



Civil Society and Media Leadership Program (CSML)

Report on Final Survey of Government Officials' Perception of Civil Society Organizations, and Citizens' Perception of Government and Civil Society Organizations

Submitted to:
Civil Society & Media Department
CSML Program
IREX Liberia

Conducted and produced by:
M&E DEPARTMENT
IREX/Social Impact

April 2015

TABLE OF CONTENTS

LIST OF FIGURES.....	3
ACRONYMS.....	4
1. EXECUTIVE SUMMARY.....	5
2. INTRODUCTION.....	7
3. METHODOLOGY.....	9
3.1. <i>Survey Tool Design</i>	9
3.2. <i>Identification of Target Population</i>	9
3.3. <i>Sampling</i>	9
3.4. <i>Data Collection</i>	10
3.5. <i>Data Entry and Analysis</i>	10
4. FINDINGS.....	11
4.1. <i>Citizens' Perception of CSOs</i>	11
4.2. <i>Citizens' Perception of County Officials</i>	13
4.3. <i>Citizens' Access to Targeted Community Radios</i>	14
4.4. <i>Marginalized Population Perception of CSOs</i>	16
4.5. <i>Marginalized Population Perception of Community Radios</i>	17
4.6. <i>Marginalized Population Engagement in Civil Society Activities</i>	17
4.7. <i>County Officials' Perception of CSOs</i>	18
4.8. <i>Citizen perception of CSOs/NGOs role in the county</i>	19
4.9. <i>Engagement in CSOs/NGOs activities in the last one year</i>	19
4.10. <i>Citizen participation in community Organization events to solve problem</i> ...20	
4.11. <i>Citizens that have attended a community or palava hut meeting within the last one year</i>	20
4.12. <i>Citizens Feeling empowered to participate and take ownership</i>	21
4.13. <i>CSOs/NGOs have pushed for new legislation</i>	21
5. <i>COMPARATIVE ANALYSIS OF BASELINE, MIDTERM AND FINAL</i>	22
6. CONCLUSION.....	24
7. RECOMMENDATIONS.....	25
8. ANNEXES.....	27
ANNEX 1: INDICATORS' ACTUAL VALUE VS. BASELINES AND TARGETS.....	27

ANNEX 2: DATA COLLECTION TOOLS.....31

LIST OF FIGURES

Figure 1: Sample Size by County..... 9

Figure 2: Level of Citizens’ Satisfaction with CSOs..... 11

Figure 3: Citizens’ Access to Targeted Community Radio by County..... 12

Figure 4: Level of Marginalized Population’s Satisfaction with CSOs..... 13

Figure 5: Level of Interest of Marginalized Population in Community Radio by County... 13

Figure 6: Measure of County Officials’ Perception towards CSOs.....14

ACRONYMS

CSML	Civil Society and Media Leadership
CRS	Community Radio Station
CSO	Civil Society Organization
IREX	International Research Exchange Board
M&E	Monitoring and Evaluation]
NGO	Non-governmental organization
USAID	United States Agency for International Development

1. EXECUTIVE SUMMARY

In order to gauge levels of trust and perceptions of government officials, civil society organizations (CSOs), and citizens' levels of one another, the Civil Society and Media Leadership Program (CSML) conducted a perception survey in July-November 2014. This data is being compared to baseline data collected in 2010 by IREX as well as midline data collected in 2012 by The Mitchell Group. CSML, funded by the US Agency for International Development (USAID), works with civil society actors as well as government officials, community radio stations, and citizens to enhance the effectiveness, reach, and coordination of civil society and media in Liberia. As the project reaches its final year, the findings contained in this report will help the program measure progress towards the accomplishment of some of its results and inform future programming. The report also contains recommendations for improving perceptions and trust among the program's beneficiaries more broadly.

Using standardized questionnaires similar to the ones used for the mid-term survey, sixteen (16) enumerators randomly collected data from one thousand one seventy four (1174) citizens in the capital and ten (10) commercial cities of the program's seven (7) targeted counties: Lofa, Nimba, Grand Gedeh, River Gee, Bong, Grand Bassa and Montserrado. The enumerators also collected data from one hundred (100) county officials from the seven (7) targeted counties. The survey captured both quantitative and qualitative data, which was entered, processed and analyzed in Microsoft Excel.

The survey findings reveal that most citizens and county officials are generally satisfied with the work of CSOs, though some survey respondents expressed concerns about their activities. Citizens also have great interest in community radios. On the other hand, citizens' perception of county officials is generally negative.

In general, the findings include:

➤ PERCEPTION OF THE GENERAL CITIZENRY:

- Seventy-six percent (76%) of overall respondents of all groups expressed satisfaction in CSOs representation of their interests.
- The average score of three (3) core areas – general level of trust in county officials, county officials' level of transparency and accountability, and officials' responsiveness to citizens' needs – was used to determine citizens' perception of their county officials. Only twenty one percent (21%) of the general population in the seven (7) targeted counties reported a positive perception of county officials using these metrics.
- Ninety-one percent (91%) of overall respondents of all groups indicated that they can receive signals of the targeted radio stations, while ninety-two percent (92%) of respondents who receive signal reported that they listen to the targeted radio station daily or sometimes.

➤ **PERCEPTION OF MARGINALIZED POPULATION¹:**

- Seventy-nine percent (79%) of the marginalized population expressed satisfaction in CSOs' representation of their interest.
- Eighty-three percent (83 %) expressed interest in being represented by community radio.
- Regarding the participation of marginalized population in civil society activities, 63% of the respondents have at least attended a community meeting in the last one year.

➤ **PERCEPTION OF COUNTY OFFICIALS:**

- Eighty-seven percent (87%) of county officials have a positive impression of CSOs, measured via composite score of five survey questions.

¹ According to the program's operational definition, marginalized population includes youth, women and disabled persons.

2. INTRODUCTION

USAID's Liberia Civil Society and Media Leadership Program (CSML) is designed to strengthen civil society organizations and the independent media as a means to include and engage the Liberian population, thereby contributing to the creation of rapid, inclusive, peaceful, and sustainable democratic development. The IREX team works to build upon existing capacities, address established gaps, and ensure greater citizen participation, engagement, and access to information.

CSML's development hypothesis is as follows:

If organizational, financial and technical trainings, mentorships, and practicums are provided to targeted CSOs and media outlets through partner organizations, then individual and institutional capacities to foster democratic development and good governance will be built, strengthened, and sustained.

Specifically, CSML provides strategic trainings, one-on-one mentoring, small grants, and other resources to Liberian CSOs and independent media institutions to change the institutional culture of these organizations and to support them in engaging with the Liberian population. CSML has targeted sixty (60) CSOs, twenty one (21) community radio stations, and ten national media outlets throughout the duration of the program. These institutions receive training, mentoring, and small grants as a way of building wide range capacities. The program is carried out in seven counties: Montserrado, Bong, Nimba, Lofa, Grand Bassa, River Gee and Grand Gedeh.

The main purpose of this final survey is to measure perceptions to determine current levels of trust amongst government officials, civil society actors and ordinary citizens and to measure the reach of community radio stations. As CSML reaches its final year, the findings of the survey will help the program measure progress towards the accomplishment of targets for its Intermediate Results, as follows:

Sub Objective 1: CSOs have the Capacity to foster democratic development and good governance

- IR 1.1: CSOs better able to represent members' interests.
- IR 1.3: Enhanced perceptions of government officials toward Civil Society Organizations, and of citizens toward Civil Society Organizations and government officials in the seven target counties.

Sub-objective 2: Independent media has the capacity to foster democratic development and good governance

- IR. 2.2: Community radio represents diverse citizens' interests.

The indicators targeted by the survey include:

1. Percentage of Liberian population who expressed satisfaction in CSOs' representation of their interests

2. Percentage of marginalized population who expressed satisfaction in CSOs' representation of their interest
3. Percentage of marginalized population who have attended or been engaged in civil society activities
4. Percentage of government officials who have positive impression of CSOs
5. Percentage of population who responds positively to attitudinal surveys regarding perceptions of government and civil society (disaggregated)
6. Percentage of Liberian population reached by targeted community radio partners
7. Percentage of marginalized population who expressed interest in being represented by community radio

The findings will also help CSML measure progress on other sub-intermediate results of the program. CSML has earlier collected baseline and mid-term information on the indicators for its Intermediate Results 1.1 and 1.3 and baseline information for Intermediate Result 2.2.

The first phase of the survey was conducted from July 21-30, 2014 and was completed in late November due to the Ebola crisis. Field work was halted and staff weren't fully active during the period between August and November. The survey was conducted using a standardized set of questionnaires (see Annex 2) administered to one thousand, one hundred seventy four (1,174) citizens and one hundred (100) county officials in the capital and ten (10) commercial cities of CSML's seven targeted counties. This report summarizes the findings of the survey.

3. METHODOLOGY

To achieve the purpose of the survey, the same methodology from the mid-term survey was applied:

Survey Tool Design

The final survey employed the same questionnaires as that used during the midline data collection in 2012, which had changed slightly from the baseline data collection instrument.

Two (2) questionnaires were used in the survey for different audiences. One (1) set was employed to gather data from selected local officials in the program's targeted counties about their perception of CSOs' work; while the other was used to collect data from citizens in the same targeted areas relative to their perception and level of satisfaction with local officials, CSOs and community radios in their respective counties.

In addition to collecting demographic information, enumerators asked participants to respond with the extent to which they agreed or disagreed with a number of statements. For some questions, respondents were also asked to provide a justification on why they chose particular responses for some of the questions. The questionnaire also included other forms of open ended questions aimed at obtaining more in depth information. The full questionnaires used in this survey are available as annexes to this report.

Identification of Target Population

The target population for the citizens' survey was defined as citizens residing in the seven (7) targeted counties. Specifically, the questionnaire was administered to a randomly selected group of citizens of eighteen (18) years or above residing in the capital and ten (10) commercial cities of the targeted counties. The large communities within those capital and commercial cities were selected for the survey. The various survey sites were selected based on the level of socio-economic and political activities as well as population density.

The county officials' survey targeted any available local official and Legislator with a special provision to include either the Superintendent or the Assistant Superintendent.

Sampling

For the citizens' survey, an optimal sample was drawn from the targeted population using the Raosoft online sample size calculator. With a three percent (3%) margin of error and a ninety-five percent (95%) confidence level, the general sample size was one thousand sixty-seven (1,067). An additional one hundred seven (107) (constituting ten percent (10%) of the sample size) was included to compensate for non-response. Accordingly, the total persons targeted were one thousand one hundred seventy four (1,174).

The number of persons targeted in each county was then drawn from this general sample size of one thousand one seventy four (1,174) based on the proportion of their respective populations to the general population.

For the county officials’ survey, one hundred (100) local officials were targeted. However, the local officials were purposefully selected for the survey. The distribution of the sample for both the citizen and county official surveys is summarized in the table below.

Figure 1: Sample Size by County

LOCATION	SAMPLE SIZE	
	CITIZEN	COUNTY OFFICIAL
Voinjama and Zorzor, Lofa	125	14
Gbarnga, Bong County	150	15
Sanniquellie and Ganta, Nimba	208	17
Zwedru, Grand Gedeh	57	12
Fish Town, River Gee	30	10
Monrovia and Bensonville, Montserrado	504	19
Buchanan, Grand Bassa	100	13
TOTAL	1174	100
Sample = 1067 10% Non-response =106.7 Total (sample + 10% non-response) = 1174		

Data Collection

CSML developed a data collection plan which was implemented in two (2) phases. During phase one (1), data was collected in Montserrado, Lofa, Bong, and Nimba Counties from July 21- 30, 2014; while data collection during the second (2nd) phase occurred in November with Grand Gedeh, River Gee and Grand Bassa Counties. Sixteen (16) trained enumerators collected data for the survey, employing standardized questionnaires. The M&E Department conducted the training for the enumerators and supervised the data collection process.

Data collection in each county took between three to five (3-5) days depending on the sample size. The number of enumerators assigned to a particular county also depended on its sample size. On the average, it took twenty (20) minutes to administer each questionnaire. The enumerators administered a total of one thousand one hundred seventy four (1,174) questionnaires to randomly selected citizens, and one hundred (100) questionnaires to county officials.

Data Entry and Analysis

The survey data was entered, processed and analyzed in Excel as was done for both the baseline and mid-term surveys. The Excel database was used for data entry within a two (2) month period, with the CSML monitoring and evaluation (M&E) team conducting data quality checks. A sample of the questionnaire was checked against figures entered in the database as an

additional quality assurance measure. Data from respondents in the three (3) main categories – county officials, general citizenry, and marginalized populations – were organized separately for analysis.

Following data entry, the M&E team conducted various types of analyses of the data across several categories: indicator, county, marginalized population, officials, and general citizenry. Frequencies and distributions were analyzed for each question, and the team identified themes within the qualitative data, grouping them into clear categories.

4. FINDINGS

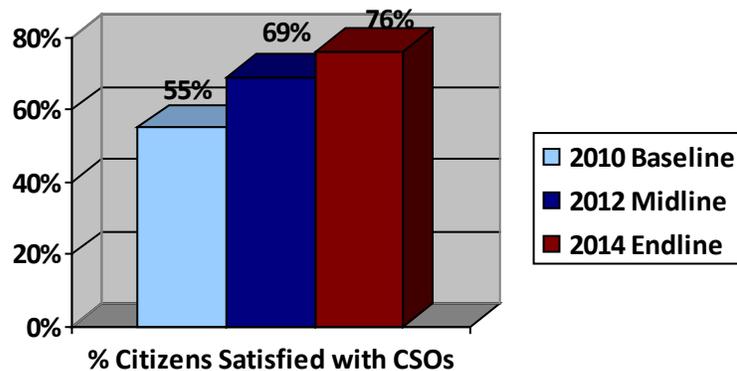
The findings of the assessment are summarized below under the seven main categories:

Citizens' Perception of CSOs²

Seventy-six (76%) of the overall respondents of all groups in the seven (7) counties expressed satisfaction with CSOs for advancing their cause and concerns.

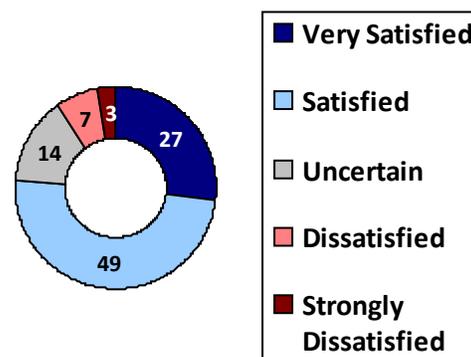
Moreover, eighty six percent (86%) of respondents indicated that CSOs should continue work in their respective counties; eighty percent (80%) stated that CSOs are playing an important role in promoting peace and democracy; and forty-five percent (45%) indicated CSOs are having impact in monitoring the actions of government. Respondents' level of satisfaction with CSOs varies by county, and fourteen percent (14%) of respondents indicated that they are uncertain about whether they are satisfied with CSO representation of their interest as shown in Figure 3.

Figure 2: Citizens' Perceptions of CSOs

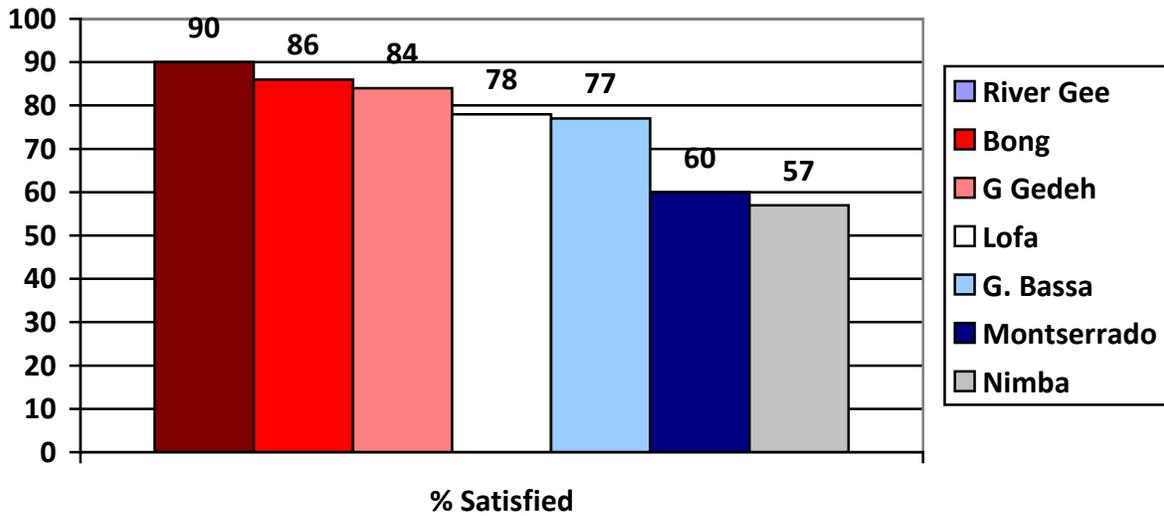


Percentage of citizens who expressed satisfaction in CSOs for advancing their cause and concerns with the government and other stakeholders

Figure 3: Level of satisfaction with CSOs advancing citizen concerns



1.1.1.1.1.1 ² "Citizens" as mentioned in this report refer to all groups of the population in the targeted areas, which also include the marginalized population.



The analysis of the open ended survey showed room for improvement in consulting with citizens and making their activities known. Respondents’ general impressions in this final survey revealed that there was higher level of satisfaction in all seven counties as citizens expressed their satisfaction with the work and representation of CSOs in the counties. During the final survey, Citizens’ Perception of CSOs increased as compared to the baseline and mid-term surveys due to improvements in advocacy, representation, engagement, etc. As is to be expected, citizens had varied views on CSOs and non-governmental organizations (NGOs), with some stating that their activities - including building hand pumps, establishing pit latrines, engaging in advocacy and empowerment, to name a few - are benefitting the country. Others are less impressed, stating that CSOs need to do more within the country.

The open ended survey questions from the final survey revealed citizens’ general impression about the work of CSOs in serving the citizenry. The respondents stated that CSOs/NGOs are making impact in the following activities:

- Human rights
- Advocacy
- Rape cases
- Election issues
- Corruption
- Civil education and child rights
- Gender issues
- Peace building
- Sanitation issues
- Agriculture activities
- Youth advocacy
- Empowering people with disabilities and Market women
- Advocating for Decent work bill
- Freedom of Information and the budget law
- Engaging government on the issues of Concessions
- Social Development Fund
- County Development Fund
- School system
- Mob Violence
- The Forest Laws
- Road Construction
- The Judicial system

Citizens’ Perception of County Officials

Only seventeen percent (17%) of respondents interviewed expressed trust in their county officials. Twenty-three percent (23%) of respondents indicated that county officials are transparent and accountable, and the same percentage stated that county governments are responsive to the needs of citizens. As stated in the table below, the scores clearly signify that a high percentage of citizens, forty eight percent (48%), don’t have trust in their county officials and thirty five percent (35%)of the respondents are unsure. The graph also depicts that forty-seven percent (47%) of the citizenry believes that their county officials are not transparent and accountable to their constituents and thirty percent (30%)are unsure, while forty three percent (43%) of the respondents testify that their officials are not responsive to their needs and thirty four (34%) are unsure. While the team did not collect in-depth qualitative data regarding these low scores, the team believes the Ebola crisis may have played a significant role. The epidemic caused a good deal of misinformation to circulate, and many citizens did not believe government officials were prepared, transparent, or trustworthy in their response to the outbreak.

Figure 4: Citizens’ Perception of County Officials

Statements	Agree	Unsure	Disagree
Citizens trust in their county official	17	35	48
County Officials are transparent and accountable	23	30	7747
County Officials are responsive to the needs of citizens	23	34	7743

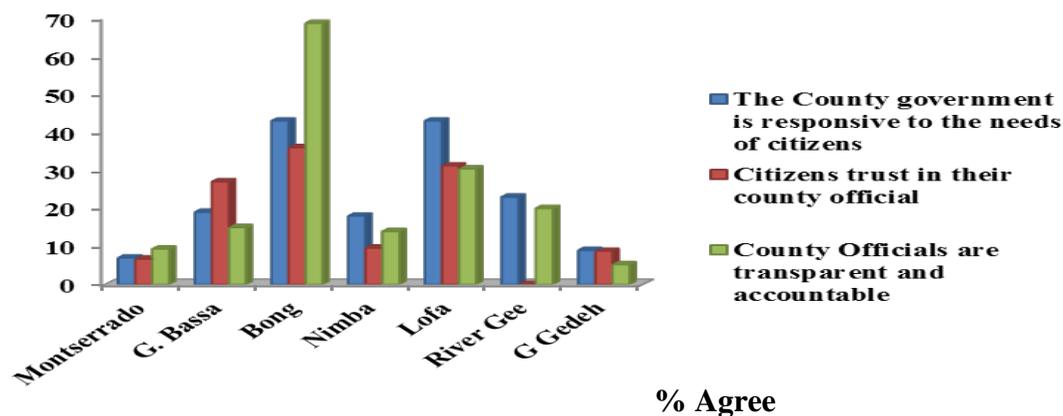
Citizens were asked whether their county government are responsive to their needs. Seven percent (7%) of respondents in Montserrado, nineteen percent (19%) in Grand Bassa, forty three (43%) percent in Bong , eighteen percent (18%) in Nimba, forty three percent (43%) in Lofa, twenty three percent (23%) in River Gee and nine percent (9%) in Grand Gedeh Counties agreed that county government officials have been responsive to their needs. A majority of the

respondents either disagree or were not certain of county officials being responsive to the needs of citizens as summarized in the table above.

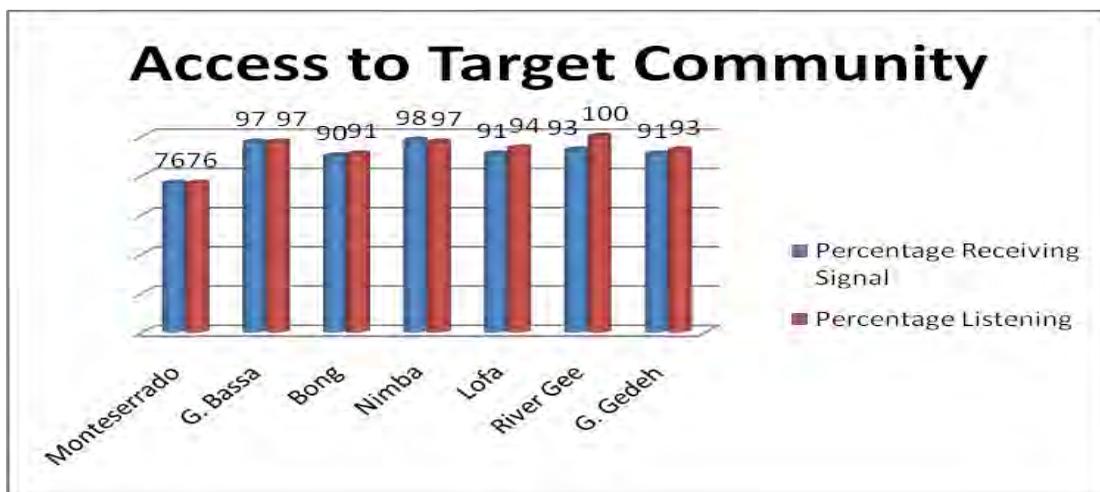
Citizens were also about their level of trust for County Officials. Seven percent (7%) of respondents in Montserrado, twenty seven percent (27%) in Grand Bassa, thirty six percent (36%) in Bong , ten percent (10%) in Nimba, thirty one percent (31%) in Lofa and nine percent (9%) in Grand Gedeh Counties testified that their county officials can be trusted. Of all the responses gathered, there was not a single respondent from River Gee County who testified of having trust in his/her county officials. A majority of the respondents either disagree or were not certain of having trust in their County officials as clearly seen in the table above.

Finally, citizens were asked to rate the level of transparency and accountability of their county officials. Nine percent (9%) of respondents in Montserrado, fifteen percent (15%) in Grand Bassa, sixty nine percent in Bong (69%), fourteen percent (14%) in Nimba, thirty percent (30%) in Lofa, twenty percent (20%) in River Gee, and five percent (5%) in Grand Gedeh acknowledged that their county officials are transparent and accountable. A majority of the respondents either disagree or were not certain of having trust in their County officials, with the exception of Bong County who 69% of people interviewed agreed that their officials are accountable and transparent.

The graph below summarizes the findings for the seven counties with respect to citizens trust in their county officials, county officials being transparent and accountable, and county officials being responsive to the needs of citizens.



Citizens' Access to Targeted Community Radio Stations

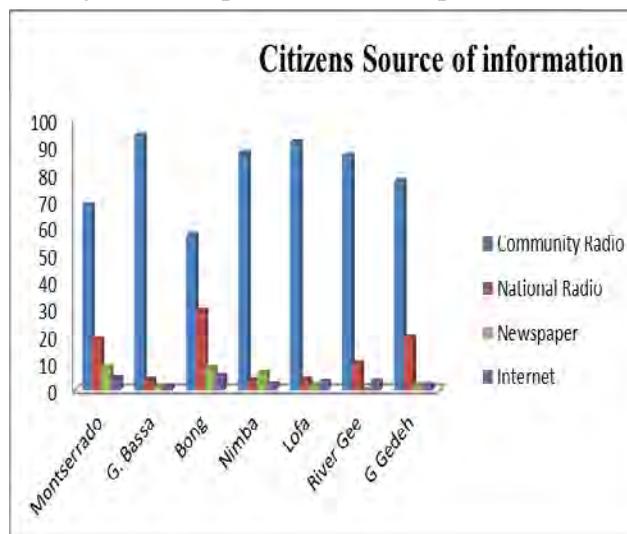


On the overall, ninety-one percent (91%) of respondents indicated that they can receive signals of the targeted radio stations, while ninety-two percent (92%) of respondents who receive a signal reported that they listen to the targeted radio station daily or sometimes. The percentages of responses vary with county as shown below in figure 5.

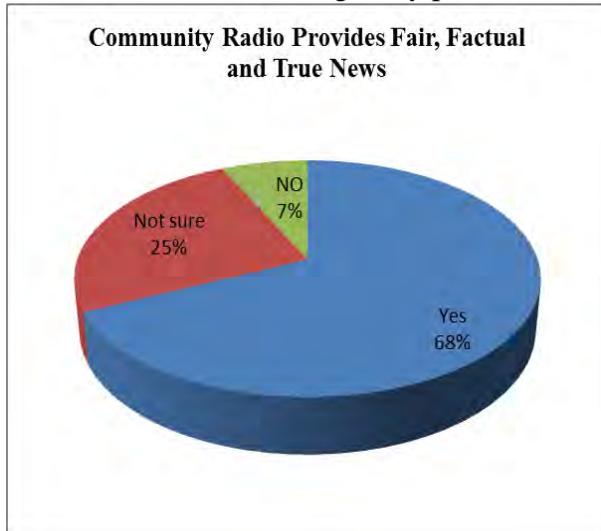
Figure 5: Citizens' Access to Targeted Community Radios by County

County	Percentage Receiving Signal	Percentage Listening (of those who receive a signal)
Montserratado	76	76
G. Bassa	97	97
Bong	90	91
Nimba	98	97
Lofa	91	94
River Gee	93	100
G Gedeh	91	93

When asked why they are not listening to community radio respondents who reported that they do not listen testified that radio stations are not aired throughout the entire day, while others spend their time on their farms and do not access their radios from there due to poor signal quality. Some respondents stop listening to radio because the programs aired are not of interest to them. Additionally, some respondents reported that they do not listen to community radio because they do not have radios. Some of these respondents



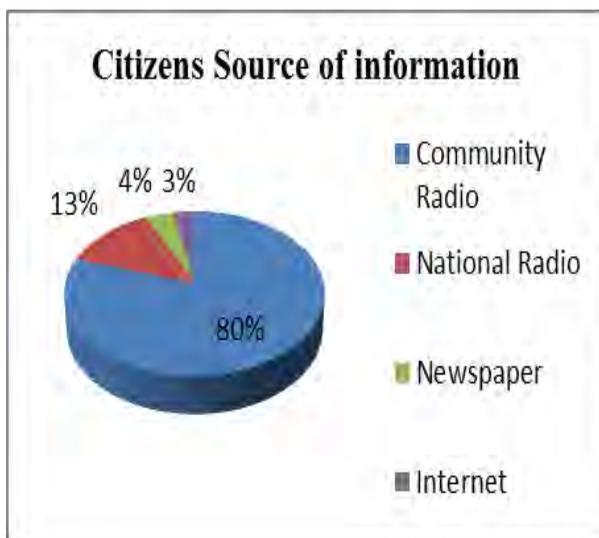
did not give reasons why they do not have radios, but others stated that their radio was either stolen or damaged. Others reported that they did not have the means to acquire radios or, for those who have one, to regularly purchase batteries.



Citizens were asked how they think Community Radio programming can be improved and the common responses were:

- CRSs need to create more programs to suit the needs of the citizenry
 - CRSs need to report essential and balanced news
 - CRSs need to reach out to communities to find out what issues are affecting them
 - CRSs should invite county leaders to studio regularly to speak on burning county issues
- They should create more educative programs to help boost the educational sector
 - CRSs need to further extend their coverage to remote communities
 - CRSs should include more programs on agriculture
 - CRSs need to have improved news content
 - CRSs need to focus more on marginalized citizens (women, youth, disable and elderly people)

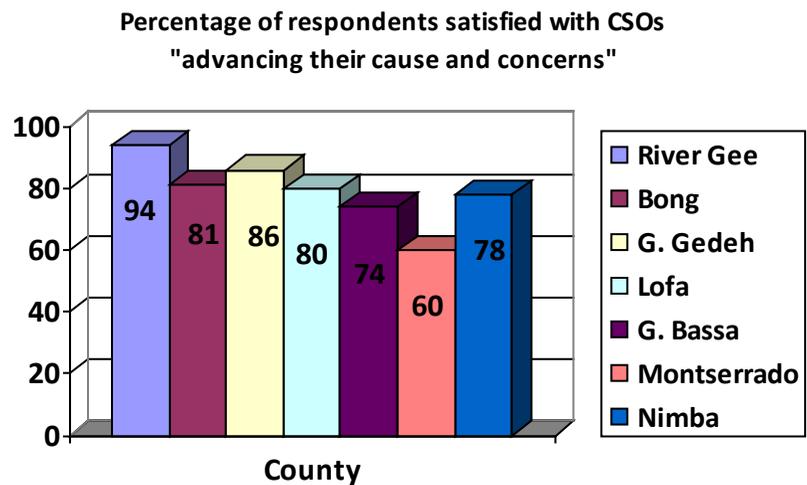
Citizens were further asked of their major source of news and information, and eighty percent (80%) of the respondents indicated that they get their news from community radio, thirteen percent (13%) from national news, four percent (4%) from newspaper and three percent (3%) from the internet.



Citizens were asked if their Community Radio Stations provide fair, factual and true news, reports and information; sixty eight percent (78%) of the respondents cited that their Community radio provides fair, factual and accurate information, twenty five percent (25%) were not sure and seven percent (7%) said no.

Marginalized Population’s Perception of CSOs

A total of seven hundred fifty-six (756) respondents, comprising sixty four percent (64%) of all survey respondents, fell within the marginalized population category – youth, female, and persons with disabilities. Seventy-nine percent (79%) of respondents who fall in the marginalized population expressed satisfaction with CSOs for advancing their cause and concerns; this figure addresses Sub IR 1.1.2: *Youth, women and other diverse groups have increased participation in CSO activities*. Thirteen percent (13%) indicated that they are uncertain about whether they are satisfied with CSOs’ representation of their interest. The respondents’ level of satisfaction with CSOs varies with county as shown above.



Eighty six percent (86%) of respondents who fall in this category said that CSOs should continue working in their respective counties, and eighty percent (80%) stated that CSOs are playing an important role in promoting peace and democracy.

Figure 6: Marginalized Population’s Satisfaction with CSOs

Indicator	Option	Percentage
How satisfied are you with CSOs for advancing your cause and concerns with the government and other stakeholders?	Very Satisfied	30
	Satisfied	47
	Uncertain	14
	Dissatisfied	5
	Strongly Dissatisfied	4

Marginalized Population’s Perception of Community Radio Stations

Seventy-five (75%) of the respondents who fall in the marginalized population category stated that community radios are advocating on behalf of ordinary citizens; this figure addresses IR 2.2: *Community radio represents diverse citizens’ interests*. Some counties have much higher percentage than the average as shown below in figure 7.

Figure 7: Marginalized Population Interest in Community Radio Station Representation

Are you interested in being represented by community radio in advancing your cause and concerns with the government and other stakeholders?	County	Percentages per county
	Nimba	94
	Grand Bassa	93
	Lofa	93
	Bong	90
	Montserrado	80
	River Gee	67
	Grand Gedeh	61
	Total	83%

A majority of the sampled marginalized population, eighty-three percent (83%), expressed interest in being represented by community radio. In their justifications, some respondents referred to community radio as the “voice of the voiceless”.

Marginalized Population’s Engagement in Civil Society Activities

Fifty-six percent (56%) of respondents in this category indicated that they had engaged in CSO activities in the past year. Sixty-seven percent (67%) participated in community events geared towards solving community problems, and sixty-six percent (66%) indicated that they had attended a community (Palava hut) meeting.

As the percentages above show, women, youth, and citizens with disabilities have engaged in various forms of civil society activities. This data also addresses Sub IR 1.1.2: *Youth, women and other diverse groups have increased participation in CSO activities.*

County Officials’ Perception of CSOs

The responses to the specific statements aimed at determining county officials’ perception of CSOs are as follows:

Figure 8: Measure of County Officials’ Perception of CSOs

County	CSOs should continue work in the county	CSOs are helpful to the work of county officials	CSOs represent the interest of citizens in the county	Communities in the county benefit from the work CSOs do	The way CSOs go about influencing public policy is satisfactory
Montserrado	100	84	84	84	58
Grand Bassa	100	100	87	100	92
Bong	100	100	53	93	93
Nimba	94	88	71	76	71
Lofa	100	85	71	86	71
Grand Gedeh	100	100	70	100	60

River Gee	100	75	75	58	75
Average Total	99	91	85	85	74

As shown in the table above, approximately eighty seven percent (87%) of county officials have positive impression of CSOs. The lowest scores were addressing the way that CSOs go about influencing public policy; this was most pronounced in Montserrado County. These questions address Sub IR 1.3.1: *Enhanced perceptions of government officials toward CSOs, and of citizens toward CSOs and government officials in the seven target counties.*

Some county officials expressed concern about the way Civil Society Organizations influence public policy in their counties. County Officials said:

- CSOs need to involve citizens in some of their projects.
- CSOs need to include county officials in their activities
- CSOs should include county officials and citizens in their policy making process
- CSOs/NGOs are not following the rightful procedure of government regulation to implement their projects and programs.

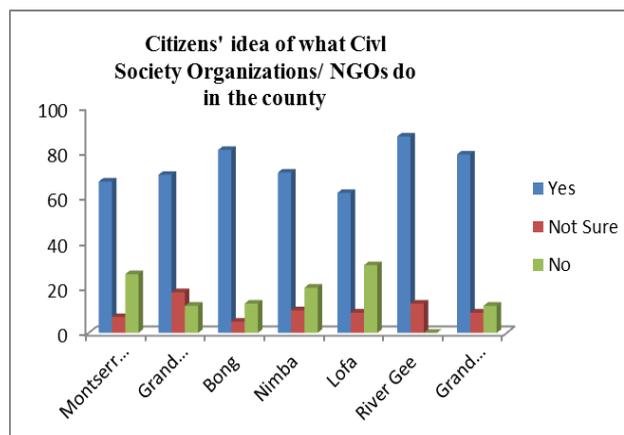
County officials were asked for their general impression of CSOs and they listed a wide range of different areas they think they can better collaborate with CSOs:

- County officials are impressed, and want CSOs/NGOs to continue their works in line with government regulations.
- CSOs are very remarkable with their programs and activities in development and advocacy, and need to further augment their work for the county.
- CSOs are doing a great job, but need to include the youth of the county on their projects.
- County Officials are impressed with the level of work from CSOs/NGOs, but said they need to work in line with government regulations to carry on more advocacy work.
- County officials also want more collaboration between county officials and CSOs.

Citizens' Perception of Civil Society Organizations/ NGOs role in the county

Seventy four percen (74%) of the overall respondents from the seven counties testified that they are aware of the work civil society organizations do in their counties, ten percent (10%) are not sure and sixteen percent (16%) of the respondents said no.

Counties	Yes	Not Sure	No
Montserrado	67	7	26
Grand Bassa	70	18	12
Bong	81	5	13



Nimba	71	10	20
Lofa	62	9	30
River Gee	87	13	0
Grand Gedeh	79	9	12
Total	74	10	16

Citizens' Engagement in Civil Society Organization/ NGOs activities in the last one year

Fifty six percent (56%) of the overall respondents from the survey agreed that they have been engaged in civil society organizations activities in the counties, ten percent (10%) are not sure and 34% said that they have not been involved in CSO/NGOs activities in the last one year.

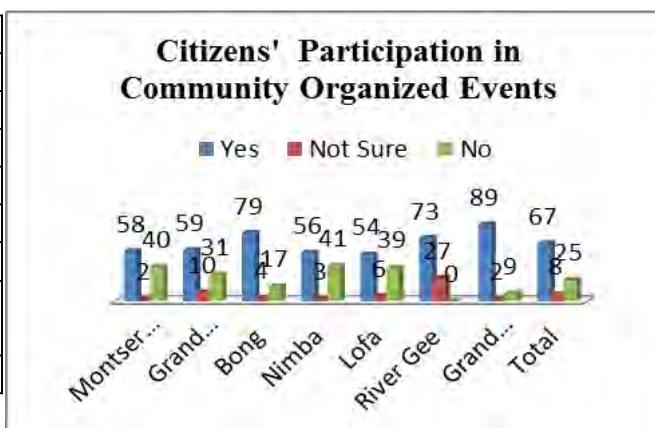
These are summarized in the table and graph below.

Counties	Yes	Not Sure	No
Montserrado	37	2	61
Grand Bassa	53	10	37
Bong	66	13	21
Nimba	41	6	52
Lofa	53	6	41
River Gee	67	23	0
Grand Gedeh	67	9	25
Total	56	10	34

Citizens' Participation in a Community Organized Event to solve a community Problem

Sixty seven percent (67%) of the overall respondents said yes that they have participated in a community organized event to solve a community problem, eight percent (8%) are not sure of their participation and twenty five percent (25%) haven't participated in any CSO/NGOs organized event to solve a community problem.

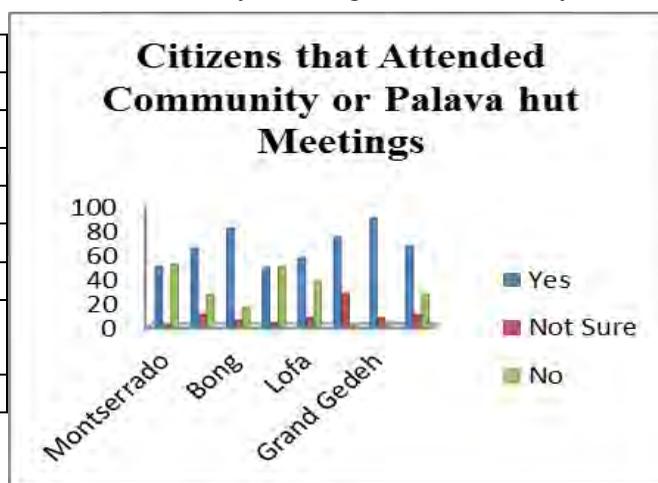
Counties	Yes	Not Sure	No
Montserrado	58	2	40
Grand Bassa	59	10	31
Bong	79	4	17
Nimba	56	3	41
Lofa	54	6	39
River Gee	73	27	0
Grand Gedeh	89	2	9
Total	67	8	25



Citizens that have attended a community or palava hut meeting within the last one year

Sixty six percent (66%) of the overall respondents have attended a community or palava hut meeting within the last one year, nine percent (9%) are not sure and twenty five percent (25%) of the respondents stated that they haven't attended a community meeting in the last one year.

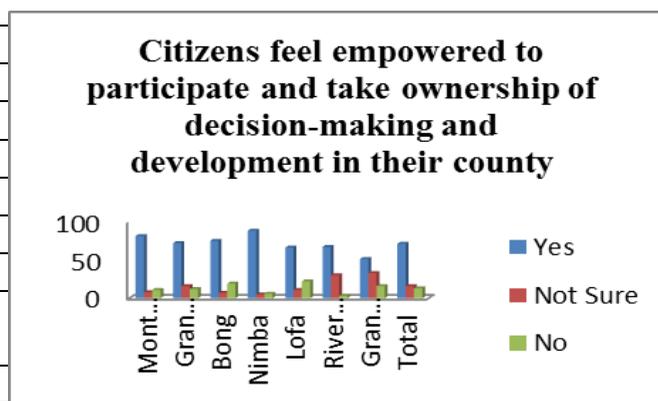
Counties	Yes	Not Sure	No
Montserratado	49	1	51
Grand Bassa	64	10	26
Bong	80	5	15
Nimba	48	3	49
Lofa	56	7	37
River Gee	73	27	0
Grand Gedeh	89	7	4
Total	66	9	25



Citizens feeling empowered to participate and take ownership of decision-making and development in their county

Seventy one percent (71%) of the overall respondents agreed that they feel empowered to participate and take ownership of decision making and development in their county, sixteen percent (16%) are not sure and thirteen percent (13%) of the respondents do not feel empowered to take ownership of decision making and development in the county.

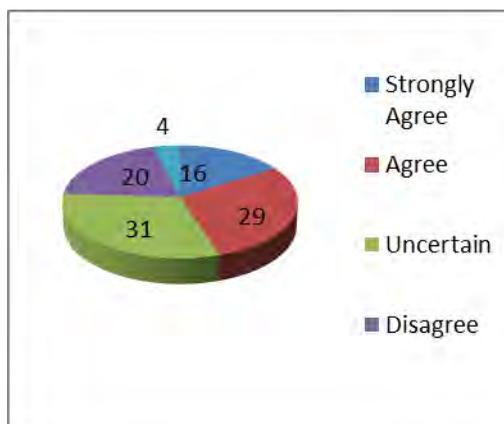
Counties	Yes	Not Sure	No
Montserratado	81	8	11
Grand Bassa	72	16	12
Bong	75	7	19
Nimba	88	5	6
Lofa	66	11	22
River Gee	67	30	3
Grand Gedeh	51	33	16
Total	71	16	13



Civil Society/NGO in the county has pushed for new legislations to be approved

Forty five percent (45%) of the overall respondents in the survey agreed that Civil Society/NGO in the county has pushed for new legislations to be approved, thirty one percent (31%) of the respondents are uncertain and twenty four (24%) of the total respondents either disagree/strongly disagree to this statement.

Counties	Strongly Agree/ Agree	Uncertain	Disagree/ Strongly Disagree
Montserrado	8	49	43
Grand Bassa	8	41	51
Bong	29	61	10
Nimba	6	34	60
Lofa	97	3	0
River Gee	77	23	0
Grand Gedeh	79	4	2
Total	45	31	24



Respondents were asked in an opened ended question to identify areas in which legislations have been approved in the last one year; they listed a range of different areas:

- Election activities,
- Women right,
- Liberian Labor Law.
- Human rights,
- Child rights,
- Youth advocacy
- Concession agreement,
- Women involvement in county leadership.
- Education and Peace,
- Construction of Schools
- Right to Justice,
- Property and Land issues.
- Forest rights
- Budget Law

5. COMPARATIVE ANALYSIS OF BASELINE, MIDTERM AND FINAL PERCEPTION SURVEYS

Figure 9: Indicators' Actual Value vs. Baseline and Target Values

INDICATOR	BASELINE VALUE (2010)	MID-TERM	FINAL

Percentage of Liberian population who expressed satisfaction in CSOs representation of their interests	55%	69%	76%
Percentage of marginalized population who expressed satisfaction in CSOs representation of their interest	-----	70%	76%
Percentage of marginalized population who have attended or been engaged in civil society activities	-----	65%	63%
Percentage of government officials who have positive impression of civil society organizations	63%	84%	87%
Percentage of population who responds positively to attitudinal surveys regarding perceptions of government	41%	31%	21%
Percentage of Liberian population reached by targeted community radio partners	-----	81%	91%
Percentage of marginalized population who feel their interests to be represented by community radio	-----	88%	83%

The table above demonstrates a mix of improvements and a few stagnations or declines over the life of the project. Notably, the percentage of citizens who expressed satisfaction in CSOs representation of their interests increased from fifty five percent (55%) at the baseline to sixty nine percent (69%) at the midline and seventy six percent (76%) at the endline. This represents a fourteen percent (14%) increase between the baseline and mid-term surveys and a seven percent (7%) increment between the mid-term and final surveys. The scores from the three surveys depict that there has been a positive change of 21% during the five-year project in citizens' satisfaction with CSOs for advancing their cause, as demonstrated in the table below. This shows that Liberians have been increasing their understanding and appreciation of the functions of CSOs in their communities and the different roles they play in Liberia's developmental process.

The second indicator, measuring levels of satisfaction by marginalized populations in CSOs' representation of their interest doesn't have a baseline value; however mid-term value and final values demonstrate an increase of nine percent (9%) which shows incremental change. There has been growth in this area; the marginalized population (women, youth and people with disabilities) are now seeing some level of satisfaction and trust in the representation of their interest by Civil Society Organizations.

The percentage of marginalized populations who have attended or been engaged in civil society activities shows a two percent decline in value. That level of decrease falls within the three percent margin of error and, as such, does not necessarily represent a decrease. That stated, the actual value could have fallen due to the Ebola outbreak, which caused a decline in large gatherings more broadly.

The percentage of government officials who have positive impressions of civil society organizations baseline value is sixty-three percent (63%), the mid-term is eighty-four percent (84%) and the final is eighty-seven (87%). The baseline and mid-term shows a twenty one percent (21%) progress in this indicator, with a minimal increase between the mid-term and final survey, (3%), demonstrating a total of a twenty four (24%) increase. Government officials still

maintain a positive impression of CSOs and the work they do in the counties; however government officials want to collaborate more with civil society organizations and also want CSOs to better follow government regulations.

The percentage of citizens who respond positively toward government officials in the baseline survey was forty-one percent (41%), while the mid-term actual showed thirty-one percent (31%), and the final shows twenty-one percent (21%). The decrease of baseline and mid-term constitute ten percent (10%), while the decrease of mid-term and final constitute another ten percent (10%) reduction. There has been a twenty percent decrease over the 5 years of the program. This shows citizens' trust for their officials are continuing to fall, which was likely exacerbated due to the Ebola crisis. Combined with data in section 4 above showing a lack of faith in officials' transparency and accountability, as well as with qualitative data, citizens seem to be losing interest and faith in their elected officials.

The percentage of citizens reached by targeted community radio partners improved from eighty-one percent (81%) at the midline to ninety-one percent (91%) at the endline. The score shows a ten percent (10%) increase in the proportion of the population reached by targeted community radio partners. This shows that CRSs in the seven CSML counties are now transmitting to a wider coverage and populous. More of the isolated communities are now able to receive proper radio coverage and are able to get news and information concerning their communities and country at large.

For the percentage of marginalized population who feel their interests to be represented by community radio, the mid-term actual value was eighty-eight percent (88%) while the final survey actual was eighty-three percent (83%), a decrease of five percent (5%) which constitutes reduction of marginalized population who feel their interests to be represented by community radio have declined. While a portion of this might fall within the three percent margin of error, there is likely still stagnation or some decline in actual values. Data from the final survey shows that citizens are still impressed with the services community radio stations provide in news reportage, information dissemination, but they still request that CRSs create more programs that will suit the needs of the people as well as extending their coverage to more remote communities.

6. CONCLUSIONS

Most citizens and county officials are generally satisfied with CSOs' work even though there are still some concerns. Seventy-six percent (76%) of the general citizenry and seventy percent (70%) of the marginalized population expressed satisfaction in CSOs' representation of their interests. Additionally, eighty-seven percent (87%) of county officials have positive impressions of CSOs.

The general citizenry also have great interest in community radio, with eighty-eight percent (88%) of the marginalized population in the targeted counties expressing interest in being represented by community radio stations. Community radios have a greater impact on citizens in remote counties, with expanded reach and high levels of citizen confidence in the quality of CRS reporting. Regarding community radios, some citizens are concerned about the quality of radio programs and news reporting.

On the other hand, as the analysis of the qualitative data reveals, some citizens and county officials still have concerns about CSO activities. In some cases, county officials are asking CSOs to have them more involved in CSOs activities and projects. Some citizens' feel that CSOs still need to step up the work they do in the communities. Furthermore, county officials think CSOs have minimum consultation with them in regards to government policies. Moreover, many citizens are not aware of CSO activities in their counties.

Citizens' perception of county officials is generally negative as is visible in the baseline, midline, and endline data. As of 2014, only twenty one percent (21%) of the population in the seven (7) targeted counties reported a positive perception of county officials. Only seventeen percent (17%) of the respondents stated that they have trust in their county officials.

7. RECOMMENDATIONS

Based on the findings and the subsequent conclusion reached, the M&E Department would like to make the following recommendations:

Citizens' Recommendations for Community Radio Stations (CRSs)

- CRSs should direct their programs to more issues relating to the local community such as programs in local dialect, simple English, local farming, human interest stories, county social development fund, etc.
- CRS should improve salary or stipends to motivate reporters to report credible and accurate information
- CRS should have community outreach programs to ask community dwellers about their views as it relates to issues affecting them.
- CRS should improve their equipment such as transmitter reach to increase coverage to more communities.
- CRS needs to continue staff training and mentoring
- CRS should continue to invite local stakeholders in studio to discuss issues pertaining to their county's development.
- CRS should broadcast throughout the day and night
- CRSs should continue engaging government on positive issues such as the development of farm-to market roads, schools, clinic, etc, that will benefit the public.

- CRS should create more educative program surrounding gender and development, hold debates and high school quizzing.
- CRS should developed more programs for the disabled and should bring their voices on air.
- CRSs should relay national news and other programs from outside the community
- Government should also help to subsidize community radio stations
- CRSs should network with CSOs/NGOs and community based organizations in the counties.
- CRSs should have correspondent or reporters in various districts, towns, and villages providing up-to-date information of happenings in these areas.
- CRSs should add programs focused on girls and women
- CRS should air legislative programs
- All CRSs should have well trained station Managers accessible to the people and the communities.

Citizens' recommendations for CSOs/NGOs

- CSOs/NGOs need to continue advocating for citizens.
- CSOs/NGOs need to redesign their overall strategies to suit present day reality
- CSOs/NGOs need to establish link with citizens and hold regular public meetings to share information.
- CSOs/NGOs need to advocate for the government to improve the private sector investment
- Government should support the work of CSOs/NGOs
- CSOs/NGOs should improve on their roles and responsibilities in the county
- CSOs/NGOs should help to improve the life and social behavior of citizens in the county
- CSOs/NGOs should have several acquaintances with citizen to promote development
- CSOs/NGOs should continue to sound the bell of justice to both local and national government and apply more time to talk to government for extending their development within the county
- CSOs/NGOs need to empower citizens to be part of decision making.
- CSOs/NGOs need to empower more youth in the county by training them and proving job opportunity
- CSOs/NGOs should bring more programs that will help those who don't have the financial support to go to school
- All CSOs/NGOs should be independent of the local and national government
- CSOs/NGOs should always engage the local authority on how to use the county development fund

County Government Officials' recommendations for CSOs/NGOs

- CSOs/NGOs should develop the youth capacity in the area of policy development and decision making in the county

- CSOs/NGOs should help identify the most important needs of the citizens within the county and help address those needs.
- CSOs/NGOs should always promote the issue of democracy, good governance and peace
- CSOs/NGOs need to work in line with local government regulations
- CSOs/NGOs need to partner with the local government for smooth operations in the county
- CSOs/NGO should continue to undertake projects in the county that will improve the living standards of the citizens.
- CSOs/NGOs should continue educating citizens on the rule of law and the rights, roles and responsibilities of citizens in the county development.
- Local government should see CSOs/NGOs as watchdog organization in monitoring government activities as to inform citizen about the happenings in the county.
- CSOs/NGOs need to address the issue of transparency and accountability as regard to monitoring government activities.

ANNEX 1: DATA COLLECTION TOOLS

COUNTY OFFICIALS

SECTION A

PLEASE ANSWER THESE QUESTIONS ABOUT YOURSELF

- 1 Today's Date:
- 2 Sex: Female Male
- 3 Name of County.....
- 4 Name of City/Town
5. Name of Enumerator: _____

SECTION B

AWARENESS/ATTITUDE/BEHAVIOR

This section contains some questions about Awareness, Attitudes & Behavior of government officials toward Civil Society Organizations. FIRST, read each question carefully, NEXT provide your perception about the question being asked and place a tick in the relevant box.

	Description	Yes	Not Sure	No
1	Do Civil Society Organizations exist in your county?			
2	Do you have an idea of what Civil Society Organizations do in the county			
3	Do you think Civil Society Organizations should continue work in the county?			

4. I have worked directly with CSOs/NGOs on projects in my county. **(Tick/check one)**

- Strongly agree
 Agree

Uncertain
Disagree
Strongly Disagree

5. I believe Civil Society Organizations are helpful to me in doing my work. **(Tick/check one)**

Strongly agree
Agree
Uncertain
Disagree
Strongly Disagree

6. The contribution of CSOs is important to promoting peace, good governance and development in the county. **(Tick/check one)**

Strongly agree
Agree
Uncertain
Disagree
Strongly Disagree

7. In my county, Civil Society Organizations serve as watchdog organizations to monitor the actions of government. **(Tick/check one)**

Strongly agree
Agree
Uncertain
Disagree
Strongly Disagree

8. I am satisfied with the way Civil Society Organizations go about influencing public policy in my county. **(Tick/check one)**

Strongly agree
Agree
Uncertain
Disagree
Strongly Disagree

8b. If you don't agree, what changes would you suggest in the way they go about it?

9. Civil Society Organizations represent the interest of citizens in the county. **(Tick/check one)**

Strongly agree
Agree
Uncertain

Disagree
Strongly Disagree

10. I believe the communities in the county benefit from the work Civil Society Organizations.
(Tick/check one)

Strongly agree
Agree
Uncertain
Disagree
Strongly Disagree

11. What is your general impression of CSOs in the county?

Thank you for completing the survey!

CITIZENS

SECTION A

PLEASE ANSWER THESE QUESTIONS

- 1 Today's Date:
- 2 Sex: Female Male
- 3 Is the respondent below 36 years old? Yes No
- 4 Name of County.....
- 5 Name of City/Town

For Enumerator Only:

6. Is the respondent disable? Yes No

(Please observe the respondent for any physical disability, and **do not** ask the respondent if he/she has disability.)

7. Name of Enumerator: _____

SECTION B

AWARENESS/ATTITUDE/BEHAVIOR

- I. This section contains some questions about Awareness, Attitudes & Behavior of citizens toward Civil Society Organizations. FIRST, read each question carefully, NEXT provide your perception about the question being asked and place a tick in the relevant box.*

	Description	Yes	Not Sure	No
1	Do you have an idea of what Civil Society Organizations do in the county?			
2	Have you ever been engaged in civil society organization activities in the last one year?			
3	Have you participated in a community-organized event to solve a community problem in the last one year?			
4	Have you attended a community or palava hut meeting within the last one year?			
5	Do you feel empowered to participate and take ownership of decision-making and development in your county?			
6	Do you think Civil Society Organizations should continue work in the county?			

7. I feel confident that civil society is playing an important role in promoting democratic development within my county? **(Tick/check one)**

- Strongly agree
 Agree
 Uncertain
 Disagree
 Strongly Disagree

8. How satisfied are you with CSO for advancing your cause and concerns with the government and other stakeholders? **(Tick/check one)**

- Very Satisfied
 Satisfied
 Uncertain
 Dissatisfied
 Very Dissatisfied

9. In my county, civil society is having impact when it comes to serving as an independent watchdog to monitor the actions of government. **(Tick/check one)**

- Strongly agree
 Agree
 Uncertain
 Disagree
 Strongly Disagree

If Yes, Give examples:

10. In the last 1 year, civil society in this county has pushed for new legislations to be approved in the county. **(Tick/check one)**

- Strongly agree
 Agree
 Uncertain
 Disagree
 Strongly Disagree

10b. If you do agree, name the areas that they have influenced:

11. What is your general impression of CSOs in the county?

II.

III. This section contains some statements about Awareness, Attitudes & Behavior of citizens toward government. FIRST, read each question carefully, NEXT provide your perception about the question being asked and place a tick in the relevant box.

	Description	Yes	Not Sure	No
1	Are you aware of the government structures in your county?			
2	Have you participated in government processes in the county such as government policy formulation and implementation?			
3	Do citizens' voices in the county influence national policy making?			
4	Are the county government decisions and actions transparent and accountable?			

5. Do you trust your county officials? Yes Not sure No

6. The County government is responsive to the needs of citizens

- Strongly agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree

7. Local government leaders in this county listen to citizens and try to work with them.
(Tick/check one)

- Strongly agree
- Agree
- Uncertain
- Disagree
- Strongly Disagree

IV. This section contains some statements about Awareness, Attitudes & Behavior of citizens toward government. FIRST, read each question carefully, NEXT provide your perception about the question being asked and place a tick in the relevant box.

1. Can you access any community radio station? **(Tick/check one)**

Yes

Not sure

No

If yes, please provide the names of community radio stations that you have access to or for which you can receive signals?

2. How often do you listen to community radio? **(Tick/check one)**

Daily

Sometimes

Never

Stop listening

Don't know

If you do not or have stopped listening, can you provide any reasons why you do not listen or have stopped listening to community radio?

3. I feel confident that community radio stations is advocating on behalf of ordinary citizens (**check one**)

Strongly agree

Agree

Uncertain

Disagree

Strongly Disagree

4. In my county, community radio is having impact when it comes to serving as an independent watchdog to monitor government actions. (**Tick/check one**)

Strongly agree

Agree

Uncertain

Disagree

Strongly Disagree

5. Are you interested in being represented by community radio in advancing your cause and concerns with the government and other stakeholders? (**Tick/check one**)

Yes

Not sure

No

6. What is your general impression of community radios in the county?
-

Thank you for completing the survey!