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Iraq Governance Strengthening Project

Citizen Satisfaction Survey Final Report

June 16, 2012



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FUNDED BY USAID

June 2012
Contract No. AID-267-C-11-00006
Deliverable No. FO-D-2012-055

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Contract No.: AID-267-C-11-00006

Contractor Name: Chemonics International, Inc.

USAID Cognizant Technical Office: Capacity Building Office
USAID Iraq

Date of Report: June 2012

Document Title: Citizen Satisfaction Survey Final Review
DRAFT

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Programs

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INTRODUCTION

The Iraq Governance Strengthening Project (GSP) is implementing a 4-year development project will build off past and current United States Agency for International Development (USAID) efforts to strengthen the capacity of local governments to respond effectively to citizen needs. The project will work to empower local governments; building their institutional capacity to improve management, government outreach, and service delivery. As part of the Project, 4Points has been contracted to conduct a survey of citizens residing in 15 of the 18 Iraqi provinces, not including the Kurdistan provinces of Erbil, Sulaymaniyah and Dohuk. The Citizen Satisfaction Survey aims to gather information on the service delivery of various government-provided services, such education, health, electricity, security and water, with a focus on service delivery comparisons between last year and the current and future projections for next year. The findings of the survey will help GSP better understand the citizen needs in Iraq.

EXECUTIVE SUMMARY

General Services

Across all provinces and target groups, roughly 50% of respondents agreed that government services have improved since last year; while only 24% disagreed. There seemed to be a slight correlation between responses and age. The responses of the younger age groups (18-30 and 31-50 years old), which constituted the bulk of the responses, hovered around the total average (50% in agreement) whereas the older age groups (51-70 and 70+ years old) dropped to 48% and 42% respectively. There was no significant difference between current perceptions of government services and positive expectations for the following year. However, negative responses did drop to 19% from 24%. Notably, positive expectations among the oldest age bracket (70+ years) increased; with 50% expecting better government services next year.

Security Services

Across nearly all provinces and target groups, roughly 52% of respondents agreed that security services have improved since last year; while 25% disagreed. The province of Kirkuk is the exception; where only 10% of respondents agreed and 78% disagreed. Additionally, respondents in Kirkuk had the lowest percent of “neutral” answers at only 9%; in stark contrast to areas like Baghdad which had 30% “neutral”. Most respondents had positive expectations with regards to security next year. When asked if they thought that security services would improve next year, 54% agreed; meaning that they thought it would. Only 18% of respondents disagreed; a drop from 25% regarding the current security services situation. Moreover, answers from respondents in Kirkuk show that they believe the quality of security services will dramatically improve next year; with 48% agreeing and only 28% in disagreement. The number of “neutral” answers from this province has also increased and is no longer an outlier.

Education Services

On average, 40% of respondents thought that education had improved from the previous year while 28% believed it had not. Respondents were also very optimistic about the upcoming year; with an average of 50% believing education services would improve and only 20% saying they wouldn't; right on par with perceptions concerning government services in general.

There is significant fluctuation between the provinces regarding current perceptions and future expectations of educational services. In Kirkuk, 56% of respondents believed that educational services had improved since last year and only 8% believed the opposite (an increase of positive responses by 16% and a decrease in negative responses by 20% from the average). Future projections of these services in Kirkuk are even more dramatic; at 72% (from an average of 50%) who believed services will improve and only 4% (from 20%) who said they will not.

According to results from Dhi Qar, the opposite is true. Only 22% (from 40%) believed there had been an improvement and 42% (up from the 28% average) believed it has gotten worse. Unlike Kirkuk, future expectations in this region are more on par with normal deviation from the average.

Water Services

Like perceptions about education services, there is some fluctuation regarding perceptions and expectations of water services; however, they tend to lean to the negative side. Of respondents, an average of 39% believed that current services are an improvement from last year while 31% do not. On average, future expectations are more positive: 45% believe there will be improvement while only 22% do not. Kirkuk is again an outlier on the positive side. Perceptions about improvements from last year do not seem to fluctuate abnormally where 31% believe there was improvement and 18% do not. Future expectations in the province are substantial: 60% believe there will be an improvement next year and only 2% do not.

Electricity Services

Perceptions and expectations regarding electricity are very poor across the board. On average, only 23% of respondents thought that there was an improvement from last year and 53% said it has gotten worse. Future expectations are only slightly better with 33% expecting improvement and 39% expecting none.

Again, respondents in Kirkuk were both happier with the current services and more optimistic about the future regarding electricity; particularly with regards to future services where 65% expect an improvement and only 3% do not.

Health Services

Health services are seen as having improved since last year by 42% of respondents while 45% believe that they will further improve in the coming year. 26% of respondents said that nothing has changed since last year and 23% are not expecting any improvement.

Future expectations in Kirkuk and Diwaniyah are noticeably more positive than other provinces. In Kirkuk 64% believe that next year will bring improvements while only 3% believe it will not. In Diwaniya the percentages are similar: 65% expecting improvements and 9% expecting none. In both provinces, the number of neutral answers is on par with the total average across all other provinces; give or take 2%.

I am aware of the Government Services that are Available to Me

Across all variables, 46% of respondents say they are aware of the government services that are available to them while 24% say they are not. The remaining 30% of respondents either gave a “neutral” answer (22%) or declined to answer. It should also be noted that this question has the highest rate of declined answers; at 9%.

Several provinces (Kirkuk, Babil, and Najaf) had rates of awareness that were much higher than the average and significantly lower rates of those who were not aware of the services available to them. Kirkuk was the most extreme of the positive outliers where 86% said they were aware of services available and only 1% said they were not; only 13% gave a “neutral” answer and less than 1% declined to answer.

Government Services are Delivered Equally

On average, only 13% of those surveyed agreed that government services are delivered equally while 63% said that they were not. The “neutral” answer was given by 16% of respondents and 8% declined to answer, a very high percentage for that category.

It is important to note that, of respondents in Kirkuk, 51% of those surveyed gave either a “neutral” answer or declined to answer (100 and 300 respectively; from a total of 788). Those who declined to answer in Kirkuk made up one-third of those who declined to answer from all the provinces combined. Less than 2% of those surveyed in Kirkuk gave a positive answer and nearly 48% said that government services were not delivered equally.

Business Practices in Local Government are Fair

Of those surveyed, only 11% stated that business practices in the government are fair while 65% said that they were not. 16% answered “neutral” while 8% declined to answer.

It is important to note that, of respondents in Kirkuk, 49% of those surveyed gave either a “neutral” answer or declined to answer (86 and 303 respectively; from a total of 788). Those who declined to answer in Kirkuk made up one-third of those who declined to answer from all the provinces combined.

In general, around 53% of those surveyed believed that there had been improvements in government services during the past year and that there would be improvements in the coming year. Roughly, 22% believed that improvements had not occurred or would not occur; while around 23% gave “neutral” answers and the rest declined to.

Perceptions and expectations regarding security services were even more positive than those about government services in general; while those about health, education, water, and electricity services were less positive.

Awareness of government services offered was close to the same numbers as perceptions and expectations of the implementation of general services; however, respondents did not feel that government services were distributed equally nor did they feel that business practices within the government were fair.

Data from the province of Kirkuk told an interesting story. According to the survey, security services in Kirkuk are seen as very poor. Citizens of the province are the most optimistic about future improvements in education, water, health, and electricity services and they are the most aware of services that are offered to them.

However, Kirkuk was usually one of the provinces in the survey with the highest amount of “neutral” or declined answers. Notably, in questions regarding the government’s performance directly (“equal implementation” and “fair business practices”), roughly half of those surveyed in Kirkuk declined to answer or answered “neutral”; a significantly higher rate than other provinces. This could be due to fear of speaking against the government or other factors. It is an interesting case and must be kept in mind when looking at the data.

SURVEY DESCRIPTION

The Iraq GSP Citizen Satisfaction Survey was administered throughout nine target groups in fifteen Iraqi provinces: students, education employees, health service employees, private business owners/employees, civil society employees, homemakers, government workers (non-military/police), military/police, and the unemployed. Following the pre-test, questions were refined to assure the results yielded a sufficient amount of quality information needed to perform the final assessment.

Surveys included a first section which gathered general information on the respondents' name, mobile phone number, city of residence, location of survey, date of survey, gender, and age group. Additionally, the following section asked the respondent to identify their group, which is one of the nine target groups listed above. The main section of the survey scored the questions on a response scale of 1 through 6, with 1 identifying 'strongly agree', 2 'disagree', 3 'neutral', 4 'agree', 5 'strongly agree', and 6 'not applicable/no answer'. From experience with previous surveys, allowing the respondent to choose 'no answer' (6) grants some freedom if asking questions that are sensitive in certain geographic areas and or make the respondent uncomfortable. The areas included in the main section focused on provision of government services and the service delivery quality compared to the previous year, and also respondents' predictions of government services in the upcoming year. The types of services surveyed include: security services, education services, water services, electricity services, and health services.

Ideally, surveys were to be distributed equally among target groups, with each group occupying approximately 10%-20% of the total number of surveys. In some provinces, this distribution scale was not possible, as is reported in the following sections because of various reasons. Some target groups were more resistant to completing surveys than other groups, so the survey teams made decisions to supplement other groups to attain the minimum 780 surveys per province.

In every province, survey teams were instructed to complete a minimum of 780 surveys. The geographic distribution goal aimed to concentrate in three areas of the province, with the first being the main city, or urban center of the province. The other two areas were to focus in rural areas, outside of the city center. In many provinces, this task was a difficult one because of the nature of Iraqi residents in rural provinces. Most of the rural provinces are inhabited by tribal groups, who are typically less trusting of outsiders entering to gather information from them. In each province, every attempt was made to distribute the survey numbers between one-third urban and two-thirds rural, but some revisions needed to be made on a province by province basis.

ISSUES / REVISIONS: RESULTS OF PRE-TEST PHASE

A pre-test was administered in Baghdad during the initial phase of the survey to identify potential problems and challenges that might arise in the survey period. A meeting of the survey team was held to evaluate the results of the pre-test and to provide further training to the interviewers. The training was conducted by Alison Wittenberg, 4points Director of Programs, Ahmed Yahia, Lead Baghdad Surveyor, Sara Mohammed, 4points Logistics Team Member, and Ahmed Abbas, 4points Vice President. The original surveyor training was scheduled to be held on March 24, 2012, but the emergency closure of all Baghdad government and business offices, coupled with the mandatory road closures and curfew imposed by the Ministry of Interior forced the postponement of the training. The training was then re-scheduled for April 2nd, which was attended by 42 of the 45 survey team members. The survey team from Kirkuk was not able to attend the training because of security issues, but was individually trained via phone using the PowerPoint presentation provided at the official training session. This meeting included survey team members from Anbar, Babil, Baghdad, Basrah, DhiQar, Diwaniya, Diyala, Karbala, Maysan, Mosul, Muthanna, Najaf, Salahaddin and Wasit and was held at the 4points Company office in Baghdad.

The meeting addressed challenges faced during the pre-test phase. Mr. Ahmed Yahia, who conducted the pre-test in Baghdad, spoke to the survey teams about his experience with the survey respondents and how they questioned his motives and employer. Thus, an introductory paragraph explaining the reason behind the project and the background of 4points Company was included at the beginning of the survey. After the training, all survey teams were provided with a letter of authorization, signed and stamped by 4points executive management that permitted surveyors to conduct activities related to the survey. This type of letter is typically required in any activity where teams branch out into different geographic areas, businesses and universities.

Mr. Yahia also spoke on the most difficult group to obtain surveys from, the homemaker group, and how to possibly approach this group. In Iraqi society, males approaching females on the street is most times not acceptable, nor is it accepted for non-familial males to visit females at their home. This posed a problem in maintaining equal distribution between the target groups. In some provinces, survey teams were instructed to survey additional respondents in the student group because they are the most responsive to surveys and the most willing to provide personal information. This group is typically younger, usually falling within the 18-22 year old age group, and more willing to share their opinions with less hesitancy.

ISSUES/ REVISIONS: SURVEY PERIOD

Overall, the administration of the Citizen Satisfaction Survey was very successful, and the few minor problems were not out of the ordinary for any such survey/assessment conducted in Iraq. As stated previously, the Iraqi citizens almost always hesitate to answer questions that even remotely touch on the Iraqi government for fear of who receives the information and worry about retribution. This problem is expected and even planned for, so during the construction of the survey tool, 4points worked closely with GSP to create a document that was as hassle free as possible. The final survey product was a one page document that appropriately questioned respondents on their government services in a way that avoided negative connotations and allowed respondents to be at ease with answering honestly. This best practices approach provided the survey teams with a survey tool that was easy to answer and created limited problems in the field, which facilitated the timely and accurate results that each team produced.

As mentioned previously, one of the major issues concerning the target groups was obtaining completed surveys from homemakers. As suggested by our Baghdad survey team that conducted the pre-test, the surveyors were instructed to think of innovative ways to gather information from these women. In most cases, surveyors had to use existing relationships with family members and close friends to get surveys completed. Also, 4points tried to hire as many female surveyors as possible, but unfortunately this type of job is not accepted by many women, so we were only able to employ four women in Basrah, Karbala, Kirkuk and Maysan.

Some of the issues occurring in specific provinces were as follows:

Salahaddin – The Civil Society Organization (CSOs) employees did not want to cooperate with the survey team because they claimed that the survey would not affect any change in actual government services. The CSOs reported the information gathering was a waste of their time and had seen other efforts in the past that produced no results. Almost all of the respondents refused to give real names because of their fear of the beneficiaries of the survey, so they would only provide names such as Abu Mohammed (father of Mohammed) or Abu Ahmed (father of Ahmed), which are basically nicknames used frequently in Iraqi society. Respondents constantly questioned who would benefit from this survey and they suggested that only beneficiaries of these surveys are foreign entities that do not help the Iraqi people. Most respondents were not convinced the survey was legitimate.

Anbar – Surveyors suffered major problems completing surveys in rural areas, and most rural residents refused to complete the form. Additionally, the respondents that completed the forms in rural areas would not give their names or phone numbers. This type of skepticism was predicted in areas like Anbar because of the

residents' tribal nature and most don't trust the surveyors because they are not known to anyone in the area.

Kirkuk – The survey team was delayed because of their inability to attend the surveyor training in Baghdad for security reasons. The team was trained via phone with the PowerPoint and provided all the necessary information the other survey teams were given and were able to start surveying a few weeks after everyone else. Throughout the survey period, the Kirkuk team suffered multiple setbacks because of security issues and was unfortunately only able to complete 539 of the 780 surveys by the date of May 20th because of these delays. After discussions with the team, they were able to complete an additional 249 surveys by the end of May, which our data entry team included in the final results.

Maysan – The data entry team only accepted 773 surveys from Maysan because they were forced to discard 9 surveys that were damaged during transport from their respective provinces. Because these damaged surveys were received during the last shipment to Baghdad, and was by no fault of the survey team, they were not required to make up for the accidental damage caused during transport.

Dhi Qar / Wasit – The Dhi Qar and Wasit survey teams were not able to complete the required 780 surveys because of the lack of respondents they could identify that were willing to participate in the survey. The Dhi Qar team submitted 740 surveys and the Wasit survey team submitted 719 surveys and through discussions with 4points management, it was decided the teams had exhausted all options by the due date and were permitted to amend the number required.

The timing of the survey project fell within the period of the Arab Summit, which delayed the entire project by a week and a half. The majority of the surveyors are familiar in dealing with unpredictable circumstances and emergency shutdowns, so the delay had little effect on adhering to the original completion date because the experienced surveyors were able to work around this problem.

FINAL RESULTS

The survey results yielded:

Table 1 - Survey Results:

SURVEYS COMPLETED	
PROVINCE	NUMBER COMPLETED
Anbar	780
Babil	778
Baghdad	787
Basrah	783
Dhi Qar	740
Diwaniya	798
Diyala	781
Karbala	780
Kirkuk	788
Maysan	773
Mosul	782
Muthanna	780
Najaf	780
Salahaddin	786
Wasit	719

Table 2 - Urban vs. Rural

Province	Urban #	Urban %	Rural #	Rural %	Total
Anbar	441	57%	339	43%	780
Babil	405	52%	373	48%	778
Baghdad	208	26%	579	74%	787
Basrah	155	20%	628	80%	783
Dhi Qar	657	89%	83	11%	740
Diwaniyah	237	30%	561	70%	798
Diyala	318	41%	463	59%	781
Karbala	251	32%	529	68%	780
Kirkuk	574	73%	214	27%	788
Maysan	202	26%	571	74%	773
Mosul	242	31%	540	69%	782
Muthanna	296	38%	484	62%	780
Najaf	302	39%	478	61%	780
Salahaddin	312	40%	474	60%	786
Wasit	194	27%	525	73%	719
Average	320	41%	456	59%	776
Total					12411

VARIABLES AND CATEGORIES

Variables and categories in the survey document were constructed and coded, and are defined below.

'V1': Province (Province Codes listed below)

'Mobile': Mobile Phone Number of Respondent

'City': City of Residence of Respondent

'Location': Neighborhood of Respondent

'Name': Name of Respondent

'Date': Date of Survey Completion

'Form': Form Number Designated by Data Entry in Order of Receipt

'V2': Gender: Male or Female

'V3': Age Group: 18-30; 31-50; 51-70; 70+

'Group': Respondents' Group: Student (1); Education Employee (2); Health Service Employee (3); Private Business Owner/Employee (4); Civil Society Employee (5); Homemaker (6); Government Worker (Non-military/Police) (7); Military/Police (8); Unemployed (9)

'V5' – 'V19': See Survey Tool: Strongly Disagree (1); Disagree (2); Neutral (3); Agree (4); Strongly Agree (5); Not Applicable/No Answer (6)

'X1': What would your community identify as the first top three priorities for provincial government in terms of service delivery?: Open-ended answer

'X2': What would your community identify as the second top three priorities for provincial government in terms of service delivery?: Open-ended answer

'X3': What would your community identify as the third top three priorities for provincial government in terms of service delivery?: Open-ended answer

PROVINCE CODES

- 1 – Baghdad
- 2 – Diyala
- 3 – Anbar
- 4 – Babil
- 5 – Karbala
- 6 – Ninawa
- 7 – Wasit
- 8 – Najaf
- 9 – Muthanna
- 10 – DhiQar
- 11 – Maysan
- 12 – Basrah
- 13 – Kirkuk
- 14 – Salahaddin
- 15 – Diwaniyah

INTERVIEWERS

Anbar

1. Yahia Abdul Razaq Ahmed (Coordinator)
2. Ahmed Abdul Razaq Ahmed
3. Abdul Rahman Ziead

Babil

1. Ali Hamza Yassin (Coordinator)
2. Alla Sitar
3. Ali Hussein

Baghdad

1. Hisham Hadi Hussein (Coordinator)
2. Ahmed Yahia
3. Mahmoud Rajab

Basrah

1. Zainab Adul Hadi (Coordinator)
2. Falih Isam Sami Hanni
3. Salam Abdul Hassan

DhiQar

1. Haider Saadi Ibrahim (Coordinator)
2. Mohammed Khadhim Fahad
3. Ibrahim Falah Saed

Diwaniya

1. Ahmed Rahim Abed (Coordinator)
2. Mohammed Shaker Bahwi
3. Wasim Bakir Khadhim

Diyala

1. Abdul Qader Falah Naseef (Coordinator)
2. Mohammed Ali Hussein (resigned after 2 weeks)
3. Yassir Nasir Ismael
4. Adil Nadir Khadher

Karbala

1. Wissam Qasim Nomas (Coordinator)
2. Seema Mehdi Hussein
3. Mohammed Abdul Amir Yousif

Kirkuk

2. Shama'a Mustafa Hussein (Coordinator)
3. Hazim Shakur
4. Azem Shakur

Maysan

1. Rawa'a Shakur (Coordinator)
2. Khoson Khalaf
3. Jasim Essa

Mosul

1. Ibrahim Khalil Ibrahim (Coordinator)
2. Ahmed Abdul Ibrahim
3. Mishal Khaled Idress

Muthanna

1. Matham Mohammed Khadhim (Coordinator)
2. Khaled Hamed Amir
3. Hassan Maysin Lehwak

Najaf

1. Hazim Ahmed Abed (Coordinator)
2. Mohammed Mehdi Radi
3. Falah Ibrahim Jabbar

Salahaddin

2. Ali Yassin Ali (Coordinator)
3. Enis Diyadh Khalif
4. Mohammed Ali Abdullah

Wasit

1. Allawi Hamza Hendi (Coordinator)
2. Ammar Yahia Abbas
3. Saleem Hajim Hamza

SURVEY INSTRUMENT

I am working for 4Points, a private research organization with no relation to the government or any international organizations. I want to ask some questions about matters of interest in your community. I am interested in your opinion. All answers will be kept confidential and we are not recording your name.

Province ID #	V1		Interviewer Name	Respondent	V2	M	F
Surveyor ID #:				Age Group	18-30		
		Mobile #:			31-50		
		City:	Month / Day / Year	V3	51-70		
		Location:	Form #		70+		

Respondent Group (Circle One)	Student (1)	Education Employee (2)	Health Service Employee (3)	Private Business Owner / Employee (4)	Civil Society Employee (5)	Home-maker (6)	Government Worker (Non Military/Police) (7)	Military / Police (8)	Unemployed (9)
V4									

RESPONSE SCALE

1	2	3	4	5	6
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer

On a scale of one to five, with 1 being to strongly disagree and five being to strongly agree, please rate the following statements:

	Questions	Score
V5	In general government services are better this year than last year	
V6	Security services are better this year than last year	
V7	Education services are better this year than last year	
V8	Water services are better this year than last year	
V9	Electricity services are better this year than last year	
V10	Health services are better this year than last year	
V11	I am aware of the government services that are available to me	
V12	In general government services will be better next year than this year	
V13	Security services will be better next year than this year	
V14	Education services will be better next year than this year	
V15	Water services will be better next year than this year	
V16	Electricity services will be better next year than this year	
V17	Health services will be better next year than this year	
V18	Government services are delivered equally	
V19	Business practices in local government are fair	

What would your community identify as the top three priorities for provincial government in terms of service deliver?

X1	
X2	
X3	

SURVEY RESULTS

1. In general government services are better this year than last year.

Province

Province ID #							Total
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Baghdad	88	104	218	343	24	10	787
Diyala	122	164	126	219	126	24	781
Anbar	84	72	166	266	171	13	772
Babil	28	142	105	435	46	21	777
Karbala	113	174	127	269	16	81	780
Ninawa	112	250	216	139	32	32	781
Wasit	19	148	172	346	33	1	719
Najaf	13	63	152	518	25	9	780
Muthanna	40	100	200	398	34	8	780
Dhi Qar	147	150	200	205	21	25	748
Maysan	36	75	136	286	155	85	773
Basrah	84	46	170	324	149	10	783
Kirkuk	11	122	221	350	67	17	788
Salahaddin	85	138	189	337	30	7	786
Diwaniyah	8	96	153	521	18	2	798
Total	990	1844	2551	4956	947	345	11633

Age Group

Age Group							Total
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
18-30	472	789	1164	2326	409	175	5335
31-50	462	972	1232	2385	485	146	5682
51-70	50	75	146	231	50	26	578
70+	6	8	9	14	3	0	40
Total	990	1844	2551	4956	947	347	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	210	299	473	894	146	62	2084
	Education Employee	139	247	308	592	193	31	1510
	Health Service Employee	121	221	297	513	93	33	1278
	Private Business Owner / Employee	90	219	345	689	100	51	1494
	Civil Society Employee	70	146	148	293	57	11	725
	Home- maker	117	181	279	572	88	46	1283
	Government Worker (Non Military/Police)	59	135	186	434	106	34	954
	Military / Police	49	111	151	439	92	25	867
	Unemployed	135	285	364	530	72	54	1440
Total		990	1844	2551	4956	947	347	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	671	1368	1875	3630	686	238	8468
	Female	319	476	676	1326	261	109	3167
Total		990	1844	2551	4956	947	347	11635

2. Security services are better this year than last year.

Province

Province ID #							Not Applicable / No Answer	Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree		
	Baghdad	66	103	246	318	47	7	787
	Diyala	121	177	146	221	94	22	781
	Anbar	96	84	170	244	166	12	772
	Babil	12	83	135	419	123	6	778
	Karbala	86	176	120	318	32	48	780
	Ninawa	87	157	253	234	25	26	782
	Wasit	6	58	133	389	132	1	719
	Najaf	8	50	112	565	43	2	780
	Muthanna	12	54	132	474	108	0	780
	Dhi Qar	50	150	156	291	90	11	748
	Maysan	25	169	270	195	50	64	773
	Basrah	51	53	120	305	248	6	783
	Kirkuk	96	520	74	81	4	13	788
	Salahaddin	72	133	164	370	41	6	786
	Diwaniyah	44	103	168	447	33	3	798
Total		832	2070	2399	4871	1236	227	11635

Age Group

							Not Applicable / No Answer	Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree		
Age Group	18-30	354	881	1070	2313	607	110	5335
	31-50	428	1042	1211	2328	575	98	5682
	51-70	49	139	111	210	50	19	578
	70+	1	8	7	20	4	0	40
Total		832	2070	2399	4871	1236	227	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	141	348	400	912	244	39	2084
	Education Employee	97	238	329	607	219	20	1510
	Health Service Employee	83	221	287	566	99	22	1278
	Private Business Owner / Employee	97	236	336	644	145	36	1494
	Civil Society Employee	53	124	168	304	68	8	725
	Home- maker	111	269	289	506	79	29	1283
	Government Worker (Non Military/Police)	60	150	160	429	136	19	954
	Military / Police	52	123	150	390	133	19	867
	Unemployed	138	361	280	513	113	35	1440
Total		832	2070	2399	4871	1236	227	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	561	1495	1729	3558	964	161	8468
	Female	271	575	670	1313	272	66	3167
Total		832	2070	2399	4871	1236	227	11635

3. Education services are better this year than last year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	83	154	284	219	37	10	787
	Diyala	118	162	192	192	94	23	781
	Anbar	98	96	221	189	157	11	772
	Babil	31	160	216	310	32	29	778
	Karbala	116	189	181	236	32	26	780
	Ninawa	67	175	281	218	25	16	782
	Wasit	65	198	162	202	91	1	719
	Najaf	40	174	234	286	18	28	780
	Muthanna	52	121	261	307	32	7	780
	Dhi Qar	113	205	244	149	19	18	748
	Maysan	41	138	288	214	29	63	773
	Basrah	131	130	162	228	125	7	783
	Kirkuk	2	63	275	419	22	7	788
	Salahaddin	59	117	172	315	91	32	786
	Diwaniyah	14	108	239	425	8	4	798
Total		1030	2190	3412	3909	812	282	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	498	974	1506	1788	427	142	5335
	31-50	475	1102	1722	1905	353	125	5682
	51-70	54	105	170	203	32	14	578
	70+	3	9	14	13	0	1	40
Total		1030	2190	3412	3909	812	282	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	237	401	562	690	152	42	2084
	Education Employee	129	257	439	518	146	21	1510
	Health Service Employee	100	247	372	439	86	34	1278
	Private Business Owner / Employee	113	262	459	515	87	58	1494
	Civil Society Employee	70	170	195	236	45	9	725
	Home- maker	115	221	417	426	66	38	1283
	Government Worker (Non Military/Police)	71	162	245	362	88	26	954
	Military / Police	57	163	267	298	59	23	867
	Unemployed	138	307	456	425	83	31	1440
Total		1030	2190	3412	3909	812	282	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	719	1648	2479	2816	607	199	8468
	Female	311	542	933	1093	205	83	3167
Total		1030	2190	3412	3909	812	282	11635

4. Water services are better this year than last year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	75	161	306	208	25	12	787
	Diyala	134	154	148	223	105	17	781
	Anbar	100	67	156	276	161	12	772
	Babil	72	319	188	177	16	6	778
	Karbala	118	207	162	235	33	25	780
	Ninawa	99	289	206	152	15	21	782
	Wasit	45	165	208	210	90	1	719
	Najaf	41	228	221	272	17	1	780
	Muthanna	106	161	212	272	21	8	780
	Dhi Qar	100	177	153	242	51	25	748
	Maysan	45	109	229	271	53	66	773
	Basrah	123	141	173	223	117	6	783
	Kirkuk	4	134	394	234	17	5	788
	Salahaddin	60	113	150	301	160	2	786
	Diwaniyah	4	168	249	354	17	6	798
Total		1126	2593	3155	3650	898	213	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	527	1156	1440	1655	455	102	5335
	31-50	554	1298	1529	1808	398	95	5682
	51-70	40	133	174	172	43	16	578
	70+	5	6	12	15	2	0	40
Total		1126	2593	3155	3650	898	213	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	217	423	593	637	169	45	2084
	Education Employee	174	321	385	463	144	23	1510
	Health Service Employee	121	342	303	392	94	26	1278
	Private Business Owner / Employee	130	334	391	506	104	29	1494
	Civil Society Employee	70	170	199	223	57	6	725
	Home- maker	112	334	338	383	89	27	1283
	Government Worker (Non Military/Police)	77	179	240	349	91	18	954
	Military / Police	64	153	260	304	67	19	867
	Unemployed	161	337	446	393	83	20	1440
Total		1126	2593	3155	3650	898	213	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	805	1870	2333	2641	676	143	8468
	Female	321	723	822	1009	222	70	3167
Total		1126	2593	3155	3650	898	213	11635

5. Electricity services are better this year than last year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	142	185	326	105	14	15	787
	Diyala	162	178	169	155	92	25	781
	Anbar	121	145	208	141	145	12	772
	Babil	302	356	61	48	6	5	778
	Karbala	295	143	140	141	21	40	780
	Ninawa	230	304	129	89	13	17	782
	Wasit	323	135	119	114	24	4	719
	Najaf	464	150	88	61	8	9	780
	Muthanna	204	295	155	101	12	13	780
	Dhi Qar	398	140	90	66	23	31	748
	Maysan	61	158	226	213	52	63	773
	Basrah	228	111	174	181	79	10	783
	Kirkuk	2	109	322	331	19	5	788
	Salahaddin	415	190	102	62	12	5	786
	Diwaniyah	11	199	247	330	6	5	798
Total		3358	2798	2556	2138	526	259	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	1629	1245	1142	946	259	114	5335
	31-50	1580	1400	1275	1061	242	124	5682
	51-70	138	147	132	119	22	20	578
	70+	11	6	7	12	3	1	40
Total		3358	2798	2556	2138	526	259	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	627	474	440	400	94	49	2084
	Education Employee	470	360	284	275	89	32	1510
	Health Service Employee	394	364	246	180	55	39	1278
	Private Business Owner / Employee	397	354	359	287	73	24	1494
	Civil Society Employee	211	203	156	110	29	16	725
	Home- maker	327	324	325	231	45	31	1283
	Government Worker (Non Military/Police)	260	236	189	198	51	20	954
	Military / Police	245	187	196	178	41	20	867
	Unemployed	427	296	361	279	49	28	1440
Total		3358	2798	2556	2138	526	259	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	2439	2048	1884	1527	393	177	8468
	Female	919	750	672	611	133	82	3167
Total		3358	2798	2556	2138	526	259	11635

6. Health services are better this year than last year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	111	119	229	276	34	18	787
	Diyala	151	166	147	187	94	36	781
	Anbar	91	122	204	186	154	15	772
	Babil	51	173	269	248	24	13	778
	Karbala	100	160	167	266	51	36	780
	Ninawa	66	159	288	222	23	24	782
	Wasit	46	160	191	278	43	1	719
	Najaf	31	134	185	354	67	9	780
	Muthanna	34	97	214	393	36	6	780
	Dhi Qar	92	133	254	199	44	26	748
	Maysan	43	120	268	214	62	66	773
	Basrah	107	114	189	222	127	24	783
	Kirkuk	0	27	297	422	38	4	788
	Salahaddin	150	193	187	185	17	54	786
	Diwaniyah	5	122	250	397	19	5	798
Total		1078	1999	3339	4049	833	337	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	510	929	1535	1826	366	169	5335
	31-50	523	972	1628	1990	426	143	5682
	51-70	43	85	170	219	36	25	578
	70+	2	13	6	14	5	0	40
Total		1078	1999	3339	4049	833	337	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	195	365	652	679	128	65	2084
	Education Employee	180	241	409	494	146	40	1510
	Health Service Employee	117	196	323	480	127	35	1278
	Private Business Owner / Employee	120	259	413	532	118	52	1494
	Civil Society Employee	66	145	199	250	46	19	725
	Home- maker	123	216	392	457	65	30	1283
	Government Worker (Non Military/Police)	74	174	245	350	76	35	954
	Military / Police	69	136	245	344	50	23	867
	Unemployed	134	267	461	463	77	38	1440
Total		1078	1999	3339	4049	833	337	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	773	1477	2434	2929	621	234	8468
	Female	305	522	905	1120	212	103	3167
Total		1078	1999	3339	4049	833	337	11635

7. I understand the government services that are available to me.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	185	141	146	156	43	116	787
	Diyala	146	118	135	201	105	76	781
	Anbar	84	187	141	200	119	41	772
	Babil	25	36	186	426	59	46	778
	Karbala	110	104	186	214	53	113	780
	Ninawa	73	73	200	281	18	137	782
	Wasit	17	144	243	281	33	1	719
	Najaf	11	64	137	529	8	31	780
	Muthanna	85	180	155	152	81	127	780
	Dhi Qar	118	147	203	132	79	69	748
	Maysan	44	122	267	190	60	90	773
	Basrah	70	73	175	177	205	83	783
	Kirkuk	0	5	102	455	223	3	788
	Salahaddin	120	92	74	287	128	85	786
	Diwaniyah	12	157	159	390	66	14	798
Total		1100	1643	2509	4071	1280	1032	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	591	750	1128	1792	559	515	5335
	31-50	469	813	1243	2064	636	457	5682
	51-70	36	73	127	205	79	58	578
	70+	4	7	11	10	6	2	40
Total		1100	1643	2509	4071	1280	1032	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	244	317	439	686	177	221	2084
	Education Employee	126	188	271	575	237	113	1510
	Health Service Employee	102	185	303	432	127	129	1278
	Private Business Owner / Employee	138	205	307	582	132	130	1494
	Civil Society Employee	62	123	137	267	86	50	725
	Home- maker	138	166	318	396	148	117	1283
	Government Worker (Non Military/Police)	63	112	168	370	147	94	954
	Military / Police	78	127	171	328	92	71	867
	Unemployed	149	220	395	435	134	107	1440
Total		1100	1643	2509	4071	1280	1032	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	751	1236	1801	3098	876	706	8468
	Female	349	407	708	973	404	326	3167
Total		1100	1643	2509	4071	1280	1032	11635

8. In general government services will be better next year than this year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	92	88	179	342	49	37	787
	Diyala	108	102	143	220	128	80	781
	Anbar	104	57	165	247	142	57	772
	Babil	27	63	178	364	58	88	778
	Karbala	84	126	142	267	95	66	780
	Ninawa	88	213	244	174	21	42	782
	Wasit	18	98	259	289	55	0	719
	Najaf	15	89	110	405	24	137	780
	Muthanna	22	85	297	269	84	23	780
	Dhi Qar	91	129	224	161	92	51	748
	Maysan	39	114	264	216	58	82	773
	Basrah	60	62	173	236	179	73	783
	Kirkuk	2	35	154	394	173	30	788
	Salahaddin	53	135	160	346	61	31	786
	Diwaniyah	1	72	173	491	52	9	798
Total								

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	389	657	1288	2035	606	360	5335
	31-50	380	738	1419	2163	591	391	5682
	51-70	34	65	147	207	70	55	578
	70+	1	8	11	16	4	0	40
Total		804	1468	2865	4421	1271	806	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	178	237	523	783	223	140	2084
	Education Employee	127	204	360	499	219	101	1510
	Health Service Employee	83	179	309	477	134	96	1278
	Private Business Owner / Employee	90	190	336	639	130	109	1494
	Civil Society Employee	46	114	221	238	69	37	725
	Home- maker	84	136	319	496	140	108	1283
	Government Worker (Non Military/Police)	52	123	212	373	125	69	954
	Military / Police	35	83	160	414	116	59	867
	Unemployed	109	202	425	502	115	87	1440
Total		804	1468	2865	4421	1271	806	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	573	1110	2071	3282	891	541	8468
	Female	231	358	794	1139	380	265	3167
Total		804	1468	2865	4421	1271	806	11635

9. Security services will be better next year than this year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	69	70	188	376	61	23	787
	Diyala	95	123	155	229	102	77	781
	Anbar	108	74	138	243	152	57	772
	Babil	19	62	208	359	111	19	778
	Karbala	83	113	151	270	132	31	780
	Ninawa	77	133	233	271	32	36	782
	Wasit	24	52	148	405	89	1	719
	Najaf	11	47	95	471	45	111	780
	Muthanna	14	46	217	377	117	9	780
	Dhi Qar	55	89	193	244	123	44	748
	Maysan	29	123	276	231	44	70	773
	Basrah	45	62	133	260	219	64	783
	Kirkuk	10	212	136	340	42	48	788
	Salahaddin	40	116	164	381	63	22	786
	Diwaniyah	3	88	191	455	57	4	798
Total		682	1410	2626	4912	1389	616	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	321	599	1221	2254	679	261	5335
	31-50	325	701	1276	2427	638	315	5682
	51-70	32	106	119	215	67	39	578
	70+	4	4	10	16	5	1	40
Total		682	1410	2626	4912	1389	616	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	135	236	498	885	223	107	2084
	Education Employee	101	169	341	597	213	89	1510
	Health Service Employee	67	173	294	525	154	65	1278
	Private Business Owner / Employee	77	178	341	663	165	70	1494
	Civil Society Employee	40	132	172	293	62	26	725
	Home- maker	91	160	268	549	128	87	1283
	Government Worker (Non Military/Police)	49	91	189	426	143	56	954
	Military / Police	28	63	158	404	172	42	867
	Unemployed	94	208	365	570	129	74	1440
Total		682	1410	2626	4912	1389	616	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	486	1065	1883	3561	1060	413	8468
	Female	196	345	743	1351	329	203	3167
Total		682	1410	2626	4912	1389	616	11635

10. Education services will be better next year than this year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	87	96	265	292	34	13	787
	Diyala	93	140	197	190	85	76	781
	Anbar	98	78	155	230	155	56	772
	Babil	22	109	233	351	48	15	778
	Karbala	85	140	148	266	114	27	780
	Ninawa	64	117	266	282	28	25	782
	Wasit	55	130	148	267	118	1	719
	Najaf	21	123	178	342	22	94	780
	Muthanna	28	107	290	295	52	8	780
	Dhi Qar	73	128	213	219	78	37	748
	Maysan	30	125	296	204	51	67	773
	Basrah	89	86	130	251	170	57	783
	Kirkuk	3	28	149	521	47	40	788
	Salahaddin	37	116	163	307	131	32	786
	Diwaniyah	3	80	218	439	55	3	798
Total		788	1603	3049	4456	1188	551	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	383	732	1361	2008	614	237	5335
	31-50	362	777	1528	2224	511	280	5682
	51-70	42	84	147	210	61	34	578
	70+	1	10	13	14	2	0	40
Total		788	1603	3049	4456	1188	551	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	173	287	509	823	209	83	2084
	Education Employee	103	189	385	570	198	65	1510
	Health Service Employee	84	189	362	463	126	54	1278
	Private Business Owner / Employee	94	204	384	602	129	81	1494
	Civil Society Employee	62	119	222	224	74	24	725
	Home- maker	79	164	383	463	113	81	1283
	Government Worker (Non Military/Police)	50	121	212	407	119	45	954
	Military / Police	34	90	210	395	89	49	867
	Unemployed	109	240	382	509	131	69	1440
Total		788	1603	3049	4456	1188	551	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	569	1203	2181	3277	861	377	8468
	Female	219	400	868	1179	327	174	3167
Total		788	1603	3049	4456	1188	551	11635

11. Water services will be better next year than this year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	75	93	313	260	34	12	787
	Diyala	108	155	160	202	96	60	781
	Anbar	89	68	128	279	152	56	772
	Babil	47	228	228	242	18	15	778
	Karbala	84	113	155	289	107	32	780
	Ninawa	82	213	252	200	14	21	782
	Wasit	26	107	213	261	111	1	719
	Najaf	46	154	176	319	16	69	780
	Muthanna	64	138	295	240	35	8	780
	Dhi Qar	72	130	185	249	78	34	748
	Maysan	36	111	289	204	67	66	773
	Basrah	89	85	161	242	148	58	783
	Kirkuk	3	14	249	436	44	42	788
	Salahaddin	60	85	168	295	163	15	786
	Diwaniyah	0	93	207	414	78	6	798
Total		881	1787	3179	4132	1161	495	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	396	797	1446	1907	571	218	5335
	31-50	443	911	1536	2019	526	247	5682
	51-70	39	72	182	194	61	30	578
	70+	3	7	15	12	3	0	40
Total		881	1787	3179	4132	1161	495	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	142	297	594	764	203	84	2084
	Education Employee	142	239	400	489	177	63	1510
	Health Service Employee	108	219	346	420	133	52	1278
	Private Business Owner / Employee	119	221	382	591	118	63	1494
	Civil Society Employee	56	147	212	213	69	28	725
	Home- maker	100	188	367	451	117	60	1283
	Government Worker (Non Military/Police)	57	129	221	391	115	41	954
	Military / Police	53	98	232	345	94	45	867
	Unemployed	104	249	425	468	135	59	1440
Total		881	1787	3179	4132	1161	495	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	627	1326	2313	3018	846	338	8468
	Female	254	461	866	1114	315	157	3167
Total		881	1787	3179	4132	1161	495	11635

12. Electricity services will be better next year than this year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	115	91	292	244	31	14	787
	Diyala	137	148	185	187	74	50	781
	Anbar	108	99	183	174	149	59	772
	Babil	132	307	184	131	12	12	778
	Karbala	165	148	151	197	83	36	780
	Ninawa	142	280	223	96	22	19	782
	Wasit	187	93	227	177	34	1	719
	Najaf	281	203	96	137	14	49	780
	Muthanna	108	259	202	164	28	19	780
	Dhi Qar	303	125	106	110	61	43	748
	Maysan	46	169	258	193	41	66	773
	Basrah	141	73	126	232	149	62	783
	Kirkuk	5	15	218	461	49	40	788
	Salahaddin	364	162	118	109	19	14	786
	Diwaniyah	3	92	219	408	71	5	798
Total		2237	2264	2788	3020	837	489	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	1063	1002	1311	1320	419	220	5335
	31-50	1070	1155	1322	1531	365	239	5682
	51-70	94	100	146	157	51	30	578
	70+	10	7	9	12	2	0	40
Total		2237	2264	2788	3020	837	489	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	375	374	532	551	154	98	2084
	Education Employee	327	299	317	377	129	61	1510
	Health Service Employee	288	286	307	275	74	48	1278
	Private Business Owner / Employee	253	303	347	437	95	59	1494
	Civil Society Employee	140	182	173	156	50	24	725
	Home- maker	253	254	301	332	87	56	1283
	Government Worker (Non Military/Police)	158	180	223	259	96	38	954
	Military / Police	148	154	202	261	58	44	867
	Unemployed	295	232	386	372	94	61	1440
Total		2237	2264	2788	3020	837	489	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	1584	1658	2086	2205	608	327	8468
	Female	653	606	702	815	229	162	3167
Total		2237	2264	2788	3020	837	489	11635

13. Health services will be better next year than this year.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	93	94	261	276	46	17	787
	Diyala	132	176	164	172	85	52	781
	Anbar	105	97	186	181	149	54	772
	Babil	44	161	307	233	24	9	778
	Karbala	97	116	147	220	158	42	780
	Ninawa	68	118	258	299	20	19	782
	Wasit	41	125	217	289	47	0	719
	Najaf	33	108	136	379	83	41	780
	Muthanna	19	83	259	354	62	3	780
	Dhi Qar	112	93	215	222	68	38	748
	Maysan	50	157	268	177	56	65	773
	Basrah	106	67	156	239	157	58	783
	Kirkuk	3	18	220	458	44	45	788
	Salahaddin	149	168	163	226	32	48	786
	Diwaniyah	10	63	203	465	51	6	798
Total		1062	1644	3160	4190	1082	497	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	496	763	1406	1923	514	233	5335
	31-50	521	809	1567	2035	517	233	5682
	51-70	37	66	175	220	49	31	578
	70+	8	6	12	12	2	0	40
Total		1062	1644	3160	4190	1082	497	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	177	301	584	764	171	87	2084
	Education Employee	173	193	432	500	156	56	1510
	Health Service Employee	105	189	315	426	194	49	1278
	Private Business Owner / Employee	138	176	404	568	133	75	1494
	Civil Society Employee	73	117	208	243	64	20	725
	Home- maker	127	186	371	466	72	61	1283
	Government Worker (Non Military/Police)	69	137	234	366	100	48	954
	Military / Police	61	104	214	358	90	40	867
	Unemployed	139	241	398	499	102	61	1440
Total		1062	1644	3160	4190	1082	497	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	756	1192	2272	3098	814	336	8468
	Female	306	452	888	1092	268	161	3167
Total		1062	1644	3160	4190	1082	497	11635

14. Government services are delivered equally.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	250	239	182	79	14	23	787
	Diyala	244	214	110	123	43	47	781
	Anbar	562	94	29	25	41	21	772
	Babil	234	209	158	88	7	82	778
	Karbala	155	254	122	149	43	57	780
	Ninawa	217	305	173	52	16	19	782
	Wasit	116	244	189	147	22	1	719
	Najaf	66	386	143	165	4	16	780
	Muthanna	275	281	76	58	15	75	780
	Dhi Qar	301	177	96	59	33	82	748
	Maysan	202	188	148	111	25	99	773
	Basrah	300	207	122	70	48	36	783
	Kirkuk	121	255	100	7	5	300	788
	Salahaddin	379	299	65	24	9	10	786
	Diwaniyah	112	487	158	32	2	7	798
Total		3534	3839	1871	1189	327	875	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	1778	1628	873	511	165	380	5335
	31-50	1587	2002	910	627	149	407	5682
	51-70	159	193	80	46	13	87	578
	70+	10	16	8	5	0	1	40
Total		3534	3839	1871	1189	327	875	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	704	633	350	177	46	174	2084
	Education Employee	517	427	241	180	51	94	1510
	Health Service Employee	405	423	203	134	35	78	1278
	Private Business Owner / Employee	435	576	198	173	32	80	1494
	Civil Society Employee	183	324	98	77	19	24	725
	Home- maker	367	407	240	102	33	134	1283
	Government Worker (Non Military/Police)	278	308	150	107	42	69	954
	Military / Police	198	271	165	111	32	90	867
	Unemployed	447	470	226	128	37	132	1440
Total		3534	3839	1871	1189	327	875	11635

Male/Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	2573	2900	1294	858	231	612	8468
	Female	961	939	577	331	96	263	3167
Total		3534	3839	1871	1189	327	875	11635

15. Business practices in government are fair.

Province

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Province ID #	Baghdad	329	186	183	65	7	17	787
	Diyala	328	155	77	123	40	58	781
	Anbar	484	141	45	33	43	26	772
	Babil	257	192	166	76	2	85	778
	Karbala	199	225	135	131	26	64	780
	Ninawa	271	267	162	41	13	28	782
	Wasit	143	243	175	133	24	1	719
	Najaf	88	328	189	146	4	25	780
	Muthanna	382	228	65	20	8	77	780
	Dhi Qar	331	160	122	36	20	79	748
	Maysan	295	161	99	87	34	97	773
	Basrah	274	167	188	65	52	37	783
	Kirkuk	116	278	86	2	3	303	788
	Salahaddin	391	272	76	29	4	14	786
	Diwaniyah	143	473	153	18	2	9	798
Total		4031	3476	1921	1005	282	920	11635

Age Group

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	Total
Age Group	18-30	1983	1451	918	436	144	403	5335
	31-50	1855	1826	919	529	129	424	5682
	51-70	175	188	79	35	9	92	578
	70+	18	11	5	5	0	1	40
Total		4031	3476	1921	1005	282	920	11635

Target Group

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Target Group	Student	784	573	362	152	40	173	2084
	Education Employee	583	365	264	164	44	90	1510
	Health Service Employee	460	390	205	114	30	79	1278
	Private Business Owner / Employee	502	500	228	143	28	93	1494
	Civil Society Employee	216	308	105	52	21	23	725
	Home- maker	420	396	228	74	30	135	1283
	Government Worker (Non Military/Police)	314	262	159	104	36	79	954
	Military / Police	239	257	151	94	27	99	867
	Unemployed	513	425	219	108	26	149	1440
Total		4031	3476	1921	1005	282	920	11635

Male/ Female Ratio

								Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable / No Answer	
Respondent	Male	2890	2616	1369	743	198	652	8468
	Female	1141	860	552	262	84	268	3167
Total		4031	3476	1921	1005	282	920	11635

Province by Age Group Respondents

	Province															Total
	Baghdad	Diyala	Anbar	Babil	Karbala	Ninawa	Wasit	Najaf	Muthanna	Dhi Qar	Maysan	Basrah	Kirkuk	Salahaddin	Diwaniyah	
Age Group 18-30	503	325	345	378	342	256	358	337	359	451	303	454	250	461	213	5335
31-50	271	439	391	374	416	440	309	413	363	257	432	298	416	315	548	5682
51-70	8	14	35	24	21	85	46	26	51	38	37	29	121	8	35	578
70+	5	3	1	2	1	1	6	4	7	2	1	2	1	2	2	40
Total	787	781	772	778	780	782	719	780	780	748	773	783	788	786	798	11635

Province by Target Group

		Province															Total
		Baghdad	Diyala	Anbar	Babil	Karbala	Ninawa	Wasit	Najaf	Muthanna	Dhi Qar	Maysan	Basrah	Kirkuk	Salahaddin	Diwaniyah	
Target Group	Student	221	115	118	134	84	139	201	110	114	234	125	131	118	122	118	2084
	Education Employee	73	107	121	118	67	114	69	137	94	108	110	137	61	129	65	1510
	Health Service Employee	41	88	121	93	140	118	24	115	93	60	80	89	45	101	70	1278
	Private Business Owner / Employee	153	99	125	117	80	113	41	130	103	27	64	118	60	111	153	1494
	Civil Society Employee	33	67	23	39	96	48	7	65	50	25	21	78	14	51	108	725
	Home- maker	65	91	86	53	74	62	60	70	87	102	137	77	151	86	82	1283

Government Worker (Non Military/Police)	35	40	87	92	69	98	39	76	101	28	30	71	56	92	40	954
Military / Police	89	57	42	58	70	31	49	38	70	45	95	42	73	48	60	867
Unemployed	77	117	49	74	100	59	229	39	68	119	111	40	210	46	102	1440
Total	787	781	772	778	780	782	719	780	780	748	773	783	788	786	798	11635

Province by Male / Female

		Province															Total
		Baghdad	Diyala	Anbar	Babil	Karbala	Ninawa	Wasit	Najaf	Muthanna	Dhi Qar	Maysan	Basrah	Kirkuk	Salahaddin	Diwaniyah	
Respondent	Male	582	579	598	607	498	673	586	602	586	451	442	527	559	565	613	8468
	Female	205	202	174	171	282	109	133	178	194	297	331	256	229	221	185	3167
Total		787	781	772	778	780	782	719	780	780	748	773	783	788	786	798	11635

APPENDIX 1: SURVEYOR PRESENTATION