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Asking the people of Myanmar

April 2019

Public Perception
Survey of Government
Services



Bulletin for international partners on the Public Perception Survey of Government Services

The **Public Perception Survey of Government Services (PPSoGS)** started collecting data from citizens in Myanmar on 23 March 2019. Enumerator teams from the Central Statistical Organization (CSO), specifically trained for this survey, are conducting 2520 interviews on electronic tablets in 140 areas. Data collection will be completed by the end of May, with a draft report expected in early July 2019. This is the **first-ever perception survey conducted in every state and region** that asks the people of Myanmar their opinion and experience on a range of public services, including health and education, and asks about their exposure to corruption. The PPSoGS uses Stratified Random Sampling in a nationwide sample and the results will be statistically representative. It is the first time a Myanmar government institution uses Computer Assisted Personal Interviewing (CAPI), with **digital data collection on a central cloud and same-day quality assurance**.



Leveraging new technologies for development

The PPSoGS introduces Computer Assisted Personal Interviewing (CAPI) as a new practice in the CSO. Interviewers enter questionnaire responses into an electronic tablet, and the data is transmitted by bluetooth to the CSO field supervisor, who then uploads the data to the CSO cloud account the same day. This allows digitalizing survey data on the spot adding valuable information such as GPS locations and exact interview time. The data from the cloud is reviewed daily by statisticians from CSO and UNDP technical advisors to conduct prompt quality assurance. For example, quality assurance found women to be overrepresented during the first week of data collection, enabling CSO to correct the balance with more interviews of men before the survey teams moved on to another area. Interview time, which averages about 45 minutes, and other data patterns are monitored to identify and correct problems in real time. Enumerators were selected and contracted by the CSO according to appropriate language groups; field supervisors are CSO staff members. Spot checks in the field are being done by CSO staff, together with UNDP national and international advisors, to ensure adherence to the survey methodology, including random selection of interview targets. The CSO Information Technology (IT) department, comprised of 10 women, was trained in the use of CAPI and is now managing the data process with remote international technical assistance.



Enabling evidence-based policy making

The PPSoGS forms part of a set of knowledge products being developed by the CSO to inform evidence-based policy making in Myanmar. It is the only statistically significant survey that collects information from end users on public services with relevance to the Myanmar Sustainable Development Plan (MSDP) and the Sustainable Development Goals (SDGs). It is planned to be conducted by the CSO every two years, enabling trend analysis, and several indicators from the National Indicator Framework (NIF) of the MSDP rely on PPSoGS data. The PPSoGS data will also help the Union Civil Service Board (UCSB) to keep track of the impact of civil service reform, to report on how rights-holders perceive their institutions and to verify that the provision of services becomes more needs-based and people-centred. Data from the PPSoGS will be disaggregated by urban/rural, States/Regions (as combined groups, excluding areas with no government service provision), male/female, age group, and broad education level; ultimately to provide sound, disaggregated information to policy-makers.



Building partnerships for development

The UCSB is co-leading the survey with the CSO, promoting inter-institutional cooperation, as the survey was originally framed as a component of civil service reform. The 5-year Civil Service Reform Strategic Action Plan focuses on a merit-based and performance-driven system, people-centred leadership, transparency and accountability. The PPSoGS is key for the UCSB to understand the impact reform on the way the people of Myanmar perceive the provision of government services.

UNDP's Leadership, Effectiveness, Adaptability and Professionalism in Myanmar's Civil Service Project (LEAP) is providing technical and financial assistance to the PPSoGS, with support from the Swedish International Development Cooperation Agency (SIDA) and the Australian Department of Foreign Affairs and Trade (DFAT). The launch of the PPSoGS is a milestone in the use of data for planning and policy making in Myanmar.

