22.9%	14.3%	17.1%	-	2.9%	57.1%
Forest	22.9%	11.4%	5.7%	2.9%	-	42.9%
Corruption	14.3%	17.1%	2.9%	-	5.7%	40.0%
Fishery	20.0%	8.6%	5.7%	-	2.9%	37.1%
Land	20.0%	8.6%	8.6%	-	-	37.1%
Protection	28.6%	8.6%	-	-	-	37.1%
Average	34.9%	11.7%	4.4%	0.3%	1.3%	

Source: Police Post Interview

Toilets and Sanitation. Generally, the toilet in police posts has enough clean water (93.3%). But several respondents (64.1%) observed the toilet have no door knobs. Some people revealed that they are comfortable (56.6%) using the toilets. Others also disclosed the toilet does not smell (53.3%).

Table 62. Toilet Condition

Water Availability	Do not have enough clean water = 6.7%	Have enough clean water = 93.3%
Presence of Doorknobs	Do not have doorknob = 64.1%	Have doorknob = 35.9%
Comfort	Comfortable = 56.6%	Uncomfortable = 43.4%
Smell	Not smell = 53.3%	Smell = 46.7%

Source: Interview with Citizens

5.1. Understanding Citizens' Rights

Most of the respondents (85%) believed the importance of right to get information compared to 15 percent who said that it's not important (Figure 12). The interview with the citizens revealed that they have the right to get the information from the district. 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 70.8 of the citizens who said that they have the right to get information from commune and district and only 1% discloses they have no right (Table 63). However, 28.3 percent who said that they have no idea because they don't know, did not participate in the meeting, did not get information, don't want to know, lack of education, busy, did not announce the information about meeting, disability, afraid to participate in the meeting, confidential information for commune, migration, never been to commune and not interested (Table 64).

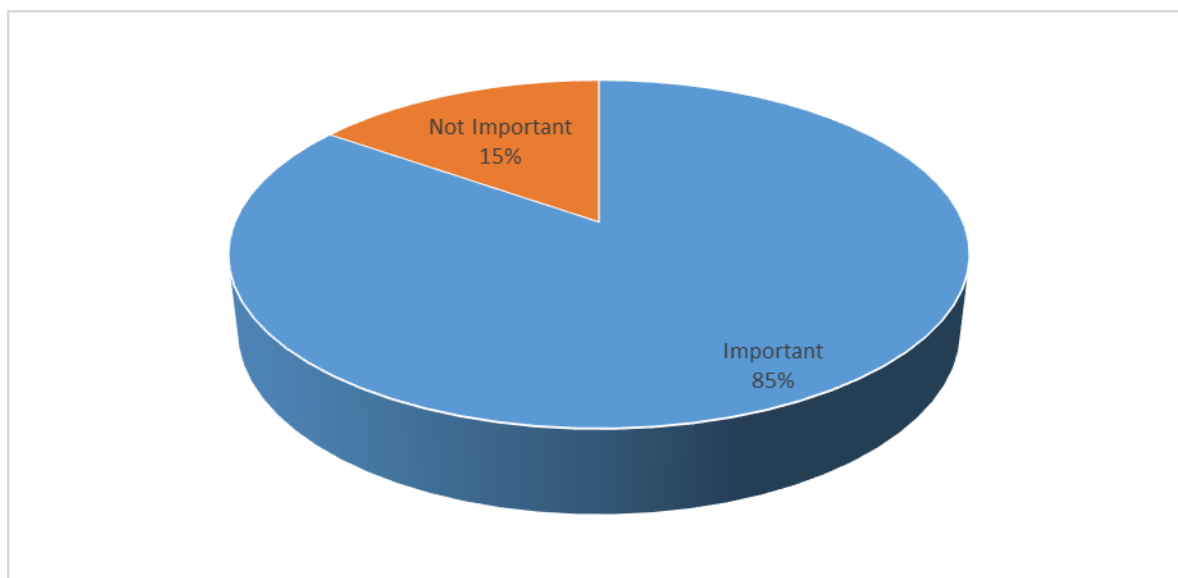


Figure 12. Importance of Right to Get Information at District
Source: Interview with Citizens

Table 63. Rights to Get Information from District

Reasons	Total
No Idea	28.3%
Have Right to Get Info	70.8%
No Rights to Get Info	1.0%

Source: Interview with Citizens

Table 64. Reasons for the Perceptions of the Right to Get Information from Commune and District

Reasons	Total
don't know	52.2%
not participate in the meeting	24.5%
not get the information	9.9%
illiteracy/lack of education	3.3%
not want to know	2.9%
busy	2.2%
disability	1.1%
not announce the information about meeting	1.1%
afraid to participate the meeting	0.7%
confidential information for commune	0.7%
confidential information for commune	0.4%
migration	0.4%
never been to commune	0.4%
not interested	0.4%

Source: Interview with Citizens

5.2. Citizen Participation in Local Planning

During the interview with the commune, 70.6 percent of the respondents reported there are 5 or less participated in the monthly meetings with the commune council in 2018 (Table 65). There is generally higher percentage of the respondents (91%) who did not attend the commune council meeting and only 9 percent of the respondents who attended (Figure 13).

Table 65. Meeting Participants of the Council Meeting

Participants	Respondents
5 or Lesser Participants	70.6%
10-20 Participants	11.8%
50 Participants	5.9%
100 Participants	5.9%
don't know	5.9%

Source: Interview with Commune

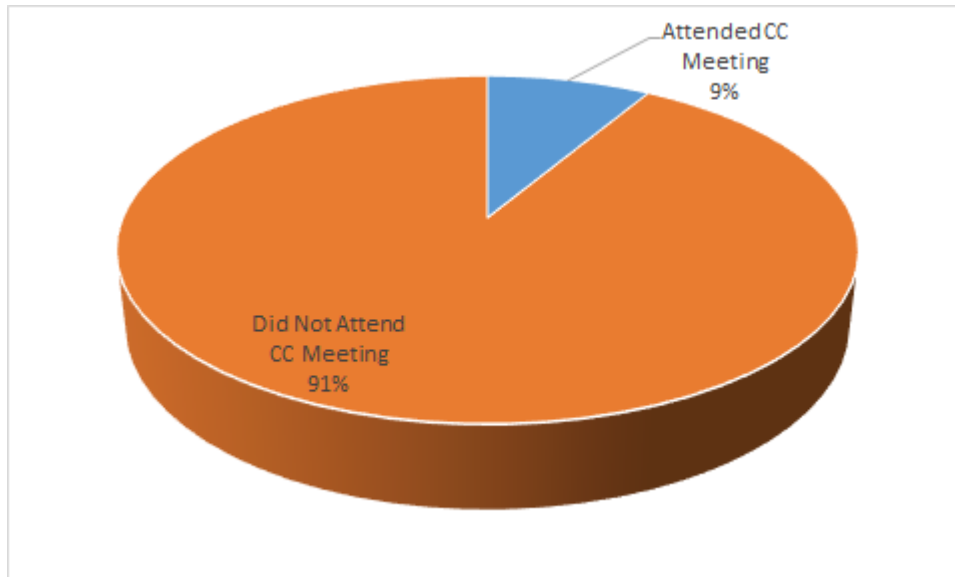


Figure 13. Attended CC Meeting

Source: Interview with Citizens

5.2.1 Participation of People in Community Meetings and Planning

There are about 86 percent of the respondents who did not attend in the CDP meeting and only 14 percent participated (Figure 14). The data showed that most of the CDPs are not widely disseminated. For those who attended the meetings, also reported that they were able to raise their problems and needs (70%) in the CDP meeting (Figure 15). This indicates that the communes started to become more responsive to the concern of the communities and provide an environment conducive to dialogue with its constituents.

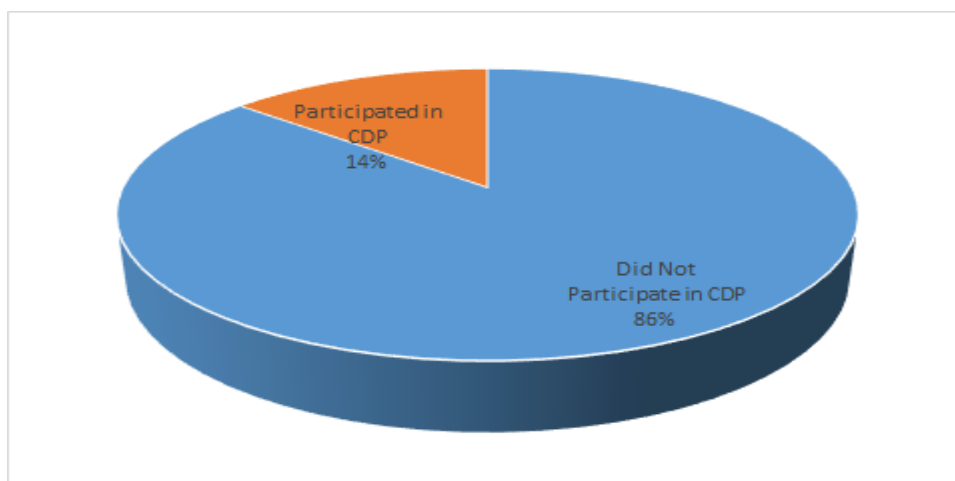


Figure 14. Participated in CDP Meeting

Source: Interview with Citizens

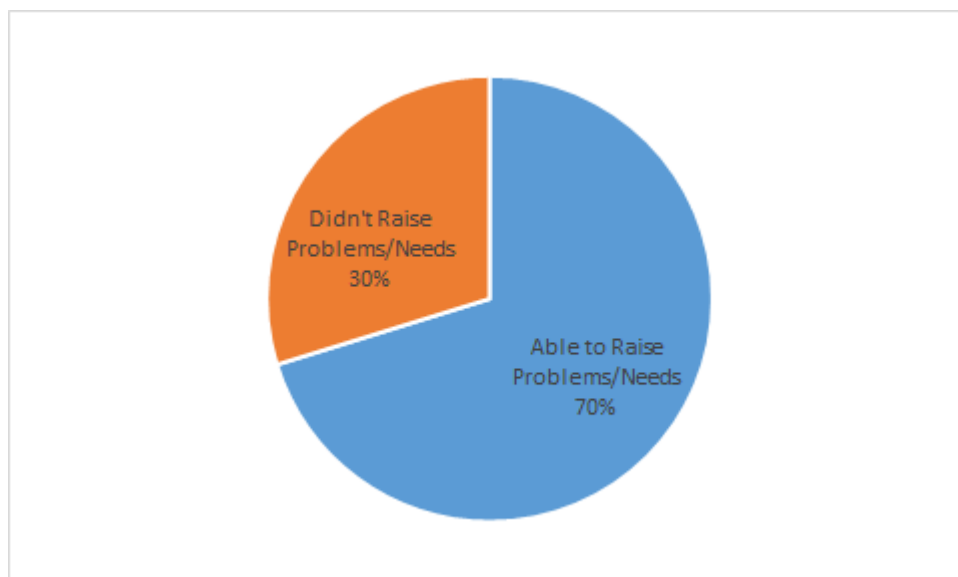


Figure 15. Raised Issues in CDP Meeting

Source: Interview with Citizens

5.2.2 Problems Discussed in the Communes

The problems the people discussed mostly pertains to infrastructure (13.4%), village and community safety (10.5%), health (8.7%), and drugs (8.1%). The respondents are mostly Normal(52.3%) and satisfied (30.8%) (Table 66). There are only 2.3% who are not satisfied with the discussion on the problems at the CDP meeting. It can be observed that the same issues were consistently raised during the CDP and CC meeting (Figure 67).

Table 66. Problems Mentioned in CDP

Problem	Not satisfied all	Slightly satisfied	Normal	Satisfied	Very satisfied	Total
Infrastructure problem	0.6%	2.3%	1.7%	7.6%	1.2%	13.4%
Village and commune safety problem	-	0.6%	5.8%	2.3%	1.7%	10.5%
Health problem	-	-	5.8%	2.9%	-	8.7%
Drug problem	-	1.2%	5.8%	1.2%	-	8.1%
Education problem	0.6%	0.0%	4.1%	2.3%	0.6%	7.6%
Community support	0.6%	0.6%	4.7%	0.6%	0.6%	7.0%
Violence problem	-	0.0%	5.8%	0.6%	-	6.4%
Electricity problem	-	-	2.9%	2.9%	-	5.8%
Public service price problem	-	-	3.5%	1.2%	1.2%	5.8%
Identification Problem	-	-	2.3%	1.2%	1.7%	5.2%
Rice Price Problem	-	-	3.5%	1.2%	0.6%	5.2%

Problem	Not satisfied all	Slightly satisfied	Normal	Satisfied	Very satisfied	Total
Land Problem	0.6%	-	1.7%	1.7%	0.6%	4.7%
Family Book problem	-	-	1.2%	2.9%	-	4.1%
Forest Problem	-	0.6%	1.7%	0.6%	0.6%	3.5%
Vegetable price problem	-	-	1.2%	1.2%	0.6%	2.9%
Fishery problems	-	-	0.6%	-	-	0.6%
Gender problem	-	-	-	0.6%	-	0.6%
Total	2.3%	5.2%	52.3%	30.8%	9.3%	100.0%

Source: Interview with Citizens

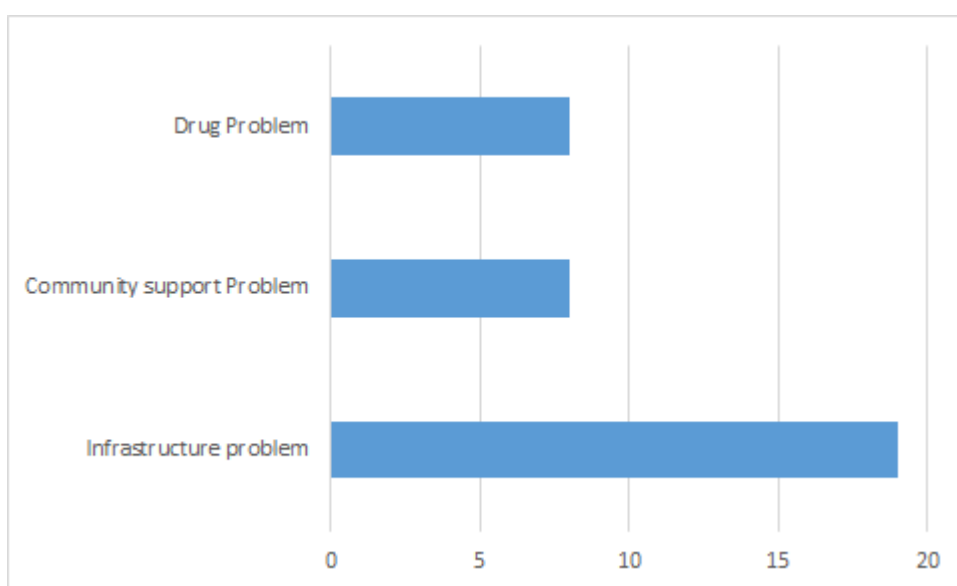


Table 67. Problems Raised in the Commune Council Monthly Meetings

Source: Interview with Citizens

5.2.3 Awareness of Commune Plans and Budget

The result indicates that there are only 9% of the respondents who are aware of the budget of the communes (Figure 16). The reason of the respondents of not knowing the budget include the following: they don't remember (91.3%), did not participate in the meeting (4.9%), not interested (1.9%) and don't get information and did not note (1%) (Figure 17). It was noted that there seems to be no interest among the citizens on the commune budget plan. It was noted that there were no reasons on the refusal of the communes to divulge the commune budget to its constituents.

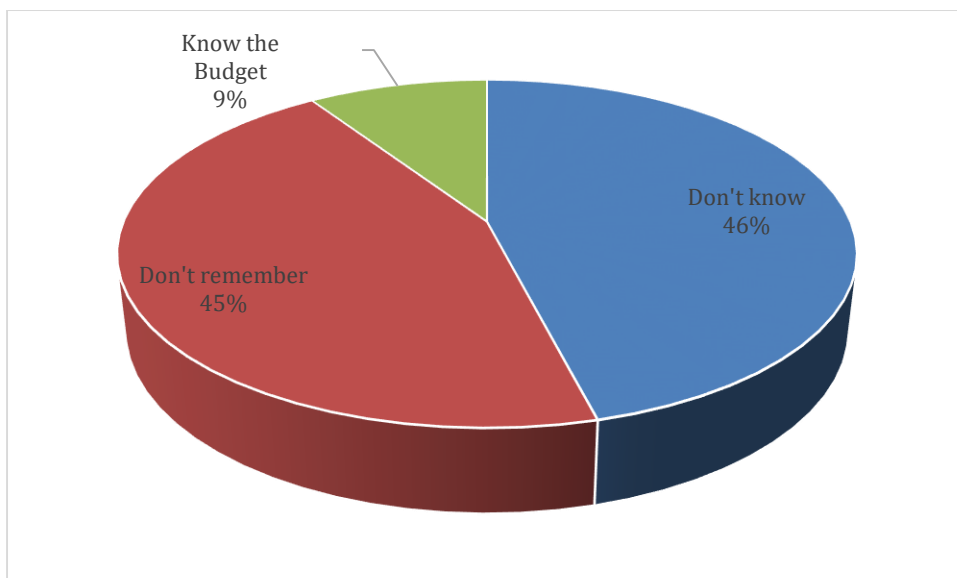


Figure 16. Aware of the Commune Budget
Source: Interview with Citizens

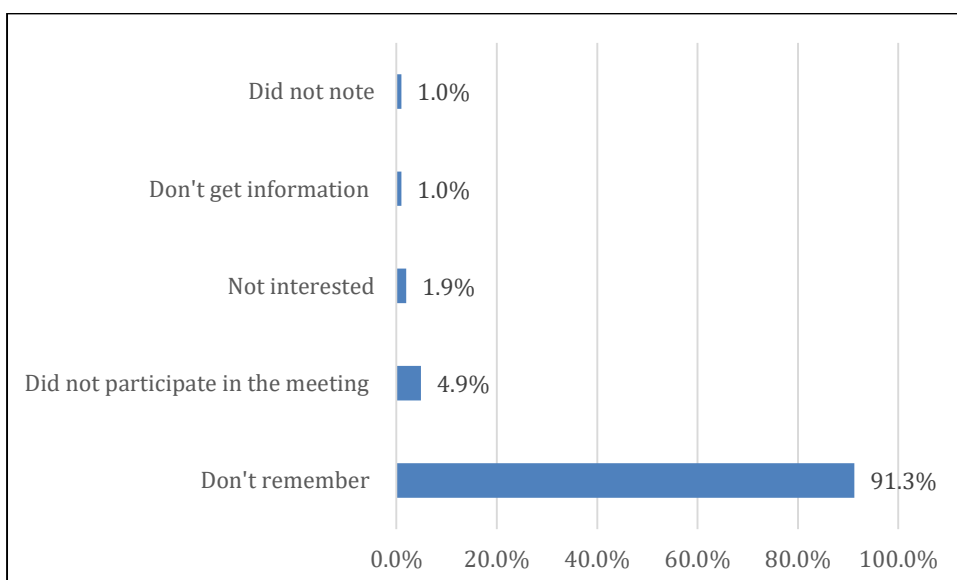


Figure 17. Reasons for Not Knowing the Commune Budget
Source: Interview with Citizens

5.3. Citizen Satisfaction of the Services

5.3.1 Satisfaction of Commune Service

With regards to the Commune Council services, there are 44.7 percent of the citizens interviewed who are Normal while 39.3 percent indicates that they are particularly satisfied with the way the commune staff attend to their needs (Table 68). The result of the survey further indicates that 86 percent of the respondents reported convenience to get information from commune council office while 10 percent reported inconvenience (Figure 18). 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.

Table 68. Satisfaction of Commune Council Services

CC Satisfaction	Total
Not satisfied all	0.3%
Slightly satisfied	0.7%

Normal	44.7%
Satisfied	39.3%
Very satisfied	14.9%

Source: Interview with Citizens

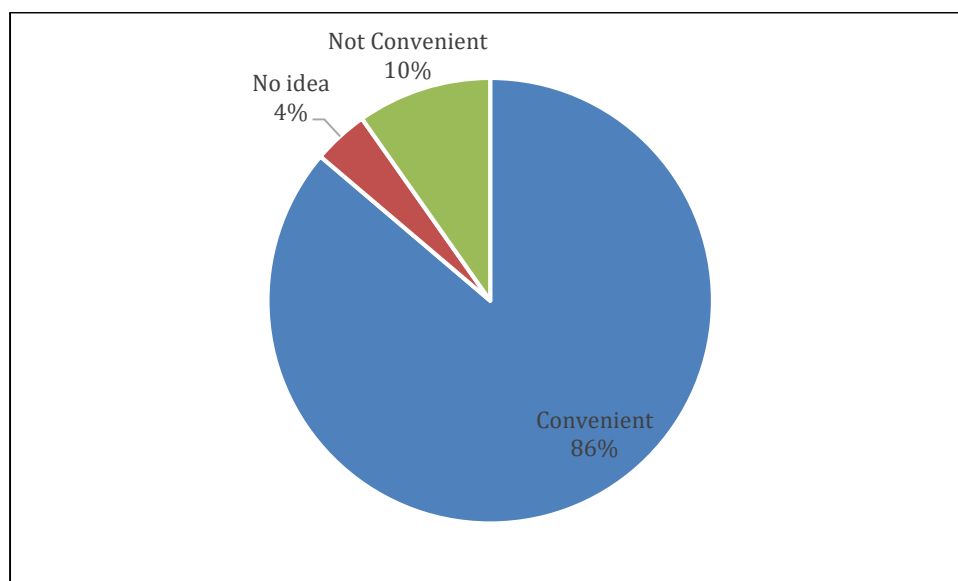


Figure 18. Convenience to Get Information from Commune Council

Source: Interview with Citizens

5.3.2 Satisfaction of Health Services

Satisfaction of the Health Center Services. The results showed that the services of the health centers are moderately satisfactory. Specifically, the health centers are moderately satisfactory in terms of providing explanation 62.5 percent and 58.3 percent for communication, service and treatment (Table 69). The HCs are also considered to be performing better in terms of treatment services, communication and their current equipment.

Table 69. Health Center Service Rating

HC Service	Not satisfied all	Slightly satisfied	Normal	Satisfied	Very satisfied
Treatment	4.2%	8.3%	58.3%	8.3%	20.8%
Communication	4.2%	12.5%	58.3%	8.3%	16.7%
Equipment	8.3%	4.2%	29.2%	41.7%	16.7%
Explanation	4.2%	4.2%	62.5%	12.5%	16.7%
Service	4.2%	8.3%	58.3%	16.7%	12.5%
Environment	4.2%	16.7%	45.8%	25.0%	8.3%
Treatment room	4.2%	16.7%	45.8%	25.0%	8.3%
Average	4.8%	10.1%	51.2%	19.6%	14.3%

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 study indicates that 70.5 percent of the citizens interviewed reported that there are sufficient medicines at the health centers (Table 70). Only a small number of respondents (23.3%) reported that the health centers do not have enough medicines.

Table 70. Availability of Medicines at the Health Centers.

Health center have enough medicine	Response
HC have enough medicine	70.5%
HC don't have enough medicine	23.3%
Don't know	3.7%
HC have no medicine	2.5%

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. Regarding the attitude of health center staffs, around 39.4 percent of the respondents reported that they are friendly. About 30.3 percent revealed they have casual attitude (Table 71) to the patients. There are few citizens (3.0%) who claimed that the staffs of the HC are unfriendly.

Table 71. Health Center Staff Attitude

Attitude of Health Centre Staff	Response
Friendly	39.4%
Casual	30.3%
Unfriendly	3.0%

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 health centers also show some kind of improvement of the services. According to the respondents (64.1%) of the health center staff explains to them some of the sickness and health care they need (Table 72).

Table 72. Health Center Explain to the Patients the Sickness and Health Care Needed

Health center staff explain the sickness and health care	Response
HC staff did not explain the sickness and health care	3.9%
HC staff explain some of the sickness and health care	64.1%
HC staff explain well the sickness and health care	31.9%

Source: Interview with Citizens

Performance of Health Centers and Practices. The assessment of Health Center revealed that they have enough legal documents (48.4%). 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 (28.7%). For HCs who asked for medical charges, 38.1 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 73). The evaluation therefore shows a good performance of the Health Centers.

Table 73. Rating of Health Center Practices

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	12.9%	6.5%	0.0%	16.1%	16.1%	6.5%	19.4%	9.7%	25.8%	16.1%	12.9%
▪ have enough	61.3%	64.5%	0.0%	22.6%	54.8%	45.2%	58.1%	61.3%	61.3%	54.8%	48.4%
▪ have more	9.7%	9.7%	0.0%	9.7%	9.7%	25.8%	9.7%	19.4%	9.7%	16.1%	11.9%
▪ have some	9.7%	6.5%	0.0%	9.7%	3.2%	3.2%	6.5%	3.2%	3.2%	6.5%	5.2%
▪ not have	6.5%	12.9%	0.0%	41.9%	16.1%	19.4%	6.5%	6.5%	0.0%	6.5%	11.6%
Service Charge											
▪ less than legal rule	9.7%	6.5%	0.0%	3.2%	6.5%	12.9%	16.1%	6.5%	3.2%	6.5%	7.1%
▪ more than legal rule	3.2%	3.2%	0.0%	6.5%	3.2%	6.5%	3.2%	6.5%	3.2%	9.7%	4.5%
▪ no charge	6.5%	12.9%	0.0%	74.2%	32.3%	6.5%	19.4%	58.1%	64.5%	12.9%	28.7%
▪ not limited cost	9.7%	12.9%	0.0%	12.9%	12.9%	9.7%	16.1%	12.9%	16.1%	12.9%	11.6%
▪ same legal rule	71.0%	64.5%	0.0%	3.2%	45.2%	64.5%	45.2%	16.1%	12.9%	58.1%	38.1%
Practice											
▪ fast	12.9%	9.7%	0.0%	9.7%	19.4%	0.0%	12.9%	6.5%	16.1%	3.2%	9.0%
▪ faster than	16.1%	16.1%	0.0%	16.1%	12.9%	16.1%	16.1%	32.3%	12.9%	22.6%	16.1%
▪ slower than	6.5%	6.5%	0.0%	3.2%	0.0%	12.9%	3.2%	3.2%	12.9%	6.5%	5.5%
▪ very fast	61.3%	61.3%	0.0%	38.7%	48.4%	58.1%	61.3%	58.1%	54.8%	58.1%	50.0%
▪ very slow	3.2%	6.5%	0.0%	32.3%	19.4%	12.9%	6.5%	0.0%	3.2%	9.7%	9.4%

Source: Interview with Health Centers

5.3.3 Satisfaction of Education Services

On the average, the respondents reported that they are satisfied of the school services (43.6%) especially when it comes to communication (79%). The respondents also revealed that they were Normal on teaching (47.2%), registration (44.9%) and schools environment (40.2%) (Table 74). Majority of the community are satisfied with the teacher's performance. Seventy-five percent (75%) are reported to have no informal cost charge daily or monthly. The teachers are providing information of student's performance in class to their parents (58.3%) and the teachers care for the students (41.7%) (Table 75).

Table 74. Satisfaction of School Service

Satisfaction of School Service	Not satisfied all	Slightly satisfied	Satisfied	Normal	Very satisfied
Communication	6.0%	4.4%	79.0%	0.0%	10.6%
Registration	5.6%	5.0%	32.9%	44.9%	11.5%
School's Environment	5.8%	6.6%	35.2%	40.2%	12.3%
Teaching	5.9%	3.3%	27.3%	47.2%	16.4%
Average	5.8%	4.8%	43.6%	33.1%	12.7%

Source: Interview with Citizens

Table 75. Teacher Performance Satisfaction

Teacher Performance	Rating (1=Not Satisfied; 5 Very Satisfied)			
	2	3	4	5
Encourage students	-	16.7%	41.7%	41.7%
Friendly for every students	-	33.3%	33.3%	33.3%

Teacher Performance	Rating (1=Not Satisfied; 5 Very Satisfied)			
	2	3	4	5
No any physical tortures/punishment	-	33.3%	33.3%	33.3%
No informal cost charge (daily or monthly)	-	16.7%	75.0%	8.3%
Providing information of students learning to their parents	-	25.0%	58.3%	16.7%
Teachers are take care for every students	16.7%	25.0%	41.7%	16.7%

Source: Interview with Commune

5.3.4 Satisfaction of Police Post Services

The result shows that the citizens are satisfied to Normal on the performance of the Police Post services (43.4%) (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, majority of the members revealed that police officers responded to their complaints (86%). There are only 14 percent who claimed that the police did not respond to their complaints (Figure 20).

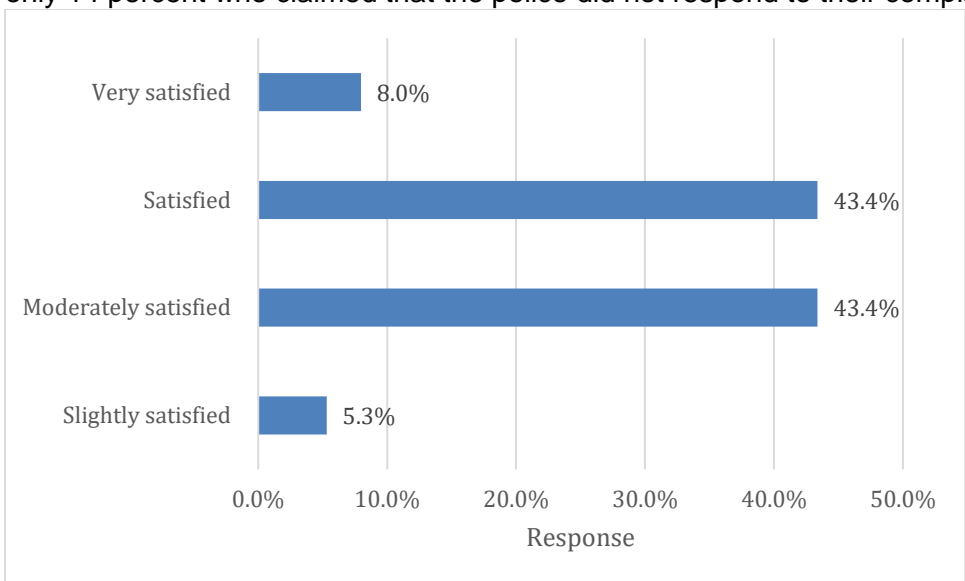


Figure 19. Satisfaction of the Service

Source: Interview with Citizens

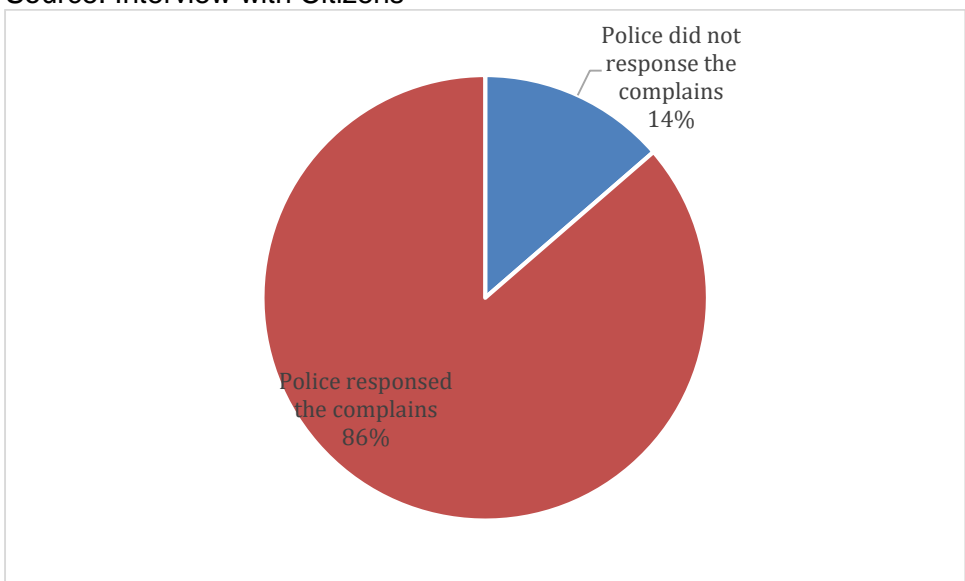


Figure 20. Response of Police Posts to Needs

Source: Interview with Citizens

5.4. Community Needs to be Addressed

5.4.1 Commune Services Needs

Overall, 69.7 percent of the members claimed that there are no more issues to be addressed by the commune. However, there are few respondents 9.1 percent who reported that clean water, trash bin, among others that need to be addressed (Table 76).

Table 76. Problems for the Commune to Address

Issues-Problems	Response
clean water, trash bin, respect time	9.1%
improve commune service	6.1%
clean water, need road	3.0%
have specific plan and absent list for commune officers	3.0%
have specific structure in commune	3.0%
land layout, clean water	3.0%
need new commune building	3.0%
None	69.7%

Source: Commune Interview

5.4.2 Health Services Needs

The critical issues need to be solved in Health Centers include meeting solutions with VHSG and HC committee (12.9%), lack of staff (3.2%), educating the public on health (Table 77). 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 77. Critical Issues for Health Centers

Issues	Not priority	Slightly priority	Normal	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

5.4.3 Education Services Needs

Majority of the community (63.6%) reported that they don't have issues with regards to primary school services. But there are around 12.1 percent of the respondents who said that there is need for more teachers and time should be followed or respected (Table 78).

Table 78. Problems for School

Issues	Response
need more teachers	12.1%
respect time	12.1%

Issues	Response
help poor students, no discrimination	6.1%
need good environment	6.1%
don't have	63.6%

Source: Commune Interview

5.4.4 Police Post Services Needs

Majority of the response (53.8%) said they don't have issues. But there are about 27.6 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. The Citizens noted the need to improve the sanitation and its services (Table 79).

Table 79. Police Problems

Issues and problems that need to be solve by police post	Response
Criminality/Safety	
▪ drug, gangster/ Corruption/ Violence	27.6%
▪ illegal fishing	0.7%
▪ security in the village and commune	4.2%
Gambling	1.4%
Infrastructure: Drainage	0.6%
Sanitation: Trash bin	0.1%
Services	
▪ need electricity, water	0.2%
▪ accelerate on family book, identification, family book	4.3%
▪ no charge for used services	0.1%
▪ police officer should respect time	5.1%
▪ provide a good service and friendly	1.7%
Don't Have/Don't Know	53.8%

Source: Citizen Interview

6. Conclusion and Recommendation

The result indicates that the right to get information is higher among the citizens and even to the duty bearers. While the citizens believe that they have the right to know the local development plans, there are only 14 percent who attended the meetings and local community planning. Moreover, for those who attended the meetings, 70 percent of them were able to raise the issues.

The result indicates that the citizens are generally satisfied with the services of the commune council and local authority and the services like the health centers, local police posts and school services. For the health centers, the citizens indicate that they are Normal. However, there are still some shortcomings, particularly on the quality of the facilities, the toilets in the communes, schools, police post and even in the Health Centers. Among the problems include the absence of doorknobs. There are close to 70% of the citizen interviewed who reported that they have no further issues to be brought to the attention of the local authority. Among the issues that they raise pertains to the availability of clean water and trash bins, and commune services.

On the part of the health centers, the common issues raised include the community-related issues like awareness raising and also pertaining to the availability of personnel. The lack of personnel was also raised for schools.

For the commune police, the growing criminality related to drugs, gangs and violence were raised. But 53.8 percent reported that they do not have concerns to be raised to the police

posts. This indicates that generally, the peace and order situations in the areas surveyed are generally tolerable.

Based on the findings above, the following recommendations are drawn:

1. Commune Services:

- Improve further dissemination of information on the budget plan during Commune Meeting
- Improve the delivery of support to the communities, and address the violence that occasionally happens in the communities.
- Rehabilitate the toilets of the communes
- 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:

- Monitor the Health Centers' compliance of the posting of information, working hours, action and budget plan, and service charges
- Repair of the toilets of the Health Centers
- 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:

- 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
- Improve the condition of the school 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:

- 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 Posts should be proactive in providing announcement on the requirements that the citizens should bring in requesting for documents from the Police Posts
- 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

