

# Do they know?

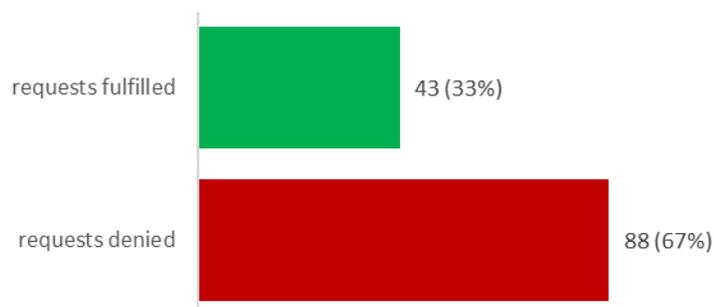
## Access to Information in Tanzania

The data presented here comes from two main sources. The first is a “mystery shopper” study of citizens making 131 requests for information from 131 different departments in 26 local government authorities (LGAs), recording whether they were given the information as requested. The second is Twaweza’s flagship *Sauti za Wananchi* survey, a nationally-representative, high-frequency mobile phone panel survey of public opinion.

### Fact 1. When citizens request information from local government, on 2 in 3 occasions the requests are turned down

We conducted research in 131 government offices across 26 randomly sampled, nationally representative districts. Government officials released data in 33% of cases, while in the remaining 67% citizens were denied any information.

Out of 131 requests for information from 26 local government authority offices ...



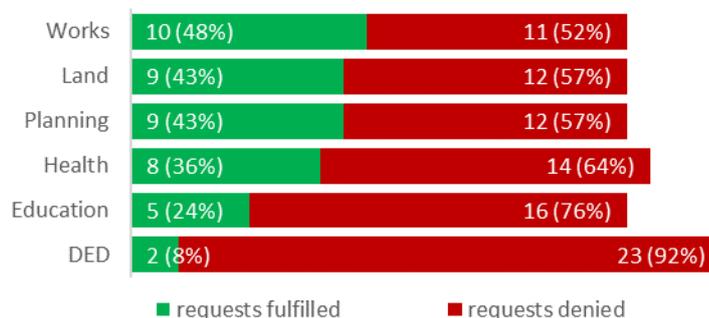
Source: Tanzania Mystery Shopper Survey, Twaweza and MIT GOV/LAB, 2017

### Fact 2. Works, Land and Planning offices provide the most information

We visited different offices: Planning, Land, Primary Education, Works, Health officer, and DED.

Works, Land and Planning Offices reported the highest information request fulfilment rates. The District Executive Director (DED) Offices reported the lowest rate.

Of 131 information requests, how many were fulfilled or denied by each LGA department?

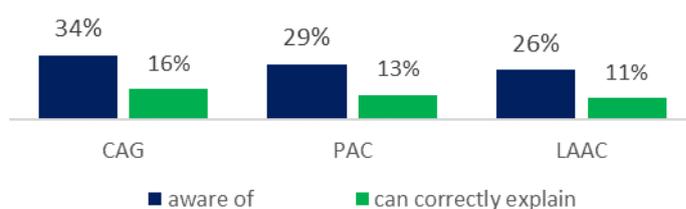


Source: Tanzania Mystery Shopper Survey, Twaweza and MIT GOV/LAB, 2017

### Fact 3. Most people have not heard of the key accountability institutions such as the CAG, PAC or LAAC.

One in three citizens (34%) have heard of the Controller and Auditor General (CAG), and only one out of six could explain what it was. Even fewer know of the Parliament’s Public Accounts Committee (PAC, 29%), and the Local Authority Accounts Committee (LAAC, 26%).

Percentage of people that have heard of and can correctly explain the function of financial oversight bodies

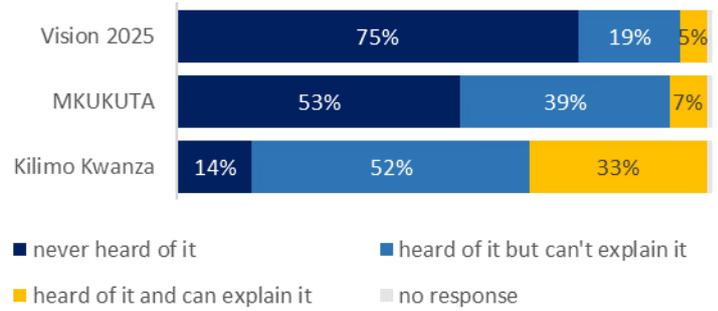


Source: Sauti za Wananchi, 2015

**Fact 4. Few citizens are aware of key national policies**

Successful implementation of national policies and programs requires awareness and understanding of these policies by the citizens. However, 75% of citizens have never heard of Vision 2025, and 53% have never heard of MKUKUTA. Kilimo Kwanza is better known but citizens often cannot explain the meaning of the policy; only 33% of Tanzanians can explain what Kilimo Kwanza means.

Citizens' awareness and understanding of national policies

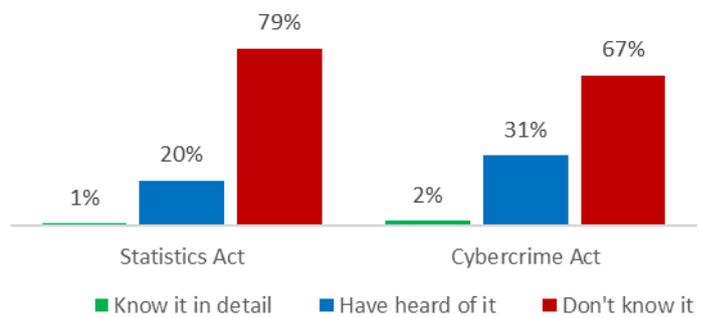


Source: Sauti za Wananchi, 2013

**Fact 5. Very few citizens are familiar with the laws that affect them**

The Cybercrimes Act was passed in April 2015 and in force from September 2015. Civil society organizations and journalists argued that this Act has the power to stifle dissenting views and encourages self-censorship among media stakeholders and citizens alike. 2% of citizens report knowing the Cybercrimes Act in detail although 31% had heard about it. Only 1% of citizens report knowing the Statistics Act in detail.

Do you know of the Statistics Act and Cybercrime Act?

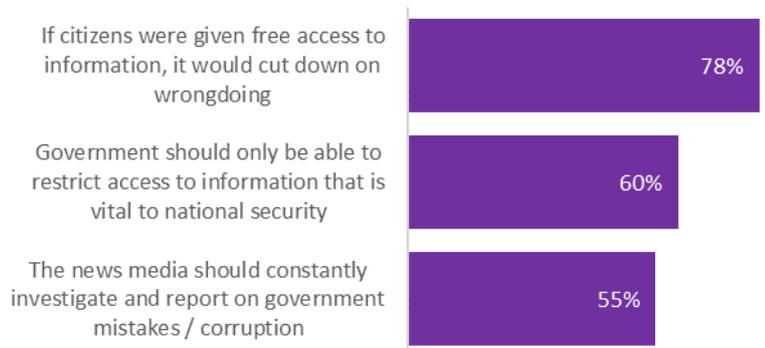


Source: Sauti za Wananchi, 2016

**Fact 6. Citizens strongly support access to information**

Citizens believe in the power of open, accessible information: 78% agree that free access to information would reduce corruption and wrongdoing in the country. Similarly, 60% of citizens state that the government should only place restrictions on information that is vital for national security.

% who agree with the following statements:

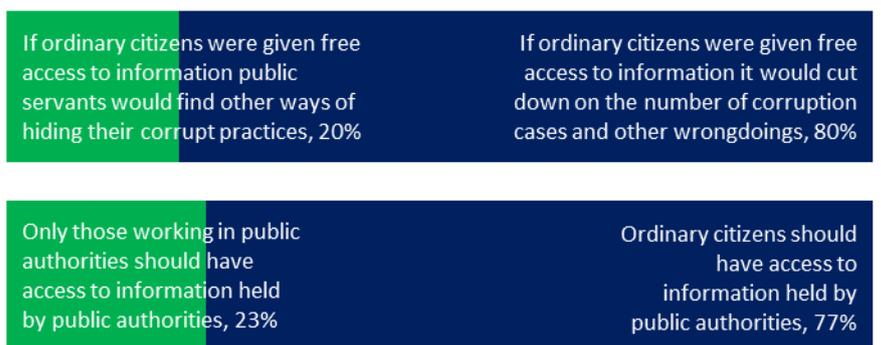


Source: Sauti za Wananchi, 2016

**Fact 7. Most citizens believe they should have access to government information**

A strong majority (80%) agree with the statements that access to information would act as a brake on corruption. A similar amount (77%) agree that citizens should have access to information held by public authorities.

Which statement do you agree with more?

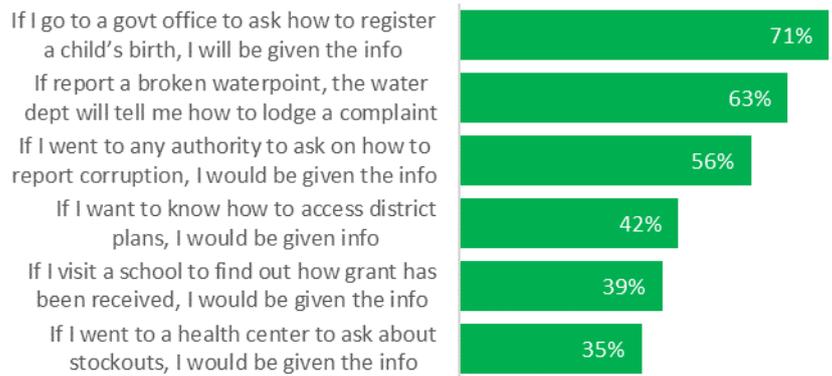


Source: Sauti za Wananchi, 2015

**Fact 8. Citizens have varying levels of confidence in public service institutions to provide information.**

They are most confident of getting information about registering a child’s birth (71%) and being able to lodge a complaint with DAWASCO (63%). In contrast, citizens are least sure about getting information on medicine stock-outs (35%), grants in public schools (39%), and district development plans and budgets (42%).

Please tell me if this is the case:

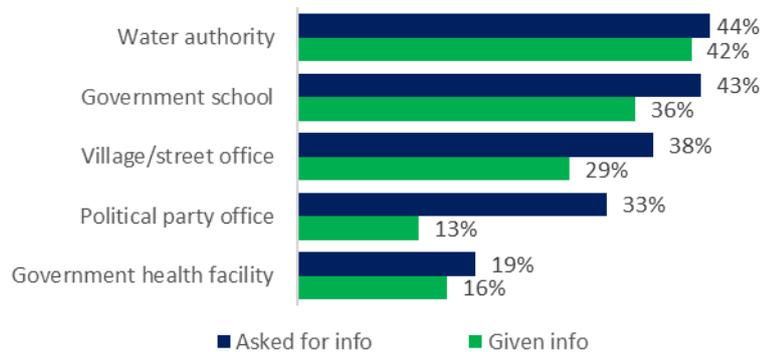


Source: Sauti za Wananchi, 2016

**Fact 9. Citizens report that when they asked for information, they generally receive it**

Most citizens did not ask for information from government offices during their last visit. However, when citizens did ask for information, they report that they usually received it. Citizens report that water suppliers in particular answered almost all of their information requests. Although this contradicts with our research findings, it might be due to different types of information being requested or the different institutions visited.

Did you ask for info during your last visit to the following facilities, and did you receive it?

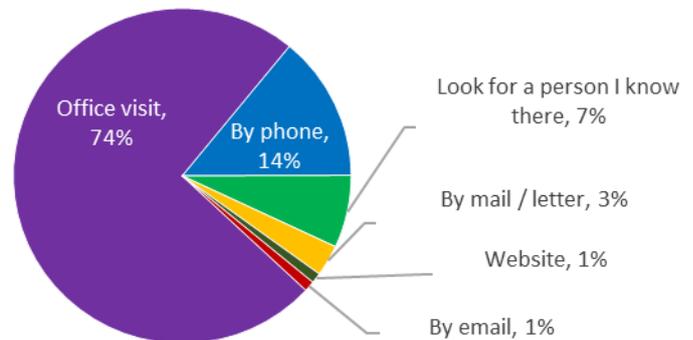


Source: Sauti za Wananchi, 2016

**Fact 10. 7 out of 10 citizens would obtain information by visiting institutions**

When asked how they would obtain information from public service institutions, 74% of citizens responded that they would physically visit the respective institutions. 14% said they would make a phone call. Only 1% said they would go online.

When you think of accessing info, what is the main way you would seek this information?

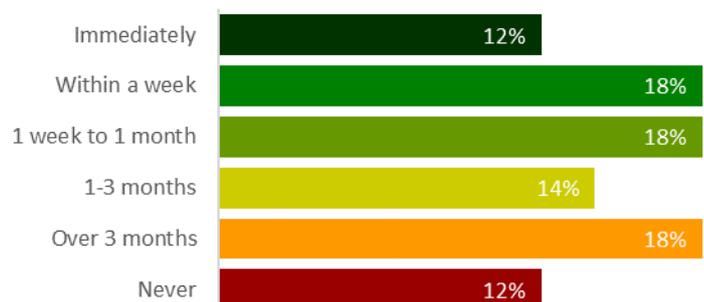


Source: Sauti za Wananchi, 2016

**Fact 11. Citizens don’t know when to expect information requests to be fulfilled**

A substantial minority of people (12%) believe that they will “never” see the information they have asked for from a government office. However, the same number think they will receive it immediately. The rest are evenly split. The lack of a specific law governing these requests may contribute to citizens’ lack of clarity about what to expect.

If you presented an info request to a govt office, how long do you think it would take to get a response?



Source: Sauti za Wananchi, 2016