About the Report

The Sekondi-Takoradi Citizens' Report Card is the first of its kind in the Metropolis and is designed to highlight citizens' satisfaction level with various services provided by the Sekondi-Takoradi Metropolitan Assembly and other statutorily mandated utility providers like the Electricity Company of Ghana, Ghana Urban Water Limited and also private sector providers.

The Report offers an opportunity for the Sekondi-Takoradi Metropolitan Assembly, public and private service providers to receive feedback on their performance and accordingly re-strategize and initiate reforms to meet the expectation of their clients. It also serves as a benchmarking tool which over time can assess the changes in the perception and satisfaction level of citizens with services provided.

The Citizens' Report Card (CRC) was pioneered by the Public Affairs Centre in India in the early 1990s and has since grown to become a tool applied mainly by civil society organizations, donor agencies and governments. One important element of the CRC is its ability to quantify user feedback using a representative sample. It however goes beyond being another public opinion survey to reflecting citizens' satisfaction with services provided based on their experience of actually having enjoyed the service for a length of time.
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List of Acronyms

- CRC: Citizens Report Card
- GWCL: Ghana Water Company Limited
- KVIP: Kumasi Ventilated Pit Latrine
- PNDC: Peoples National Defense Council
- STMA: Sekondi-Takoradi Metropolitan Assembly
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Introduction

This is a Citizens’ Report Card on services for the Sekondi-Takoradi, a city in the Western Region of Ghana. Sekondi-Takoradi is Ghana’s third largest city in terms of area and population and is located in southwestern part of the country.

The City Authority of Sekondi-Takoradi is the Sekondi-Takoradi Metropolitan Assembly (STMA) and is the pivotal administrative and development decision-making organ of the City of Sekondi-Takoradi. The Assembly through the Local Government Act, 1993 Act 462, sections 12, 13, 14 and 15, carries out legislative, deliberative and executive functions through 16 Departments and Units (L.I. 1961).

The Metropolis is bounded to the North by Mpohor-Wassa East, to the South by the Gulf of Guinea, West by Ahanta West District and to the East by Shama District. It has a total land area of 49.78 km², with Sekondi as the administrative headquarters.

The metropolis is located on the west Coast, about 280 km west of Accra and 130 km east of Ghana-La Cote D’voire border. It is thus strategically located considering its closeness to the sea and the airports and accessibility to major cities by rail and road. The metropolis is of varied topography.

The area is generally undulating and drained by rivers and their tributaries. The average annual temperature is 20°C. The vegetation is woodland in the north and intermingled with mangroves along the coastal areas.

The current population is 559,548 (Source: 2010 Population and Housing Census) with a growth rate of 3.2%. The age structure of the metropolis follows the general development economies pattern of a broad age–sex distribution, 44.8% of the population is below the age of 14 with 51.9% between 15 and 64 while those above 65 are only 3.3%. The economically active population is about 60% of the population. Out of the lot 49.1% are males whiles 50.9% are females. With a land area of 49.78 km², the current population density of the Metropolis stands at 8,140 persons/km².

About 69% of the population is urban with 31% rural. Most of the socio-economic infrastructure are densely concentrated in the core urban centres of the metropolises such as Takoradi and Sekondi with sparsely distributed facilities at the peri-urban.

Foreword

The Sekondi-Takoradi Citizens Report Card could not have come at a more opportune time; as the City is set to transform tremendously in terms of physical growth, economic interactions and political influence. Since the inception of the idea to solicit feedback from the citizens of our city, the Sekondi-Takoradi Metropolitan Assembly has supported the series of activities culminating in this report. Working through the Sub-Metropolitan Councils, we facilitated the recruitment of volunteers with sufficient information on the metropolis, to undertake the survey and therefore own the process of its preparation.

The Sekondi-Takoradi Metropolitan Assembly considers residents of the ‘Oil city’ as clients who we serve with municipal services and their feedback is of utmost importance. Our mission as a Metropolitan Assembly is to improve the living conditions of citizens of the Sekondi-Takoradi Metropolitan Assembly through the provision of sustainable socio-economic development and good governance that is responsive to the needs of the people and the STMA Citizens report card helps us do just this.

Major findings from the survey and its recommendations will fill in the gaps to improve municipal governance, which translates into more efficient and better services for our clients. The Assembly considers the information gathered as primarily objective information that complements the data utilized by the Assembly for planning purposes.

The Citizens report card has been utilized by many cities as a monitoring and accountability tool that has bridged the governed and governors divide. In Sekondi-Takoradi, we intend to use the tool in a similar vein and if possible more frequently. It is a participatory tool that we recommend to others to utilize, especially as we are mandated to serve the interest of our people.

Overall, the Sekondi-Takoradi Citizens Report Card shows appreciable levels of satisfaction for most services provided in the Metropolis by the Sekondi-Takoradi Metropolitan Assembly and other government agencies. However more needs to be done to ensure development responds to the needs and aspiration of our clients, no matter the section of society they belong. The Assembly pledges to work with our clients and other service providers to improve the level, coverage and affordability of urban services needed to not only improve the living conditions, but also the living standards of our clients holistically.

Finally, we appreciate the role played by the various stakeholders in the preparation of the Sekondi-Takoradi Citizens Report Card, especially CHF International and hope together we can build our city to the status desired and become a beacon on the west coast of Africa.
Executive Summary

The Sekondi Takoradi Metropolitan Area (STMA) Citizens’ Report Card is an initiative by Sekondi Takoradi Metropolitan Assembly and CHF International to provide feedback to public service agencies on the strengths and weaknesses of their work. The essence objective was to facilitate corrective actions by this drawing attention to problems highlighted. The initiative was inspired by similar exercise conducted for AMA by the World Bank. Services covered include water supply, solid waste service, sanitation, roads, police, electricity, health service and market. The exercise was facilitated by a Study Team with membership from Sekondi Takoradi Metropolitan Assembly, Sekondi and Takoradi Sub-Metros and CHF International.

The methodology involved the use of both qualitative and quantitative data collection tools. Survey Instruments were developed for quantitative data after which a broad checklist was developed for Focus Group Discussions in each sub-metro for validation.

The survey sought to examine citizen satisfaction and experiences in the various sectors based on four themes identified for data analysis and presentation which are organised into: i) Availability and access; ii) Perceptions of quality and reliability; iii) Costs incurred by users; iv) Responsiveness of service providers; and v) satisfaction with service. Below is the overall satisfaction with services followed by findings on the satisfaction levels in the individual sectors.

The priorities are varied among the sub-metros. In the Sekondi Sub-Metro the three top priorities were sanitation facilities (toilets), education and roads.

For Takoradi, water, electricity and education were the top priorities whilst that of Essikado-Ketan was education, water and health. Respondents in the Effia-Kwesimintsim Sub-Metro ranked sanitation facilities (toilets), health and education as their top priorities.

In terms of household ranking of services by importance which represents how households rank their satisfaction with the various services, the service ranked first is the one that most respondents were most satisfied with. Impliedly, a service can be ranked high but will still need a lot of improvement and similarly the lowest ranked is the one with perhaps bad service delivery or respondents were not very satisfied with. Education, water and electricity were the services respondents were satisfied with most.

For household services satisfaction ranking, the analysis of responses by sub-metro and income classes shows some differences in the service satisfaction. Majority of respondents in Sekondi and Takoradi were most satisfied with basic education and water services. On the other hand basic education and health services were services that respondents from Essikado-Ketan and Effia-Kwesimintsim were most satisfied with.

Majority of the respondents were very dissatisfied with the services related to market facilities, security and solid waste management. At the sub metro level respondents in Sekondi were dissatisfied with sanitation facilities (toilets) and market services whilst their counterparts in Takoradi were dissatisfied with drains and markets. For Essikado-Ketan the dissatisfaction was with solid waste management and market service and for Effia-Kwesimintsim secondary roads and solid waste management services.

A pattern appears to emerge which suggests the existence of a relationship between service priority and service satisfaction. The relation between service priority and service satisfaction is somewhat analogous; however paying close attention gives the true picture. For instance water was the highest prioritized service but in terms of service satisfaction it was ranked second. This indicates that the households expected more from water service providers. On the other hand basic education which is second on the household priority list is ranked first, meaning the service that households are most satisfied with. Despite the fact that education was a top priority, the residents were much more satisfied with the delivery of the education service than with water. Sanitation facilities (toilets) were ranked fifth in terms of priority and satisfaction. On the whole households were least satisfied with the provisions of lower priority services (solid waste, market, drains and roads).

There seems to be a direct relationship between household service priority and satisfaction. Household are more satisfied with the provision of high priority services than the provision of low priority services. This could lead to some citizen advocacy in the improvement of provision of less prioritized services.

Water supply: focus should be on improving upon connecting additional households to the GWCL network. In addition, the GWCL should work to increase citizens’ confidence in the billing system and communicate policies more effectively to residents.

Electricity supply: focus should be on minimizing power interruptions and outages. When it becomes necessary, residents should be given enough information ahead of time. Effective citizens’ engagement and transparency in billing system should be given adequate attention.

Waste collection: provision of additional skip containers and increasing the frequency of emptying the existing ones.

Public sanitation facilities: provision of additional toilet facilities and improving upon the management of existing ones to ensure that they are always clean.

Drainage: focus on clearing of choked drains and construction of additional high volume drains.

Public health service: focus on strengthening the NHIS and ensure that all citizens are covered.

Public basic schools: incentives and motivation of teachers and the provision of school furniture should be the focus.

Access roads: Construction of access roads within the communities and pavement of dusty roads.
The Sekondi-Takoradi District Council was later renamed in the creation of the Metropolitan Assembly through the Local Government (Shama Ahanta East Metropolitan Assembly) Establishment Instrument,1995 (UJ 1613), which remained until the Shama District was carved out by Executive Instrument 11 in 2007 and the name reverted to Sekondi-Takoradi Metropolitan Assembly. The city is now often informally referred to as the Oil City of Ghana due to the massive discovery and production of oil, off the coast of the western region and has induced massive immigration from all over the world.

In conformity with Ghana’s local government system, STMA has a Metropolitan Chief Executive (MCE), otherwise known as the Mayor at the apex of the political administration. A Metropolitan Coordinating Director (MCD) leads the administrative setup supported by a Deputy Coordinating Director. The decentralized departments present include Waste Management, Urban Roads, Public Health, Engineering (Public Works), and Births and Deaths Registry. Also present are units like Legal, MIS, Planning, Public Relations, Audit and Budgeting Units.

The General Assembly, the highest decision making body of the STMA, is headed by a Presiding member, elected by members of the Assembly. Majority of members of the Assembly are elected by secret ballot on a non-partisan basis. In addition to the elected members, there are also members nominated to represent various specified stakeholders, in accordance with the 1992 4th Republican Constitution and the Local Government Act (1993), Act 462.

The Sekondi-Takoradi Metropolitan Assembly grants permission for physical development through the issuance of development and building permits. Services provided by the Sekondi-Takoradi Metropolitan Assembly include education, security and sewage. Services provided by the Sekondi-Takoradi Metropolitan Assembly include Academic or public education and awareness creation, security and sewage.

The Sekondi-Takoradi Metropolitan Assembly exists to improve the living conditions of the metropolis through the provision of sustainable socio-economic development and good governance that is responsive to the needs of the people. The Assembly visualizes a united metropolitan environment where its people actualize their dreams of internationally accepted standard of living enjoyed on a peaceful, realisable and sustainable basis in the next millennium.

To facilitate governance and administration, the Sekondi Takoradi Metropolis is divided into four Sub-Metropolitan Areas, namely Sekondi, Takoradi, Effia-Kwesimintsim and Essikadu-Ketan. Each Sub-Metropolitan Area is administered by a Sub-Metropolitan council.

Demographic Characteristics
The Metropolis covers a land area of approximately 49 square kilometres, and home to a population of about 559,548 and an estimated floating population of 80,000 made up of people from neighbouring Districts like Shama, Ahanta West and Mpoohor Wassa West Districts who commute into the city daily for civic, trading and other purposes. Population densities are generally high, with New Takoradi being the most densely populated area (74,672 persons per square kilometre), compared to Bakaekyir which has a density of only 20 persons per square kilometre.

The Citizens’ Report Card
The Citizens’ Report Card (CRC) is a simple but powerful tool to provide public agencies with systematic feedback from users of public services, and enable them to identify strengths and weaknesses in their work. Data for preparing CRCs are usually collected using interviews with a randomly selected sample of users of public services. The data helps to assess the performance of service providers from the perspective of service users. Just like the report cards used to rate students in schools CRCs give consumers an opportunity to ‘score’ the quality and adequacy of services, and also to express their satisfaction with the services or not. They thus allow the concerns of consumers to come to the attention of decision-makers, and give consumers and civil society organizations a tool for bringing pressure to bear for their resolution.

Why Prepare a Citizens’ Report Card?
Historically, consumers of public services in Africa have not been adequately engaged by service providers in the planning or management of services. Citizen Report Cards provide reliable and quantitative information on the aspects of service provision that users know best, and are based directly on their experience. This information can be used to generate recommendations on sector policies, program strategy and management of service delivery. Furthermore, the information can be used as a basis for policy makers, service providers and consumers to engage in dialogue; an important step towards improved public services. CRCs can be particularly powerful in pointing out the inequalities in services provided to both the rich and poor, and facilitate prioritization of reforms and corrective actions needed to improve quality of services by drawing attention to the main problems. They provide feedback to service providers by identifying good practices and can also facilitate cross-fertilization of ideas and approaches.

Features of a Citizens’ Report Card
Diagnosis tool: CRCs can provide citizens and governments with qualitative and quantitative information about prevailing standards and gaps in service delivery. It also measures the level of public awareness about citizen’s rights and responsibilities. Thus, CRCs are a powerful tool when the monitoring of services is weak. They provide a comparative picture about the quality of services and compare feedback across cities and demographic groups to identify segments where service provision is significantly weak.

Accountability tool: The CRC reveals areas where the institutions responsible for service provision have not achieved mandated or expected service standards. Findings can be used to identify and demand specific improvements in services.

Benchmarking tool: CRCs, if conducted periodically, can track changes in service quality over time. A comparison of findings across CRCs will reveal improvements or deteriorations in service delivery. CRCs can be introduced before and after a new program/policy to measure its impact.

Reveal hidden costs: Citizens feedback can expose the extra costs beyond mandated fees of using public services. The CRC may reveal information regarding the proportion of the population who pay bribes (either demanded or freely given) and the size of these payments and also estimate the amount of additional resources spent to cope with poor service provision.

Participatory tool: As CRCs provide the platform for citizens to influence the delivery of services, they can serve as participatory tool. This may therefore make citizens to be part of decisions that affect their lives in services that they use. The process might also enable citizens to have a sense of ownership in the output or outcome in the forms of services delivered to them.
Like many other Ghanaian towns and cities, Sekondi and Takoradi started as settlements growing around the 17th Century Dutch, Swedish and English forts built along the coast. Sekondi, the older and larger of the twin cities prospered from a railroad built in 1903 to the hinterland to transport mineral and timber resources. It grew to become an administrative town and was settled by many Europeans. Takoradi’s growth was spurred by a deep water seaport, built in 1928 to facilitate trade.

The Sekondi-Takoradi Metropolitan Assembly (STMA) started as the Sekondi Takoradi Town Council on 1st October 1903 by proclamation dated 15th September, 1903 made in the Gold Coast Colony under the Town Councils Ordinance No. 26 of 1894. Later on villages like Nkotompo, Effia Nkwanta, Nkroful, Ketan and Tanokrom were brought under the jurisdiction of the Council. In the post-colonial era, numerous Legislative Instruments (LI) and Executive Instruments (EI) were passed, revoking and amending earlier ones and effectively expanding the administrative area and effecting changes in the official name.

On 25th June 1962, Sekondi-Takoradi was elevated to City status through Executive Instrument No. 7 of 9th January 1965.

Relevant Executive and Legislative Instruments

- LI 1890 Local Government (Sekondi-Takoradi City Council) Establishment Instrument, 1974; revoked by LI 1439, PNDCL.323
- EI 143 Sekondi-Takoradi City Council (extension of Life) Instrument, 1963
- EI 17 Local Government (Sekondi-Takoradi City Council) Establishment Instrument, 1965
- EI 196 Local Government (Sekondi-Takoradi City Council) Establishment Instrument, 1965
- EI 192 Local Government (Sekondi-Takoradi City Council) Amendment Instrument, 1965
- EI 113 Local Government (Sekondi-Takoradi City Council) Amendment Instrument, 1977; revoked by LI 1497
- LI 1497 Local Government (Shama Ahanta East Metropolitan Assembly) (Establishment) Instrument, 1989; revoked by LI 1613
- EI 1613 Local Government (Shama Ahanta East) Establishment Instrument, 1995
- LI 1806 Local Government (Shama Ahanta East Metropolitan Assembly) (Establishment) (Amendment) Instrument, 2004; revoked LI 1613
Selection and Training of Enumerators

Enumerators were recruited from the Sub Metros. The criteria for recruitment considered a minimum education of Senior High School, ability to speak the local language fluently and experience in data collection. Based on these criteria a number of potential enumerators were selected and invited for training. During the training they were taken through the objectives of the study, the sampling strategy, interviewing skills, the survey instrument etc. They also practiced how to translate questions into the local language (Fante) through role plays. Subsequently Pre-testing was done for enumerators to familiarize themselves with the questionnaire and its sequence and more importantly their appropriateness of each question. In the end, questions were discussed and fine-tuned.

Data collection methods

Focus Group Discussion

Four Focus Group Discussions were held in the respective sub-metres with membership from five to ten people. Wide participation was ensured to cover special interest groups ranging from low poverty to high poverty communities, youth, men, women and local leaders. The FGDs were incorporated into the CRC to illustrate findings and provide first-hand insight into the broad range of issues affecting citizens. These Focus Group Discussions were facilitated, recorded and transcribed by members of the study team.

Validation of First Draft CRC Findings

Following the production of the first draft report, a validation workshop was organized at the Assembly Hall of STMA on the 6th of July 2012. Participants at the validation workshop included/were drawn from civil society groups, assembly members, chiefs and traditional leaders, youth groups and service providers—(the Ghana Water Company Limited (GWCL), Sekondi Takoradi Urban Roads Department, the Electricity Company of Ghana (ECG) ), and officers from the Sekondi Takoradi Metropolitan Assembly (STMA).

The process of the workshop was highly participatory. The local language (Fante) was the medium of interaction although in few instances, the English language was used. Participants were given the opportunity to interact with, CHF STMA and service providers.

Before the first draft of the CRC was presented, a question was asked about the participants’ understanding of CRC. It was explained that, CRC is an opportunity for citizens to give their impression about services that are provided by service providers. The idea is to help improve services delivery. It is about citizens’ perceptions or views about the performance of service providers. It is also to allow citizens to provide views about how service delivery can be improved. Following this, the consultants made a presentation of the key findings of the first draft of the CRC. After the presentation of key findings, there was extensive discussion on the design and the methodology adopted in the preparation of the report. This process enabled aspects of the methods to be strengthened. Several other issues and concerns were raised by participants which enabled the team to develop this draft. This edition of the report therefore incorporates the concerns of citizens in the STMA as required in the design of a CRC.

Limitations of the study

The building blocks of any user feedback study are ordinal in nature and are based on experiential responses. Several words like ‘satisfied’, ‘not satisfaction’, etc, have been asked in the manner that the respondent can best comprehend; thus, there is likelihood of subjectivity in the responses.

Levels of satisfaction are highly correlated with expectations and importance that respondents assigned to services. Expectations and importance across communities vary and thus may result in variations in the satisfaction level. Such variations have not been taken into account in the design of this survey.

The Location of Sub-Metros in the City of Sekondi-Takoradi

Housing

Housing is dominated by compound rental housing units, accounting for over 40%. These compound houses house up to 40 habitable rooms with shared sanitary facilities and host over 100 people. However, there are also detached and semi-detached units/apartments mostly constructed with sandcrete blocks (67%). In the poor settlements and outlying areas kiosks, huts and tents are used as dwelling units.

Corrugated asbestos and aluminium sheets dominate as roofing materials for housing units. Room occupancy ranges from 1.67 people per room in settlements along the Beach Road to a high of 5.5 in Deabenkrom With an average household size of 3.4, which is more than the national average of 2.5 and the fact that over 50% of all households in the metropolis live in single rooms only re-emphasises the problem of congestion.

Residential Classes/Income Zones

There are three general residential zones delineated based on level of provision of urban services and income. With the pace of economic activity in the metropolis, income levels are quite high but the spread is skewed. The highest earners are found in a few settlements like Chapel Hill, Beach Road and Anaji, while moderate income earners are in Takoradi, East and West Tankrom, Kwesimintsim, Whindo, Sekondi, Kweikuma, Effiakuma, Bakaeyikir and Ntankanful. Low income earners reside mostly in the eastern part of the Metropolis (Osofokrom, Eshiem, Ketan, Kojobrok, Essikado, Nkroful, Twabewu, Deabenekrom, Ahinkofikrom etc.).

Education

In the metropolis, individuals with up to second cycle education account for almost 14% of the adult population, which is less than the national average of 17%. Illiteracy rate in the metropolis stands at approximately 27%, better than the national figure of 45%. The metropolis is home to numerous first and second cycle institutions including St. John’s Senior High, Archbishop Porter Girls’ Senior High, Takoradi Senior High, Ghana Secondary Technical School, Fijai Senior High School, Adienda Senior High, Sekondi College and Bompeh Senior High among others. There are many basic schools spread over the metropolis but concentrated in the central and eastern portions.

Structure and key features of this Report

This citizen report card presents key findings and satisfaction levels in ten key sectors namely: water, sanitation, solid waste management, healthcare, education, electricity, drains, roads, market and security/ police.

Each section of the report begins with a quick snap shot of the key findings and satisfaction levels, followed by detailed findings of citizen experiences with issues of access, quality, reliability, costs, transparency of service provision, and interactions with service providers using simple averages presented in tables, graphs and charts. A section on conclusions is then presented followed by the priority areas of improvement and policy implications for the specific public services. The final sections of the report provide a summary on the overall citizen satisfaction levels with public services and the key priority areas of improvement.
Study Team
A team made up of representatives from STMA and CHF international was constituted to lead the study. The team’s role was to drive the process, advice and ensure that the study was technically sound. The inclusion of SMTA staff in the team was to cater for the needs of the Assembly in the study as well as ensure local ownership of its findings.

Preparing the Citizens Report Cards
The CRC process began by creating awareness of the potential of Citizen Report Card in Sekondi-Takoradi. Series of participatory workshops was organized with the core management of STMA combined with an assessment of the local condition to ascertain its suitability for a CRC. Openness of service providers to receive feedback and the vibrancy of civil society and the media to take up issues were also taken into account.

The CRC was undertaken through an initial quantitative survey, followed by qualitative assessment. The survey covered all four Sub-Metros. It was designed to capture responses from both poor and non-poor households, with ‘poor households’ referring to households in third class residential areas and ‘non-poor households’ referring to those in first and second class residential areas as defined by STMA Poverty Map in 2010.

The essence was to make inference on varying income composition of the different residential classes as indicated in the Fee Fixing Resolution of the Assembly. The categorization enabled us to measure responses according to common characteristics within each Sub-Metro.

Sample Size Determination
A sample size of 834 households was selected for the study. This sample size was calculated using the formula below:

\[ n = \left( \frac{N \times (N - 1)}{N - n} \right) \times hhs \times \left( \frac{1}{N} - \frac{1}{N + hhs} \right) \]

Where:
- \( N \) = population of STMA
- \( n \) = sample size
- \( \alpha \) = significance level = 0.2% = 0.02
- \( hhs \) = average household size in STMA

The calculated sample size was increased by 103 households to 834 to cater for attrition and none response.

The study adopted a probability sampling method using a multistage sampling approach. At the Sub-Metro level, stratified sampling was used in categorizing communities into different income distribution as defined by the poverty map (low poverty pocket, moderate poverty pocket and high poverty pocket). This was done to ensure a wide participation across all poverty classes of the municipality.

The survey instrument was developed by the study team through a review of previous CRC surveys and other research instruments.

Methodology

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<tr>
<td>SEKONDI</td>
<td>1ST CLASS</td>
<td>Sekondi Ridge</td>
</tr>
<tr>
<td></td>
<td>2ND CLASS</td>
<td>Fpi</td>
</tr>
<tr>
<td></td>
<td>3RD CLASS</td>
<td>Asabona, Bakaayir</td>
</tr>
<tr>
<td>TAKORADI</td>
<td>1ST CLASS</td>
<td>Beach Road</td>
</tr>
<tr>
<td></td>
<td>2ND CLASS</td>
<td>Chapter Hill</td>
</tr>
<tr>
<td></td>
<td>3RD CLASS</td>
<td>New Takoradi</td>
</tr>
<tr>
<td>ESSIKADO-KETAN</td>
<td>1ST CLASS</td>
<td>Sekondi Ridge</td>
</tr>
<tr>
<td></td>
<td>2ND CLASS</td>
<td>West Tanokrom</td>
</tr>
<tr>
<td></td>
<td>3RD CLASS</td>
<td>Effia Kwesimintsim</td>
</tr>
<tr>
<td>EPHI KWESIMINTSIM</td>
<td>1ST CLASS</td>
<td>Ekuase</td>
</tr>
<tr>
<td></td>
<td>2ND CLASS</td>
<td>Ahanta Abasa</td>
</tr>
<tr>
<td></td>
<td>3RD CLASS</td>
<td>Ahanta Abasa</td>
</tr>
</tbody>
</table>

The team also conducted an extensive review of residential classes, as indicated in the Fee Fixing Resolution of the Assembly, and literature on service provision and had discussions with service providers in STMA to understand how services are provided to help inform the development of the instruments. More importantly the study team members also used their knowledge of the context to ensure that the questions were culturally and socially sensitive.

The survey instrument covered 10 services including respondents encounter with STMA and its decentralized departments. It also covered issues on how respondents will want to get feedback on the survey.

Table 1: Residential classes of communities

Community meeting at Kwesimintsim
Residents’ Responses across the City at Large

Generally, most residents (69 per cent) had the view that their quality of life was moderate. They explained that they had decent lifestyles and averagely satisfied and not too depressed or unnecessarily stressed up. About 22 per cent indicated that they had low standard of living which they would like to improve. These group of people claimed they were mostly unhappy at most times of the day as meeting basic needs such as food and shelter has always been a great challenge. Only 9 per cent considered themselves to be in the high living standard category. They were able to meet all the needs of their family and dependants without any difficulty. They were most comfortably and happy at most times of the day.

A good proportion of citizens (40 per cent) said their living standards and quality of lives have improved considerably over the last 2 years. According to this group of people, they have either been able to acquire a vehicle or household electrical equipment such as television set, fridge or even a mobile phone. Those who claimed that their living conditions have worsened over the last 2 years constitute 21 per cent. This is quite substantial and they explained that they have either lost their jobs, have had their husbands or wives leaving them, children dropping out of school or moved into smaller accommodation due to difficulties with the payment of rents. For about 39 per cent of citizens, they have not seen any changes at all in their general conditions of living.

Three measures of quality of life or standard of living have been used in the analysis. These are high, moderate, and low. In addition, city residents were asked to indicate whether their standard of living and quality of life have (i) improved over the last 2 years, (ii) worsened over the last 2 years, and (iii) remained the same over the last two years.

These data suggests that the bulk of household expenditure (about 30 per cent) goes into education. This is quite interesting given that basic education is supposed to be “free and compulsory”. Most of the citizens however questioned claims that basic education is “free” as evidenced in views expressed by a citizen...

I buy everything from school uniforms to books, pencils, and sandals for all my children. In addition, I give them pocket money each day. We cannot say basic education is free if a parent provides all these.”
[A citizen, STMA, 5th June 2012].

Socio-demographic & Economic Characteristics of the STMA

Characteristics of the CRC Survey Respondents

The study covered a total of 834 households. The mean age of the respondents was 42 years with the minimum and maximum ages being 14 and 95 years, respectively. The gender distribution is similar to the national situation, standing at males (49.1 per cent) and females (50.9 per cent). Of the sampled population, 58.7 per cent are married, 5.4 per cent divorced, 30.1 per cent single and 5.8 per cent widowed.

About 75 per cent of the respondents belong to the Akan ethnic group while 12.9 per cent of them are Ewes and 7.3 per cent belong to ethnic groups in Northern Ghana. Respondents who belong to the Ga-Dangbe ethnic group are 4.5 per cent. These statistics show that, unlike Accra, Sekondi-Takoradi has not reached a full cosmopolitan status and therefore it is less heterogeneous in terms of ethnicity. However, this situation is most likely to change in the near future as an influx of both Ghanaians and foreign migrants is expected due to the development of the oil industry, in the region.

The literacy level in the city is very high. About 89.0 per cent of respondents were literate, of which males constituted 52.4 per cent and females 47.6 per cent. Among the literates, 29.7 per cent had tertiary education, 24.9 per cent had secondary education and 20.9 per cent had basic education. About eight per cent and 16.4 per cent had non-formal and vocational/technical education, respectively. Such high literacy levels help in dissemination of information through various media as most people can read and understand English or a local language.

Household Characteristics and Housing Conditions

The total number of houses in the City is projected to be 42,164 in 2012 with a total of 96,535 households which gives an average of 4.2 households per house and an average household size of 4.3. Most houses are constructed with sandcrete blocks and roofed with either corrugated aluminium/zinc roofing sheets or roofing tiles. Over 60 per cent of all houses have concrete screeding as the main floor material, with only a few of them having terrazzo or ceramic tiles as the floor materials. Therefore in terms of housing, the metropolis exhibits characteristics consistent with many towns and cities in Ghana.

Close to two-thirds (62 per cent) of the dwellings are compound houses with single rooms and shared facilities (toilet, and water source), which are rented out to several individuals or families, normally as single-room or sometimes up to three-room units. Some of these houses can have as many as 40 rooms in the entire building, and there can be as many as 100 persons living in any one such building. This phenomenon contributes significantly to the very high ratio of households to a house. There is therefore congestion in many houses, creating an inner-city slum situation. This situation calls for measures to reduce densities or the rather prudent measure of providing optimal services to meet the demands in such areas.
The physical characteristics and conditions of housing show marked variations across the city, which is a reflection of variations in the socio-economic status of households. While some households dwell in almost-dilapidated houses with no access roads and other essential facilities, others live in upscale houses with fairly good access roads, electricity, water, telephone and waste collection services.

Economic Characteristics

Majority (68.9 per cent) of the CRC survey respondents were employed with 18.2 per cent being unemployed; 7.1 per cent of them were retirees while 5.8 per cent of them were still in school. Among those employed 44.9 per cent were self-employed persons mainly in petty trading 14.3 per cent were employed in the private formal sector and 28 per cent in the public sector. Eight per cent of them were however temporarily employed.

Income Distribution

Incomes in the STMA are generally high. About a quarter (23.5 per cent) of the respondents earned more than GHC500 (US$ 263.16) per month. Out of this, about 18 per cent earned between GHC501 (US$ 263.63) and GHC1000 (US$ 526.32) per month, while 4 per cent and 1.2 per cent earned between GHC1001-2000 (US$ 526.84-1,052.63) and more than GHC2,000 (US$ 1,052.63), respectively (see Figure 1). Out of the 77 per cent of respondents who earned GHC500 (US$ 263.16) per month or less, 51 per cent earned GHC101-500 (US$ 53.16 – 263.16) while the remaining 26 per cent earned.

The distribution of the incomes of respondents by Sub-Metro as presented in Table 2 does not indicate wide variations among the four sub-metros, with majority (44-57 per cent) of residents earning between GHC101-500 (US$ 53.16 – 263.16) in all Sub-Metros. The proportion of respondents who earned more than GHC500 (263.16) per month ranged from 19.1 per cent in Sekondi to 26 per cent in Essikado-Ketan while the proportion that earned less GHC100 or less ranged from 19 per cent in Takoradi to 33 per cent in Sekondi.

The average household expenditure on the various items are education (GHC152 – US$ 80.00) clothing (GHC43 – US$ 22.63) rent (GHC42 – US$ 22.11) health (GHC40 – US$ 21.05), transport( GHC38 – US$ 20.00) electricity ( GHC29 – US$ 15.26) water (GHC19 – US$ 10.00) and waste disposal (GHC6 – US$ 3.16).

## Table 2: Monthly income of respondents by Sub-Metropolitan Area

<table>
<thead>
<tr>
<th>SUB-METRO</th>
<th>≤100</th>
<th>101-500</th>
<th>501-1000</th>
<th>1,001-2,000</th>
<th>≥2000</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sekondi (%)</td>
<td>33.1%</td>
<td>46.9%</td>
<td>16.3%</td>
<td>1.3%</td>
<td>2.5</td>
<td>100.0%</td>
</tr>
<tr>
<td>Takoradi (%)</td>
<td>18.9%</td>
<td>53.8%</td>
<td>15.9%</td>
<td>11.4%</td>
<td>0</td>
<td>100.0%</td>
</tr>
<tr>
<td>Essikado-Ketan (%)</td>
<td>29.8%</td>
<td>44.4%</td>
<td>22.8%</td>
<td>1.2%</td>
<td>1.8</td>
<td>100.0%</td>
</tr>
<tr>
<td>Efia Kweasimintsim (%)</td>
<td>21.2%</td>
<td>57.2%</td>
<td>17.3%</td>
<td>3.8%</td>
<td>0.5</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Monthly household expenditure is relatively high as compared to the national average household expenditure of GHC1918 (US$ 1,009.50) per annum. Approximately 57 per cent of households interviewed spent not more than GHC200 (US$105.26) in a month; 18 per cent spend between GHC200 (US$ 105.26) and GHC400 (US$ 210.53) and the remaining 2.6 per cent between GHC401 (US$ 211.05) and GHC600 (US$ 315.79). The average household expenditure on the various items are education (GHC152 – US$ 80.00) clothing (GHC43 – US$ 22.63) rent (GHC42 – US$ 22.11) health (GHC40 – US$ 21.05), transport( GHC38 – US$ 20.00) electricity (GHC29 – US$ 15.26) water (GHC19 – US$ 10.00) and waste disposal (GHC6 – US$ 3.16).
**A. Water**

Residents' Service Priority Rating: (1st out of 10 Services)

Households were asked to rank services according to their importance. The services ranked higher are evidently those for which households need most. As indicated earlier, this does not mean that the lower priority services are necessarily unimportant to them. Rather, it means that these services have less immediate impact on their quality of life at the present time, possibly because citizens already have good access to them and/or because they consider the quality of the service to be adequate.

Generally, residents of the Sekondi-Takoradi Metropolis consider water to be their highest priority. It ranks first out of the 10 services (see Appendix A).

With respect to the various Sub-Metros, apart from about half of all the residents of the Takoradi Sub-Metro who rank water as their first priority, it is just about a third of residents in both the Takoradi and Essikado-Ketan Sub-Metros who rank water as the highest priority. This is 33.5 per cent and 27.6 per cent respectively for Takoradi and Essikado-Ketan. In the case of the Effia Kweasilimtism Sub-Metro, it is only about one-tenth (11 per cent) of the residents who consider water to be their first priority.

There are also wide variations in household priority for water at the community level between the three different classes of residential areas: First Class; Second Class; and Third Class. Generally, citizens in the Essikado-Ketan Sub-Metro consider water as the high priority (see Map 1).

About 90 per cent of residents in the First Class consider water a high priority. Example of communities in such areas include Ketan Estate where 90 per cent indicated that water should be given a top priority.

This is similar to areas such as Beach Road (First Class residential area) and Takoradi (Second Class residential area) in the Takoradi Sub-metro (refer to Map 1).

The picture is quite different in the Effia Kweasilimtism Sub-metro where household service priority for water can be said to be generally low or better still very low in communities in both the First and Second Class residential areas. For example, only 7 per cent of residents in Anaji (a First Class area) and 4 per cent of their counterparts in East Tanokrom (Second Class residential area) consider water to be a top priority service (refer to Map 1). In fact, this finding is not very different in many of the Third Class residential areas such as Kweasilimtism.

For the Sekondi Sub-metro, whilst First Class communities such as Sekondi and Kweikuma have rated service as a top priority issues, Those in Third Class communities such as Bakado, Ekuase and Adiembra rated water as medium to low priority (refer to Map 1).

For the Sekondi Sub-metro, whilst First Class communities such as Sekondi and Kweikuma have rated water service as a top priority issues, Those in Third Class communities such as Bakado, Ekuase and Adiembra rated water as medium to low priority (refer to Map 1).

Residents' Responses across the Sub-Metros

Most of the residents (75 per cent) who said they had moderate living conditions and quality of life were in the Takoradi Sub-Metro. The next Sub-Metro in which many of the citizens also claimed to have moderate quality of life is the Essikado-Ketan Sub-Metro (70 per cent). In Effia Kweasilimtism Sub-Metro, 66 per cent had moderate lifestyle whilst it was 65 per cent indicated they have moderate lifestyle; 65 per cent indicated same in Sekondi Sub-metro (see Figure 3).

Those citizens who said their quality of life was high were less than 20 per cent in all the four sub-metros. The Sub-Metro which led in this category is Takoradi which recorded only 15 per cent of its citizens making this assertion about themselves. The next one is the Essikado-Ketan Sub-Metro (13 per cent) followed by the Sekondi Sub-Metro (5 per cent), and 4 per cent for the Effia Kweasilimtism Sub-Metro (refer to Figure 3).

A good proportion of citizens claimed that their quality of life and standard of living was low. Both the Sekondi Sub-Metro and the Effia Kweasilimtism Sub-Metro recorded about 30 per cent of citizens reporting low quality of life. About 16 per cent of those in the Essikado-Ketan Sub-Metro reported low standard of living just like the 10 per cent of their counterparts in the Takoradi Sub-Metro.

In terms of changes in the quality of life, the responses appear to be fairly distributed (see Figure 4). The Takoradi led among the four Sub-Metros recording the highest response of 50 per cent of its citizens who indicated that their quality of life had improved over the past 2 years. The Essikado-Ketan Sub-Metro comes next with 46 per cent whilst the Sekondi Sub-Metro recorded 37 per cent. The Effia Kweasilimtism Sub-Metro follows with only 30 per cent of citizens recording improvements in their lifestyles (refer to Figure 4).
This section of the report looks at how residents prioritize the various services covered in the study, their access to those services and their levels of satisfaction with service delivery. It also looks at perceptions about quality and costs incurred by users to access the ten services. For each of the ten services the section also looks at the responsiveness of the service provider to client concerns.

Most of the citizens (35 per cent) in the Sekondi Sub-Metro had the perception that their living conditions have become rather worse. This same view was held by 26 per cent of their counterparts in the Effia Kwesimintsim Sub-Metro, 14 per cent of those in the Essikado-Ketan Sub-Metro, and 6 per cent of the residents in the Takoradi Sub-Metro (refer to Figure 4).

Substantial proportion of residents also felt that nothing has changed over the last 2 years. Most (44 per cent) who held this view about themselves were in the Effia Kwesimintsim and the Takoradi Sub-Metros (refer to Figure 4). In the same way, about 40 per cent of those in the Essikado-Ketan Sub-Metro and 28 per cent of the people in the Sekondi Sub-Metro thought that their quality of life and standard of living have remained the same.

A.WATER
Residents' Service Priority Rating: (1st out of 10 Services)
Residents’ Access to and Satisfaction at the Community Level

A look at Map 2 shows that communities such as Bakado, Ekuase and Essaman (all Third Class residential areas in the Essikado-Ketan Sub-Metro) did not have access to water. Not surprisingly, many respondents in First Class communities such as Anaji (Effia Kwsesimintsim Sub-Metro) and Sekondi Ridge (Sekondi Sub-Metro) indicated that they have access to water (refer to Map 2).

Map 2: Access to Water

About 64% of residents in each of the Second Class residential communities in the Effia Kwsesimintsim Sub-Metro indicated that they were dissatisfied with water supply in their communities. These communities include East Tanokrom, Effia, and Ntankroful. In the same Sub-Metro, many of the residents in the Third Class areas also claimed to be somewhat satisfied with water supply. An average of 58% in communities such as Kweikuma, Mpatado, Assakae, and Adientem had this view (see Map 3).

The response as to whether citizens were satisfied, somewhat satisfied, or dissatisfied appear to be fairly spread for each of these responses in many of the communities in the remaining Sub-Metros with no clear connection between the response and the type of residential class. For example, in the Sekondi Sub-Metro, the responses are: 23% (satisfied), 44% (somewhat satisfied), and 33% (dissatisfied) for Sekondi (a First Class area). Similarly, in the Essikado-Ketan Sub-Metro, we have 45% (satisfied), 25% (somewhat satisfied), and 30% (dissatisfied) for Ketan (a Second Class residential area) (see Map 3).

Households Connected to GWCL’s Network

Responses across the City at Large

Majority (60 per cent) of residents across the STMA are connected to the Ghana Water Company Limited (GWCL) mains. What this also means is that there is substantial proportion of city households obtain their water from other sources. These other sources that supply water to those who are not connected to the GWCL mains include public standpipe (60 per cent), private vendors (supplies by itinerant water tanker service - 26 per cent), neighbour’s homes (7 per cent), and hand dug well (7 per cent).

Most (54 per cent) of households who were not connected to the GWCL distribution network (mains) cited high expense as the reason. Thirty-four (34 per cent) also said they were not connected because there were no service lines in their communities.

Many of the residents in the city (73 per cent) indicated that water flows but this does not mean that they did not have concerns about the regularity and reliability of the flow of water. About 44 per cent say the flow of water has been irregular and unreliable. At certain times, households will have to wake up at dawn to be able to fill their water containers otherwise the water will cease to flow by morning. According to other residents, the flow sometimes occurs about three times in a day (11 per cent) and twice a day (6 per cent) whilst 4 per cent claimed it follows once a week. There are about 2 per cent of city residents who are connected to the GWCL mains yet water does not flow. Very low proportion of city households (24 per cent) has water flowing everyday or daily. Most of the respondents (90 per cent) said the water supplied by the GWCL is safe to drink.

Responses across the Sub-Metros

There are wide variations across the various Sub-Metros in terms of the proportion of households that are connected to GWCL mains.

Whilst 75 per cent are connected in the Sekondi Sub-Metro, it is only 48 per cent of households in Essikado-Ketan that are connected. In the Takoradi Sub-Metro, it is 60 per cent, and 56 per cent are connected in the Effia Kwsesimintsim Sub-Metro.

The high cost of connection to the GWCL mains has been indicated by most households as the reason why they are not connected. In the Sekondi Sub-metro, 45 per cent identified with this reason. The same reason was given by 61 per cent of residents in Takoradi, 58 per cent (Effia Kwsesimintsim), and 50 per cent in Essikado-Ketan.

During the validation workshop, officials from the GWCL corroborated these findings. They however explained that high cost of connection as being as the reason for non-connection may not be sufficient. In their view, the cost of connection depends on the physical access to the point of supply (distribution mains). On this basis, “if someone says it is expensive, it is deceptive” (Official, GWCL, 6th June, 2012).

Majority of households connected to the GWCL mains indicated that water flows all the time. The percentage of households with water flowing for the various Sub-Metros are 98 per cent (Takoradi), 86 per cent (Essikado-Ketan), 64 per cent (Effia Kwsesimintsim), and 52 per cent for the Sekondi Sub-Metro.

In spite of the fact that households are connected to GWCL mains, large number of households say they do not have enough water possibly because water does not flow as expected. In both Takoradi and Essikado-Ketan Sub-Metros, 78 per cent of residents do not have enough water. In the Sekondi Sub-Metro, it is 57 per cent whilst 46 per cent do not have enough water in the Effia Kwsesimintsim Sub-Metro.
Most households in all the four Sub-Metros cannot explain why water does not flow. As high as 82 per cent of respondents in the Sekondi Sub-Metro do not know why water does not flow. Similarly, 50 per cent of respondents in both Takoradi and Essikado-Ketan have said the same. In Effia Kwesimintsim Sub-Metro, it is 53 per cent of households who are unable to say why their pipes/taps do not flow at all times.

Although the survey did not investigate the causes of irregularity in the flow of water, a number of possible issues might help to explain this problem. First, there were a lot of exposed and burst pipelines as shown below. The second reason has to do with illegal connection. Since some of the pipes are exposed, some households illegally tap the water to their homes. This practice reduces the pressure in the water supply to households that are legally connected, and also deprives the GWCL of mobilizing enough revenue.

In addition, GWCL officials at the validation workshop had this to say:

“We depend on ECG for production and so power disruption affects water supply but this issue is not under the control of the GWCL. When power is restored it takes about 5 hours before supply can resumed. Another challenge is that during the dry season water level in the dam goes down, and this has been worsened by the activities of galamsey operators at Daboase and Shama.” [GWCL Official, 6th June 2012].

In response to this assertion, a resident at the validation workshop intimated that:

“Water supply is very poor. If the GWCL claims it is due to galamsey operators then they should take immediate action to deal with the issue.” [A respondent, New Takoradi, 6th June 2012]

These concerns were corroborated by the police who were invited to sack the galamsey operators. This raises the issue of the role of the police which is discussed later in this report.

A very high percentage of households in each of the sub-metros are confident in the quality of water supplied by the GWCL.

The responses are 89 per cent (Takoradi), 78 per cent (Sekondi), 73 per cent (Essikado-Ketan), and 71 per cent (Effia Kwesimintsim). The two criteria that were used to assess the water quality are (i) how clean the water is, and (ii) whether there is odour in the water. In terms of cleanness of the water, many of the residents in all the sub-metros indicated that it is acceptable. Effia Kwesimintsim and Takoradi recorded the highest response with 93 per cent followed by Essikado-Ketan (88 per cent), and Sekondi recording 79 per cent. The responses are also high in terms of the absence of odour in the water. The Takoradi Sub-metro recorded the highest response with 96 per cent. The second is Effia Kwesimintsim (94 per cent), Sekondi (78 per cent). It must be noted however, that over half of the residents in Essikado-Ketan say there is odour in their water.

A substantial proportion of households have concerns about the accuracy of water bills.

Sixty (60) of residents in the Essikado-Ketan Sub-Metro say bills charged by GWCL are more than their consumption levels. In Effia Kwesimintsim, it is 59 per cent of the respondents who think this way, and in the Sekondi Sub-Metro, it is 55 per cent whilst 39 per cent of households in Takoradi have the same concerns. What has compounded this problem is that many households do not understand how their water bills are computed by the GWCL. The percentages which cited this for each of the Sub-Metros are: 79 per cent (Takoradi Sub-Metro), 50 per cent (both Sekondi and Effia Kwesimintsim), and 54 per cent in Essikado-Ketan Sub-Metro. In all the Sub-Metros, most citizens are willing to pay for improved water service.

In Essikado-Ketan, 89 per cent of residents are happy to pay more once they will be assured of better services. Those who will do this in the other Sub-Metros are 88 per cent (Effia Kwesimintsim), 72 per cent (Takoradi), and 55 per cent (Sekondi).
B. Basic Education

Residents' Service Priority Rating: 2nd (out of 10 services)
Out of the 10 services residents' ranked basic education was their second top priority. This section of the report shows residents' responses to availability and access to public basic schools; satisfaction with academic performance and responsiveness of authorities to issues bordering on basic education.

Residents' Responses across the City at Large
In terms of the availability and access to basic education, almost all communities have public basic schools available and accessible to all. About 98 per cent of the respondents indicated that there were public basic schools in their communities. Access to public basic schools was almost universal as respondents did not identify any factor that inhibits access to these public basic schools.

Residents' Responses across the Sub-Metros
Most residents said the conditions of public school buildings were “good” whilst many of them also said the conditions were just “satisfactory” (see Figure 5). The Sekondi Sub-Metro is the area where most (77 per cent) of the citizens were happy with the conditions of the school buildings. This is closely followed by the Sekondi Sub-Metro (76 per cent) and the Essikado-Ketan Sub-Metro (75 per cent). Less than half of those in the Effia Kwasimintsim however said their school buildings were in acceptable conditions. The many citizens (46 per cent) in the Effia Kwasimintsim Sub-Metro who indicated that school buildings were in “poor” conditions implies that this Sub-Metro should be given more attention by the STMA in terms of increasing investment in education infrastructure.

Households that are NOT Connected to GWCL's Mains
Most households in STMA use public standpipe. For example all the households (100 per cent) in communities such as Kwasimintsim, PWD Quarters, Bakakiri, West Tanokrom, Anoe, and Essikado said the only source of water is the public standpipe. Similarily, 95 per cent of residents in European Town, 80 per cent of those in Essikado Ambantem and 75 per cent of those in the Adiembra communities all rely on public standpipe.

Where access to public standpipe is limited, many households depend on private vendors for their water supply. For example, 76 per cent of those in the Anaji Fie and 50 per cent in Sekondi made this claim. Interestingly, about 83 per cent of citizens depend on their neighbours for water supply in Tanokrom. Wells also form important sources of water supply to a good number of citizens in the communities. In fact, all the residents in Anasi (100 per cent) indicated that they depend on wells. Twenty (20) per cent said they also heavily depend on wells in the Mpinstim community, whilst 25 per cent of their counterparts in both West Tanokrom and Sekondi mainly use wells.
Many of these residents who depend on other sources of water apart from GWCL connection to their homes indicated that water is not always available and adequate and that they “sometimes” have adequate water for use in their homes. For example, all the residents in Kweisimintsim and Bakakyir (100 per cent) said water is not always adequate. Other very high numbers in the other communities who also said water is not always available are: 95 per cent (European town), 92 per cent (Anaji Fie), 93 per cent (Mpintsim), and 80 per cent (Tanokrom).

The level of confidence which residents have in the quality of water supplied from wells, public standpipes, and neighbours is generally high. All the residents (100 per cent) in Kweikuma, PWD Quarters, Kweisimintsim, Zongo and Bakakyir indicated that they have confidence in the water quality. About 89 per cent of those in the CBD, 86 per cent in European Town, 81 per cent in both Essikado and Anoe, and 76 per cent in Anajie Fie expressed confidence in the quality of the water they obtain from non-GWCL sources.

It is quite puzzling to find that most (80 per cent) residents in Essikado Ambantem and 50 per cent of their counterparts in Kweisimintsim could not indicate clearly the confidence they have in the water quality and chose “somewhat” as the response. What this suggests is that water-related diseases might be prevalent in these areas and empirical research might need to be conducted to validate this idea.

All the residents (100 per cent) in many of the communities would like to pay and be connected to the GWCL mains. Those residents who are willing to do this are in Kweisimintsim, Zongo, Tanokrom, Kweikuma, and Essikado Ambantem. Ninety-three (93) per cent of those in Anoe, 75 per cent in Adiembra, 73 per cent in Mpintsim, and 71 per cent of those in West Tanokrom all will pay to get connected.

Policy Implications

The GWCL needs to increase investment in the expansion of the water supply capacity to the remaining households in the STMA who are not connected. This seems feasible as most of those who are not connected are willing to pay to get connected. In addition, existing customers gave adequate indication that they will pay more once they are assured of improvement in service quality.

Effective collaboration and coordination of efforts by the ECG and the GWCL should be given urgent and appropriate attention. As the GWCL largely depends on the ECG for the supply of power, if the current disjointed and uncoordinated implementation of programmes and activities across these two important service providers continues, water provision and supply can be severely undermined.

Adequate monitoring of pipelines to check for illegal connection to homes and industries seems helpful if the GWCL intends to solve problems with tariff evasion and ensure that the supply line serves the number of households that are meant to be served.

The next issue that might need to be given attention by the GWCL is excessive leakages and loss of treated water due to broken pipes. As we see in the report, there are a number of exposed pipes that are vulnerable to breaking. These can easily be tapped illegally as well.

B. Basic Education
It is in the Effia Kwasimintsim and Sekondi Sub-Metro where most citizens 34 per cent and 28 per cent respectively described academic performance as poor. Twenty (20) per cent of those in the Essikado-Ketan Sub-Metro said similar thing about academic performance. Only 10 per cent of citizens in the Takoradi Sub-Metro made similar claim (refer to Figure 9).

A very high percentage of citizens claimed they did not lodge complaints about concerns they had with public schools to the authorities. Residents in the Takoradi Sub-Metro come first in this regard with 99 per cent making this assertion. Next highest is 91 per cent of those in the Sekondi Sub-Metro. The third is the Essikado-Ketan Sub-Metro (84 per cent), and finally the Effia Kwasimintsim Sub-Metro (76 per cent). In many cases, most citizens of the very few who made complaints indicated that “no action was taken” by the school authorities (see Figure 10).

About half of all residents who made complaints and said “no action was taken” are: 56 per cent (Sekondi), 52 per cent (Essikado-Ketan), and 50 per cent for the Effia Kwasimintsim Sub-Metro. Among the major complaints which many of the citizens have raised are (i) poor performance of students, (ii) inadequate teaching and learning materials, and (iii) deterioration in the level of discipline among students and pupils. The views of some of the citizens sum it all: “There is lack of materials for the Teachers to teach the Students well and the students’ performance has been poor. For example, the Metropolitan Authority School in Anaji Fie had 0% at the last Basic Education Certificate Examination and school in Anaji Estate scored only 69%. These days many students are also not disciplined as you can see from the way they dress and conduct themselves, and the lack of parental guidance. All these impact on learning and their ability to perform well” [A citizen, Effia Kwasimintsim Sub-Metro, 15th May 2012].

Another citizen also had this to say about complaints that: “There used to be a District or Metropolitan Mock Examination for the schools which was the only preparation for the students, unfortunately this practice has been stopped. There is also no effective supervision of Teachers and teaching in the schools to ensure that Teachers are doing the right thing” [A citizen, Essikado-Ketan Sub-Metro, 15th May 2012].

60 per cent of respondents in Takoradi Sub-Metro indicated that furniture in the basic schools are in good condition. The next highest response (58 per cent) was recorded in the Essikado-Ketan Sub-metro. Fifty-two (52) per cent of those in the Sekondi Sub-metro also made the same observation about school furniture, and 23 per cent of those in the Effia Kwasimintsim Sub-Metro also have the same views (refer to Figure 6). A good number of them who described the conditions of school furniture as “satisfactory” are 48 per cent in the Effia Kwasimintsim, 40 per cent in Sekondi, 37 per cent in Takoradi, and 36 per cent in the Essikado-Ketan Sub-Metro.
Interestingly, about 30 per cent of the residents in the Effia Kwesimintsim Sub-Metro described furniture in basic schools across the Sub-Metro to be in poor conditions. A citizen’s description of the state of furniture in the Sub-Metro might help appreciate what this means, in his view: “Many of the schools use very old and dilapidated furniture. Many more of the furniture is broken and sometimes about 4 pupils are packed on desks that are meant for two” [A Citizen, Effia Kwesimintsim Sub-Metro, June 6th 2012].

Given how important good toilet facilities are for effective learning and health of pupils, the proportions of who said the condition of the toilets are “satisfactory” and “poor” raise much concern. Putting “satisfactory” and “poor” together on the basis that their reasons are similar, it means that about 66 per cent of citizens in both the Effia Kwesimintsim Sub-Metro and the Takoradi Sub-Metro have said the condition of the toilets are not acceptable.

Based on the logic in the description of the public toilets, we might conclude that the Essikado-Ketan Sub-Metro is leading with most of its citizens (70 per cent) claiming that the urinals are in poor condition. The next highest is the Takoradi Sub-Metro where 66 per cent of the residents think urinals are in an acceptable condition.

The problems with both the toilets and the urinals have to do with cleanliness and stench. A citizen described these conditions as follows: “My children tell me that each time they use the toilets and the urinals their school uniforms become smelly which is quite disturbing” [A citizen, STMA, 5th June, 2012].

The next issue which most citizens have the views that the STMA is doing well but they could do better is about waste collection in the school compounds. Forty-nine (49) per cent of residents in the Essikado-Ketan Sub-Metro topped by claiming that waste collection is “good”. Forty-five (45) per cent of those in the Sekondi Sub-Metro also made the same claims whilst 37 per cent of their counterparts in the Sekondi Sub-Metro who indicated that academic performance was satisfactory (see Figure 9).

The highest percentage of citizens (50 per cent) who said academic performance was “good” was recorded in the Takoradi Sub-Metro followed by the Essikado-Ketan (32 per cent), and the Effia Kwesimintsim Sub-Metro (28 per cent). Only 22 per cent of their counterparts in the Sekondi Sub-Metro who indicated that academic performance was good.

When residents were asked to rate the academic performance of their schools, most of them indicated that it was “satisfactory” but both school authorities and pupils could do better. The Sub-Metro were the highest response (55 per cent) was obtained is Effia Kwesimintsim. Fifty-one (51) per cent of those in the Takoradi Sub-Metro also said the same thing whilst it is 45 per cent and 37 per cent respectively for Sekondi and Essikado-Ketan Sub-Metro who agree that performance of basic schools is satisfactory (see Figure 9).
Policy Implications

A good collaboration between the STMA, the Metropolitan Education Directorate of the STMA, and Parents should be pursued.

The Metropolitan Education Directorate should focus attention on identifying innovative ways to motivate school teachers to give their best if performance of the pupils and students should be improved. Apart from the salaries paid to Teachers, the School Authorities together with the Parent Teacher Association could institute annual award schemes to reward committed staff of the schools.

A good number of citizens also indicated that it took only a few days for school authorities to address their concerns. About 50 per cent said this in the Takoradi Sub-Metro, 30 per cent in the Effia Kwesimintsim Sub-Metro, and 22 per cent also made this claim in the Sekondi Sub-Metro. The lowest is 16 per cent which was recorded in the Essikado-Ketan Sub-Metro.

The payment of “speed money” to get complaints about schools addressed does not appear to be common in all the four Sub-Metros. All the respondents in the Takoradi Sub-Metro said they do not pay speed money to school officials and Teachers. Ninety-eight (98) per cent of those in the Effia Kwesimintsim Sub-Metro also claimed that this kind of payment was not common. Ninety-seven (97) per cent of residents in the Essikado-Ketan Sub-Metro and 91 per cent of those in the Sekondi Sub-Metro did not agree with the claim that people pay speed money.

Residents’ Satisfaction with Public Schools

On the average, most citizens indicated that the performance of the public basic schools in the city was “satisfactory.” Sixty-four (64) per cent of residents in the Sekondi Sub-Metro made this claim.

The next highest is 55 per cent of residents who also said performance was satisfactory as in the Effia Kwesimintsim Sub-Metro. The third is the Essikado-Ketan Sub-Metro (54 per cent), followed by the Takoradi Sub-Metro (51 per cent) (see Figure 11).

In terms of those who said the performance was “good”, the Takoradi Sub-Metro recorded the highest of 39 per cent. Thirty-five (35) per cent comes next which is the Essikado-Ketan Sub-Metro, 19 per cent for the Sekondi Sub-Metro, and 18 per cent for the Essikado-Kwesimintsim Sub-Metro in that order (refer to Figure 11).

A good number of residents also indicated that public basic schools have performed very poorly. Many of the citizens (27 per cent) who said this are in the Effia Kwesimintsim Sub-Metro. In the other Sub-Metros, 18 per cent, 11 per cent, and 10 per cent respectively for the Sekondi, Essikado-Ketan, and Takoradi Sub-Metros described school performance as poor.

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Residents’ Responses at the Community Level

Access at the Community Level
Generally, basic education appears to be an ubiquitous facility which most residents have access to irrespective of whether one lives in a First, Second or Third Class residential area in all the four Sub-metros. According to the data on Map 4, 100% of residents in Ketan Estate (First Class area), Essikado (Second Class area), and Mpintsim (Third Class area) have access to Basic Education. We find a similar thing occurring in Anaji (First Class area), East Tanokrom (Second Class area), and Kwesimintsim (Third Class area) all in the Effia-Kwesimintsim Sub-Metro where 99% of residents have access to this facility (see Map 4).

Priority at the Community Level
It is interesting to note that although all residents in the various communities in the Essikado-Ketan Sub-metro have access to basic education, they rated this service as very high priority facility to them (see Map 5). The importance of education in the fight against poverty might explain why it is rated as high priority although one may have access to it already. According to the data on Map 5, basic education has been rated as low or very low priority in areas such as Bakado (Third Class area in the Sekondi Sub-metro), Kwesimintsim (Third Class area in the Effia-Kwesimintsim Sub-metro), and Beach Road (First Class area in the Takoradi Sub-metro), this does not necessarily imply that citizens in these communities did not perceive basic education as important, it could be that since they have access to it, they focused on the other services that they did not have access to as the top priorities.

Satisfaction at the Community Level
Most residents in Anaji (87%) rated their satisfaction with basic education as poor. The next community which also indicated that they were dissatisfied with basic education is Essikado where 37% of the residents had this view. Residents in Beach Road and Chapel Hill each scored 30% also claiming to be poorly satisfied with basic education (see Map 6). Apart from these communities where citizens were mostly dissatisfied, many of all the remaining communities indicated that they would rate their satisfaction with basic education as satisfactory, and this is irrespective of whether one lives in any of the three categories of residential areas. For the Sekondi Sub-Metro, in each of the following communities, about 59% selected satisfactory as the response, these are Bakakyir, Kweikuma, Sekondi and Fijai. Those who also had this view in the Effia-Kwesimintsim Sub-Metro include East Tanokrom (69%), Assakae (69%), Adientem (69%), and Mpatado (69%). In the Essikado-Ketan Sub-Metro, most residents in communities such as Essikado, Mpintsim, and Anoe also gave the satisfactory response (refer to Map 6).
Patronage of the National Health Insurance Scheme (NHIS)

In spite of the introduction of the National Health Insurance Scheme (NHIS) for over 6 years now, substantial proportion of citizens in the various Sub-Metros indicated that “cash-and-carry” prevails. What this means is that many of the facilities charge patients for cash payment before they offer the appropriate services to them. About 43 per cent of residents in the Essikado-Ketan Sub-Metro said they are made to pay each time they go to the hospitals (see Figure 14). Twenty two (22) of those in the Effia Kwasimintsim Sub-Metro also made similar claims. Twenty (20) per cent and (19) per cent respectively in Takoradi and the Sekondi Sub-Metros also pay at the point of service use before they are given the needed medical attention.

Generally, most patients who are on the NHIS claimed that they are given the “needed attention” when they go for treatment. About 92 per cent of residents in the Sekondi Sub-Metro topped in this regard. In the Takoradi Sub-Metro, it is 87 per cent whilst 86 per cent of those in the Effia Kwasimintsim Sub-Metro also indicated that they get what they expect from health facilities. Surprisingly, only 57 per cent of residents in the Essikado-Ketan Sub-Metro who indicated that they are given the needed attention by health facilities.

Those who chose cash-and-carry might not be seen as “odd” simply because many people in Ghana have the perception that in many cases, “cheap” drugs are prescribed to NHIS card bearers since they do not pay cash. According to who share this view, the “good” and “expensive” drugs are not on the list of the NHIS drugs as indicated by a citizen at the validation workshop.
C. Public Health Services

Health services were ranked third on residents’ service priorities. Assessment of this sector was based on time spent to access health care, confidence in health facilities to meet health needs, responsiveness of health officials and hidden cost incurred in accessing health facilities.

Residents’ Response across the City at Large

Public health facilities are available and accessible in every sub-metro. A high number (46 per cent) of respondents spend not more than 10 minutes accessing health facilities; 21 per cent spend between 11 to 20 minutes accessing facilities. Only 26 per cent spend a little over 40 minutes accessing health facilities. About 80 per cent of respondents visit health facilities as and when necessary. A few (4 per cent) visit the facility once a month; while about 8 per cent visit it once in a year. Five (5) per cent and two (2) per cent visit once a month and once a year respectively. It must be noted that although most of the residents indicated that they only visit the hospitals “as and when necessary”, and others also visit “once in every month” or “once in every year”, the kind of health problems that come up largely determines whether routine visits would be necessary or not. What this implies is that any of the citizens would require health services at any time depending on the changes in his or her health circumstances even if that person only visits health services once in several years.

Thirty-nine (39) per cent of their counterparts in the the Takoradi Sub-Metro are seen within one hour whilst 30 per cent of those in the Sekondi Sub-Metro, and 12 per cent in the Essikado-Ketan who are receive medical attention in one hour latest. Citizens who topped in the “above 60 minutes” category are those in the Takoradi Sub-Metro (36 per cent). The next highest groups of citizens in this category is 30 per cent in both the Sekondi and Effia Kwasimintsim Sub-Metros. The least is 12 per cent of citizens in the Essikado-Ketan Sub-Metro.

Residents’ Response across the Sub-Metros

Frequency of Visit to Health Facilities

As typical of human behaviour in many developing countries, majority of citizens visit health facilities “as and when necessary”. Only a few people undertake routine medical check-up either “once in every month” or “once in a year” (see Figure 12). Ninety (90) per cent of residents in the Essikado-Ketan Sub-Metro topped by looking for health services only when they are unwell. About 85 per cent of those in the Takoradi Sub-Metro also do so just like 81 per cent of those in the Effia Kwasimintsim Sub-Metro. In the Sekondi Sub-Metro, 66 per cent do not go for routine check-up unless they are ill (refer to Figure 12).

The minority who go for routine visits (once in year) in the various Sub-Metros were 10 per cent (Sekondi), 9 per cent (Effia Kwasimintsim), 7 per cent (Takoradi), and 5 per cent in the Essikado-Ketan Sub-Metro. The next group are those who go to health facilities “once in every month”. They are 10 per cent (Sekondi), 4 per cent (Takoradi), 3 per cent (Effia Kwasimintsim), and 1 per cent of those in the Essikado-Ketan Sub-Metro (refer to Figure 12).

It is in the Essikado-Ketan Sub-Metro where most citizens (76 per cent), could only receive medical attention after “several hours” when they arrive at a medical centre. The Sekond Sub-Metro is next with 40 per cent of citizens claiming to only receive treatment in many hours. Twenty-nine (29) per cent and 24 per cent of residents respectively in the Effia Kwasimintsim and the Takoradi Sub-Metro are seen several hours later (refer to Figure 13).
The difficulty with which disabled patients access health buildings is a matter of concern to not only the disabled but also to most residents across the STMA. Users of health services who are NHIS card bearers claim that the scheme did not function as they would expect. There were claims that those who are willing to pay at the point of services appear to be given more attention and comparatively better prescription in terms of the quality of medication.

Policy Implications

The construction of clinics and hospital buildings should incorporate facilities to make it easy for the disabled to access upper levels. All health buildings as should be with all public buildings should have working escalators or lifts. This therefore requires that a standby generator should be provided to ensure that power is available at all times particularly in emergencies when disabled patients need to use such facilities.

The claims of discrimination between NHIS card holders and non-card holders need to be investigated by the STMA and the Metropolitan Health Directorate and the National Health Insurance Authority to establish the reliability of such concerns. In the meantime, the NHIS should endeavour to reimburse all registered facilities that render services to patients. Delays in reimbursements are likely to deprive the facilities from resources and therefore the facilities might be tempted to pay more attention to patients who can afford to pay cash.

Satisfaction with Healthcare Delivery

Many citizens said they were satisfied with the services they receive at public health centres. Whilst some indicated that they were “somewhat satisfied”, a minority but important proportion also indicated that they were “dissatisfied” (see Figure 15). There is little variation in the Takoradi, Essikado-Ketan, and Effia Kwesimintsim Sub-Metros where 59 per cent of their citizens indicated that they were satisfied. For the Sekondi Sub-Metro, it is 48 per cent of them who claimed to be happy with the public health services. The “somewhat satisfied” group of people are: 37 per cent (Takoradi), 35 per cent (Sekondi), 34 per cent (Effia Kwesimintsim), and 28 per cent in the Essikado-Ketan Sub-Metro (refer to Figure 15).
For the 16 per cent of citizens in the Sekondi Sub-Metro, they are dissatisfied with the public health services. This also applies to 7 per cent in Effia Kwesimintsim and 4 per cent in the Takoradi Sub-Metro.

Among the concerns of those who were dissatisfied with public health facilities are “extortion”, “delays”, and “poor attitudes of health professionals” as this citizen explains:

A good number of the communities also indicated that they were dissatisfied with health service provision (refer to Map 9). We find this in mostly the Second Class residential areas. For example, 46 per cent of residents in Ketan, 35% of their counterparts in Kweikuma, and 38 per cent of those in Adientem made this observation.

Residents’ Response at the Community Level
Residents’ Priority for Public Healthcare Services at the Community Level

The highest rating of priority for public health services is medium, and we find this mostly in parts of the Effia-Kwesimintsim Sub-Metro. For example, communities such as Anaji (First Class area), and Kweikuma and Assaka and Whindo (all Third Class areas) considered public health services as a medium priority issue (see Map 7).

Residents in most of the communities in the Essikado-Ketan Sub-Metro however prioritized public health services as a very low priority issue to them. This cuts across all the three classes of residential areas. For example, residents in Ketan Estate (First Class area), Essikado (Second Class area), and Essipong held this view about public health services (refer to Map 7).

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Patronage of (Access to) NHIS at the Community Level

It is interesting to note that in spite of the fact that the National Health Insurance Scheme has been in operation for over 6 years, substantial proportions of households in the various communities indicated that they did not have access to this facility.

The implication is that “cash-and-carry” or “out-of-pocket” payments at the point of service use is still predominant in many of the communities (see Map 8). Apart from communities such as Anaji (First Class area) and Apremdo (all in the Effia-Kwesimintsim Sub-Metro) where about 92 per cent of residents have access to the NHIS, comparatively, only few proportions (about 26 per cent) of their counterparts in all the communities in the Third Class residential areas in the Essikado-Ketan Sub-Metro, and about 39 per cent of those in all the Third Class residential areas in the Sekondi Sub-Metro indicated that they have access to the NHIS.

Satisfaction with Public Health Service at the Community Level

The level of satisfaction with public health services varies greatly across First Class, Second Class, and Third Class residential areas in all the four Sub-Metros. Whilst about 95 per cent of citizens in Beach Road, Chapel Hill (all First Class areas in the Takoradi Sub-Metro), 83 per cent of those in Anaji (First Class area in the Effia-Kwesimintsim Sub-Metro), and 84 per cent of residents in Essikado (Second Class area) in the Essikado-Ketan Sub-Metro indicated that they were satisfied with health services, only 39 per cent of those in East Tanokrom (First Class area in the Effia Kwesimintsim Sub-Metro), and 44 per cent of those in Sekondi Ridge (First Class area in the Sekondi Sub-Metro) said they shared similar view about health services (see Map 9).
What explains why residents in these communities considered electricity as a low priority service is that they have access to the facility (see Map 11). In the same way, many residents in all the three classes of communities in the Sekondi Sub-Metro who have access to electricity indicated this was no longer an important development issue for them to think about (refer to Maps 10 and 11). These responses are not different from many of the communities across the various classes in the remaining Sub-Metros. Where there is access to electricity, we will find that many people do not see it as a priority as seen from both Maps 10 and 11. 

There are however some isolated cases in Second Class communities such as Takoradi and First Class community such as Chapel Hill (all in the Takoradi Sub-Metro) where electricity is considered to be a priority issue mainly because they did not have access to this facility (refer to Maps 10 and 11). About 24 per cent of citizens in Takoradi and 14 per cent of their counterparts in Chapel Hill would like to have electricity first.
Electricity

Residents’ Service Priority
Rating: 4th (out of 10 services)
City residents ranked electricity as their 4th priority among the 10 services.
Almost all households (98 per cent) are connected to electricity. The shift from the post-paid billing system to the prepaid system has been really successful with only 2.5 per cent of respondents still using the post-paid system.

Residents’ Response across the City at Large
Residents generally have issues with the billing system particularly the pre-paid system. Most (98 per cent) of residents in the STMA have electricity connection to their homes, and the majority (98 per cent) of the billing system is the prepaid type. Many of the residents (82 per cent) indicated that they have very disturbing power interruptions with no explanations at all.

Satisfaction with Electricity Supply across the Sub-Metros
Most households indicated that they were not “satisfied” with electricity supply in their communities. Still high proportions said they were “somewhat satisfied” and gave reasons similar to those who were dissatisfied to explain why they were not completely satisfied.

Residents’ Response across the Sub-Metros
Majority of households are connected to electricity in each of the Sub-metros.

In Effia Kwsesimintsim, 99 per cent of citizens have electricity. The picture in the other three sub-metros is not anything different: (98 per cent have electricity in Takoradi, 97 per cent for both Sekondi and Effia Kwsesimintsim Sub-Metros.

Satisfaction with Electricity Supply across the Sub-Metros
Some level of dissatisfaction exists in each of the Sub-metros. The concerns that residents raised about the nature of electricity services may be best appreciated from their views in Box

Citizens’ Response at the Community Level
Priority and Access to Electricity at the Community Level
Almost all residents in all the First, Second, and Third Class communities in the Essikado-Ketan Sub-Metro indicated that electricity is a low priority service (see Map 10). For example, about 99 per cent of citizens in Ketan Estate, Essikado, and Mpintsim did not consider electricity as top priority.

“*We do not have regular power supply and there are lots of unannounced outages. A house got burnt as a result of this problem*” [A resident, Effia Kwsesimintsim Sub-Metro]

“We do not understand the pre-paid bills are computed. There are several deductions and sometimes about 50 per cent of the credits or units you buy will be taken” [A resident, Essikado-Ketan Sub-Metro].

“We do not understand how the pre-paid bills are computed. Those of us who buy from Kojokrom in the Essikado-Ketan Sub-Metro, have realized that some deductions are made at source and since we do not understand, we have stopped buying the credits from Kojokrom, we now buy it from Sekondi. Usually credit worth 10 Ghana cedis will last for 10 days if you buy from ECG at Sekondi and 3 days if you buy from Kojokrom. Sometimes when you buy it, all the credits run out the same day. When we complained we did not get any feedback which is quite frustrating”

[A residents, Essikado-Ketan Sub-Metro].

Overall, a greater proportion of citizens (42 per cent) intimated that they were “dissatisfied” with electricity supply in their communities (21 per cent) said they were “somewhat satisfied” and only 37 per cent indicated that they were “satisfied” with the services of the ECG. The common explanation given for the dissatisfaction levels include power interruptions and the lack of transparency in the computation of electricity bills.

About 56 per cent said they did not understand how the bills are computed and close to half of the respondents (49 per cent) think bills are inaccurate.

There was a general perception that electricity credit purchased from any other ECG approved outlet other than ECG head office does not last long.

Residents believe some level of fraud and corruption exists at some ECG outlets which is creating a dilemma about the formidability of the system. These findings reflect some kind of mistrust of the ECG by the respondents.

The reasons that were given by both “somewhat satisfied” and “dissatisfied” households are (i) power interruptions, and (ii) unstable voltage level. Many of the respondents said there is frequent power-cuts which can take “more than two hours” for it to be restored. (57) per cent of households in Essikado-Ketan have suffered most with power interruptions which takes long time to be restored.

The next group of residents who face similar difficulties are those in the Sekondi Sub-Metro which recorded 51 per cent. The Takoradi Sub-Metro recorded 44 per cent whilst 35 per cent of residents in Effia Kwsesimintsim Sub-Metro who suffer irregular power supply.

The concerns that residents raised about the nature of electricity services may be best appreciated from their views in Box

“*We do not have regular power supply and there are lots of unannounced outages. A house got burnt as a result of this problem*” [A resident, Effia Kwsesimintsim Sub-Metro]
Public Toilets

Residents' Service Priority Rating 5th (out of 10 services)
Generally, the citizens of Sekondi-Takoradi ranked public toilet as the 5th priority out of the 10 services being considered. The proportion of citizens who consider toilet facility as the 1st priority is 18 per cent in Effia Kwesimintsim, 16 per cent in Sekondi, 5 per cent in Takoradi, and 2 per cent in Essikado-Ketan Sub-Metro.

Residents' Response across the City at Large
Apart from the WCs, Pour flush and Kumasi Ventilated Pit latrine (KVIP) which are more desirable; and undesirable ones including bucket/Pan latrine, pit latrine and free range. Among households in STMA, 17 per cent have access to a household latrine (with more of the high class communities than low class communities) and 49 per cent use public latrine.

Interestingly, a very high percentage of residents in the various Sub-Metros said there were no public toilet facilities in their communities. About 45 per cent of the respondents in the Effia Kwesimintsim Sub-Metro made this assertion. In the others, Essikado-Ketan Sub-Metro recorded 27 per cent of citizens indicated that there were no public toilets, 26 per cent in the Sekondi Sub-Metro and 22 per cent in the Takoradi Sub-Metro also said the same thing.

Many (47 per cent) of city households said public toilets were “somewhat clean” whilst only 23 per cent agreed that the toilets were always clean and tidy. A substantial proportion of 30 per cent of city residents had the view that the toilets were always messy and full of odour or heavy stench.

Satisfaction with Electricity Supply at the Community Level
Generally, most citizens are not very satisfied with the services of the Electricity Company of Ghana (ECG). Apart from Essikado (a Second Class community in the Essikado-Ketan Sub-Metro) and Anaji (a First Class community in the Effia Kwesimintsim Sub-Metro) where about 80% of the residents claimed to be satisfied with electricity services, only about 30% said they were satisfied in many more of the communities (see Map 12). For example, 35% of all the communities in the Third Class residential areas in the Essikado-Ketan Sub-Metro, 29% of their counterparts in the Sekondi Sub-Metro, and as low as 20% of residents in both the Second and Third Class residential areas in the Effia-Kwesimintsim Sub-Metro were satisfied with the ECG. What this implies is that a greater proportion of the communities were dissatisfied with the ECG in the Effia-Kwesimintsim Sub-Metro, about 52% of residents in Apremdo, East Tanokrom and West Tanokrom (all Second Class areas) indicated that they were dissatisfied with the ECG services (see Map 12).
A Special Issue with Electricity

It appears that there is inadequate transparency in billing system which has led to the loss of confidence in many citizens with regards to dealings with the ECG. Most citizens complained about paying bills that they thought were much higher than what they should pay.

The interphase also revealed that there was poor communication by ECG officials to citizens. During the validation workshop, it came out that many of the interruptions in power supply, outages and low voltage levels were abrupt and irregular. These have damaged expensive household electrical equipment in most areas of the STMA. The damage to industrial machinery and the subsequent loss of revenue to those industries also came up. Interestingly, some of the interruptions appear to be genuine especially when the ECG needs to carry out maintenance work or ration power. The problem, however, was that the ECG did not effectively community issues such as these to citizens.

There were also issues of illegal connection partly due to poor monitoring of consumers by ECG officials and also due to the slow pace at which requests or applications for electricity connections are handled by the ECG. As was revealed by ECG officials, many of the power interruptions are due to illegal tapping of electricity thus increasing the burden on existing electricity transformers.

Policy Implications

The ECG needs to increase citizens engagement and communicate more effectively with citizens. One of the ways to do this is to begin with mounting educational campaigns quarterly to explain to residents how the billing system is done and when any new changes are made to the billing system. Another important step the ECG might want to consider taking to improve upon communication will be to establish more customer relations offices across the STMA for citizens to go for information regarding service delivery. The complaints that it is quite frustrating to lodge their concerns to ECG staff due to how they are rudely treated requires that ECG frontline staff need to be educated on good customer relations and how to manage complaints. They need to be friendly and ready to help residents when issues come up, this might motivate residents to have good interactions with ECG staff to ultimately contribute to improving services.
Residents’ Response across the Sub-Metros

In all the cases where there were public toilets in the communities, these were mainly provided by government or the STMA.

This was indicated by 97 per cent of residents in the Effia Kwaesimintsim Sub-Metro, 95 per cent in the Sekondi Sub-Metro, 87 per cent in Takoradi, and 73 per cent in Essikado-Ketan. More than half of the available public toilets are Water closets (WCs).

In Essikado-Ketan, about 90 per cent of toilets are WCs. In the other Sub-Metros, the percentages are 88 per cent (Takoradi), 65 per cent (Effia Kwaesimintsim), and 52 per cent in the Sekondi Sub-Metro.

A substantial proportion of households have the view that although many of the public toilets are WCs, the conditions both inside and outside are untidy and unclean, they described the condition as “always messy.”

46 per cent of residents in Sekondi have this view. Similarly, 27 per cent in Effia Kwaesimintsim, and 23 per cent in both Takoradi and Essikado-Ketan have concerns with unclean nature of the toilets.

Essential toiletries are always not available to users of public toilets, and there is not enough water in most of the facilities that are WCs and Pour flush.

Apart from the Effia Kwaesimintsim Sub-Metro where most of the citizens (95 per cent) said toiletries are always available, 28 per cent of residents in Takoradi, 41 per cent in Essikado-Ketan, and 22 per cent in Sekondi claimed that operators of the public toilets did not always provide them with essential toiletries such as toilet rolls, soap for washing of hands, and pomade for dressing after using the facility.

Many residents were particularly worried about health implications of the unavailability for water for use at all times with the WCs. 41 per cent of citizens in Takoradi did not have water flowing all the time in the WCs whilst 30 per cent, 16 per cent, and 11 per cent of residents in Sekondi, Essikado-Ketan, and Effia Kwaesimintsim respectively said water did not flow all the time.

Users of public toilets complain about the poor management of the public toilets by the STMA. They are however not sure about the processes of lodging complain in terms of who to complain to as evidenced from the views of a citizen in Effia Kwaesimintsim Sub-Metro:

“We understand the management has been sub-contracted so we cannot hold STMA responsible and we do not know these individuals. The only people we know are the attendants. Previously when it was the responsibility of the Assembly Members, the management was better” [A citizen, Effia Kwaesimintsim Sub-Metro, 20th May 2012].

The cost for the use of public toilets is not an issue to citizens.

Most people (about 99 per cent) across the four sub-metros pay 10 Ghana pesewas per visit. This payment is viewed by about 90 per cent of citizens in each of the sub-metros as being affordable and therefore reasonable.

Satisfaction level for public toilet management is uniformly fair. 32 per cent think public toilets are well managed; 44 per cent say they are satisfactorily managed and 24 per cent think they are poorly managed. Residents by and large do not know the appropriate quarters to channel grievance whiles others had lost confidence in city authorities’ ability to address issues.
What this implies is that residents in all the communities who indicated that they did not have access to public toilets have their own toilets located in their homes. These are very common in the First and Second Classes of communities such as Anaji (Effia Kvesimentsim Sub-metro), Sekondi Ridge.

Those communities which have private toilet facilities in their homes indicated that this was not a priority to them. We mostly find this in the First and Second Class residential areas. Public toilets are only critical development issue to those citizens in the Third Class residential areas, this is however not surprising as these are relatively low income communities. There are however cases where few households in the First and Second Class communities also have access to and use of public toilets. A good example are 6 per cent of households in Beach Road and Chapel Hill (all First Class residential areas in the Takoradi Sub-Metro), 4 per cent each of residents in East Tanokrom and West Tanokrom (all Second Class residential areas in Effia Kvesimentsim Sub-Metro). As these proportions are in the minority, you will not find public toilet as a priority service in these areas (refer to Map 14).

**Priority for Public Toilets at the Community Level**

Whether public toilet was a priority to households or not was largely influenced by the level of citizens’ access to the facility, as seen from Map 14.

A Special Issue with Public Toilet Facilities

Access to public toilets is limited as there are only few public toilets across the Sekondi-Takoradi. Most citizens complained of long queues in mornings especially at the lorry parks. Such long queues discourage many people who eventually find unorthodox means to ease themselves. The consequences are occasional dumping of human waste wrapped in black polythene bags in open drains and gutters. The management of public toilets is an issue of concern to many residents. As the discussions under residents’ satisfaction suggest, many of the public toilets are not very clean which makes it uncomfortable for travellers and office workers to use. The reason is that the heavy and unpleasant stench in these toilets remains in the cloths of users for a long time after they have visited the facilities.

**Policy Implications**

The STMA should revisit the management of all public toilets in the metropolis. If necessary, the process of privatization can be redone with the invitation of more and varied private companies. Healthy competition among different private managers in the management process may increase more responsive service delivery attitudes of the managers.
Residents’ Service Priority Rating
10th (out of 10 Services)

Households in the STMA ranked refuse and solid waste collection the last priority among the 10 services. What this suggests is that although waste management issues matter, attention of the STMA and other service providers need to focus attention on the other services. This suggestion is further supported by the survey finding that it is minority of residents in the various sub-metros who have chosen waste management as first priority. In fact, none of the respondents in chose refuse as an issue among the 10 services. It is only 6 per cent who ranked this first the Sekondi Sub-metro whilst 2.2 per cent in Effia Kweisiintsim selected it first. In the Takoradi Sub-Metro, those who chose refuse and waste management constitute 2 per cent.

Residents’ Response across the Sub-Metros
Methods for Collecting/Disposing Household Waste
The popular methods adopted by most residents are “door-to-door” and “communal dump site” as shown in the Plate 9. 76 per cent of citizens in the Takoradi Sub-Metro use the “door-to-door” services. Sekondi Sub-Metro, 43 per cent of citizens do so; Effia Kweisiintsim, 26 per cent, and Essikado Ketan 13 percent.

Solid Waste Collection
Residents’ response across the city four solid waste disposal practices. These are “door-to-door”, “itinerant collectors”, “communal dump site”, “burning”, and “burying.”

Residents’ Assessment of the Cleanliness of their Communities/Neighbourhoods
Most residents have the view that their communities and neighbourhoods are “very clean.” Fifty (50) per cent of the respondents in the Essikado-Ketan Sub-Metro made this claim, whilst 45 per cent of those in the Sekondi Sub-metro said same. 37 per cent of residents in Takoradi also think their communities are “very clean”, and 33 per cent in Effia Kweisiintsim.
Substantial proportion of citizens also view their communities as “somewhat clean”. Those who have this perception about their Sub-Metros are: 54 per cent (Takoradi), 47 per cent (Effia Kwasimintsim), 42 per cent (Sekondi), and 38 per cent (Essikado-Ketan). A large number of residents also expressed concern about poor waste situation of their communities: 20 per cent in Effia Kwasimintsim, 13 per cent in both Sekondi and Essikado-Ketan, and 9 per cent in the Takoradi Sub-Metro. They attribute the situation to dump sites not effectively organized, skip containers overfilling and spilling over as shown in the Plate 9.

City Residents’ Satisfaction with Solid Waste Management Services

On the basis how waste is managed in some areas of the Sekondi-Takoradi, it is not surprising that whilst a good proportion of residents said they were “satisfied” with waste disposal services, substantial number of them also said they were “somewhat satisfied” and a good number “dissatisfied”.

With respect to those who said they were satisfied with waste disposal, the highest, 60 per cent responded in the Essika-Ketan Sub-Metro. The next highest, 59 per cent, was recorded in the Takoradi Sub-Metro. Forty-three (43 per cent) were satisfied in Sekondi, and 35 per cent said they were also satisfied in Effia Kwasimintsim. In the “somewhat satisfied” category, Sekondi Sub-Metro topped with 37 per cent of residents saying so. Effia Kwasimintsim comes next with 36 per cent followed by Takoradi (31 per cent), and Essikado-Ketan recording 14 per cent.

For those who said they were “dissatisfied”, Effia Kwasimintsim leads with 28 per cent followed by the Essikado-Ketan Sub-Metro with 26 per cent. Twenty (20) per cent of citizens made this claim in Sekondi, and in Takoradi, 10 per cent of residents also said they were not satisfied with waste management services.

Residents’ Response at the Community Level

Priority for Solid Waste Management Services at the Community Level

Among all the communities in the four Sub-Metros, those in the Essikado-Ketan Sub-Metro topped in the ranking of solid waste management facilities as critical to them. According to the ratings on Map 15, residents in Ketan Estate (First Class area), Essikado (Second Class area), and Mpintsim (Third Class area) all indicated that solid waste management was of very high priority to them. We find similar response in all the three classes of residential areas in the Sekondi Sub-Metro. Those are those who are residents in Sekondi Ridge (First Class area), Sekondi (Second Class area), and Ekuase (Third Class area).

There however some few communities that considered solid waste management as very low priority to them. This is very common in some of the First Class residential areas such as Anaji (Effia-Kwasimintsim Sub-Metro), Beach Road and Chapel Hill areas of the Takoradi Sub-Metro (refer to Map 15).

Residents’ Willingness to Pay for Solid Waste Collection

It is interesting to note that most residents indicated that they are willing to pay for improved solid waste management services. Residents in the Essikado-Ketan Sub-Metro topped with 82 per cent. Eighty (80) per cent of citizens in Takoradi are happy to pay more, and 75 per cent and 74 per cent respectively for the Sekondi and Effia Kwasimintsim Sub-Metros are also willing to accept increases in waste management bills.

This finding is important as the cost of waste management has been the main issue confronting the STMA. At the validation workshop, a high profile officer of the STMA intimated that it is because residents are unwilling to pay for waste management is why the STMA is unable to invest in the service.

Special Issue with Solid Waste Collection

Most residents are willing to pay more for better solid waste management.

Policy Implications

The willingness of residents to pay more for improved waste management services is an incentive for the STMA to increase investment in waste management. Citizens need to be assured by the STMA that they will get value for their money once they pay more. Privatization of waste management can also be explored.
Residents’ Service Priority Rating: (6th out of 10 services)
Overall, residents of Sekondi-Takoradi ranked police service as the 6th priority out of the 10 public services considered.

Residents’ Perceptions across the City at Large
Interestingly, only a minority of citizens (24 per cent) in the STMA have had to make a complaint to the police. A greater proportion of residence (57 per cent) who made complaints to the police indicated that they were satisfied with the outcome of the complaints and how the police dealt with them. On this basis citizens were asked to state whether they would say that the police has the ability to fix problems in the STMA. 38 per cent said they were satisfied with the ability of the police whilst 35 per cent said they were somewhat satisfied. For the remaining 27 per cent, they were dissatisfied with the police mainly due to how the police handled issues reported to them.

Most of the citizens claimed that they did not have to pay speed money to get issues sent to the police resolved.

Residents’ Perception across the Sub-Metros
Complaints to the Police
Among the four Sub-Metros, it is in the Effia Kwesimintsim that a substantial number of citizens (35 per cent) have made various complaints to the police.

The next is 24 per cent in Essikado-Ketan, and 20 per cent in Sekondi. The least is in the Takoradi Sub-Metro where only 16 per cent of resident said they have lodge complaints to the police.

Police’s Response to Citizen’s Complaints
What is again interesting with the job of the police in the various Sub-Metros is that many citizens who lodged complaints to the police indicated that the police responded to their concerns promptly and that action took few days.

The proportion who said this are 75 per cent (Takoradi), 61 per cent (Effia Kwesimintsim), 55 per cent in Essikado-Ketan, and 53 per cent in the Takoradi Sub-Metro.

Substantial proportion of residents also said that no action and that it was quite frustrating for them to go to the police in subsequent times.

The Sub-Metro which topped in this was Effia Kwesimintsim in which 25 per cent of the citizens said the police did nothing to address their concerns. Effia Kwesimintsim was followed by Essikado-Ketan (21 per cent), Sekondi (17 per cent), and Takoradi (13 per cent).

Given that a substantial proportion of citizens claimed that the police did not take any action to deal with their complaints, it is not surprising that many indicated they were not satisfied with the outcome of their complaints. Sixty-six (66) per cent of residents in the Takoradi Sub-Metro did not like how their complaints were managed by the police. In Effia Kwesimintsim it is 48 per cent of citizens who also made this claim whilst 43 per cent and 22 per cent respectively for the Sekondi and Essikado-Ketan Sub-Metros were unhappy with the results of their concerns that they lodged with the police.

Payment of “Speed Money” at the Sub-Metro Level
The responses to the question on the payment of “speed money” or what is commonly known in Ghana as “bribe” were diverse. For those who said they pay speed money, Takoradi topped the list with 73 per cent of citizens making this assertion. The response from the Essikado-Ketan Sub-Metro may be said to be the opposite of Takoradi since only few citizens (9 per cent) said they pay speed money. Between Takoradi and Essikado-Ketan are Effia Kwesimintsim (37 per cent), and Sekondi (28 per cent).

The issue of speed money attracted wide interest among participants at the validation workshop.
According to a Police officer at the validation workshop, citizens initiate the payment of speed money rather than Police officers requesting for it.

“When people come to the police they do not want to go through the correct process so he or she would want to influence the process. The issue is not that the police ask for it but it the citizens who initiate the process. If you agree to go through the due process which takes time and patience, you will not have to pay any speed money.”

[Police officer, Validation Workshop, 6th June 2012].

Satisfaction with the Work of the Police at the Sub-Metro Level

The survey results are not adequate to conclude about whether the level of citizens’ confidence in the police to fix their problems has increased or diminished. Some said they are satisfied with the ability of the police to deal with their concerns. Those who gave this response represent 66 per cent in Essikado-Ketan, 35 per cent in Takoradi, 32 per cent in Effia Kwasimintsim and 23 per cent in Sekondi. Others also said they were “somewhat satisfied” in the police’s ability. They were 50 per cent in Sekondi, 39 per cent in Takoradi, 34 per cent in Effia Kwasimintsim, and 18 per cent in Essikado-Ketan. The group of citizens who are dissatisfied with the ability of the police are 34 per cent in Effia Kwasimintsim, 27 per cent in Sekondi, 26 per cent in Takoradi, and 19 per cent Essikado-Ketan.

Generally, many citizens indicated that they are satisfied with the work of the police in the city and in the various Sub-Metros. Essikado-Ketan Sub-Metro recorded the highest satisfaction level which is 79 per cent. The next highest is Sekondi (65 per cent). The Takoradi and Effia Kwasimintsim Sub-Metros respectively recorded 61 per cent and 60 per cent satisfaction with the police service.

Again, the issue of citizens’ satisfaction with the job of the police attracted huge interest among the participants at the validation workshop and subsequently generated intense discussion. Some citizens claimed that the police are corrupt and inefficient.

In spite of this claim, the Police Service seems to have practical challenges that make their work difficult. Any conclusion that the police is inefficient therefore needs to be cautiously made as can be seen from the concerns raised by the police:

“...the police always find ways to extort money from you before acting. The only thing I know they do is to stop cars and extort money from the drivers without checking their vehicle particulars properly. Because of this, their loyalty to the citizens is questionable”

[A citizen, STMA, 6th June 2012].

Residents’ Perception across the Community Level

It appears that there is no relationship between the part of the various Sub-Metros where citizens live and their satisfaction level with the work of the Police Service. What appears to be common is that a good number of the communities are generally satisfied with the Police. The communities that recorded the highest satisfaction level include Adiembra, Bakado, and Ekuase (all Second Class areas in the Sekondi Sub-Metro) each recording 79%, New Takoradi (a Third Class area in the Takoradi Sub-Metro), Ketan, Mpintsim, and Anoe (all Third Class areas in the Essikado-Ketan Sub-Metro) each recording about 90% satisfaction levels (see Map 16).

There are however isolated but important cases where many of the residents in the communities indicated that they were not satisfied with the work of the Police Service. A good example include Beach Road and Chapel Hill (all First Class areas in the Takoradi Sub-Metro) recording 72% each (refer to Map B3). There an extreme case in Anaji, a First Class residential area in the Effia-Kwasimintsim Sub-Metro, where 90% said they were not satisfied with the Police (refer to Map 16).

A special issue with the Police Service

The study revealed that most citizens have confidence in the Police in the STMA. The many frustrations citizens go through when they need the services of the Police, payment of “speed money”, and lack of transparency in the work of the Police are the only concerns that citizens have. The Police was found to be heavily under resourced; they lack key logistics such as good and attractive space, fast moving vehicles, and sufficient recurrent budgets for fuel particularly.

Policy Implications

The Police in the STMA, like the ECG and GWCL should improve upon public relations practices and communicate more effectively with citizens. As the image of the Police in Ghana appears to be under question among many Ghanaians, it means that the Metropolitan Police office has a duty to work towards redeeming their image and that of the Police in Ghana. This might be done by encouraging officers to improve upon their attitudes towards the public especially commercial vehicle users who complain of extortion by the police.

As the Police in the STMA have different needs, a blanket determination of logistics needs might not be helpful therefore it may be useful for a needs assessment survey to be carried out for the Police across the STMA. Based on the findings of such a study, the requisite logistics can be provided.
runs through them. Citizens will have to find their own ways through foot-paths to connect to the main road. Many of the urban roads are also not in very good conditions as they are unpaved and heavily eroded. This makes mobility in many parts of the metropolis quite difficult.

**Policy Implications**

The STURD needs to focus more attention on improving the condition of the existing but few access roads in the communities.

The construction of additional access roads to increase circulation and mobility generally should also be given urgent attention. The paving of all unpaved roads within the core areas or the central business areas of Sekondi-Takoradi needs to be the focus of the STURD. Paving the roads may help to improve circulation, reduce traffic congestion, and most importantly help to reduce erosion and the development of potholes as is the case with many of the roads.

**Roads**

**Residents’ Priority Rating 7th (out of 10 services)**

Citizens at the city level ranked roads as the 7th most important facility they would like to have and where roads exist, they would increase investment to improve upon their conditions.

And just as it is with most of the services being considered, only a minority of residents in the various Sub-Metros ranked roads as first priority. The highest proportion of residents who ranked the facility as first priority was 12 per cent and was recorded in the Sekondi Sub-metro. Six (6) per cent was recorded in the Essikado-Ketan Sub-Metro whilst 5 per cent and 2 per cent were recorded for the Effia Kwasimintsim and the Takoradi Sub-Metros, respectively.

**Road Conditions**

Out of the total road network of 696km, it is only 46 per cent which is paved. According to the 2011 Annual Report of the STURD, a number of factors affected the overall output, among which included problems of procurement and difficult weather conditions. In the second quarter however, a modest achievement was made as the overall performance stood at 23 per cent out of the 50 per cent. In the third and fourth quarters, impressive improvements were achieved which is 111.74 per cent.

A total of 131.76km of paved roads covered with potholes were patched at a cost of GH 346,370.00 in 2011. Expenditure on grading was GHC 215,520.0 for 87.80km of roads, and GHC 37,120.00 was spent on routine cleaning and desilting works. On periodic maintenance activities, five projects were procured with two of them commencing in 2011. The percentage progress recorded is 94 per cent of the approved budget amounting to 1,254,080 Ghana Cedis. On development projects, works on the Poase Bridge was on-going and it is at the foundation level with progress as at December 2011 was 24 per cent.

The Jubilee partners in collaboration with the STMA financed the rehabilitation of the Shippers Roundabout at a cost of US$ 500,000 as its corporate social responsibility to the people of Sekondi Takoradi.

**Residents’ Responses across the City at Large**

On the average, most residents indicated that they have enough roads in their communities linking every house. There are however extreme situations such as in Anaji Fie where citizens indicated there is only one stretch of road running through the community with no access roads. Similarly, in Anoe, there is only one road network leading to and from the community with no access roads connecting the houses. The same applies to Mpintisn where only one untarred stretch of road running through the township. These communities do not compare favourably with areas such as Kwasimintsim and Lagos Town where every house is accessible.

**Residents’ Responses across the Sub-Metros**

95 per cent of citizens in the Takoradi Sub-Metro made the assertion that they have enough roads and 69 per cent of those in the Sekondi Sub-Metro also said same. The next highest response of 58 per cent was recorded in the Essikado-Ketan Sub-Metro followed by 46 per cent for Effia Kwasimintsim Sub-Metro.

High proportions of residents indicated that the roads in their communities are “tarred”. Again, the highest response of 93 per cent was recorded in the Takoradi Sub-Metro followed by the Essikado-Ketan Sub-Metro where 72 per cent was recorded. In the Sekondi Sub-metro, it is 53 per cent who said their roads are tarred. The lowest response of 42 per cent was for the Effia Kwasimintsim Sub-Metro.
In spite of the fact that high proportions of the citizens indicated that their roads are tarred, many of them said the conditions of roads were not acceptable. There were three responses, “good”, “fair”, and “poor”. But as with other services, those who chose “fair” and “poor” gave similar reasons such as existence of many “large potholes”, “heavily eroded sections of large sections of the roads”, and most unpaved sections. Consequently, it is logical to put “fair” responses together with “poor” responses.

On this basis, the highest number of citizens (94 per cent) of citizens who said the conditions of the roads are not acceptable were in Effia Kwasimintsim Sub-Metro. The next highest of 84 per cent was recorded in the Sekondi Sub-Metro. It is forty-six (46) per cent of citizens in the Essikado-Ketan Sub-Metro who were not happy with their roads. The lowest of 32 per cent was what was found in the Takoradi Sub-Metro.

Complaints to the Sekondi-Takoradi Urban Roads Department (STURD) at the Sub-Metro Level
It is surprising that apart from 49 per cent of citizens in the Effia Kwasimintsim Sub-Metro who reported concerns with poor road conditions to the STURD, only few people did this in the other three Sub-Metros. It is thirty-three (33) per cent of residents in the Essikado-Ketan Sub-Metro, 21 per cent (Sekondi), and 6 per cent in Takoradi who made complaints.

Again, as common with most service providers in many of the cities in Ghana, majority of citizens who made complaints claimed that “no action was taken” by the STURD to address the issues that were raised. The Essikado-Ketan Sub-Metro topped with 98 per cent of residents who made this claim. The next highest is the Effia Kwasimintsim Sub-Metro (91 per cent), followed by 79 per cent (Sekondi Sub-Metro), and 50 per cent for the Takoradi Sub-Metro.

City Residents’ Responses at the Community Level
It is difficult to conclude that most citizens are either “satisfied” or “dissatisfied” with road networks and conditions. But based on the logic that those who said they were “somewhat satisfied” gave similar reasons as those who were “dissatisfied”, we might say that many citizens expect more from the STURD than what is currently available. 93 per cent of residents in the Effia Kwasimintsim Sub-Metro topped the list in demanding more from the STURD. Eighty (80) per cent of such people are in the Sekondi Sub-Metro, and 47 per cent are in the Essikado-Ketan whilst 36 per cent was recorded for the Takoradi Sub-Metro.

Satisfaction with Roads at the Sub-Metro level
Very few of citizens in the three residential classes in all the four Sub-Metros perceive roads as a priority and therefore rated roads a very low priority service. A good example is what we find from residents of Beach Road and Chapel Hill (First Class area), Takoradi (Second Class area), and New Takoradi (Third Class area), all in the Takoradi Sub-Metro (see Map 17).

The next is a group of citizens who considered road of less important and rated this service as a low priority issue. For example, all the residents in both the Takoradi and Effia Kwasimintsim did not pay speed money. Ninety-eight (98) per cent in both the Sekondi and Essikado-Ketan Sub-Metro also made similar claim.

Citizens’ Involvement in Addressing Roads-Related Problems at the Sub-Metro Level
The involvement of citizens in the various communities in solving problems relating to roads does not appear to be encouraging. It is on the Sekondi Sub-Metro where 62 per cent of citizens said the STURD involves them in decisions. Many of the citizens who claimed that the STURD does not involve them are: 81 per cent (Takoradi Sub-Metro), 75 per cent (Effia Kwasimintsim), and 60 per cent in the Essikado-Ketan Sub-Metro.

Residents’ satisfaction with Roads at the Community Level
It is only in two communities in the First Class residential areas in the Takoradi Sub-Metro where residents claimed to be satisfied with the conditions of the roads. These are Beach Road and Chapel Hill. Overwhelming majority, especially in the second and third class residential areas were dissatisfied with condition of roads in their neighbourhoods. About 80% of residents in Kwasimintsim, Assakae, and Mpatado (all Third Class areas in the Effia Kwasimintsim Sub-Metro), 53% of their counterparts: Ketan, Anoe, and Mpintsim (all in the Essikado-Ketan Sub-Metro) were dissatisfied with their roads (see Map 18). It is also interesting to note that about 73% of residents in communities in a Second Class residential area such as East Tanokrom and Apremdo (all in the Effia Kwasimintsim Sub-Metro) (refer to Map 18).
Satisfaction with Drains at the Community Level

Communities in the Second and Third Classes in the Effia Kwesimintsim Sub-Metro are the most affected by poor conditions of drains and gutters and therefore expressed dissatisfaction with these.

Residents in East Tanokrom and Apremdo (all Second Class residential areas), Adientem, Kwesimintsim, and Mpatado are examples of the many communities in the Third Class residential areas where about 65 per cent of residents were dissatisfied with the drains (see Map 20). Those residents who claimed to be satisfied with the drains are mostly in the First Class residential areas of Takoradi (Beach Road-62 per cent, Chapel Hill-62 per cent), and Anaji (First Class area in the Effia-Kwesimintsim Sub-Metro where 60 per cent said they were satisfied).

This is similar to the views expressed by the 78 per cent of residents of Ketan which is also a First Class residential area (see Map 20).

A special issue with Drains

Many of the drains are choked with plastic waste and silt, and in most case they are inadequate or non-existence along the road contributing to erosion and poor road surface.

Policy Implications

The STURD should increase investment in the provision of good drains and gutters in all the sub-Metros.
Drainage

Residents’ Service Priority Ration 8th (out of 10 Services)
Generally, residents in the STMA prefer gutters and drains as the 8th most important facility. Whilst no respondent in the Takoradi Sub-Metro considers drains as priority, only 2 per cent in citizens in the Essikado-Sub-Metro would drains to be first. Still minority of citizens in Effia Kwaesimintsim (9 per cent), and Sekondi (8 per cent) see drains as key facility.

Residents’ Response across the City At Large
There appears to be a fair split in the responses on the question of whether there are enough engineered drains across the STMA.

According to the results, 35 per cent of citizens have the view that drains are “somewhat enough” whilst 28 per cent think “there are enough.” Those who said drains are “woefully inadequate” constitute 24 per cent and 14 said there are “no drains at all.”

About 80 per cent of all drains and gutters in the STMA are open and uncovered. They are therefore largely choked with silt, polythene and plastic waste.

Many of the drains (60 per cent) are heavily eroded resulting in waste water running through all directions causing nuisance to city dwellers.

Residents’ Response across the Sub-Metros

Conditions of Drains
Many citizens in the various Sub-Metros said large part of the drains are in poor state.

55 per cent of residents in the Effia Kwaesimintsim made this claim. Similarly, 39 per cent of citizens in the Sekikodo-Sub-Metro, 15 per cent of the people in Essikado-Ketan, and 14 per cent of those in Takoradi said the same thing about their drains and gutters.

According to officers at the Department of Urban Roads, they are making the effort to improve upon the general drainage system in the STMA.

This commitment is evident from both the Annual Reports of 2010, and that of 2011. According to the report, “A total of 13675m³ of silt was removed at a cost of Ghs61,580.00 (US$ 32,410.53)” The investment is to “ensure free flow of run-off and flooding of the roads in order not to compis the structural integrity of the roads in some key locations within the metropolis” [Sekondi Takoradi Urban Roads Department, Annual Report 2010: 8]. These annual reports give good indication of the future conditions of gutters and drains in the STMA. It appears that many of the problems with the drainage system can be addressed especially if the STURD is able to mobilize the necessary logistics and funds.

Residents’ Response at the Community Level

Priority for Drains at the Community Level
Many of the communities in the Essikado-Ketan Sub-Metro considered drains as a very low priority service, and this largely applies to all the categories of residential areas in the Sub-Metro.

It is however anticipated that the level of satisfaction among citizens will improve in the next 5 years following the implementation of the programmes and activities of the STURD as contained in the various annual plans [Citizen, Essikado-Ketan Sub-metro, 6th June 2012].

Examples of the communities are Ketan Estate (First Class area), Essikado (Second Class area), and Mpintsim (a Third Class area) (see Map 19). For many of the residents in all the three classes of residential areas in the Effia-Kwaesimintsim Sub-Metro however, drains and gutters are of low priority whilst these services are of medium priority to many citizens Kweikuma and Sekondi (all Second Class areas), Bakado, Ekuase, and Adiembra (all Third Class areas) (see Map 19).

Map 19: Residents’ Priority for Drains

Residents’ Service Ration 7th: Drains
Satisfaction with Drains at the Sub-Metro Level
Although the data suggests that residents’ satisfaction levels with the conditions of gutters and drains is somehow fairly distributed across the three responses: “satisfied”, “somewhat satisfied”, and “dissatisfied”, the proportion who claimed to be “dissatisfied” raises much concern. The Sub-Metro which scored highest is Effia Kwaesimintsim Sub-Metro (57 percent).

In the Sekondi Sub-Metro, 41 per cent of respondents were dissatisfied with their drains and gutters. Essikado-Ketan and the Takoradi Sub-Metro recorded 31 percent and 15 per cent respectively.
The Essikado-Ketan Sub-Metro is next where many residents (46 per cent) travel over 1 kilometer to markets. 29 per cent of residents in this Sub-Metro travel from between 101 meters and 300 meters, and 19 per cent travel between 601 meters and 1000 meters. Only a minority of residents travel between 301 meters and 601 meters (4 per cent), and less than 100 meters (about 2 per cent).

In the Takoradi Sub-Metro, most citizens (45 per cent) travel between 101 meters and 300 meters to the markets. This is not surprising as the Central Business District (CBD) is in Takoradi. Twenty-seven (27 per cent) in Takoradi travel between 301 meters and 600 meters. Very few citizens travel over 1 kilometer (7.3 per cent), and less than 100 meters (7 per cent) to go to the markets.

In Effia Kwesimintsim Sub-Metro, 32 per cent of residents travel between 101 meters and 300 meters to reach the markets. 21 per cent travel over 1 kilometer and 26 per cent live between 601 meters and 1000, meters away from government constructed markets (refer to Figure 17).

**Patronage of Markets**

Essentially, government constructed markets in the various Sub-Metros are mostly patronized “daily” and “weekly” (see Figure 18). In terms of “daily” patronage, residents in the Takoradi Sub-Metro are the highest (48 per cent) followed by their counterparts in the Essikado-Ketan Sub-Metro (40 per cent). The third is the Sekondi Sub-Metro (26 per cent), and the lowest is the Effia Kwesimintsim Sub-Metro where only 27 per cent of residents use the markets on daily basis.

For “weekly” usage, the Sekondi Sub-Metro recorded the highest of 51 per cent. The next highest is the Essikado Sub-Metro (37 per cent) followed by the Takoradi Sub-Metro (34 per cent), and Effia Kwesimintsim Sub-Metro (26 per cent).

Interestingly, substantial proportions of households said they “rarely” use the markets. Many of the residents (34 per cent) who made this claim are in the Effia Kwesimintsim Sub-Metro. 20 per cent of residents in the Sekondi Sub-Metro also said the same thing. 16 per cent and 14 per cent respectively in the Takoradi and Essikado-Ketan Sub-Metros rarely use their markets (refer to Figure 18).

Few citizens find the layout of the markets as “very organized”. Many also think the markets are “somewhat organized”, and others see it as poorly organized or “disorganized” (see Figure 19). 41 per cent of residents in the Essikado-Ketan Sub-Metro topped the list of people who claim the markets are effectively organized. Thirty (30) per cent of those in the Takoradi Sub-Metro also think public markets are...
For those who will take between 21 minutes and 30 minutes to travel to the markets, the Effia Kwesimintsim Sub-Metro comes first (21 per cent), followed by the Sekondi Sub-Metro (16 per cent), Takoradi (15 per cent), and the Essikado-Ketan with 10 per cent.

Very few people in the four Sub-Metros travel between 31 minutes and 40 minutes or above 40 minutes to the markets. In the same way, minority of them travel less than 5 minutes. It must however be noted that as the city grows in terms of population, these times may change considerably and commuters are likely to spend a lot more time in heavily congested traffic as is the case with cities such as Accra and Kumasi.

Residents’ Service Priority Ratings 9th (out of 10 services)

Public markets were ranked 9th among the 10 services. This might be due to the fact that most residents are able to put up items for sale and trade in any public open spaces across the municipality including pavements, frontage of houses, and many of the lorry parks scattered in the municipality. On-street vending and itinerant trading are also common in the STMA.

Residents’ Responses across the City at Large

Travel time by vehicle to government constructed market places varies from (i) 5 minutes to 10 minutes, (ii) 11 minutes to 20 minutes, (iii) 21 minutes to 30 minutes, (iv) 31 minutes to 40 minutes, (v) above 40 minutes, and (vi) less than 5 minutes (see Figure 16). According to figure 16, most residents (47 per cent) travel between 5 minutes and 10 minutes in the Essikado-Ketan Sub-Metro to get to government constructed markets. In the Sekondi and the Effia Kwesimintsim Sub-Metros, 33 per cent and 31 per cent respectively of residents travel between the same time as those in the Essikado-Ketan Sub-Metro to transact business at markets. It is only 19 per cent of their counterparts in the Takoradi Sub-Metro who also travel up to 10 minutes.

The highest proportion of residents (58 per cent) who travel between 11 minutes and 20 minutes to go to the market was recorded in the Takoradi Sub-Metro. The next highest proportion (34 per cent) who travel within the same time are those in the Essikado-Ketan Sub-Metro. 30 per cent and 19 per cent of residents in the Sekondi and Effia Kwesimintsim Sub-Metros respectively also travel up to 20 minutes before they get the markets.

For those who will take between 21 minutes and 30 minutes to travel to the markets, the Effia Kwesimintsim Sub-Metro comes first (21 per cent), followed by the Sekondi Sub-Metro (16 per cent), Takoradi (15 per cent), and the Essikado-Ketan with 10 per cent.

Very few people in the four Sub-Metros travel between 31 minutes and 40 minutes or above 40 minutes to the markets. In the same way, minority of them travel less than 5 minutes. It must however be noted that as the city grows in terms of population, these times may change considerably and commuters are likely to spend a lot more time in heavily congested traffic as is the case with cities such as Accra and Kumasi.
very organized. It is only 27 per cent and 16 per cent of citizens in the Effia Kwesimintsim and the Sekondi Sub-Metros respectively that have the views that the way markets are organized are acceptable.

Views on How Markets are Organized
A good proportion of them think the markets are “disorganized”. The Sekondi Sub-Metro recorded the highest response of 28 per cent whilst the Effia Kwesimintsim Sub-Metro recorded 27 per cent. 16 per cent of residents in the Essikado-Ketan Sub-Metro came next and 14 per cent of their counterparts in the Takoradi Sub-Metro also made the same claims about the organization of the markets (refer to Figure 19). Congestion, lack of adequate markets sheds, stalls and stores are some of the factors that many residents based their assessment of the markets on.

Complaints about Markets to STMA and Speed Money
Most users of public markets do not make complaints about problems they have to the authorities at the STMA for redress. About 98 per cent of residents in the Takoradi Sub-Metro said they do not make complaints to the STMA. The very high proportions of citizens who also made similar assertions in the other Sub-Metros are: 91 per cent (Sekondi),

![Figure 19: Views on How Markets are Organized](image)

![Figure 20: Citizens’ views on the cleanliness of public markets (in percentages)](image)

“we do not have confidence in the STMA any longer as all our complaints have fallen on deaf ears. They do not care about our wellbeing in the markets. They are only interested in collecting the tolls” [A citizen, validation workshop, 6th June 2012].

![Figure 23: Citizens who Made Complaints about Markets to STMA](image)

![Figure 24: Results of complaints lodged at STMA](image)
Residents expressed their perspectives on the cleanliness of the market and is indicated in the Figure 20. Ironically, only 28 per cent in Effia Kwesimintsim Sub-Metro indicated that the markets are “very clean”. The Essikado-Ketan Sub-Metro comes next with 27 per cent. 11 per cent of citizens in Takoradi said the cleanliness of the markets is acceptable and 14 per cent of those in the Sekondi Sub-Metro also gave similar response (refer to Figure 20).

The Essikado-Ketan Sub-Metro recorded the highest response with about 65 per cent of the residents claiming that the markets are “somewhat clean”. In the Sekondi Sub-metro, 57 per cent of them also gave the same response. The proportions of residents in the Effia Kwesimintsim and the Takoradi Sub-Metros who also described the markets as “somewhat clean” are 49 per cent and 33 per cent respectively (refer to Figure 20).

Many residents in the Takoradi Sub-Metro (57 per cent) described the markets as “dirty”. Twenty-nine 29 per cent and 23 per cent respectively for the Sekondi and the Effia Kwesimintsim Sub-Metros share similar views about the markets. It is only about nine per cent who think the markets are dirty in the Essikado-Ketan Sub-Metro (see Plate 11).

It is no wonder that most residents claimed that they are not satisfied with how the STMA uses market tolls. Those who said they were dissatisfied are: 38 per cent (Sekondi Sub-Metro), 34 per cent (Essikado-Ketan), 30 per cent (Effia Kwesimintsim), and 27 per cent in the Takoradi Sub-Metro (see Figure 22 below). Many of them however said they were “somewhat satisfied”, these are 51 per cent (Sekondi Sub-Metro), 44 per cent (Takoradi), 39 per cent (Effia Kwesimintsim), and 6 per cent for the Essikado-Ketan Sub-Metro. Apart from the Essikado-Ketan Sub-Metro where more residents (60 per cent), claimed to be satisfied with the way the STMA uses market tolls, only 32 per cent said so in the Effia Kwesimintsim Sub-Metro. It is only 29 per cent and 11 per cent who were happy with how markets tolls are used (see Figure 22).

It is interesting to note that many “market women” who pay market tolls to the STMA claim that they “do not know the purposes for which the tolls are collected”. About 60 per cent of them in the Takoradi Sub-metro said they “do not know” why tolls are collected. A similar claim was made by 59 per cent of “market women” in the Effia Kwesimintsim Sub-Metro, and 54 per cent of those in the Sekondi Sub-Metro. It is only in the Essikado-Ketan Sub-Metro where about half of the respondents said they know the reasons why they pay the tolls to the STMA (see Figure 21).
Most citizens said they do not pay “speed money” to STMA officials to get issues resolved for them. All the respondents in the Essikado-Ketan Sub-Metro (100 per cent), 96 per cent in Effia Kwasimintsim, and 94 per cent in the Sekondi Sub-Metro asserted that they do not have to pay bribes to any city officials.

Surprisingly, 25 per cent of citizens in the Takoradi Sub-Metro indicated that they pay “speed money” to STMA officers before their concerns about the market are addressed swiftly. This might be so because Takoradi is the hub of the STMA metropolis and the high demand for services are likely to engender the payment of bribes to officers if you would like to be heard and given the necessary attention.

Satisfaction with Management of Markets at the Sub-Metro Level
Generally, only few residents indicated that they were satisfied with the management of the government provided markets in the various sub-Metros. Apart from the Takoradi Sub-Metro where 45 per cent of the residents made this assertion, only 39 per cent of their counterparts in the Essikado-Ketan Sub-Metro who said so. The proportions are even lower in both the Sekondi and Effia Kwasimintsim Sub-Metros where 16 per cent of their residents were happy with the way the markets are managed (see Figure 25).

A good number of residents were also “dissatisfied” with how the markets are managed. Most (51 per cent) of these people are in the Effia Kwasimintsim Sub-Metro. 27 per cent were also not satisfied in the Sekondi Sub-Metro. The Takoradi and the Effia Kwasimintsim Sub-Metros had 15 per cent each of residents’ responses indicating that the way the markets are managed is not acceptable to them (refer to Figure 25).

Residents’ Responses at the Community Level
Priority for Markets at the Community Level
Market also scored low ratings in terms of priority across all the three categories of residential areas in many of the communities of all the four Sub-Metros. For example, in the Sekondi Sub-Metro, about 80% of
residents in Sekondi Ridge (First Class area) and Sekondi and Kweikuma (both Second Class areas) indicated that market is of low priority to them (see Map 21).

Similarly, many residents in East Tanokrom (Second Class area) and Apremdo (Third Class area), both in the Effia-Kwesimintsim Sub-Metro, rated market as a low priority facility (see Map 21). A greater proportion of residents also rated markets as very low priority service. This was very common in all the three classes of residential areas in the Essikado-Ketan Sub-Metro and the Takoradi Sub-Metro. For example, about 96% of residents in Ketan Estate (First Class area), Essikado (Second Class area) and Anoe (a Third Class area) (all in the Essikado-Ketan Sub-Metro) perceived markets as very low priority. Their counterparts in Beach Road (First Class area), Takoradi (Second Class area), and New Takoradi (Third Class area) all in the Takoradi Sub-Metro also rated markets as very low priority facility (refer to Map 21).

Satisfaction with Markets at the Community Level
Apart from the communities in the Second Class residential areas in the Essikado-Kwesimintsim Sub-Metro where about 70% of their residents indicated that they were dissatisfied with market facilities, it is difficult to conclude on the responses from all the categories of residential areas in the remaining Sub-Metros as the fairly spread across the three responses: satisfied, dissatisfied, and somewhat satisfied (see Map 22). It is only about 20% of residents in Kweikuma and Sekondi (all Second Class areas in the Sekondi Sub-Metro) who indicated that they were satisfied. This picture is very similar to what occurs in many of the Third Class residential areas in all the Sub-Metros indicating that there was no wide variation between those who were satisfied and those who were dissatisfied. For example, those who said they were dissatisfied were 22% (Mpatado), 22% (Kwesimintsim), and 22% (Adientem) all in the Effia-Kwesimintsim Sub-Metro. Similarly, 37% said so in Ketan, Mpintsim, and Kojokro all in the Essikado-Ketan Sub-metro (see Map 22).

A Special Issue with Markets
All the major public markets were found to be heavily congested and poorly organized. Any trader is able to erect temporary wooden or cardboard stall anywhere in the markets. Pavements have been taken over by traders as more attractive places to display their wares thereby restricting the spaces available in the markets for use by customers.

The sanitation and waste management situation in the public markets are issues of much concern. Many of the traders complained about this and questioned what the market tolls are used for by the STMA.

Policy Implications
The STMA should reinvest more of the market tolls that are collected from market users in the expansion of these markets. Additional stalls and stores should be built and allocated fairly to all traders. Such investment is likely to encourage market users to pay more tolls, improve upon the organization of the markets and free the pavement for customers. It may also discourage itinerant traders to erect cardboard stalls anywhere along the streets as is the case at the moment.

The sanitation and waste management efforts should also be expanded. This is another area where allowing different private organizations to compete to do might help improve upon delivery and performance.
Residents' Perception across the City at Large

Generally, residents in the STMA have a fair idea about what the STMA is and its core functions. What most of the residents said about the STMA is that it is the government representative in the Takoradi and Sekondi area of the Western region which is responsible for general development of the area in charge of the delivery of services such as health, education, roads, markets, and water.

Residents of the City also indicated a good understanding of the local government and decentralization system as they were able to demonstrate the relationship between the Unit Committees, office of the Assembly members, and the STMA central office.

The good knowledge of the structures of the local government system is evidenced by the fact that only a few of the citizens bypass their elected Assembly members and deal with officers at the STMA directly.

Residents' Perceptions About STMA

Residents in the Essikado-Ketan Sub-Metro are the ones that deal mainly through their Assembly members and Unit Committees, about 86 per cent of them said this to the survey team. The Essikado-Ketan Sub-metro is followed by the Sekondi Sub-Metro in which 84 per cent of residents indicated that they did not go the Assembly directly. 80 per cent of those in the Takoradi Sub-Metro, and 77 per cent of their counterparts in the Effia Kwesimintsim Sub-Metro also dealt with the STMA through their Assembly members.

For the minority who dealt directly with the Assembly, most residents in all the four Sub-Metros claimed that they got enough and relevant directions to the appropriate department (see Figure 27). Residents in both the Takoradi and the Sekondi Sub-Metros topped with about 97 per cent of their residents who dealt directly with Assembly obtaining the relevant directions. In the Essikado-Ketan Sub-Metro, 86 per cent of the residents made this assertion whilst 80 per cent of those in the Effia Kwesimintsim Sub-Metro got adequate directions when they transacted business with the Assembly directly.

Residents’ Perception across the Sub-Metros

Citizens’ Dealings with STMA

Most residents said they had ever dealt with the STMA through their Unit Committees and the Assembly members (see Figure 26).

When citizens were asked about their satisfaction level in terms of the access to city officials, those who indicated that they were “somewhat satisfied” appear to be substantial even though a good number said they were “dissatisfied” whilst others said they were “satisfied” (see Figure 31). Comparatively, it is only the Essikado-Ketan Sub-Metro where most citizens (46 per cent) were satisfied with the access they have to officials. 21 per cent of those in Takoradi are next and 18 per cent were those who also said they were satisfied in the Sekondi Sub-Metro. The least satisfied group of residents are those in the Effia Kwesimintsim Sub-Metro (15 per cent).

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How Prompt STMA attends to Citizens’ Concerns and Payment of Speed Money

In terms of how soon actions were taken to address the concerns that citizens presented to the STMA, the responses varied considerably as presented in the Figure 29. It is only in the Sekondi Sub-Metro where about 81 per cent of citizens indicated that their concerns were addressed in “few days”. In the three remaining Sub-Metros, it is only a maximum of 33 per cent who said action took few days.

In terms of the proportion who claimed that it took “two weeks” for the STMA officers to address their concerns, Effia Kwesimintsim came first with 37 per cent. Thirty-three (33) per cent was recorded in the Takoradi Sub-Metro and 29 per cent said this in the months” whilst only a few of those in the Essikado-Ketan and Effia Kwesimintsim Sub-Metros made this assertion.

For those who said “no action was taken”, citizens in the Essikado-Ketan Sub-Metro recorded the highest response (29 per cent). The next highest is Effia Kwesimintsim (28 per cent) followed by the Sekondi Sub-Metro (14 per cent).

Interestingly, the payment of “speed money” to STMA officials to get the needed response appears to be predominant as a good number of residents claimed that have done this in the past (see Figure 30). Those who pay speed money most are citizens in the Takoradi Sub-Metro (43 per cent). The second is 33 per cent of citizens in the Essikado-Ketan Sub-Metro, and the third is 22 per cent (Effia Kwesimintsim Sub-Metro). Citizens at the bottom of the list in terms of the payment of speed money to STMA officers are those in the Sekondi Sub-Metro (11 per cent).

In spite of the fact that most of those who dealt with the Assembly indicated that they got adequate directions, a good number of them claimed that they did not get the needed response and that their expectations were not met by the Assembly staff.

In Figure 28, it can be seen that there are no significant differences between the Takoradi and Effia Kwesimintsim Sub-Metros. The proportion of those who got the needed response and those who did not get is significantly close (refer to Figure 28). 53 per cent of those in the Takoradi Sub-Metro got the needed response whilst 47 per cent of them did not. In the case of the Effia Kwesimintsim Sub-Metro, 55 per cent of them got the needed response whilst 45 per cent indicated that their expectations were not met.
Satisfaction with STMA Officials
It is not surprising that majority of residents (46 per cent) in the Effia Kwaresimintsim Sub-Metro indicated that they were "dissatisfied". Those in the Takoradi Sub-Metro are next (26 per cent) followed by Sekondi and the Essikado-Ketan Sub-Metros all scoring 23 per cent each. Many of those who were, neither satisfied nor completely dissatisfied are in the Takoradi Sub-Metro (55 per cent). 51 per cent who also identify with this response are in the Sekondi Sub-Metro. The remaining two are: 39 per cent Effia Kwesimintsim and 35 per cent in Essikado-Ketan Sub-metros (refer to Figure 31).

There appears to be a relationship between the level of residents' satisfaction in terms of access to city services and the STMA officials. In terms of those who were dissatisfied, the Effia Kwaresimintsim Sub-Metro topped recording 45 per cent. The Sekondi Sub-Metro comes next with 31 per cent and 24 per cent was recorded in the Takoradi Sub-Metro. The least but substantial proportion of 19 per cent in the Essikado-Ketan Sub-Metro also indicated that they were dissatisfied with city officials’ ability to fix problems (refer to Figure 32).

The Takoradi Sub-Metro recorded the highest of 55 per cent for the “somewhat dissatisfied” group. 51 per cent of residents in the Sekondi Sub-Metro are also in this category. The next two are 39 per cent (Effia Kwaresimintsim), and 35 per cent in Essikado-Ketan Sub-metro (refer to Figure 32). Residents’ confidence in the ability of the STMA to deliver services appears to be low generally (see Figure 33). Apart from the Essikado-Ketan Sub-Metro where 58 per cent of the residents indicated that they were satisfied with the STMA’s ability to deliver services, minority of residents made this assertion in all the remaining three Sub-Metros. 25 per cent indicated in the Takoradi Sub-Metro whilst 16 per cent and 15 per cent respectively identified with the position in the Effia Kwaresimintsim and the Sekondi Sub-Metros.

A Special Issue with STMA officials
There seems to be some distance between STMA officials and residents partly due to the nature of reception that residents receive each time they needed their services. The study revealed that it is not common for citizens to approach STMA officials when they needed help and that they would either contact their Assembly members or the Unit Committee members. Although the essence of the local government and decentralization system is that the Assembly members are supposed to be the link between electorate and the Assembly, it does not mean that the electorate should not be able to go the Assembly directly when the need arises. Meeting only the elite from the national level and important international personalities should not take all the time of STMA top officers as this has the potential to alienate them from ordinary people.

Since the study has shown that the roles of the Assembly members are important, they need to be supported to perform their roles more effectively. Apart from logistics support such as motor bicycles and office accommodation, the issue of financial incentives needs to be considered by the STMA.

Policy Implications
STMA officials should find ways to win the confidence of citizens. Quarterly get-together to share food and drinks might help to develop trust across officials and the public.

The STMA should also improve upon customer and public relations generally. The MCE, MCD, and other senior officers should make themselves available to be seen by ordinary people when the need arises. Meeting only the elite from the national level and important international personalities should not take all the time of STMA top officers as this has the potential to alienate them from ordinary people.

In terms of those who were dissatisfied, the Effia Kwaresimintsim Sub-Metro topped recording 45 per cent. The Sekondi Sub-Metro comes next with 31 per cent and 24 per cent was recorded in the the Takoradi Sub-Metro. The least but substantial proportion of 19 per cent in the Essikado-Ketan Sub-Metro also indicated that they were dissatisfied with city officials’ ability to fix problems (refer to Figure 32).

The Takoradi Sub-Metro recorded the highest of 55 per cent for the “somewhat dissatisfied” group. 51 per cent of residents in the Sekondi Sub-Metro are also in this category. The next two are 39 per cent (Effia Kwaresimintsim), and 35 per cent in Essikado-Ketan Sub-metro (refer to Figure 32). Residents’ confidence in the ability of the STMA to deliver services appears to be low generally (see Figure 33). Apart from the Essikado-Ketan Sub-Metro where 58 per cent of the residents indicated that they were satisfied with the STMA’s ability to deliver services, minority of residents made this assertion in all the remaining three Sub-Metros. 25 per cent indicated in the Takoradi Sub-Metro whilst 16 per cent and 15 per cent respectively identified with the position in the Effia Kwaresimintsim and the Sekondi Sub-Metros.
Substantial proportions of residents were dissatisfied in both the Effia Kvesimintsim and the Takoradi Sub-Metros where 43 per cent and 39 per cent respectively were recorded for the two Sub-Metros. 30 per cent of their counterparts in the Sekondi Sub-Metro also indicated that they were dissatisfied (refer to Figure 34). A good number of citizens are in the mid-way between “satisfaction” and “dissatisfaction”. 55 per cent of citizens in the Sekondi Sub-Metro are at the top in this category. This is followed by 41 per cent (Takoradi), 39 per cent in Effia Kvesimintsim and 23 per cent for the Essikado-Ketan Sub-Metro (refer to Figure 34).

When residents were asked about their overall satisfaction with the performance of the STMA, their responses were not very different from earlier responses in the various areas of satisfaction (see Figure 35). It appears that the STMA did not communicate more effectively with residents as most of them claimed that they were dissatisfied with the amount of information that they receive from the STMA in regard to their development efforts (see Figure 34). The Essikado-Ketan Sub-Metro recorded the highest (56 per cent) of citizens who claimed to be satisfied with the amount of information they receive from the STMA. Only a minority of residents said this in the three remaining Sub-Metros: 19 per cent (Takoradi), 18 per cent (Effia Kvesimintsim), and 15 per cent in the Sekondi Sub-Metro.
REFERENCES AND RELEVANT MATERIALS USED


About The Citizen Report Card Survey
When citizens were asked to indicate whether they were interested in receiving feedback on this CRC report, most of them (96 per cent) responded in the affirmative at the city level. The responses were not different at the various Sub-Metro levels as presented in the Figure 36. Citizens in both the Essikado-Ketan Sub-Metro and that of Effia Kwisimintsim topped with 99 per cent of them willing to be given feedback. The next Sub-Metro with highest interest is the Takoradi Sub-Metro (96 per cent). The Sekondi Sub-Metro recorded 90 per cent. At the city level, both radio and television stations had 34 per cent of residents choosing them.

![Figure 36: Citizens’ interest in receiving feedback on CRC report](image)

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**Feedback on Citizen Report Card Survey**

What appears to be the most popular medium through which citizens have chosen to receive feedback is radio and television stations. 18 per cent chose community meetings and 7 per cent would like to have the feedback in brochures. About 5 per cent want to have the feedback through national newspapers. In terms of the Sub-Metro levels, the responses are quite varied (see Figure 37).

Most residents (44 per cent) in the Takoradi Sub-Metro would like feedback to be given through radio stations. Thirty-eight (38 per cent) of those in the Effia Kwisimintsim Sub-Metro comes next followed by 35 per cent (Sekondi), and 20 per cent in the Essikado-Ketan Sub-Metro.

In terms of television stations, the Takoradi Sub-Metro topped with 48 per cent of the citizens choosing this. The next is the Essikado-Ketan Sub-Metro (42 per cent), followed by the Effia Kwisimintsim Sub-Metro (30 per cent). It is only about 16 per cent of those in the Sekondi Sub-Metro who would like to receive feedback through this medium (refer to Figure 37).

The next significant means is community meetings. The Essikado-Ketan Sub-Metro leads in this with 24 per cent of the residents opting for this. 23 per cent of those in the Sekondi Sub-Metro and 22 per cent of those in the Effia Kwisimintsim Sub-Metro come next (refer to Figure 37).
## Appendices

### Service Rankings

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage of Households ‘ranking Services as first priority’</th>
<th>Ranking</th>
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<tbody>
<tr>
<td>Water</td>
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<tr>
<td>Basic education</td>
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<td>Electricity</td>
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<td>Sanitation facilities (toilets)</td>
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<td>5th</td>
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<td>Security</td>
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<td>6th</td>
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<tr>
<td>Drains</td>
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<tr>
<td>Solid Waste</td>
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### Percentage of Households Satisfied with Service Provision

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<th>Percentage of Households satisfied with service provision</th>
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<td>Public health</td>
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<td>Sanitation facilities (toilets)</td>
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<tr>
<td>Roads</td>
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<tr>
<td>Drains</td>
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<tr>
<td>Market</td>
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### Ranking of Household Satisfaction

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<td>Market</td>
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A ship berthed at the Takoradi Harbour