Senegal Customer Satisfaction Survey

Volume 2: Results for the
Private Sector and Organizations
Final Report

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We also thank USAID for the opportunity to have contributed to this undertaking which has already taught us so much and will undoubtedly teach us all more in the times to come.

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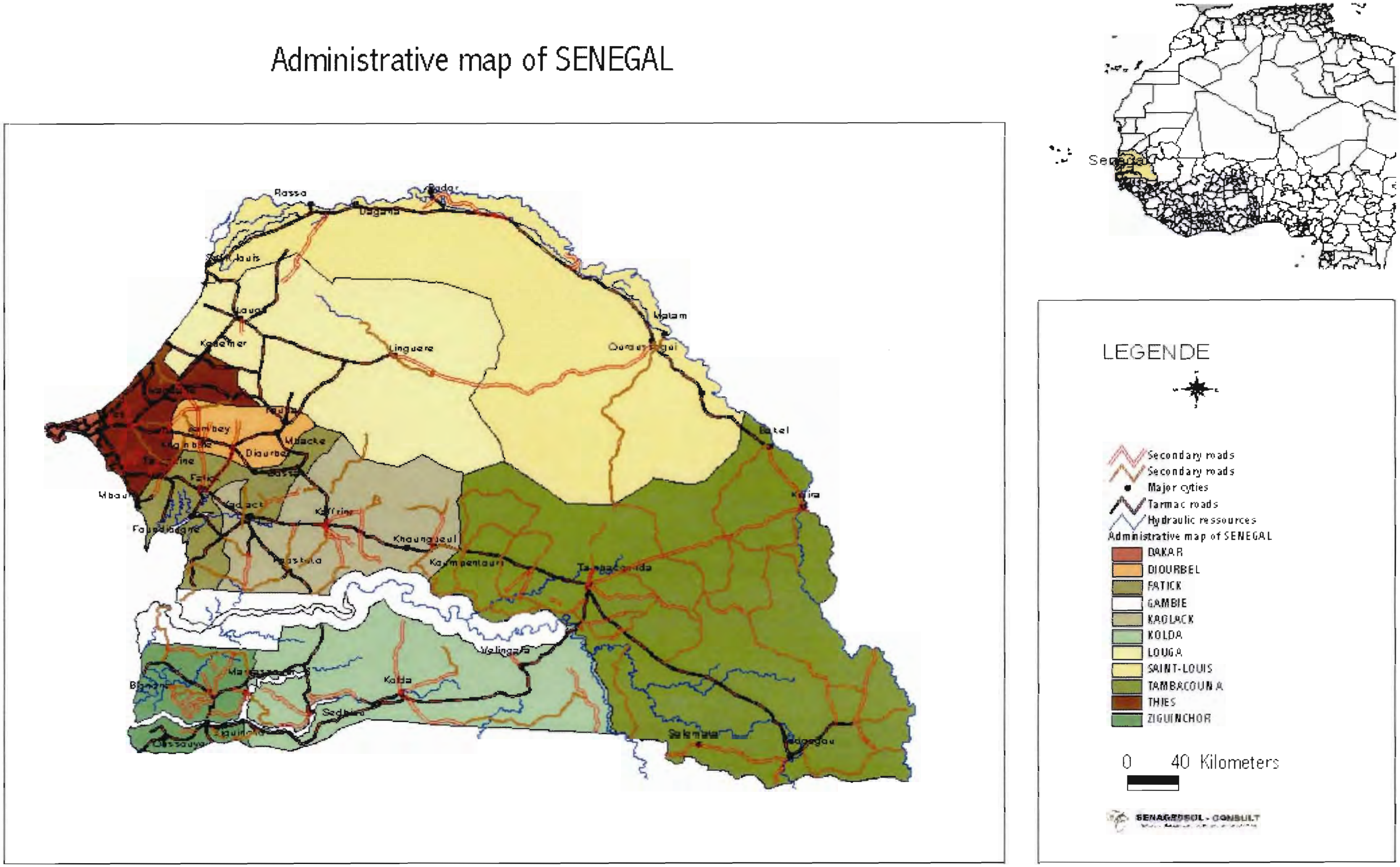
Acronyms

ARD	Associates in Rural Development
CFAF	CFA franc
CSS	Customer Satisfaction Survey
GIE	Economic Interest Groups
LGU	Local Government Unit

Administrative map of SENEGAL



1.0 Executive Summary

1.1 The Private Sector

The Senegal Customer Satisfaction Survey (CSS) covered 1,059 business enterprises by means of an eight-page questionnaire with 31 questions. The development of the private sector questionnaire, along with that of the individual questionnaire which accompanied it, is discussed in Volume 3, Methodology. The survey team attempted to break down the private sector into its four major components. These consist of large, medium-sized and small enterprises as one group, followed by economic interest groups (GIE), registered merchants and the informal sector. The team did not distinguish between urban and rural private sector entities but did tabulate results for each of the nine regions that were surveyed.

The private sector questionnaire offered respondents a choice among several occupations: trade, transportation, fishing, livestock-raising, crafts (dyeing, leatherwork, jewelry-making), machinery repair, computer services, legal services, medical services, engineering, tailoring, hairdressing, food service, sale of firewood or charcoal, art, music, teaching and training, construction, day labor, and other occupations.

Of 1,059 respondents, only 10 provided no answers either because they did not want to discuss their activities or did not have time to do so. More than half (543) are merchants engaged in the sale of goods while only 10% (106) supply services such as haircutting, tailoring and food services.

Except for the Louga region, many more private sector respondents are not registered as business entities than are registered. The Tambacounda and Kolda regions have the highest rates of non-registration - 75.9% and 74.3%, respectively. Louga's 54.3% registration may be explained in large part by the fact that many commercial activities in the region are managed from a distance by émigrés, who are obliged to declare merchandise when it is brought into the country.

Level of Satisfaction with Services

Entrepreneurs appear to be almost equally divided in their level of satisfaction or dissatisfaction with the services currently provided by local government units (LGUs). Two out of five respondents (41.1%) are satisfied with the services provided to their communities while another two (38.9%) are dissatisfied and the fifth respondent either did not answer (10.4%) or had no opinion (9.6%). The Thiès region had the highest level of service satisfaction at 61%. This may well reflect what are considered to be good managerial skills on the part of the Thiès regional council. The regions where satisfaction levels are lowest are Kolda (27%), Diourbel (33.3%) and Louga (34.8%).

The team asked respondents who were not satisfied with the services provided why they were not. No clear cause of dissatisfaction of public services comes out of the survey responses. However, "poor quality work" (12.3%) and "services do not meet the needs of private organizations" (10.3%) were responses with the greatest frequency. Over two-thirds (70.8%) of private sector respondents indicated that improvements in infrastructure services were their top priority.

The private sector questionnaire contained an interesting question relating to decentralization: How have public services that are essential for your enterprise evolved since decentralization in 1996? Two respondents out of five (39.6%) believe that no change has taken place in the availability of public services. However, 25.5% replied that there is improved availability, while 22.3% feel that the situation is worse.

Willingness to pay for services that improve profitability varies considerably across regions. In the Dakar region, willingness to pay for market space is evenly split - 45.8% said yes and 45.5% said no. In Kolda, however, three-quarters (74.3%) of the respondents were willing to pay. In all regions there is strong reluctance to pay for any kind of training in entrepreneurship.

Less Interest in Receiving than in Providing Services

The survey team attempted to discover exactly what kind of public services the private sector respondents desired. The question was posed in the following manner: "What public services are necessary for your organisation to function properly?" For most of the choices there was relatively little positive response. The top four were access to electricity (36.1%), securing a place in the market (34.6%), transportation services (30.7%), and security (29.8%).

When asked what services the private sector could provide more effectively than the government, the private sector respondents answered much more positively. The survey provided a large number of possibilities, several of which received positive responses in excess of 50%. The main areas where the private sector felt it could step in and provide services were the following.

- Obtaining project financing (65.4%)
- Design of local projects (65.3%)
- Financing of garbage collection and sanitation services (65.2%)
- Construction of health care infrastructure (60.4%)
- School construction (59.7%)

1.2 Organizations

Since the government withdrew from productive activities and since the advent of structural adjustment programs, private organizations and village associations providing support to development activities have emerged in abundance. Across all regions and in both urban and rural areas, women's groups, sport and cultural associations, and village associations have been the most numerous. Nearly all of the 483 organizations surveyed were established in the last five years. On the whole, the number of members per organization is relatively high, with a national average of more than 60 members.

The surveyed organizations carry out socio-economic activities in nearly all sectors. Retail trade, environmental clean-up (*assainissement*) and agriculture are the activities on which organizations focus most of their efforts. Environmental management, literacy and other types of training, and credit are important as well.

Less than half (46.6%) of the organizations in the survey have a receipt showing that the Ministry of the Interior officially acknowledges their existence. Less than one-third (31.7%) have official approval from the appropriate Ministry. Nonetheless, nearly half of the organizations surveyed pay taxes to local government. More than 91% of the organizations stated that they pay fees for services related to water supply, health and other socio-educative or socio-economic areas.

The survey revealed that more than 45% of the organizational respondents think that local government units should assume responsibility for various services, particularly management of state lands, budgeting, tax collection, civil record keeping, land titling and support for cultural events. Two-thirds or more of the organizational respondents said that constituents should expect services from their local governments in the fields of youth employment, access to credit, and work for NGOs and professional associations.

With regard to services presently provided by local government units, data collected in the survey reveal that school management (54.2%), cultural activities (54.2%), youth and sports activities (50.7%), and health care (50.7%) represent the bulk of services provided.

Dissatisfaction with Services

On the whole, respondents from municipalities as well as from rural areas in all regions expressed their dissatisfaction with services provided by their local government units. In fact, 57.1% of respondents think that local government units do not have the means or the capacity to provide the services assigned to them. Half of the respondents (49.5%) believe that local government units lack sufficient material and financial means and that this affects their performance to a certain degree. Moreover, about one-quarter of the respondents cite the insufficient capacity (27%) and lack of competence (24%) found in elected local authorities.

Only 29.8% of respondents stated that their organization maintained working relations with the municipal or rural council. Organizations are dissatisfied with working procedures and the lack of attention given to their concerns by local government units. Overall, only 25.5% are satisfied with working procedures while 31.1% are *dis*satisfied and 41.6% state that they have not received any attention at all from the decentralized state structures.

Reasons for Dissatisfaction

The main reasons for dissatisfaction with working procedures are delays in payment (28.6%) and lack of transparency (11.2%). Organizations that complain of lack of attention cite disregard of requests from constituents (25.5%), failure to keep commitments made during the electoral campaign (21.1%) and unwillingness to consult with constituents (19%). Organizations also mention long delays in the provision of services by decentralized government units.

As the best way to improve the performance of local elected authorities in the discharge of their duties, respondents to the survey picked the transfer of adequate means from the central government to LGUs (75.2%) and authorization for direct negotiations between rural communities and donors (73.9%).

Considering who should be entrusted with the management of goods and services provided to targeted populations, the respondents' descending order of preference is for the people's own organizations (60.5%), foreign NGOs (44.1%), local NGOs (32.1%) and the local private sector (23.4%).

In spite of the fact that organizations encourage their members to involve themselves in politics and although they consider improvement of living conditions to be their major challenge, organizations are little involved in decision making with regard to providing goods and services to the population. Only 35.5% of the organizations surveyed participate in such decisions.

PART A: PRIVATE SECTOR SURVEY RESULTS

2.0 The Private Sector

The survey team attempted to break down the private sector into its four major components. These consist of large, medium-sized and small enterprises as one group, followed by economic interest groups (GIE), registered merchants and the informal sector. The *Recueil des Textes de la Décentralisation* gives a precise description of these entities, including a breakdown of the tax base that they provide at the regional, commune and rural community levels.

The team did not distinguish between urban and rural private sector entities. It did make such a distinction for individuals, and it should be noted that the private sector and individual questionnaires were often administered together, so that the respondent answered both as a businessman or woman and as an individual. In many cases, enumerators administered the private sector questionnaire in the bustle of weekly markets (*louma*) or in the familiar tiny corner convenience stores or in sidewalk vehicle repair shops with no building or even an enclosure. The responses that these entrepreneurs gave to items in the individual questionnaire have been disaggregated into several groups, including urban and rural, and are discussed in Volume 1.

In administering the private sector questionnaire, enumerators attempted to determine first of all whether the respondent was engaged in an income-generating activity. If he or she was so engaged, subsequent questions attempted to determine what kind of activity it was, whether the entity knew about the availability of services from local government units, whether the entity benefited from any, and how satisfied it was with those services.

It is worth recalling that the fundamental objective of decentralization is to bring citizens and public administration closer together to improve the efficiency and responsiveness of the public sector. In fact, private sector participation goes hand in hand with decentralization because the private sector remains a key element for implementing development services. The private sector is involved in all areas - education, health, social affairs, sports, youth, housing, urbanization and area development. From region to region, the private sector contributes to the expansion of the national economy in fisheries, tourism, energy, mining, water supply and livestock development.

2.1 The Private Sector and LGUs

At the regional level, regional councils cover an area large enough to have a very good relationship with the private sector and to be able to provide market opportunities. Enterprises in the Thiès region, for example, receive priority consideration in the award of publicly tendered contracts. With regard to forestry and mining, the regional councils will warmly welcome the new codes, which will allow them to better assist private companies in these sectors.

The team sought out municipal councilors to discern their views on the decentralization process, on how it has worked in reality, on the difficulties they have faced in its implementation, and on the level of services provided by the private sector to foster growth. The municipal councilors referred to local skilled trade groups (*chambre des métiers*) and their work to secure employment opportunities for local enterprises. For local projects councilors give priority to local enterprises when they have the capability since the funds come from the community itself. A clear advantage of decentralization is that local management can facilitate this process. There will be no lengthy process of obtaining approvals, which often required a trip to Dakar to obtain a single signature. The achievement is not yet total, however, because a transfer of resources has not matched the transfer of functions to local government units.

The private sector often gets involved in providing goods and services to communities with an NGO as intermediary. Communities express their needs to their rural council, which in turn asks an NGO to take charge of the process and see it through to conclusion. The NGO requests the services of a private entity (an enterprise or a GIE) through a formal tender process.

Rural councils try to provide a continuous variety of services that enable small businesses to increase their income and prosper. They achieve this through construction of new market facilities, allocation of market space to vendors and the establishment of paid facilities such as public toilets and water supply facilities in the market.

The team visit to Taiba Ndiaye provided an occasion to meet members of the rural council. The councilors are well aware of the support they should provide for the private sector. Being able to provide required documents for entrepreneurs on the spot is but one example. Councilors also look for opportunities to provide work for private sector operators and tend to award construction contracts to them. For their part, local merchants manifest their interest in the community by making charitable contributions to social organizations.

By contrast, the rural council believes that the relationship between the rural community and a large local industry, Taiba Phosphates, is tilted in favor of the company. Although company executives meet with community officials once a month to discuss problems, the councilors encountered by the team believe that compensation given to the community is insufficient. Local residents evicted from their land find that their current income, including compensation, does not match income from the land they surrendered. Furthermore, the councilors believe that Taiba Phosphates could easily have absorbed unemployed workers in the rural community.

The councilors also mentioned the difficulties they have had collecting taxes from their constituents who have low incomes because of poor harvests in recent years.

2.2 The Private Sector Survey

The questionnaires underwent several revisions before the final versions were accepted. Initially the private sector and organizations were to be covered entirely by informal interviews. However, after considerable discussion about the survey, the team decided to administer questionnaires to these two samples. This change and other factors had a considerable effect on the time required to complete the survey (see Volume 3).

In the enumerator training workshop, the team worked on reaching a common understanding of the objectives of this part of the survey. The questionnaire was introduced as a tool for obtaining quantitative answers. The team clarified certain issues and discussed the questionnaire point by point. The group provided several helpful suggestions.

As indicated in Table 1 below, 1,059 questionnaires were administered to private sector entities. Dakar represented one quarter of the total with 264 respondents. Only 60 questionnaires could be completed in the Diourbel region as a result of preparations for the Magal. It would have been desirable to administer in the urban areas of Kolda region on weekdays, which are more active commercially. However, for security reasons, the enumerator team surveyed in the region's rural areas during the week and in urban areas over weekends.

Table 1. Questionnaires Administered

Region	Number	Percent
Dakar	264	24.9
Diourbel	60	5.7
Fatick	140	13.2
Kaolack	124	11.7
Kolda	74	7.0
Louga	92	8.7
Saint-Louis	91	8.6
Tambacounda	137	12.9
Thiès	77	7.3
TOTAL	1,059	100.0

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

3.0 Profile of Private Sector Respondents

The private sector questionnaire offered respondents a choice among several occupations: trade, transportation, fishing, livestock-raising, crafts (dyeing, leatherwork, jewelry-making), machinery repair, computer services, legal services, medical services, engineering, tailoring, hairdressing, food service, sale of firewood or charcoal, art, music, teaching and training, construction, day labor, and other occupations.

While the questionnaire did not go beyond this list, the enumerator's guide contained an expanded list of occupations, which included the following.

Automobile, motorbike, airplane and boat mechanics
Carpenters and metalworkers
Bakers
Masons, painters, plumbers
Car washers, shoeshine men
Well diggers and drillers
Grave diggers
Transporters, baggage handlers, apprentices
Tailors, dressmakers, models
Hairdressers and barbers
Street vendors
Communications specialists
Sport professionals
Livestock raisers
Landlords
Landowners
Farmers
Service providers
Housekeepers
Watchmen
Market gardeners
Hotel employees
Tourist guides
Fish, fruit and vegetable processors
Recyclers
Garbage collectors

3.1 Types of Activities Undertaken

Table 2 shows that of 1,059 respondents, only 10 provided no answers either because they did not want to discuss their activities or did not have time to do so. More than half (543) are merchants engaged in the sale of goods while only 10 percent (106) supply haircutting, tailoring and food services. Some service providers such as tailors sell their own products. Craftsmen market their crafts. This is in fact a traditional industry and a well-known income-generating activity with tourists targeted as customers.

Table 2. Type of Activity

		Frequency	Percent
	No Response	10	.9
	Trade	543	51.3
	Transportation	5	.5
	Fishing	2	.2
	Livestock	9	.8
	Crafts	105	9.9
	Equipment Repair	34	3.2
	Computer Services	1	.1
	Legal Services	1	.1
	Health Services	4	.4
	Engineering	1	.1
	Tailoring-Fashion	66	6.2
	Hairdressing	10	.9
	Food Services	30	2.8
	Firewood or Charcoal sales	9	.8
	Teaching and Training	3	.3
	Construction	23	2.2
	Liberal Profesions	75	7.1
	Other	128	12.1
	Total	1059	100.0
Total		1059	100.0

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Responses to the private sector questionnaire revealed considerable variety from one region to another and interesting divisions by age and sex. For example, there are three levels of kola nut sales. Active adults work as wholesalers; much older, retired adults act as smaller-lot wholesalers (*demi-gros*); and young people usually work as ambulant retailers. Women dominate the hairdressing business, while women run small, unlicensed restaurants catering to transport workers and men run shops that grill meat (*dibiteries*) for customers. Women from Fatick and the Lower Casamance tend to dominate housekeeping jobs.

Table 3 shows activities by region. It is interesting to note that the percentage for merchants is highest in Louga. Over two-thirds of the Louga respondents (63) are merchants, compared to 152 (57%) in Dakar, 77 (55%) in Fatick and 45 (49%) in Saint-Louis. The lowest share was registered in Diourbel, which is probably due to the low number of questionnaires administered.

Only 41.9% of the Kolda respondents are merchants. On the other hand, Kolda and Diourbel had the highest share of craftsmen, 18.9% and 18.3%, respectively, followed by Tambacounda with 13.9%. The Louga region has a relatively low percentage of craftsmen.

Table 3. Type of Activity by Region[1]

Type of Activity		Region									
		Dakar	Diourbel	Saint louis	Tambacounda	Kaolack	Thies	Louga	Fatick	Kolda	Total
No Response	Count	4	1	1			1	1	2		10
	%	40.0%	10.0%	10.0%			10.0%	10.0%	20.0%		100.0%
Trade	Count	152	23	45	61	54	37	63	77	31	543
	%	28.0%	4.2%	8.3%	11.2%	9.9%	6.8%	11.6%	14.2%	5.7%	100.0%
Transportation	Count	1		1		1			2		5
	%	20.0%		20.0%		20.0%			40.0%		100.0%
Fishing	Count	1		1							2
	%	50.0%		50.0%							100.0%
Livestock	Count	2	2		1		2	2			9
	%	22.2%	22.2%		11.1%		22.2%	22.2%			100.0%
Crafts	Count	26	11	6	19	8	6	5	10	14	105
	%	24.8%	10.5%	5.7%	18.1%	7.6%	5.7%	4.8%	9.5%	13.3%	100.0%
Equipment Repair	Count	2		5	10	7		2	3	5	34
	%	5.9%		14.7%	29.4%	20.6%		5.9%	8.8%	14.7%	100.0%
Computer Services	Count	1									1
	%	100%									100.0%
Legal Services	Count						1				1
	%						100%				100.0%
Health Services	Count		1	1			1			1	4
	%		25.0%	25.0%			25.0%			25.0%	100.0%
Engineering	Count				1						1
	%				100.0%						100.0%
Tailoring-Fashion	Count	21	7	3	15	7	3		5	5	66
	%	31.8%	10.6%	4.5%	22.7%	10.6%	4.5%		7.6%	7.6%	100.0%
Hairdressing	Count	5			2	2	1				10
	%	50.0%			20.0%	20.0%	10.0%				100.0%
Food Services	Count	6	2	5	5	2	4		1	5	30
	%	20.0%	6.7%	16.7%	16.7%	6.7%	13.3%		3.3%	16.7%	100.0%
Firewood or Charcoal sales	Count	1		1		4		1	1	1	9
	%	11.1%		11.1%		44.4%		11.1%	11.1%	11.1%	100.0%
Teaching and Training	Count		2							1	3
	%		66.7%							33.3%	100.0%
Construction	Count	3	2	7	2	3		1	2	3	23
	%	13.0%	8.7%	30.4%	8.7%	13.0%		4.3%	8.7%	13.0%	100.0%
Liberal Professions	Count	3	3	7	9	22	7	1	23		75
	%	4.0%	4.0%	9.3%	12.0%	29.3%	9.3%	1.3%	30.7%		100.0%
Other	Count	36	6	8	12	14	14	16	14	8	128
	%	28.1%	4.7%	6.3%	9.4%	10.9%	10.9%	12.5%	10.9%	6.3%	100.0%
Total	Count	264	60	91	137	124	77	92	140	74	1059
	%	24.9%	5.7%	8.6%	12.9%	11.7%	7.3%	8.7%	13.2%	7.0%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

[1] Note that the percentages in this table should be read across and not down. The percentage for a particular region is the percentage of all respondents in that category, not the percentage of respondents in the region.

Transportation and fishing in Dakar and Saint-Louis seem to illustrate a quasi-monopoly where a small number of individuals control an activity. The low figure of 0.4% for transportation activity in Dakar is very illustrative of the "Ndiaga Ndiaye" private mass transit phenomenon, where thousands of mini-buses owned by a few serve the suburbs of Dakar. The situation is similar in Saint-Louis where only 1.1% of the region's enterprises shares the transportation business for the entire community.

For equipment and engine repair businesses, Kolda region (6.8%) ranks second after Tambacounda (7.3%). These repair shops work on two- and four-wheel vehicles, motor pumps, tractors, and small-scale grain mills. Distance from the main urban centers is probably an important factor in the need for local repair of vehicles in these areas, where good roads are scarce and two-wheel vehicles are the main means of transportation.

3.2 The Informal Sector

The informal sector does not take the conventional path in establishing a business. Any new business is supposed to register at the chamber of commerce, where it is given a registration number. In Senegal, the informal sector tends to evade these procedures.

Table 4 below shows by region the percentage of enterprises that have been registered. The Tambacounda and Kolda regions have the highest rates of non-registration - 75.9% and 74.3%, respectively. Small equipment repair, a classic informal sector occupation, is widespread in those two regions. The incidence of non-registration is also high in the Fatick region where 67.1% of businesses are not registered. The sale of agricultural products through undocumented mobile street vendors, frequently encountered in the region, helps to explain the high level.

In the Louga region, registration is more prevalent than non-registration. In fact, Louga is the only region where more than 45% of businesses have registered. This may be explained in large part by the fact that many commercial activities in the region are managed from a distance by émigrés, who are obliged to declare merchandise when it is brought into the country.

In most regions, many non-registered merchants are *bana-bana*, small, mobile retailers. There are also several groups that are not registered but pay a fee for use of a place on the sidewalk. In the Dakar region, for example, there are a number of unregistered sellers of spare parts and used clothing who pay their fees daily to the city of Dakar.

Table 4. Registered Enterprises by Region

Region		No Response	Yes	No	Do Not Know	Total
		Are you a registered business?				
Dakar	Count	4	114	135	11	264
	%	36.4%	31.1%	20.7%	37.9%	24.9%
Diourbel	Count		23	36	1	60
	%		6.3%	5.5%	3.4%	5.7%
Saint louis	Count	2	28	61		91
	%	18.2%	7.6%	9.4%		8.6%
Tambacounda	Count	1	32	104		137
	%	9.1%	8.7%	16.0%		12.9%
Kaolack	Count		36	79	9	124
	%		9.8%	12.1%	31.0%	11.7%
Thies	Count	2	24	49	2	77
	%	18.2%	6.5%	7.5%	6.9%	7.3%
Louga	Count	1	50	39	2	92
	%	9.1%	13.6%	6.0%	6.9%	8.7%
Fatick	Count	1	44	94	1	140
	%	9.1%	12.0%	14.4%	3.4%	13.2%
Kolda	Count		16	55	3	74
	%		4.4%	8.4%	10.3%	7.0%
Total	Count	11	367	652	29	1059
	%	100.0%	100.0%	100.0%	100.0%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Table 5 below, showing the maximum number of employees per establishment, male and female, indicates considerable stability in employment. Saint-Louis has the most fluctuation, particularly for female employees. Their number drops from 250 in August to 11 for the next four months.

Table 5. Maximum Number of Employees per Establishment

	Dakar		Diourbel		Saint-Louis		Tamb.		Kaol.		Thiès		Louga		Fatick		Kolda	
sex	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Jan.	70	9	16	10	100	200	20	3	10	7	15	5	35	26	20	9	14	10
Feb.	70	9	16	10	100	200	50	3	10	7	15	5	35	26	20	9	14	10
Mar.	70	9	16	10	100	200	50	3	10	7	15	5	35	26	20	9	14	10
April	70	9	16	10	50	50	20	3	10	7	15	5	35	26	20	9	14	10
May	70	9	16	10	120	20	20	3	10	7	15	5	35	26	20	9	14	10
June	70	9	16	10	120	200	20	3	10	7	7	5	35	26	20	9	14	10
July	70	10	16	10	70	200	15	3	10	7	7	5	35	26	20	9	12	2
Aug.	70	10	16	10	70	250	15	3	10	7	7	5	35	26	20	9	12	2
Sept.	70	9	16	10	50	11	20	3	10	7	15	5	35	26	15	9	14	10
Oct.	70	9	16	10	150	11	20	3	10	7	15	5	35	26	15	9	14	10
Nov.	22	9	16	10	150	11	20	3	10	7	15	5	35	26	15	9	14	10
Dec.	70	9	16	10	150	11	20	3	10	7	15	5	35	26	20	9	14	10

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

3.3 Gross Revenues in 1998

In 1998, private firms in certain regions had high gross revenues. Saint-Louis was the leader with an average of 150 million CFAF for all businesses interviewed. One reason that Saint-Louis is higher than Dakar is the large industries in the area, such as the sugar company in Richard Toll. The private sector in the Saint-Louis region is particularly dynamic because the large irrigation sector provides a ready market for goods and services such as agricultural inputs, motor pump repair, tractor hire and rice milling. The sugar industry has spin-off effects in that it attracts small entrepreneurs from Dagana, and Ross Bethio ranging from livestock sellers to street vendors who see the vicinity of the plant as an attractive market.

Louga ranks third behind Saint-Louis and Dakar with an average of 42 million CFAF for all businesses interviewed. Informal discussions have revealed that Louga has a large number of émigrés that repatriate merchandise to their families to help establish businesses.

4.0 Knowledge on Role of Government

Throughout the various regions, the public seems to know of the council in charge of the administration of their locality. In fact, 93.6% of respondents declared that they were familiar with it. Radio programs (60.2%), public meetings (51.8%,) the electoral process (47%), and neighbors and/or relatives (46.4%) represent the main channels through which people come to know of their council.

5.0 Level of Satisfaction with Quality of Services

Entrepreneurs appear to be almost equally divided in their level of satisfaction or dissatisfaction with the services currently provided by LGUs. Table 6 provides the results. Two out of five respondents (41.1%) are satisfied with the services provided to their communities while another two (38.9%) are dissatisfied and the fifth respondent either did not answer (10.4%) or had no opinion (9.6%). The Thiès region had the highest level of service satisfaction at 61%. This may well reflect what are considered to be good managerial skills on the part of the Thiès regional council, whose president is well regarded for his innovative leadership. The region of Saint-Louis had the lowest level of satisfaction, with 54.9% of respondents indicating that they were not satisfied with the level of service provided.

Table 6. Level of Satisfaction with Quality of Services

			Are you satisfied with the services provided to the community?				
			No Response	Yes	No	Do Not Know	Total
Region	Dakar	Count	57	103	86	18	264
		% within Region	21.6%	39.0%	32.6%	6.8%	100.0%
	Diourbel	Count	4	20	26	10	60
		% within Region	6.7%	33.3%	43.3%	16.7%	100.0%
	Saint louis	Count	4	33	50	4	91
		% within Region	4.4%	36.3%	54.9%	4.4%	100.0%
	Tambacounda	Count	7	57	56	17	137
		% within Region	5.1%	41.6%	40.9%	12.4%	100.0%
	Kaolack	Count	7	55	52	10	124
		% within Region	5.6%	44.4%	41.9%	8.1%	100.0%
	Thies	Count	4	47	17	9	77
		% within Region	5.2%	61.0%	22.1%	11.7%	100.0%
	Louga	Count	8	32	49	3	92
		% within Region	8.7%	34.8%	53.3%	3.3%	100.0%
	Fatick	Count	6	68	44	22	140
		% within Region	4.3%	48.6%	31.4%	15.7%	100.0%
	Kolda	Count	13	20	32	9	74
		% within Region	17.6%	27.0%	43.2%	12.2%	100.0%
Total		Count	110	435	412	102	1059
			10.4%	41.1%	38.9%	9.6%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

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It is interesting to note that while Kaolack and Fatick have roughly similar levels of satisfaction (44.4% and 48.2%, respectively), there is a difference of 10 percentage points in the levels of *dis*satisfaction. Kaolack's is at 41.9% and Fatick's at 31.7%. In the Kaolack region, there are almost as many dissatisfied as there are satisfied. Even so, these two regions follow Thiès in level of satisfaction. Both regions are the focal point of several development projects being implemented by NGOs and rural development agencies. The projects often involve the private sector in construction or agriculture and feature close coordination with local government units as well.

The regions where satisfaction levels are lowest are Kolda (27%), Diourbel (33.3%) and Louga (34.8%). More than half the respondents are dissatisfied in the Saint-Louis region (54.9%) and Louga (53.3%). Louga's poor ranking could be explained in part by the fact that business interests can be relatively independent in that region, operating as many of them do with capital repatriated from abroad. LGUs may not be in a position to provide certain services, such as facilitation of capital movements, which these enterprises require.

The team asked respondents who were not satisfied with the services provided why they were not. No clear cause of dissatisfaction of public services comes out of the survey responses. However, "poor quality work" (12.3%) and "services do not meet the needs of private organizations" (10.3%) were responses with the greatest frequency.

Over two-thirds (70.8%) of private sector respondents indicated that improvements in infrastructure services were their top priority. In fact, when asked if they would like to see improvements in infrastructure in the region of Diourbel, 94% of the respondents indicated that they would. On the other hand, more than half of the private sector respondents answered "no" when asked if improvements should be made in human resource training services. Finally, 35.6% of those surveyed feel that improvements need to be made in sectors other than infrastructure or human resources, while almost the same proportion (31.5%) disagreed and 33% provided no response.

Table 7. Preferences for Improved Services

			Improvements in Infrastucture			
			No Response	Yes	No	Total
Region	Dakar	Count	28	173	63	264
		% within Region	10.6%	65.5%	23.9%	100.0%
	Diourbel	Count		47	3	50
		% within Region		94.0%	6.0%	100.0%
	Saint louis	Count	14	70	7	91
		% within Region	15.4%	76.9%	7.7%	100.0%
	Tambacounda	Count	6	116	15	137
		% within Region	4.4%	84.7%	10.9%	100.0%
	Kaolack	Count	18	77	29	124
		% within Region	14.5%	62.1%	23.4%	100.0%
	Thies	Count	5	59	13	77
		% within Region	6.5%	76.6%	16.9%	100.0%
	Louga	Count	18	56	18	92
		% within Region	19.6%	60.9%	19.6%	100.0%
	Fatick	Count	7	81	52	140
		% within Region	5.0%	57.9%	37.1%	100.0%
	Kolda	Count	4	64	6	74
		% within Region	5.4%	86.5%	8.1%	100.0%
Total		Count	100	743	206	1049
			9.5%	70.8%	19.6%	100.0%

			Human Resource Training			
			No Response	Yes	No	Total
Region	Dakar	Count	41	82	141	264
		% within Region	15.5%	31.1%	53.4%	100.0%
	Diourbel	Count	5	24	21	50
		% within Region	10.0%	48.0%	42.0%	100.0%
	Saint louis	Count	19	16	56	91
		% within Region	20.9%	17.6%	61.5%	100.0%
	Tambacounda	Count	12	22	103	137
		% within Region	8.8%	16.1%	75.2%	100.0%
	Kaolack	Count	19	37	68	124
		% within Region	15.3%	29.8%	54.8%	100.0%
	Thies	Count	14	35	28	77
		% within Region	18.2%	45.5%	36.4%	100.0%
	Louga	Count	21	33	38	92
		% within Region	22.8%	35.9%	41.3%	100.0%
	Fatick	Count	8	53	79	140
		% within Region	5.7%	37.9%	56.4%	100.0%
	Kolda	Count	13	47	14	74
		% within Region	17.6%	63.5%	18.9%	100.0%
Total		Count	152	349	548	1049
			14.5%	33.3%	52.2%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Private sector respondents seemed quite reluctant to venture an opinion on credit services. Three out of five (61.6%) had no response. More were dissatisfied with credit services (21.6%) than were satisfied (16.7%).

Table 8. Satisfaction with Credit Services

			Are you satisfied with credit services?			
			No response	Yes	No	Total
Region	Dakar	Count	121	62	81	264
		% within Region	45.8%	23.5%	30.7%	100.0%
	Diourbel	Count	11	4	2	17
		% within Region	64.7%	23.5%	11.8%	100.0%
	Saint louis	Count	42	11	38	91
		% within Region	46.2%	12.1%	41.8%	100.0%
	Tambacounda	Count	60	23	54	137
		% within Region	43.8%	16.8%	39.4%	100.0%
	Kaolack	Count	104	14	5	123
		% within Region	84.6%	11.4%	4.1%	100.0%
	Thies	Count	59	15	3	77
		% within Region	76.6%	19.5%	3.9%	100.0%
	Louga	Count	30	8	1	39
		% within Region	76.9%	20.5%	2.6%	100.0%
	Fatick	Count	122	17	1	140
		% within Region	87.1%	12.1%	.7%	100.0%
	Kolda	Count	44	7	23	74
		% within Region	59.5%	9.5%	31.1%	100.0%
Total		Count	593	161	208	962
			61.6%	16.7%	21.6%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

The private sector questionnaire contained an interesting question relating to decentralization: How have public services that are essential for your enterprise evolved since decentralization in 1996? Two respondents out of five (39.6%) believe that no change has taken place in the availability of public services. However, 25.5% replied that there is improved availability, while 22.3% feel that the situation is worse.

Respondents in the Tambacounda region believe more strongly than those in other regions that public services have improved, with 40.1% saying they are better. In the neighboring Kolda region, on the other hand, 37.8% of private sector respondents believe that public services have deteriorated since decentralization and only 9.5% think that they have improved.

Table 9. Evolution of Public Services Since Decentralization

			How have public services evolved after decentralization in 1996?					
			No Response	Better	The Same	Worse	Do Not Know	Total
Region	Dakar	Count	16	45	108	57	38	264
		% within Region	6.1%	17.0%	40.9%	21.6%	14.4%	100.0%
	Diourbel	Count		16	19	18	7	60
		% within Region		26.7%	31.7%	30.0%	11.7%	100.0%
	Saint louis	Count		22	46	20	3	91
		% within Region		24.2%	50.5%	22.0%	3.3%	100.0%
	Tambacounda	Count	3	55	58	16	5	137
		% within Region	2.2%	40.1%	42.3%	11.7%	3.6%	100.0%
	Kaolack	Count	3	24	49	36	12	124
		% within Region	2.4%	19.4%	39.5%	29.0%	9.7%	100.0%
	Thies	Count	3	26	30	11	7	77
		% within Region	3.9%	33.8%	39.0%	14.3%	9.1%	100.0%
	Louga	Count	2	23	40	15	12	92
		% within Region	2.2%	25.0%	43.5%	16.3%	13.0%	100.0%
	Fatick	Count	2	43	44	35	16	140
		% within Region	1.4%	30.7%	31.4%	25.0%	11.4%	100.0%
	Kolda	Count	2	16	25	28	3	74
		% within Region	2.7%	21.6%	33.8%	37.8%	4.1%	100.0%
Total		Count	31	270	419	236	103	1059
			2.9%	25.5%	39.6%	22.3%	9.7%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

6.0 Other Points

Services that Would Improve Private Sector Performances

Willingness to pay for services that improve profitability varies considerably across regions. In the Dakar region, willingness to pay for market space is evenly split - 45.8% said yes and 45.5% said no. In Kolda, however, three-quarters (74.3%) of the respondents were willing to pay. This would seem to indicate that a fixed place in the market affords a clear advantage in that region. In all regions, there is strong reluctance to pay for any kind of training in entrepreneurship. This is particularly marked in the Tambacounda region where 88.3% said no. In no region was there a majority willing to pay for professional training. Only in the Thiès region did as much as half the respondents (49.4%) declare a willingness to pay to belong to a marketing group.

Table 10. Willingness to Pay for Space in the Market

			A place (stall) in the market				
			No response	Yes	No	Do not Know	Total
Region	Dakar	Count	16	121	120	7	264
		% within Region	6.1%	45.8%	45.5%	2.7%	100.0%
	Diourbel	Count	5	30	25		60
		% within Region	8.3%	50.0%	41.7%		100.0%
	Saint louis	Count	17	54	20		91
		% within Region	18.7%	59.3%	22.0%		100.0%
	Tambacounda	Count		105	32		137
		% within Region		76.6%	23.4%		100.0%
	Kaolack	Count	2	61	57	4	124
		% within Region	1.6%	49.2%	46.0%	3.2%	100.0%
	Thies	Count	4	38	34	1	77
		% within Region	5.2%	49.4%	44.2%	1.3%	100.0%
	Louga	Count	15	50	27		92
		% within Region	16.3%	54.3%	29.3%		100.0%
	Fatick	Count	3	84	50	3	140
		% within Region	2.1%	60.0%	35.7%	2.1%	100.0%
	Kolda	Count	1	55	17	1	74
		% within Region	1.4%	74.3%	23.0%	1.4%	100.0%
Total		Count	63	598	382	16	1059
			5.9%	56.5%	36.1%	1.5%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

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Table 11. Willingness to Pay for Entrepreneurial Training

			Entrepreneurial Training				
			No Response	Yes	No	Do Not Know	Total
Region	Dakar	Count	19	42	197	6	264
		% within Region	7.2%	15.9%	74.6%	2.3%	100.0%
	Diourbel	Count	9	8	41	2	60
		% within Region	15.0%	13.3%	68.3%	3.3%	100.0%
	Saint louis	Count	16	12	62	1	91
		% within Region	17.6%	13.2%	68.1%	1.1%	100.0%
	Tambacounda	Count	5	10	121	1	137
		% within Region	3.6%	7.3%	88.3%	.7%	100.0%
	Kaolack	Count	2	28	86	8	124
		% within Region	1.6%	22.6%	69.4%	6.5%	100.0%
	Thies	Count	8	17	50	2	77
		% within Region	10.4%	22.1%	64.9%	2.6%	100.0%
	Louga	Count	22	12	57	1	92
		% within Region	23.9%	13.0%	62.0%	1.1%	100.0%
	Fatick	Count	2	30	100	8	140
		% within Region	1.4%	21.4%	71.4%	5.7%	100.0%
	Kolda	Count	5	15	51	3	74
		% within Region	6.8%	20.3%	68.9%	4.1%	100.0%
Total		Count	88	174	765	32	1059
			8.3%	16.4%	72.2%	3.0%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

The survey team attempted to discover exactly what kind of services the private sector respondents desired. The question was posed in the following manner: "What public services are necessary for your organisation to function properly?" Table 12 below shows the range of choices that were offered and indicates that for most of the choices there was relatively little positive response. The top four were access to electricity (36.1%), securing a place in the market (34.6%), transportation services (30.7%), and security (29.8%).

Table 12. Positive Responses on Public Services (out of 1,059 questionnaires)

Public Service	Number	Percent
Electricity	382	36.1
Space in the market	366	34.6
Transportation	325	30.7
Security	316	29.8
Telephone	256	24.2
Other	256	24.2
Running water	200	18.9
Road maintenance	196	18.5
Garbage collection	141	13.3
Upkeep of public areas	128	12.1
Training of workers	103	9.7
Hospitals and health clinics	97	9.2
Business permits	93	8.8
Certificate as a business establishment	92	8.7
License	67	6.3
Literate labor force	53	5.0
Community wood lot management	48	4.5
Do not know	46	4.3

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

When asked what services the private sector could provide more effectively than the government, the private sector respondents answered much more positively. The survey provided a large number of possibilities, several of which received positive responses in excess of 50%. The main areas where the private sector felt it could step in and provide services were the following.

Obtaining project financing (65.4%)
Design of local projects (65.3%)
Financing of garbage collection and sanitation services (65.2%)
Construction of health care infrastructure (60.4%)
School construction (59.7%)
Financing of social centers and women's activities (59.1%)
Water supply (58.2%)
Construction and equipment of infrastructure for cultural and sporting events (57.4%)
Road and street construction and maintenance (56.8%)
Urban development planning (50.4%)

PART B: ORGANIZATIONAL SURVEY RESULTS

7.0 Profile of the Entities

Since the government withdrew from productive activities and since the advent of structural adjustment programs, private organizations and village associations providing support to development activities have emerged in abundance. Across all regions and in both urban and rural areas, women's groups, sport and cultural associations and village associations have been the most numerous, as indicated in the table below. Difficult economic conditions for women and youth have motivated them to seek better conditions through group action.

Table 13. Type of Organization by Region

Region		Type of Organization						Total
		Not Indicated	NGO's	Local Associations	Women's Groups	Sports and Cultural Associations	Other	
Dakar	Count	2	4	12	28	35	6	87
	%	2.3%	4.6%	13.8%	32.2%	40.2%	6.9%	100.0%
Diourbel	Count		2	6	18	16		42
	%		4.8%	14.3%	42.9%	38.1%		100.0%
Saint louis	Count		1	24	31	22		78
	%		1.3%	30.8%	39.7%	28.2%		100.0%
Tamba-counda	Count			15	47	11	3	76
	%			19.7%	61.8%	14.5%	3.9%	100.0%
Kaolack	Count		5	11	16	7	15	54
	%		9.3%	20.4%	29.6%	13.0%	27.8%	100.0%
Thies	Count				6	5	1	12
	%				50.0%	41.7%	8.3%	100.0%
Louga	Count		2	8	20	22	3	55
	%		3.6%	14.5%	36.4%	40.0%	5.5%	100.0%
Fatick	Count		4	6	9	13	15	47
	%		8.5%	12.8%	19.1%	27.7%	31.9%	100.0%
Kolda	Count		2	7	14	6	3	32
	%		6.3%	21.9%	43.8%	18.8%	9.4%	100.0%
Total	Count	2	20	89	189	137	46	483
	%	.4%	4.1%	18.4%	39.1%	28.4%	9.5%	100.0%

Source: ARD- Senagrosol-Consult- NCNW Survey, June 1999

Nearly all of the 483 organizations surveyed were established in the last five years. On the whole, the number of members per organization remains relatively high, with a national average of more than 60 members. In the Thiès (175), Saint-Louis (172), Louga (149) and Dakar (116) regions, average membership per organization is highest. Women members tend to outnumber men by an average margin of four to three.

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7.1 Legal Status

While improving living conditions is the main objective for most organizations, less than half (46.6%) of the organizations in the survey have a receipt showing that the Ministry of the Interior officially acknowledges their existence. Less than one-third (31.7%) have official approval from the appropriate Ministry (*Ministère de tutelle*). This relatively low percentage is evidence of the informal character and lack of legal status of most of these organizations. The recent vintage of these structures and the traditional delays associated with obtaining administrative documents helps to explain this situation. Table 14 summarizes the legal status of organizations. Appendix Table A provides detail by region.

Table 14. Legal Status of Organizations

Status	Percentage			
	No reply	Yes	No	Do not know
Acknowledgement by Ministry of the Interior	3.1	46.6	48.2	2.1
Approval from the appropriate Ministry	3.1	31.7	62.5	2.7
Document from Prefecture	3.3	21.5	72.5	2.7
Agreement with the Government (*accord de siège*)	3.1	7.7	86.7	2.5
Informal Organization	2.7	19.4	75.2	2.7

Source: ARD- Senagrosol-Consult- NCNW Survey, June 1999

However, the survey team learned through interviews that some 57.3% of organizations are affiliated with an NGO federation. Women's groups and economic interest groups (GIE) are considered to be the most federative types of organizations. In any case, the lack of legal status characterizing these organizations causes them to be heavily penalized in implementing income-generation activities, thereby reducing their chances to become self-financing.

7.2 Sectors of Activity

To fight poverty and promote endogenous, sustainable development, organizations carry out socio-economic activities in nearly all sectors. Retail trade, environmental clean-up (*assainissement*), and agriculture are the activities on which organizations focus most of their efforts. The environment, literacy and other types of training, and credit are important as well.

Table 15. Main Sectors of Activity (in percent)

	Yes	No	No reply
Retail trade	46.2	50.1	3.7
Clean-up	41.8	53.4	4.8
Agriculture	38.9	56.8	4.3
Environment	29.6	65.4	5.0
Training	27.5	67.6	4.6
Credit	27.3	67.3	5.4
Health	23.4	72.0	4.6
Water supply	6.2	89.0	4.8

Source: ARD- Senagrosol-Consult- NCNW Survey, June 1999

Retail trade, an activity not dependent on bio-climatic conditions, is a distinguishing feature of women's groups since it does not require proprietorship of factors of production such as land or agricultural equipment.

7.3 Tax and Service Payments

With reference to taxes, nearly half of the organizations surveyed pay taxes to local government. If some organizations pay taxes as a moral obligation, in 49.9% of the cases payment is motivated by a concern that local government be able to finance socio-economic activities which fight unemployment among youth and give a boost to endogenous, sustainable development. More than 91% of the organizations stated that they pay fees for services related to water supply, health and other socio-educative or socio-economic areas.

8.0 Knowledge on Role of Government

Decentralization began to become a reality in1990, the year in which municipal and rural councils took responsibility for budget management. The councils are not wholly satisfied, however, because in many communes and rural communities their limited budgets do not permit any significant achievement.

With regard to services to be provided, the survey revealed that more than 45% of the organizational respondents think that local government units should assume responsibility for various services, particularly management of state lands, budgeting, tax collection, civil record keeping, land titling and support for cultural events.

Services Constituents Should Expect from their LGUs

Two-thirds or more of the organizational respondents said that constituents should expect services from their local governments in the fields of youth employment, access to credit, and work for NGOs and professional associations. Table 16 provides a summary. Appendix Table B furnishes more detail.

Table 16. Services Expected from LGUs (in percent)

	Yes	No	Do not know	No reply
Provide jobs for youth	78.5	16.5	2.3	2.7
Facilitate access to credit	73.3	18.6	3.1	5.0
Provide work for NGOs and professional associations	66.5	23.8	4.5	5.2
Develop and implement local development plans	65.4	22.4	6.0	6.2
Provide work for local enterprises	60.0	30.0	4.6	5.4
Develop and implement environmental action plans	59.6	29.0	5.8	5.6
Develop and implement plans for local improvement	59.6	29.4	5.4	5.6
Build road network	56.7	35.4	3.1	4.8
Maintain road network	56.1	34.6	3.5	5.8
Settle disputes in the community	52.2	37.9	4.1	5.8

Source: ARD- Senagrosol-Consult- NCNW Survey, June 1999

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9.0 Knowledge on Availability of Services

9.1 Services Provided by Local Government Units

With regard to services presently provided by local government units, data collected in the survey reveal that school management (54.2%), cultural activities (54.2%), youth and sports activities (50.7%), and health care management (50.7%) represent the bulk of services provided by LGUs. It is interesting that of all segments of the population, youth are the primary recipients. This may reflect a community desire to prepare youth to become leaders in development.

9.2 Services Provided by Organizations

Organizations provide a wide range of services to targeted populations. Literacy training, other types of training and credit are the main services provided. People seem to be aware of services provided by the organizations concerned and to appreciate them at their true value. Table 17 provides a summary. Appendix Table C furnishes more detail.

Table 17. Main Services Provided by Organizations (in percent)

	Primary Service	Secondary Service
Literacy training	28.2	2.8
Credit	14.2	5.9
Other training	12.8	3.9
Assistance	5.3	3.6
Equipment supply	2.0	1.4
Institutional support	1.7	1.1
Grants	1.4	0.3
Other	33.0	11.7
No mention	1.4	69.3

Source : ARD- Senagrosol-Consult- NCNW Survey, June 1999

10.0 Level of Satisfaction with Quality of Services

10.1 Local Government Units Lack Means and Capacity

On the whole, respondents from municipalities as well as from rural areas in all regions expressed their dissatisfaction with services provided by their local government units. Even if the reasons put forward in many cases were based on local issues, it still remains true that the lack of means available to local government units is a serious obstacle to the discharge of the mission devolved to them. In fact, 57.1% of respondents think that local government units do not have the means or the capacity to provide the services assigned to them.

Half of the respondents (49.5%) believe that local government units lack sufficient material and financial means and that this affects their performance to a certain degree. Moreover, about one-quarter of the respondents cite the insufficient capacity (27%) and lack of competence (24%) found in elected local authorities.

10.2 Working Relations between Organizations and LGUs

At the regional level, only 29.8% stated that their organization maintained working relations with the municipal or rural council. Organizations are dissatisfied with working procedures and the lack of attention given to their concerns by local government units. Overall, only 25.5% are satisfied with working procedures while 31.1% are *dis*satisfied, and 41.6% state that they have not received any attention at all from the decentralized state structures.

The main reasons for dissatisfaction with working procedures are delays in payment (28.6%) and lack of transparency (11.2%). Organizations that complain of lack of attention cite disregard of requests from constituents (25.5%), failure to keep commitments made during the electoral campaign (21.1%) and unwillingness to consult with constituents (19%). Organizations also mention long delays in the provision of services by decentralized government units.

10.3 Improving LGU Performance

As the best way to improve the performance of local elected authorities in the discharge of their duties, respondents to the survey picked the transfer of adequate means from the central government to LGUs (75.2%) and authorization for direct negotiations between rural communities and donors (73.9%). Respondents also believe that local tax collection (46%), allowing LGUs to obtain credit (45.5%) and creation of income-generating activities (58.8%) are other ways to improve the performance of their leaders.

In any case, people are more aware than ever that they need to participate in the development process. Two-thirds of respondents (67.3%) stated that they are supportive of their municipal or rural council. Their active, conscientious and voluntary participation should, according to respondents, take several forms including payment of required taxes (37.9%), contribution of their own labor to public works (56.9%) and simply taking interest in the matters of their locality (44.5%).

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11.0 Preference for Service Provider

Roles and Responsibilities in Providing Services

Considering who should be entrusted with the management of goods and services provided to targeted populations, the respondents' descending order of preference is for the people's own organizations (60.5%), foreign NGOs (44.1%), local NGOs (32.1%) and the local private sector (23.4%). The choice of their own organizations can be explained by the respondents' membership in these groups, while foreign NGOs are often esteemed for their dedicated involvement in the struggle against difficult living conditions. Local NGOs are less highly regarded by local populations, probably as a result of their relative lack of means.

12.0 Other Points

12.1 Organizations' Participation in Decision-making

In spite of the fact that organizations encourage their members to involve themselves in politics and although they consider improvement of living conditions to be their major challenge, organizations are little involved in decision making with regard to providing goods and services to the population. Only 35.5% of organizations surveyed participate in such decisions.

This phenomenon could be explained by organizations' unwillingness to take risks and their desire to focus on problems they consider to be high priority. In any case, this situation helps to explain the lack of coordination and the ineffectiveness of actions to benefit the population.

When organizations do participate in decision making, they tend to do so through periodic meetings (26.5%) or by appointing a representative to the decision-making structure (20.5%). In fact, about half (47.8%) of those surveyed think that their representatives should become more involved in LGU decision-making, while 38.1% take the stand-offish position that LGUs should be taking their expressed needs into consideration.

It is interesting to note that a very high percentage (83.4%) believe that decisions concerning the provision of goods and services should be based on open consultations with local citizens at the neighborhood level and, to a lesser extent (44.3%), on actions defined in local development plans.

12.2 Democratization and the Electoral Process

Instead of avoiding the political arena as they have done until recently, organizations are raising people's awareness on a number of new issues. Organizations are more than ever determined to involve themselves actively in solving problems and improving the living conditions of the population in general and of their members in particular.

Beyond providing assistance and technical and financial support, organizations have played an increasing role in the political arena. Data collected from the survey show that 67.1 percent of the organizations surveyed have encouraged their members to register as voters.

Some 83.4% of individual respondents in the survey reported that they participated in the 1996 elections. Almost three-quarters (73.5%) cited fulfillment of their duty as citizens as a reason for voting, while almost half (47.2%) mentioned their concern for better management of the matters of their locality and 40.9% cited political militancy.

APPENDIX TABLES

A. Legal Status of Organizations by Region

Region			Acknowledgement by Ministry of the Interior				
			No Responce	Yes	No	Do Not Know	Total
	Dakar	Count	5	38	43	1	87
		%	5.7%	43.7%	49.4%	1.1%	100.0%
	Diourbel	Count	1	13	28		42
		%	2.4%	31.0%	66.7%		100.0%
	Saint louis	Count	3	42	33		78
		%	3.8%	53.8%	42.3%		100.0%
	Tamba-counda	Count		39	36	1	76
		%		51.3%	47.4%	1.3%	100.0%
	Kaolack	Count		28	23	3	54
		%		51.9%	42.6%	5.6%	100.0%
	Thies	Count		4	8		12
		%		33.3%	66.7%		100.0%
	Louga	Count	3	30	21	1	55
		%	5.5%	54.5%	38.2%	1.8%	100.0%
	Fatick	Count	2	15	26	4	47
		%	4.3%	31.9%	55.3%	8.5%	100.0%
	Kolda	Count	1	16	15		32
		%	3.1%	50.0%	46.9%		100.0%
Total		Count	15	225	233	10	483
		%	3.1%	46.6%	48.2%	2.1%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Approval from the appropriate Ministry: No Response	Yes	No	Do Not Know	Total
Dakar	Count	6	27	53	1	87
	%	6.9%	31.0%	60.9%	1.1%	100.0%
Diourbel	Count	2	19	20	1	42
	%	4.8%	45.2%	47.6%	2.4%	100.0%
Saint louis	Count	3	20	55		78
	%	3.8%	25.6%	70.5%		100.0%
Tambacounda	Count		22	54		76
	%		28.9%	71.1%		100.0%
Kaolack	Count		16	35	3	54
	%		29.6%	64.8%	5.6%	100.0%
Thies	Count		6	6		12
	%		50.0%	50.0%		100.0%
Louga	Count	3	16	34	2	55
	%	5.5%	29.1%	61.8%	3.6%	100.0%
Fatick	Count	1	13	28	5	47
	%	2.1%	27.7%	59.6%	10.6%	100.0%
Kolda	Count		14	17	1	32
	%		43.8%	53.1%	3.1%	100.0%
Total	Count	15	153	302	13	483
	%	3.1%	31.7%	62.5%	2.7%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Document from Prefecture: No Response	Yes	No	Do Not Know	Total
Dakar	Count	6	23	56	2	87
	%	6.9%	26.4%	64.4%	2.3%	100.0%
Diourbel	Count	2	10	29	1	42
	%	4.8%	23.8%	69.0%	2.4%	100.0%
Saint louis	Count	3	9	66		78
	%	3.8%	11.5%	84.6%		100.0%
Tambacounda	Count		9	66	1	76
	%		11.8%	86.8%	1.3%	100.0%
Kaolack	Count		13	37	4	54
	%		24.1%	68.5%	7.4%	100.0%
Thies	Count		3	9		12
	%		25.0%	75.0%		100.0%
Louga	Count	4	12	38	1	55
	%	7.3%	21.8%	69.1%	1.8%	100.0%
Fatick	Count	1	14	30	2	47
	%	2.1%	29.8%	63.8%	4.3%	100.0%
Kolda	Count		11	19	2	32
	%		34.4%	59.4%	6.3%	100.0%
Total	Count	16	104	350	13	483
	%	3.3%	21.5%	72.5%	2.7%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Agreement with the Government: No Response	Yes	No	Do Not Know	Total
Dakar	Count	6	7	73	1	87
	%	6.9%	8.0%	83.9%	1.1%	100.0%
Diourbel	Count	2	1	37	2	42
	%	4.8%	2.4%	88.1%	4.8%	100.0%
Saint louis	Count	2	5	71		78
	%	2.6%	6.4%	91.0%		100.0%
Tambacounda	Count	1	2	72	1	76
	%	1.3%	2.6%	94.7%	1.3%	100.0%
Kaolack	Count		5	46	3	54
	%		9.3%	85.2%	5.6%	100.0%
Thies	Count			11	1	12
	%			91.7%	8.3%	100.0%
Louga	Count	3	10	42		55
	%	5.5%	18.2%	76.4%		100.0%
Fatick	Count	1	4	39	3	47
	%	2.1%	8.5%	83.0%	6.4%	100.0%
Kolda	Count		3	28	1	32
	%		9.4%	87.5%	3.1%	100.0%
Total	Count	15	37	419	12	483
	%	3.1%	7.7%	86.7%	2.5%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Informal Organization: No Response	Yes	No	Do Not Know	Total
Dakar	Count	5	16	65	1	87
	%	5.7%	18.4%	74.7%	1.1%	100%
Diourbel	Count	1	11	28	2	42
	%	2.4%	26.2%	66.7%	4.8%	100%
Saint louis	Count	2	8	68		78
	%	2.6%	10.3%	87.2%		100%
Tambacounda	Count		6	69	1	76
	%		7.9%	90.8%	1.3%	100%
Kaolack	Count		13	37	4	54
	%		24.1%	68.5%	7.4%	100%
Thies	Count		2	10		12
	%		16.7%	83.3%		100%
Louga	Count	4	13	38		55
	%	7.3%	23.6%	69.1%		100%
Fatick	Count	1	13	28	5	47
	%	2.1%	27.7%	59.6%	10.6%	100%
Kolda	Count		12	20		32
	%		37.5%	62.5%		100%
Total	Count	13	94	363	13	483
	%	2.7%	19.5%	75.2%	2.7%	100%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Other Legal Status of Organization: No Response	Yes	No	No Not Know	Total
Dakar	Count	24	13	49	1	87
	%	27.6%	14.9%	56.3%	1.1%	100%
Diourbel	Count	20	2	13	7	42
	%	47.6%	4.8%	31.0%	16.7%	100%
Saint louis	Count	7	26	44	1	78
	%	9.0%	33.3%	56.4%	1.3%	100%
Tambacounda	Count	2	27	47		76
	%	2.6%	35.5%	61.8%		100%
Kaolack	Count	2	6	44	2	54
	%	3.7%	11.1%	81.5%	3.7%	100%
Thies	Count		1	11		12
	%		8.3%	91.7%		100%
Louga	Count	27	5	21	2	55
	%	49.1%	9.1%	38.2%	3.6%	100%
Fatick	Count	2	4	41		47
	%	4.3%	8.5%	87.2%		100%
Kolda	Count	5	2	23	2	32
	%	15.6%	6.3%	71.9%	6.3%	100%
Total	Count	89	86	293	15	483
	%	18.4%	17.8%	60.7%	3.1%	100%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Appendix Table B. Services Constituents Should Expect from LGUs

Region		Develop and Implement Plans for Local Improvement: NoResponse	Yes	No	Do Not Know	Total
Dakar	Count	4	64	18	1	87
	%	4.6%	73.6%	20.7%	1.1%	100.0%
Diourbel	Count	7	28	4	3	42
	%	16.7%	66.7%	9.5%	7.1%	100.0%
Saint louis	Count	4	49	21	4	78
	%	5.1%	62.8%	26.9%	5.1%	100.0%
Tambacounda	Count	5	31	37	3	76
	%	6.6%	40.8%	48.7%	3.9%	100.0%
Kaolack	Count		27	20	7	54
	%		50.0%	37.0%	13.0%	100.0%
Thies	Count		9	3		12
	%		75.0%	25.0%		100.0%
Louga	Count	4	32	16	3	55
	%	7.3%	58.2%	29.1%	5.5%	100.0%
Fatick	Count	2	26	19		47
	%	4.3%	55.3%	40.4%		100.0%
Kolda	Count	1	22	4	5	32
	%	3.1%	68.8%	12.5%	15.6%	100.0%
Total	Count	27	288	142	26	483
	%	5.6%	59.6%	29.4%	5.4%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Develop and Implement Environmental Action Plans: No Response	Yes	No	Do Not Know	Total
Dakar	Count	4	64	17	2	87
	%	4.6%	73.6%	19.5%	2.3%	100.0%
Diourbel	Count	7	29	3	3	42
	%	16.7%	69.0%	7.1%	7.1%	100.0%
Saint louis	Count	4	47	22	5	78
	%	5.1%	60.3%	28.2%	6.4%	100.0%
Tambacounda	Count	5	31	37	3	76
	%	6.6%	40.8%	48.7%	3.9%	100.0%
Kaolack	Count	1	29	19	5	54
	%	1.9%	53.7%	35.2%	9.3%	100.0%
Thies	Count		7	5		12
	%		58.3%	41.7%		100.0%
Louga	Count	4	32	15	4	55
	%	7.3%	58.2%	27.3%	7.3%	100.0%
Fatick	Count	1	26	19	1	47
	%	2.1%	55.3%	40.4%	2.1%	100.0%
Kolda	Count	1	23	3	5	32
	%	3.1%	71.9%	9.4%	15.6%	100.0%
Total	Count	27	288	140	28	483
	%	5.6%	59.6%	29.0%	5.8%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Develop and implement local development plans: No Response	Yes	No	Do Not Know	Total
Dakar	Count	6	64	16	1	87
	%	6.9%	73.6%	18.4%	1.1%	100.0%
Diourbel	Count	5	31	5	1	42
	%	11.9%	73.8%	11.9%	2.4%	100.0%
Saint louis	Count	5	55	13	5	78
	%	6.4%	70.5%	16.7%	6.4%	100.0%
Tambacounda	Count	6	41	24	5	76
	%	7.9%	53.9%	31.6%	6.6%	100.0%
Kaolack	Count		32	15	7	54
	%		59.3%	27.8%	13.0%	100.0%
Thies	Count		10	2		12
	%		83.3%	16.7%		100.0%
Louga	Count	6	32	12	5	55
	%	10.9%	58.2%	21.8%	9.1%	100.0%
Fatick	Count	1	29	16	1	47
	%	2.1%	61.7%	34.0%	2.1%	100.0%
Kolda	Count	1	22	5	4	32
	%	3.1%	68.8%	15.6%	12.5%	100.0%
Total	Count	30	316	108	29	483
	%	6.2%	65.4%	22.4%	6.0%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Settle disputes in the community: No Response	Yes	No	Do Not Know	Total
Dakar	Count	4	58	24	1	87
	%	4.6%	66.7%	27.6%	1.1%	100.0%
Diourbel	Count	10	22	6	4	42
	%	23.8%	52.4%	14.3%	9.5%	100.0%
Saint louis	Count	7	25	42	4	78
	%	9.0%	32.1%	53.8%	5.1%	100.0%
Tambacounda	Count	3	26	45	2	76
	%	3.9%	34.2%	59.2%	2.6%	100.0%
Kaolack	Count		31	21	2	54
	%		57.4%	38.9%	3.7%	100.0%
Thies	Count		9	3		12
	%		75.0%	25.0%		100.0%
Louga	Count	3	34	15	3	55
	%	5.5%	61.8%	27.3%	5.5%	100.0%
Fatick	Count	1	27	19		47
	%	2.1%	57.4%	40.4%		100.0%
Kolda	Count		20	8	4	32
	%		62.5%	25.0%	12.5%	100.0%
Total	Count	28	252	183	20	483
	%	5.8%	52.2%	37.9%	4.1%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Facilitate access to credit: No Response	Yes	No	Do Not Know	Total
Dakar	Count	5	64	16	2	87
	%	5.7%	73.6%	18.4%	2.3%	100.0%
Diourbel	Count	5	31	5	1	42
	%	11.9%	73.8%	11.9%	2.4%	100.0%
Saint louis	Count	6	59	9	4	78
	%	7.7%	75.6%	11.5%	5.1%	100.0%
Tambacounda	Count	5	59	10	2	76
	%	6.6%	77.6%	13.2%	2.6%	100.0%
Kaolack	Count		37	16	1	54
	%		68.5%	29.6%	1.9%	100.0%
Thies	Count		11	1		12
	%		91.7%	8.3%		100.0%
Louga	Count	1	37	14	3	55
	%	1.8%	67.3%	25.5%	5.5%	100.0%
Fatick	Count	1	31	14	1	47
	%	2.1%	66.0%	29.8%	2.1%	100.0%
Kolda	Count	1	25	5	1	32
	%	3.1%	78.1%	15.6%	3.1%	100.0%
Total	Count	24	354	90	15	483
	%	5.0%	73.3%	18.6%	3.1%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Build road network: No Response	Yes	No	Do Not Know	Total
Dakar	Count	4	63	19	1	87
	%	4.6%	72.4%	21.8%	1.1%	100.0%
Diourbel	Count	8	29	5		42
	%	19.0%	69.0%	11.9%		100.0%
Saint louis	Count	4	23	47	4	78
	%	5.1%	29.5%	60.3%	5.1%	100.0%
Tambacounda	Count	5	28	40	3	76
	%	6.6%	36.8%	52.6%	3.9%	100.0%
Kaolack	Count		33	19	2	54
	%		61.1%	35.2%	3.7%	100.0%
Thies	Count		9	3		12
	%		75.0%	25.0%		100.0%
Louga	Count	1	42	9	3	55
	%	1.8%	76.4%	16.4%	5.5%	100.0%
Fatick	Count	1	22	23	1	47
	%	2.1%	46.8%	48.9%	2.1%	100.0%
Kolda	Count		25	6	1	32
	%		78.1%	18.8%	3.1%	100.0%
Total	Count	23	274	171	15	483
	%	4.8%	56.7%	35.4%	3.1%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Maintain road network: No Response	Yes	No	Do Not Know	Total
Dakar	Count	5	62	19	1	87
	%	5.7%	71.3%	21.8%	1.1%	100.0%
Diourbel	Count	8	30	3	1	42
	%	19.0%	71.4%	7.1%	2.4%	100.0%
Saint louis	Count	6	22	46	4	78
	%	7.7%	28.2%	59.0%	5.1%	100.0%
Tambacounda	Count	5	28	40	3	76
	%	6.6%	36.8%	52.6%	3.9%	100.0%
Kaolack	Count		33	19	2	54
	%		61.1%	35.2%	3.7%	100.0%
Thies	Count		9	3		12
	%		75.0%	25.0%		100.0%
Louga	Count	3	38	10	4	55
	%	5.5%	69.1%	18.2%	7.3%	100.0%
Fatick	Count	1	24	21	1	47
	%	2.1%	51.1%	44.7%	2.1%	100.0%
Kolda	Count		25	6	1	32
	%		78.1%	18.8%	3.1%	100.0%
Total	Count	28	271	167	17	483
	%	5.8%	56.1%	34.6%	3.5%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Provide work for NGO's and professional associations: No Response	Yes	No	Do Not Know	Total
Dakar	Count	5	63	16	3	87
	%	5.7%	72.4%	18.4%	3.4%	100.0%
Diourbel	Count	8	29	4	1	42
	%	19.0%	69.0%	9.5%	2.4%	100.0%
Saint louis	Count	4	54	16	4	78
	%	5.1%	69.2%	20.5%	5.1%	100.0%
Tambacounda	Count	5	50	18	3	76
	%	6.6%	65.8%	23.7%	3.9%	100.0%
Kaolack	Count	1	33	18	2	54
	%	1.9%	61.1%	33.3%	3.7%	100.0%
Thies	Count		10	1	1	12
	%		83.3%	8.3%	8.3%	100.0%
Louga	Count	1	35	16	3	55
	%	1.8%	63.6%	29.1%	5.5%	100.0%
Fatick	Count	1	22	23	1	47
	%	2.1%	46.8%	48.9%	2.1%	100.0%
Kolda	Count		25	3	4	32
	%		78.1%	9.4%	12.5%	100.0%
Total	Count	25	321	115	22	483
	%	5.2%	66.5%	23.8%	4.6%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Provide work for local enterprises: No Response	Yes	No	Do Not Know	Total
Dakar	Count	7	60	17	3	87
	%	8.0%	69.0%	19.5%	3.4%	100.0%
Diourbel	Count	7	29	5	1	42
	%	16.7%	69.0%	11.9%	2.4%	100.0%
Saint louis	Count	4	35	35	4	78
	%	5.1%	44.9%	44.9%	5.1%	100.0%
Tambacounda	Count	5	37	31	3	76
	%	6.6%	48.7%	40.8%	3.9%	100.0%
Kaolack	Count	1	31	21	1	54
	%	1.9%	57.4%	38.9%	1.9%	100.0%
Thies	Count		10	1	1	12
	%		83.3%	8.3%	8.3%	100.0%
Louga	Count	1	37	13	4	55
	%	1.8%	67.3%	23.6%	7.3%	100.0%
Fatick	Count	1	28	17	1	47
	%	2.1%	59.6%	36.2%	2.1%	100.0%
Kolda	Count		23	5	4	32
	%		71.9%	15.6%	12.5%	100.0%
Total	Count	26	290	145	22	483
	%	5.4%	60.0%	30.0%	4.6%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Provide jobs for youth				Total
		No Response	Yes	No	Do Not Know	
Dakar	Count	5	71	8	3	87
	%	5.7%	81.6%	9.2%	3.4%	100.0%
Diourbel	Count	2	35	4	1	42
	%	4.8%	83.3%	9.5%	2.4%	100.0%
Saint louis	Count	3	66	5	4	78
	%	3.8%	84.6%	6.4%	5.1%	100.0%
Tambacounda	Count	2	61	11	2	76
	%	2.6%	80.3%	14.5%	2.6%	100.0%
Kaolack	Count		38	16		54
	%		70.4%	29.6%		100.0%
Thies	Count		9	3		12
	%		75.0%	25.0%		100.0%
Louga	Count		43	11	1	55
	%		78.2%	20.0%	1.8%	100.0%
Fatick	Count	1	28	18		47
	%	2.1%	59.6%	38.3%		100.0%
Kolda	Count		28	4		32
	%		87.5%	12.5%		100.0%
Total	Count	13	379	80	11	483
	%	2.7%	78.5%	16.6%	2.3%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Region		Other Services				Total
		No Response	Yes	No	No Not Know	
Dakar	Count	35	36	16		87
	%	40.2%	41.4%	18.4%		100.0%
Diourbel	Count	25	16	1		42
	%	59.5%	38.1%	2.4%		100.0%
Saint louis	Count	15	36	25	2	78
	%	19.2%	46.2%	32.1%	2.6%	100.0%
Tambacounda	Count	6	25	43	2	76
	%	7.9%	32.9%	56.6%	2.6%	100.0%
Kaolack	Count	12	22	19	1	54
	%	22.2%	40.7%	35.2%	1.9%	100.0%
Thies	Count		2	10		12
	%		16.7%	83.3%		100.0%
Louga	Count	38	14	3		55
	%	69.1%	25.5%	5.5%		100.0%
Fatick	Count	1	14	31	1	47
	%	2.1%	29.8%	66.0%	2.1%	100.0%
Kolda	Count	18	5	9		32
	%	56.3%	15.6%	28.1%		100.0%
Total	Count	150	170	157	6	483
	%	31.1%	35.2%	32.5%	1.2%	100.0%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Appendix Table C. Principal Services Provided by Organizations

Primary Services Provided by Organizations		Region									
		Dakar	Diourbel	Saint louis	Tamba-counda	Kaolack	Thies	Louga	Fatick	Kolda	Total
No Response	Count				1	1		1	1	1	5
	%				1.4%	1.9%		1.9%	2.2%	3.1%	1.4%
Literacy Training	Count	4	4	23	20	13	1	24	7	5	101
	%	26.7%	18.2%	43.4%	27.0%	24.1%	10.0%	45.3%	15.6%	15.6%	28.2%
Skills Training	Count	2	2	5	9	7	1	7	7	6	46
	%	13.3%	9.1%	9.4%	12.2%	13.0%	10.0%	13.2%	15.6%	18.8%	12.8%
Credit	Count	1	5	5	16	10	2	5	4	3	51
	%	6.7%	22.7%	9.4%	21.6%	18.5%	20.0%	9.4%	8.9%	9.4%	14.2%
Institutional Support	Count	1			2		1	1		1	6
	%	6.7%			2.7%		10.0%	1.9%		3.1%	1.7%
Profesional Training	Count	1	4	1	1	3		1	3	5	19
	%	6.7%	18.2%	1.9%	1.4%	5.6%		1.9%	6.7%	15.6%	5.3%
Equipment supply	Count				1	2		1		3	7
	%				1.4%	3.7%		1.9%		9.4%	2.0%
Grants	Count		1	1	1	1			1		5
	%		4.5%	1.9%	1.4%	1.9%			2.2%		1.4%
Other	Count	6	6	18	23	17	5	13	22	8	118
	%	40.0%	27.3%	34.0%	31.1%	31.5%	50.0%	24.5%	48.9%	25.0%	33.0%
Total	Count	15	22	53	74	54	10	53	45	32	358
	%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

Secondary Services provided by organizations.		Region									
		Dakar	Diourbel	Saint louis	Tamba-counda	Kaolack	Thies	Louga	Fatick	Kolda	Total
No Response	Count	8	20	39	58	35	6	26	34	22	248
	%	53.3%	90.9%	73.6%	78.4%	64.8%	60.0%	49.1%	75.6%	68.8%	69.3%
Literacy Training	Count		1	2		2	1	2	1	1	10
	%		4.5%	3.8%		3.7%	10.0%	3.8%	2.2%	3.1%	2.8%
Skills Training	Count	2			2	3	1	5	1		14
	%	13.3%			2.7%	5.6%	10.0%	9.4%	2.2%		3.9%
Credit	Count		1	3	5	2		6	2	2	21
	%		4.5%	5.7%	6.8%	3.7%		11.3%	4.4%	6.3%	5.9%
Institutional Support	Count	1			2					1	4
	%	6.7%			2.7%					3.1%	1.1%
Profesional Training	Count	3		1		2		5	1	1	13
	%	20.0%		1.9%		3.7%		9.4%	2.2%	3.1%	3.6%
Equipment Supply	Count			1	1			2		1	5
	%			1.9%	1.4%			3.8%		3.1%	1.4%
Grants	Count					1					1
	%					1.9%					.3%
Other	Count	1		7	6	9	2	7	6	4	42
	%	6.7%		13.2%	8.1%	16.7%	20.0%	13.2%	13.3%	12.5%	11.7%
Total	Count	15	22	53	74	54	10	53	45	32	358
	%	100%	100.0%	100.0%	100.0%	100.0%	100%	100%	100%	100%	100%

Source: ARD-Senagrosol-Consult-NCNW Survey, June 1999

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