

HOW ARE SERVICES DELIVERED TO THE PEOPLE IN MALAWI

RESULTS OF THE SERVICE DELIVERY SATISFACTION SURVEY

Malawi Economic Justice Network



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Foreword

This report was prepared by the Malawi Economic Justice Network as its contribution to the first year of implementation of Malawi's Poverty Reduction Strategy Paper (MPRSP). MEJN coordinated civil society input in the formulation of this strategy and it is a stakeholder in the implementation and review of the same. Yes, Malawi has for the first time produced a comprehensively participatory strategy for reducing poverty, but the efforts would be rendered useless if implementation does not make any difference in the lives of the poor.

MEJN commissioned this community Service Delivery Satisfaction Survey (SDSS) basically to establish the level of citizen satisfaction (or dissatisfaction) with the quality of the public services that the Government of Malawi is providing. The philosophy behind the Service Delivery Satisfaction Survey is that *„it is one thing to have drugs, teaching and learning materials, extensions workers in institutions and it is yet another for citizens to have access to the services.“*

It must be made clear on the onset that this is not a nationwide survey, but is from a sample of districts in which MEJN has chapters but which cover all the regions of the country. The results are thus generalisable to district level, not to national level. However, the findings give a reasonably good indication of what reality in Malawi generally is.

This survey was conducted by the village beneficiaries themselves as organised by the established MEJN District Chapters. Their involvement is in line with what MEJN stands for i.e. Promoting Participatory Economic Governance in Malawi. It is the wish of the network that this exercise is carried out every year and progress measured.

We would like to thank the **Joint Oxfam Programme in Malawi**, the **Open Society Initiative for Southern Africa** and **National Democratic Institute for International Affairs** for funding this survey.



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Notwithstanding the valuable inputs of these individuals and institutions, the report is the responsibility of the authors, and any omissions or errors remains with them.