



LESOTHO CITIZEN VOICE & FEEDBACK INITIATIVE

Issue Report

Findings of the Sustainable Development Goals Survey and the United Nations Lesotho Public Perception Campaign

The views expressed in this publication are those of the author(s) and do not necessarily reflect the views of the UN Lesotho.

Office of the UN Resident Coordinator
UN System in the Kingdom of Lesotho
UN House, 3rd Floor, UN Road 13, P.O. Box 301, Maseru

For more information contact
Mirko Ebelshaeuser (Mirko.ebelshaeuser@one.un.org)

The Lesotho Voice and Feedback Initiative

What is it about?

The Lesotho Citizen Voice and Feedback Initiative is funded through the support of the UN DOCO INNOVATION FACILITY of 2017. VOICE innovation as key area for innovation aims at:

- How does the UN model constructive participation with citizens and how does this change what we do and how we do it?
- How is UN programming better or different when it brings in peoples' voices?

We are already aware that it is possible, increasingly so via technology, for the UN to engage people's views constructively for development. Even when we think we know how poor people are affected by policy, their perceptions are valuable data that can provide insights as to why there is a gap or problem, and how to solve it. Innovating the intake of voices into the UN thus provides valuable access to new and alternative sources of data and solutions; yields the possibility to create new ideas to address specific developmental challenges, and opens room for identifying a more localised approach to the work of the United Nations.

What are we doing?

The Lesotho Citizen Voice and Feedback Initiative hence is an innovative undertaking to include citizens' participation in policies, services and decisions affecting them, to better

inform UN programming. Citizens' participation will be innovated by passive or active ways of conducting user-centred (perception- & feedback-) surveys while using low-tech off- and online means of communication for increased impact.

The current UNDAF prioritisation has mainly been informed by traditional outreach engaging government and other stakeholder with limited "citizen participation and public accountability", as area of focus recommended by Nesta, a UK based Innovation Foundation, during its mission¹ to the UN Lesotho in 2016. The increase in available communications infrastructure now provides powerful ways of both outreaching to, but also integrating citizens' participation into the work of the UN, such as the Common Country Analysis, the design of the new United Nations Development Assistance Framework (2019 – 2023), the development of the National Strategic Development Plan of the Government of Lesotho (2018 – 2023), and the prioritisation and customisation of the Sustainable Development Goals. Integrating people's voices and feedback will further increase accountability, national ownership and better contextual decision making – lastly meeting the promise of "leaving no one behind" and contribute to the "voices behind data" campaign.

The Citizens' Voice and Feedback Initiative is derived from the experience of the Inter-Agency Common Feedback Project enacted in the aftermath of the 2015 Nepal earthquake. The project centred the engagement with- and accountability to affected people as critical to

¹ <http://www.nesta.org.uk/blog/collective-intelligence-and-international-development>

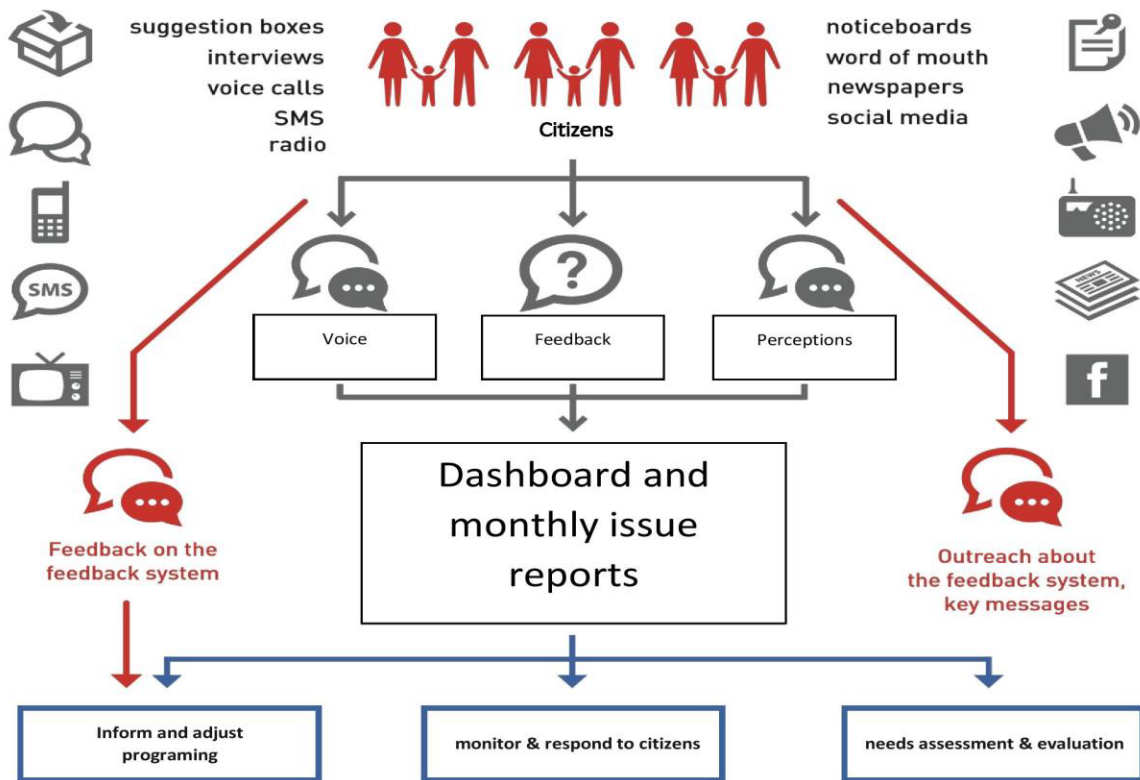
assess needs, opinions, and suggestions to adapt and deliver aid in response to peoples' specific circumstances and concerns. This engagement resulted in reliable, timely, and accurate information on both sides, enabling the public to develop their own mitigation strategies creating sustainable development. The Nepal experience allowed for a more precise and localised response to peoples' circumstances and concerns.

accountable decision making-processes through innovative activities such as, but not exclusively, Public Perception Surveys, Mobile outreach activities, and Listening to Communities by mobilising Citizens, CSOs and Volunteer groups. Voices, perceptions and feedback will be disseminated through monthly Issue Reports and integrated in a Dashboard further informing programming and decision-making by different stakeholders.

Although developed for the humanitarian context, UN Lesotho will, based on the above, pilot and adapt the Citizens' Voice and Feedback Initiative for its common development work and as risk preparedness tool for future humanitarian situations (see Figure 1). The initiative aims firstly at ensuring that public participation informs localised and

Secondly, the initiative will merge and coordinate citizens outreach activities by agencies to enable efficient usage of already existing resources and new initiatives, such as but not exhaustively SMS based polling systems, feedback hotlines, suggestion boxes, or other related grievances mechanisms. Combining information flows and efforts on a systemic

Figure 1: The Lesotho Voice and Feedback Initiative: Structural design



level is likely to increase cost-effectiveness and availability of information.

Operational Set-up

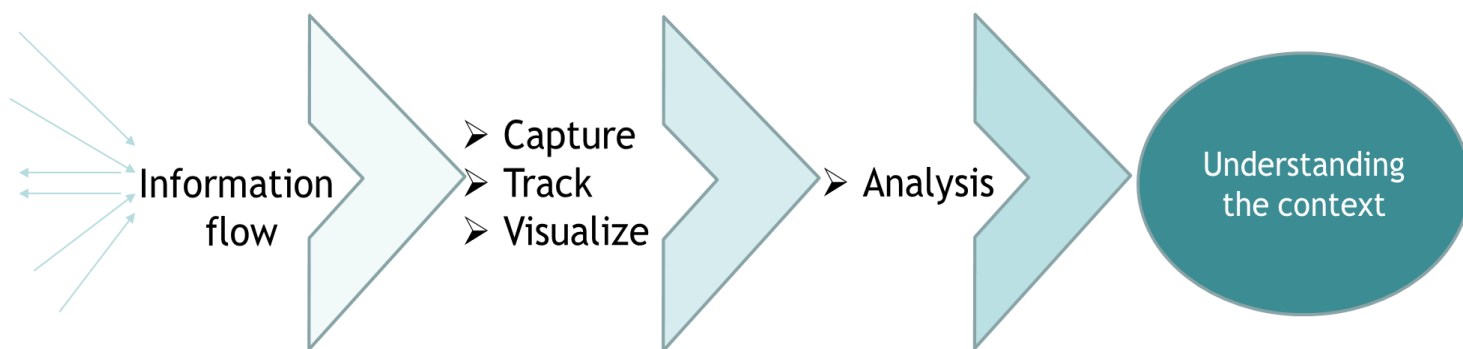
The Initiative is designed as an Inter-Agency approach and run under the LUNDAP Results Group 4 “Skills & Innovations” pillar chaired by WFP and lead by UNICEF. Further support is envisaged by/to UNDP through the Lesotho Data for Sustainable Development Project. Further, the initiative set up an Advisory Board defining information needs and further coordination of activities among agencies. The Advisory Board currently consists of Program/M&E Officers of WFP, UNICEF and UNDP.

Figure 2 visualises and describes the workflow of the *Lesotho Citizen Voice and Feedback Initiative*.

Methodology

The Initiative aims to gather representative results on a national basis, with the qualification of a minimum of 100 surveys per district for an aggregated sample size of 1,000 people. However, as the Lesotho Citizen Voice and Feedback Initiative is in its pilot phase, it is yet to be decided upon by the Advisory Group if priority districts and thus a higher survey turn out per district will be chosen to be representative on a national basis. At the district level, results can be viewed as indicative rather than representative due to the size of the subsample. Responses in this analysis are reported as weighted percentages of the total. In some cases, responses such as ‘don’t know’ and/or ‘refused’ are excluded from the calculations, thus totals used for these analyses may be different than total number of respondents.

Figure 2: Workflow of Lesotho Citizen Voice and Feedback Initiative



1. Information flow coordinated at the system level.

Different information flows are gathered but information can also be requested, through different engagement initiatives, e.g, offline/online community outreach, sms based perception surveys, feedback hotline etc.

2. Real time monitoring and processing of information / data.

Information is monitored on a real time basis and constantly gathered. Adjustment to current needs of agencies and partners.

3. Dashboard and Issue reports will inform decision-making processes.

Gathered information / data will be analyzed and issue reports will be published on a monthly basis. Dashboard illustration makes information available 24/7.

4. Evidence based, risk informed and adaptable decision making.

Adjustment of programming and implementation to immediate and changing needs of communities. Two way information flow allows for targeted intervention and accountable outcomes.

General Remarks

This round of micro-surveys collected data from a total of 2530 respondents across all 10 districts with most respondents coming from Maseru and Mafeteng. The initiative offers national level representation, capturing gender, age and educational distribution amongst people of Lesotho.

However, it is to note that logistical barriers made it difficult to capture perceptions from people in some of the most remote areas, particularly in mountainous regions. Data collection in some of these locations is therefore limited.

The following survey “Public Perceptions on the Sustainable Development Goals and the United Nations Lesotho” featured questions on the prioritisation of Sustainable Development Goals and their progress in the last 12 months, as well as overall questions on the public sentiments of the UN in Lesotho. Used activities to collect responses were:

- Web-, tabled- and sms based outreach;
- Social Media Campaign;
- Focus Group Discussions.

While the program-level micro surveys are being conducted through trained Volunteer groups, the project aims to expand partnerships with organizations to conduct surveys at specific points of service, such as distribution points, and for targeted groups. Organizations interested in participating should contact Mirko Ebelshaeuser (Mirko.ebelshaeuser@one.un.org).

Public Perceptions on the Sustainable Development Goals and the United Nations Lesotho

Overall Observations

The district of Maseru had the highest combined response rate, followed by the district of Mafeteng and Leribe with the Districts of Butha-Buthe, Quacha's Nek and Mokhotlong being the least surveyed in relation to their population. The bulk of participants who responded to the survey were beyond secondary education and in the age group of 21-30 years. Female responds slightly outnumbered male respondents.

Overall, around a two third of respondents were not aware of the Sustainable Development Goals and about UN interventions in their districts. Further, around a quarter of respondents were not satisfied with the changes brought by UN Lesotho so far. The highest area of concern for future improvement amongst the latter group were *Education (50%)*, *HIV/AIDS (48,02%)* and *Employment (45,24%)* interventions.

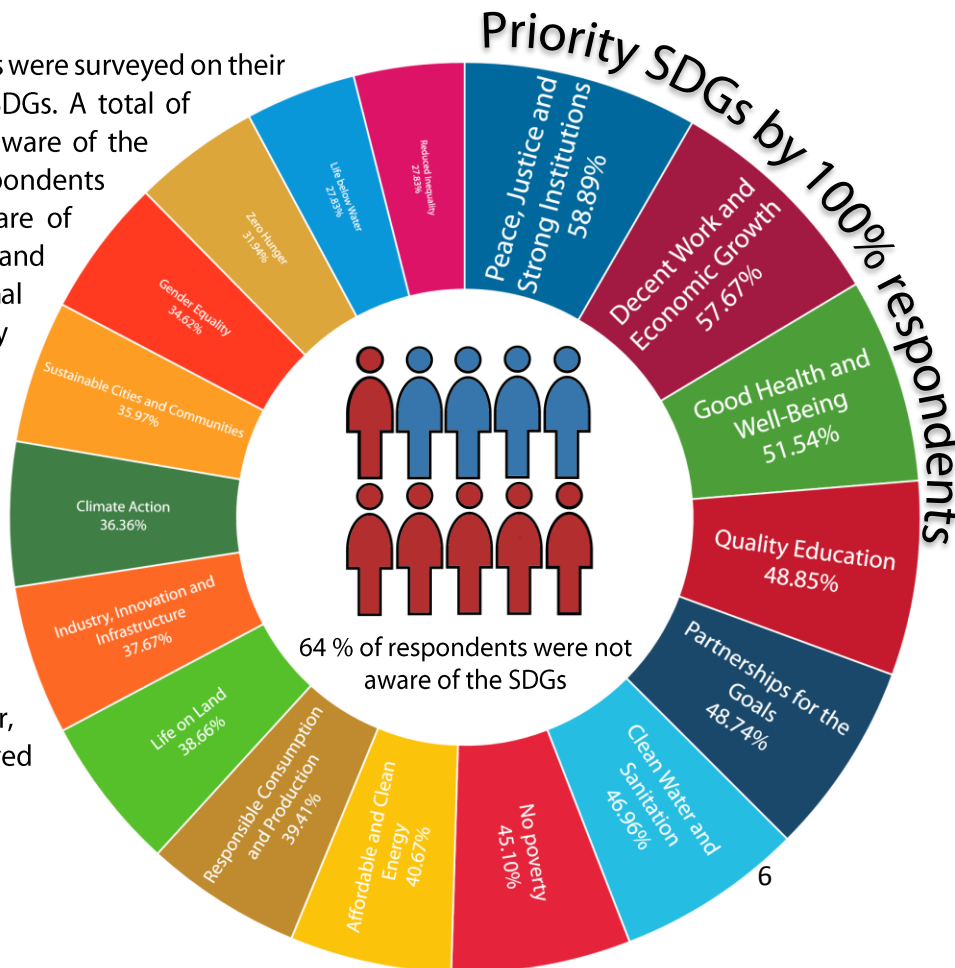
Public Perceptions on the Sustainable Development Goals

Q1: Are you aware of the Sustainable Development Goals or 'Global Goals' signed by 193 World Leaders at the UN in September 2015? *Yes / No*

Q2: Which six of the following Goals are of immediate concern to you and your family? Please chose top six SDGs!

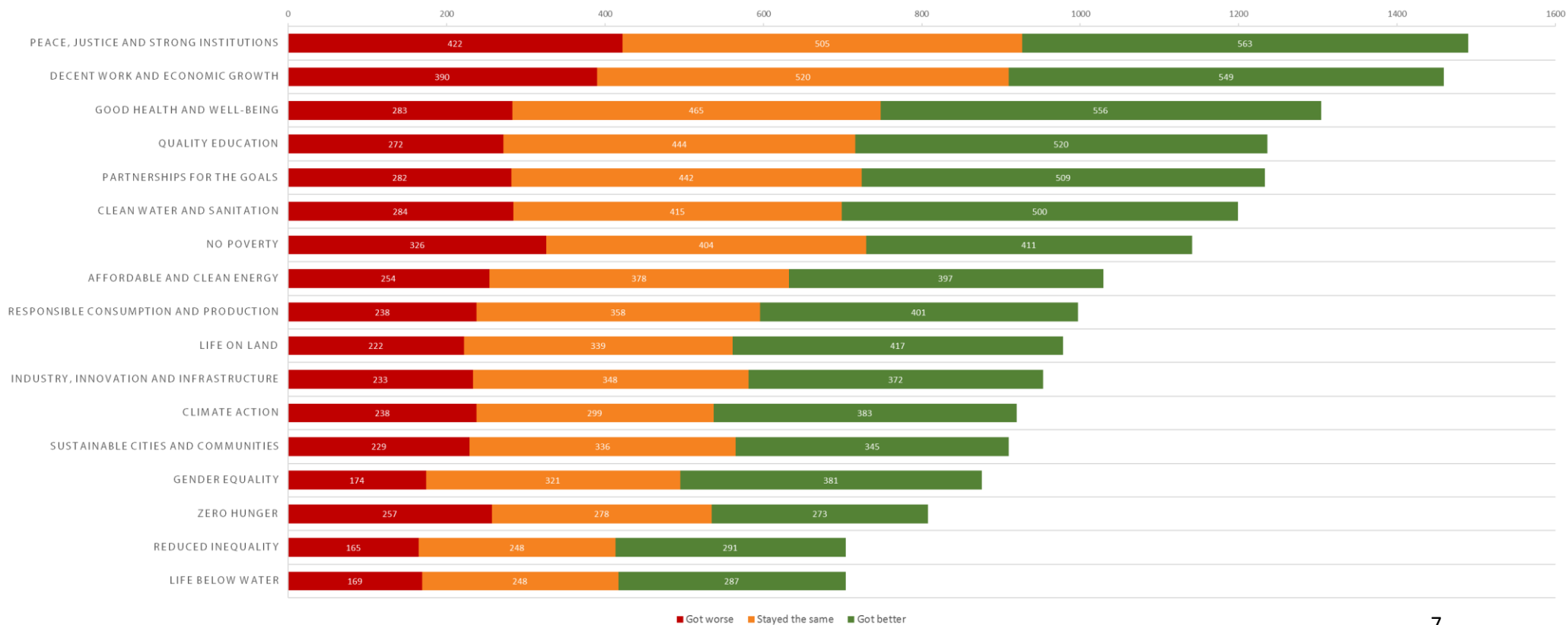
- By end of 2017, a total of 2530 citizens were surveyed on their knowledge and perception of the SDGs. A total of 1625 respondents (64%) were not aware of the SDGs whereas a minority of 905 respondents were. Further, respondents not aware of SDGs were divided by 56% female and 44% male with an overall educational background of beyond secondary education by 51%.

- 58,89% (1490) of respondents stated SDG 16 as their top priority, followed by SDG8 with 57,67 % (1459), SDG 3 with 51,54% (1304), SDG 4 with 48,85% (1236) and SDG 17 with 48,74% (1233). No remarkable gender- nor educational divide could be noticed. However, respondents from Mafeteng perceived SDG 8 to be their top priority SDG.



Q3: *Would you say the situation on your chosen Goals has got better, stayed the same or got worse over the past 12 months?*

- Building on the rating of top SDGs, respondents were asked to indicate the change in situation within their chosen goals over the last 12 months on a 3-point Likert-scale from *got worse (1)*, to *stayed the same (2)*, to *got better (3)*.
- Although overall positively, the responses indicate that there has been a deterioration for SDG 1 No Poverty, SDG 2 Zero Hunger, SDG 8 Decent Work and Economic Growth, and SDG 16 Peace, Justice and Strong Institutions in the last 12 months, whereas an improvement can be seen for SDG 4 Quality Education, SDG 3 Good Health and Well-being, and SDG 5 Gender Equality.



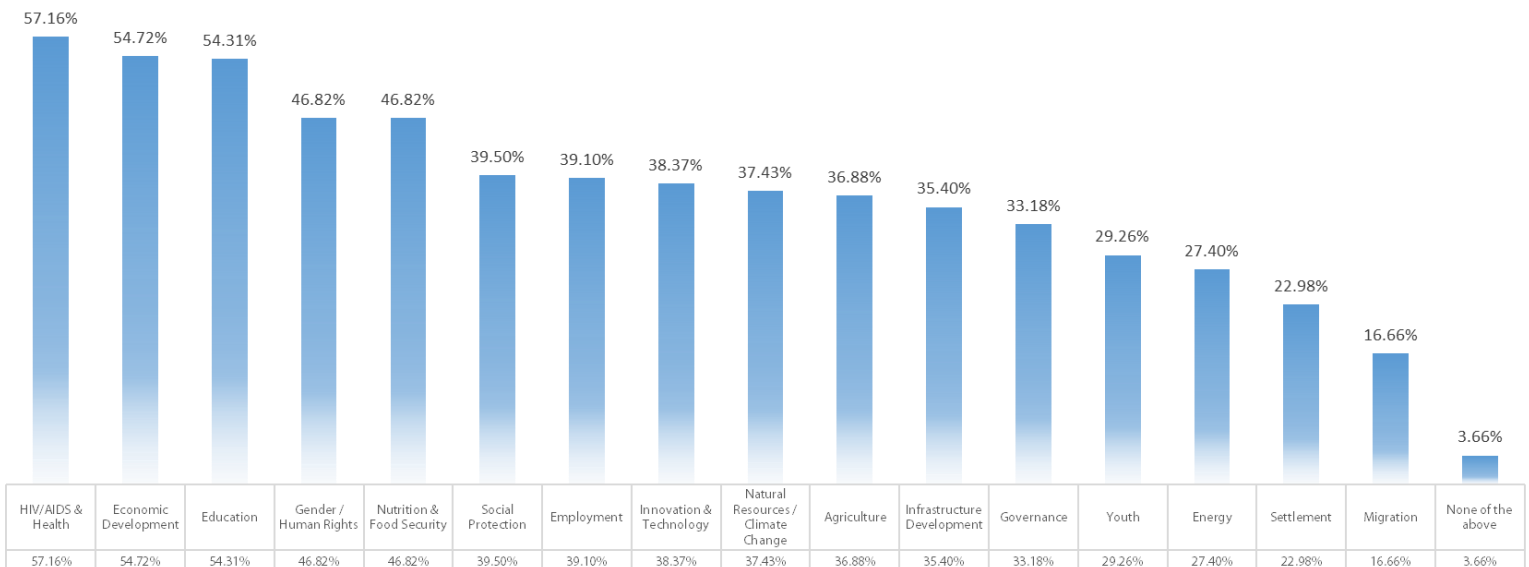
Public Perceptions on the United Nations Lesotho

General remarks:

The Public Perception Survey on the United Nations Lesotho was the second Survey launched within the Lesotho Citizen Voice and Feedback Initiative. By the end of 2017, a total of 2215 citizens were surveyed on their perceptions of the UN Lesotho. The survey assesses public perceptions within six set of questions building on different conditions depending on the responses. As such, not every set of questions was answered by the same sample size but only by its respective group. Questions that have not been answered by the totality of respondents are labelled accordingly.

Q1: What do you know about the UN? Which areas is the UN working on in Lesotho? Please select that you think apply.

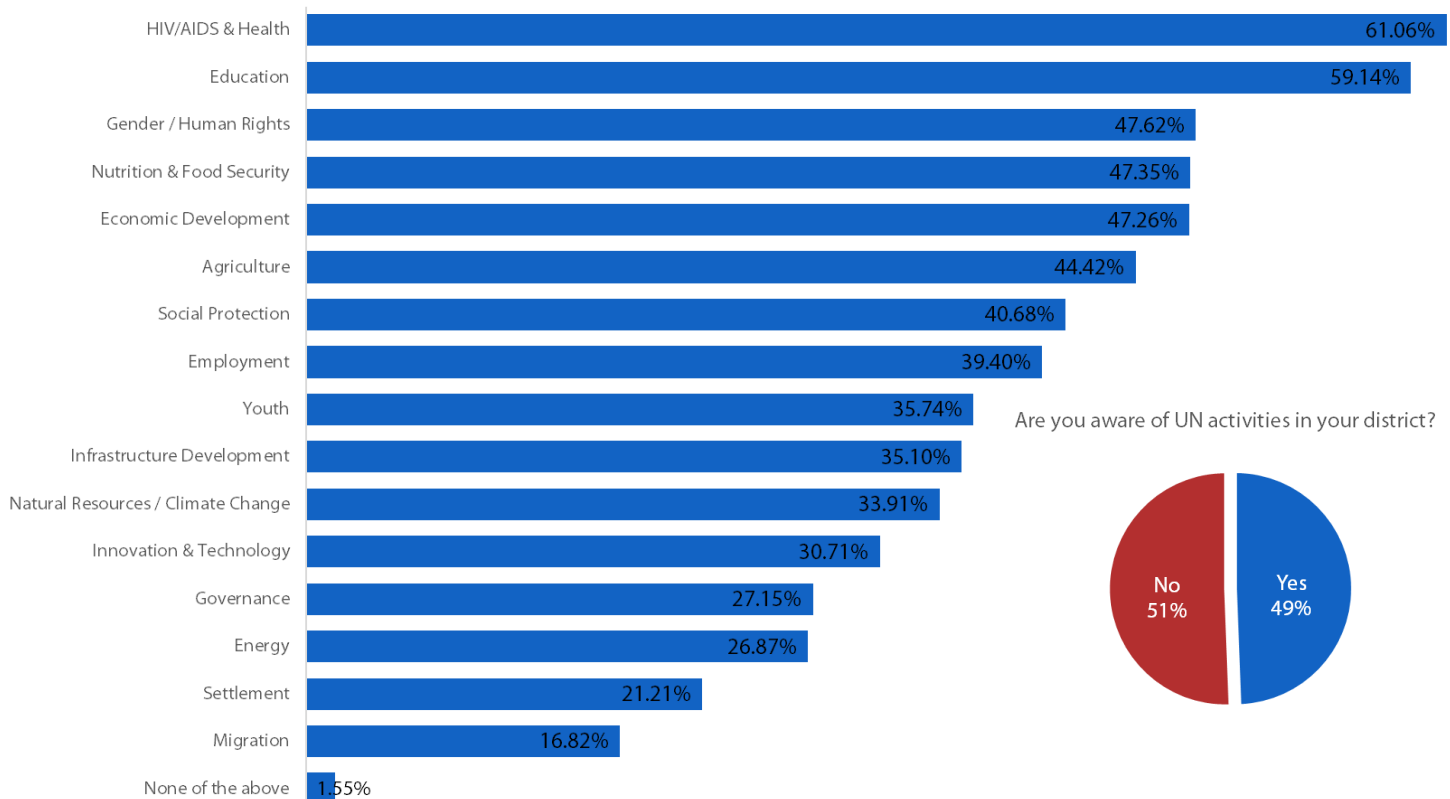
- Rating nationally, 57% of respondents chose as top areas of known UN interventions HIV/AIDS & Health, followed by Economic Development (54,72%) and Education (54,31%). Amongst the UN areas of least knowledge by respondents were Energy (27,40%), Settlement (22,98%) and Migration (16,66%).



Q2: Are you aware of UN activities in your district? Yes / No

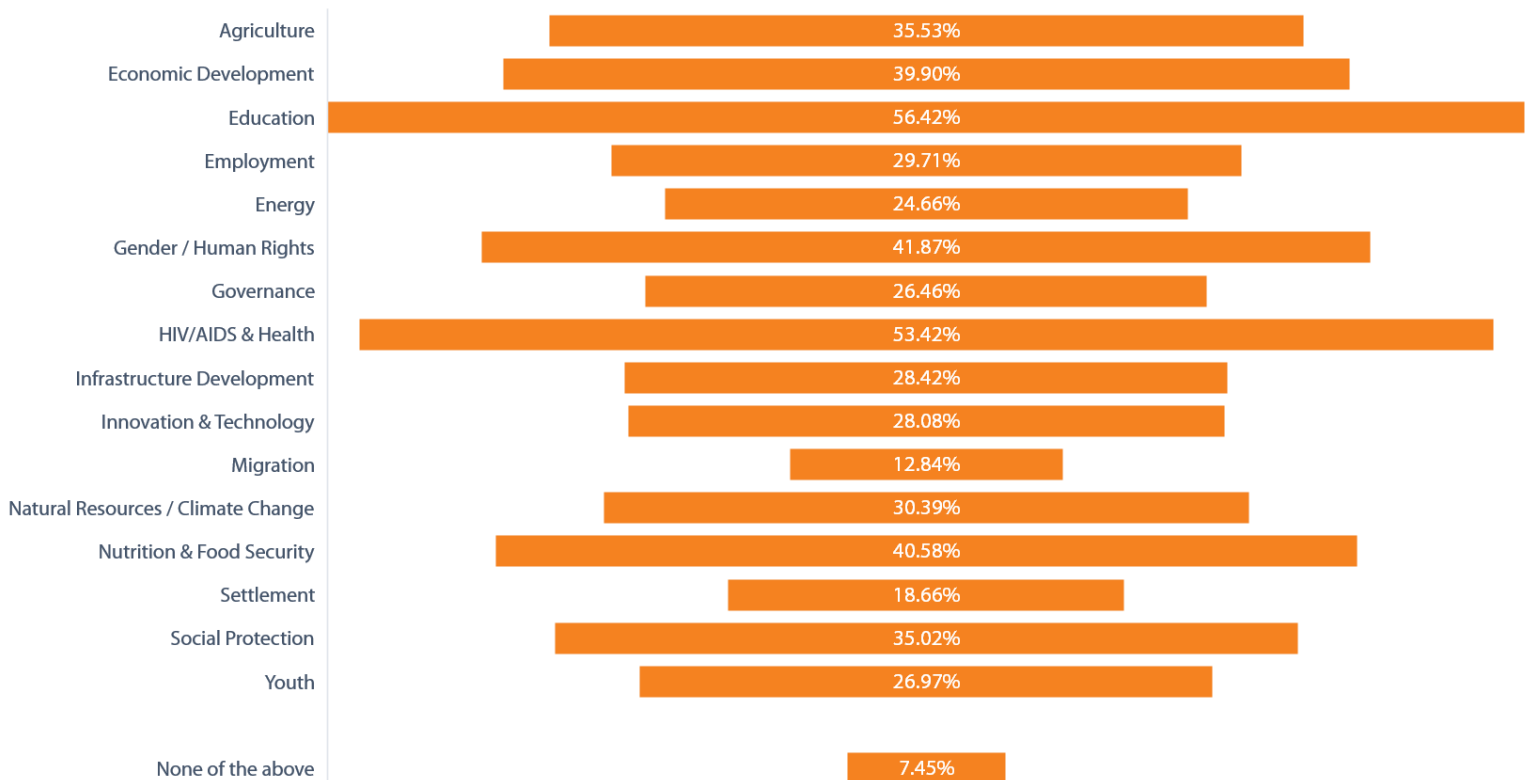
If yes -> Q2.1: Please select all UN activities in your district (1094 respondents).

- 51% (1121) of respondents indicated not to be aware of any UN activities in their district, despite UN activities throughout the country. However, the 49% (1094) respondents are aware of UN activities in their district. Respondents not being aware of UN activities were predominantly beyond secondary education (61.54%) with a slightly higher ratio of female to men (55 % to 45%).
- Amongst the 49% being aware of UN activities in their district, HIV/Aids & Health (61,06% / 668) is indicated to be the most well-known activity, followed by Education (59,14% / 647), as well as Gender/Human Rights (47,62% / 521).
- Disaggregating responses per district and gender, female in Mafeteng state HIV/AIDS & Health as well as Education as top UN interventions, whereas male state Economic Development to be the top UN intervention followed by Education.



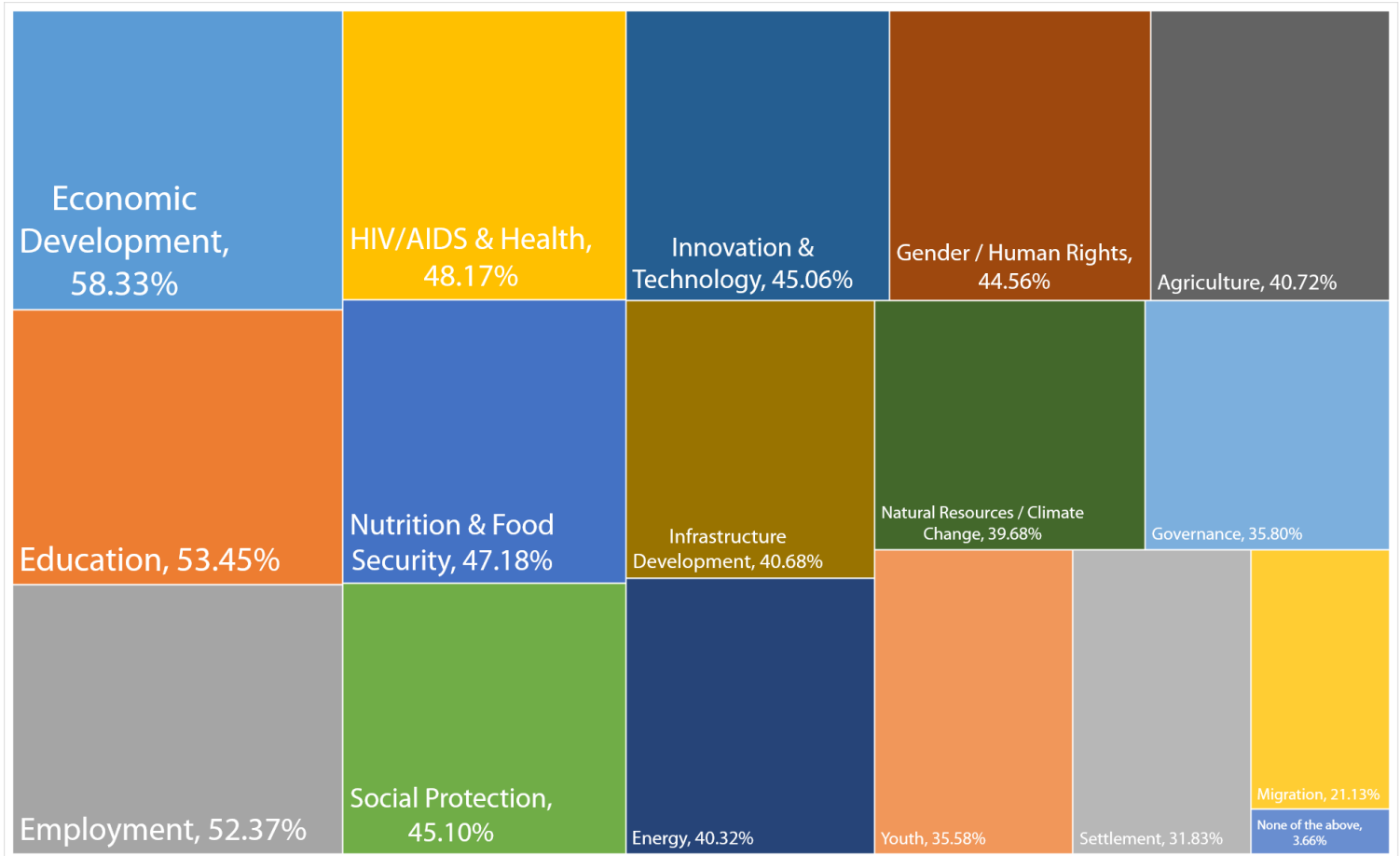
Q3: Please select all areas where you feel the UN has brought change for you and/or your family.

- Overall, Education (56,42% / 659) and HIV/AIDS & Health (53,42% / 625) have been rated as top areas respondents felt the UN has brought change. This assessment is also reflected in the different age groups, whereas 58% of respondents in the age group of 10-20 as well as 54 % of respondents within the age group of 21-30 voted Education as main area of positive change. However, 60% of respondents that finished primary school voted HIV/AIDS & Health as main area instead of Education (54% in comparison).
- Additionally, 7,45% of overall respondents voted none of the answer choices as applicable to the question of positive change. This option was selected by respondents predominantly having a background beyond secondary education and male gender.



Q4: Please select areas where you think the UN can bring change and should prioritize for its future work.

- Respondents felt that Economic Development (58,33% / 1292), Education (53,45% / 1184) and Employment (52,37% / 1160) should be among the main areas of prioritization for future interventions. Least prioritised areas are Settlement (31,83%) and Migration (21,13%).
- Disaggregating the responses by gender, male respondents voted Innovation & Technology as priority area before Employment and HIV/AIDS & Health. Female respondents however put less emphasis on Innovation & Technology but see priorities more aligned to the national trend as visualized below.
- A disaggregation by district however shows, that respondents from Maseru put less emphasis on Education but favour Economic Development, Employment, Innovation & Technology, Nutrition & Food Security as well as Youth. A divide in prioritisation of UN interventions between urban and rural areas hence becomes evident.

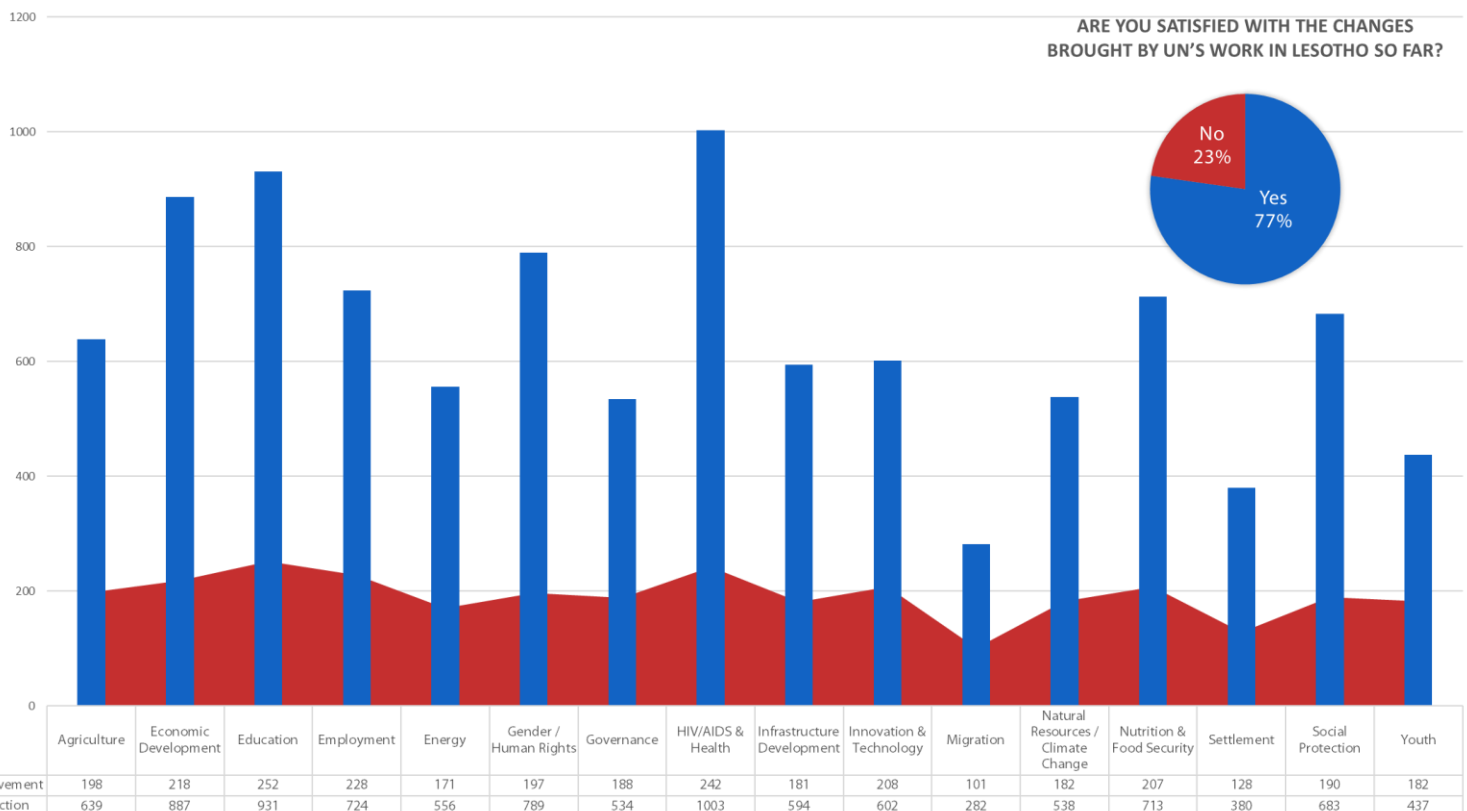


Q5: Are you satisfied with the changes brought by UN's work in Lesotho so far? **Yes / No**

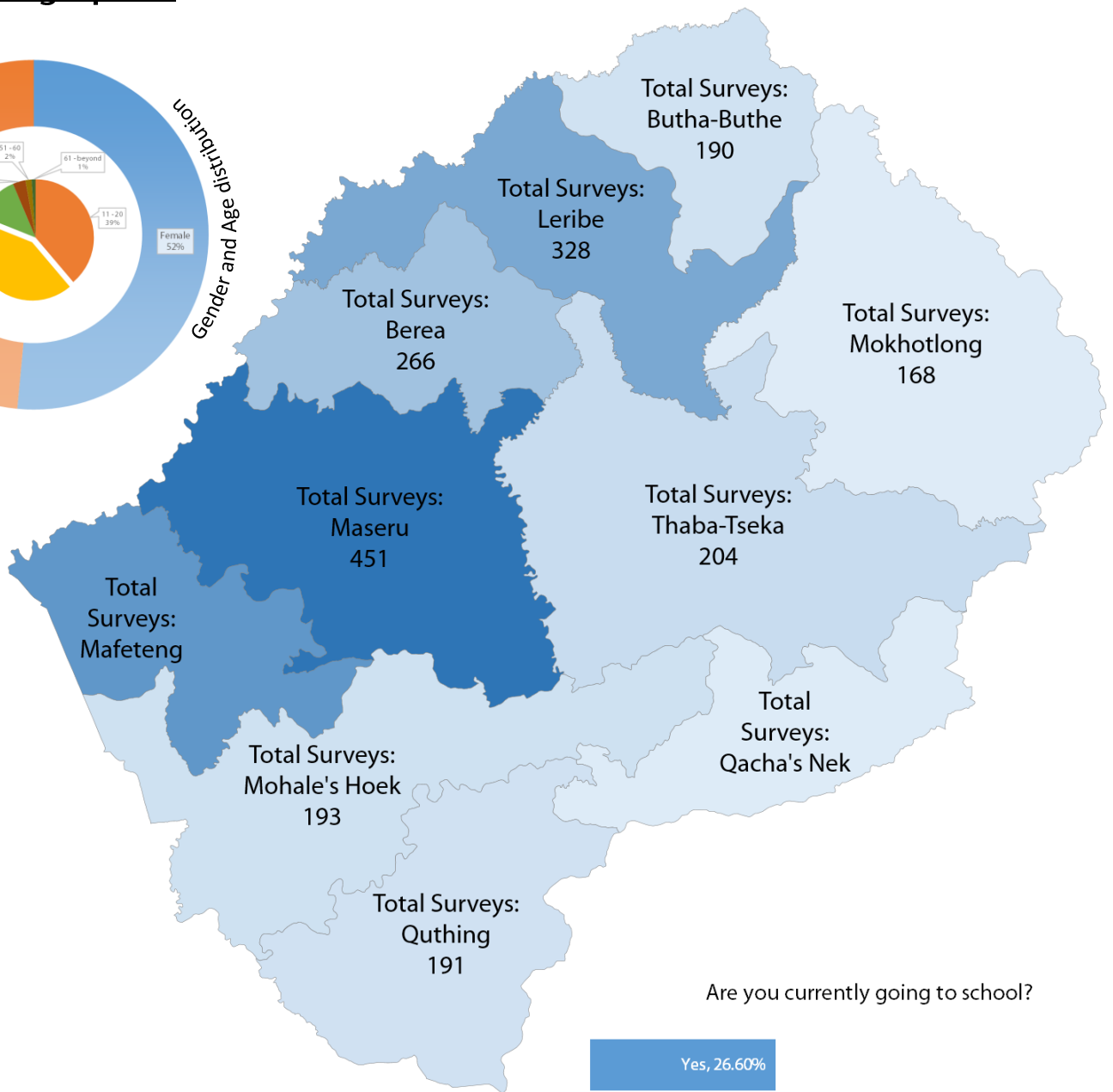
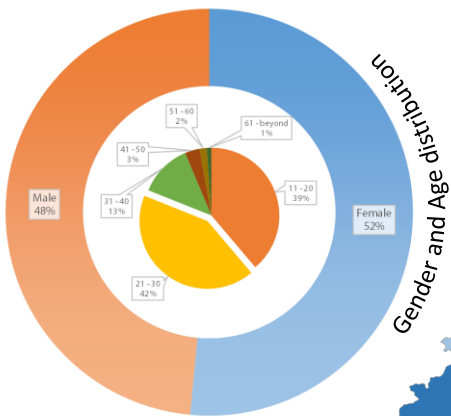
If no -> Q5.1: Please select all areas of future improvement by UN (504 respondents).

If yes -> Q5.2: Please select all areas of satisfactory activity by UN (1711 respondents).

- Around 23% (504) of respondents indicated not to be satisfied with the changes brought by UN so far. The majority of these are beyond secondary education and, disregarding the educational level by age, in the age group of 21-30.
- Assessing areas of future improvement by respondents who were not satisfied with the changes brought by UN, Education (50% / 252), HIV/AIDS (48% / 242) and Employment (45.24% / 228) have been rated as main areas in need of future improvement.
- By contrast, respondents satisfied with the changes brought by UN have by far rated HIV/AIDS & Health (70% / 1003) and Education (49% / 931) as main satisfactory areas.



Demographics



Are you currently going to school?



If you are currently not going to school, are you currently employed?



Education levels across respondents

- 05.09% Some Primary
- 15.09% Finished Primary
- 22.83% Finished Secondary
- 56.98% Beyond Secondary