



City Life Survey:

Myanmar 2017 Pilot Initiative



The Asia Foundation



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Preface

More of the world's people now live in urban than rural areas. Although still a predominantly agriculture-based society, the 2014 national census in Myanmar uncovered a surprisingly rapid pace of urbanization in recent years as the country's transition after decades of military rule has enabled freedom of movement and greater job opportunities in cities. Given the lack of reliable data in Myanmar as well as government's lack of experience with city planning, complex urbanization issues are becoming significant challenges to policy makers. Perception surveys are one tool used by governments across the world to support policy making. This pilot *City Life Survey* is the beginning of project that is intended to shine light on what Myanmar's cities are like as places to work and live. It builds off The Asia Foundation's experience conducting over 300 perception surveys in Asia, as well as the Foundation's *Myanmar 2014: Civic Knowledge and Values in a Changing Society*.

The challenge has been to design a survey that can properly capture the intricacies of urban settings in a way that allows comparisons across cities and across time. Since much of the existing data available to government focusses on economic variables, the *City Life Survey* is a deliberate exercise to document the public's understanding and experience of urban life and the various factors that impact their perspectives. Survey questions were greatly informed by the Foundation's in depth work with municipal authorities across Myanmar and are designed to support policy making and the management of cities.

Given that this is the first time such a survey on city life is being conducted in Myanmar, it is very much a pilot effort with limited scope in terms of survey locations and sampling size. Its findings are intended to support further rounds of discussions with government and other urban actors so that an improved survey questionnaire and methodology can be developed and rolled out in 2018 across an expanded set of cities.

The *City Life Survey* project is a partnership with the Yangon School of Political Science, and I would like to thank them for the important role they played in the design, implementation, and analysis of this pilot initiative. The pilot *City Life Survey* and summary report were generously funded by the United Kingdom's Department for International Development, the Australian government's Department of Foreign Affairs and Trade, and the Swiss Agency for Development and Cooperation. The views expressed in this publication are those of the authors and do not necessarily reflect those of The Asia Foundation or the project's funders.

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EXECUTIVE SUMMARY

1

OVERALL OUTLOOK

➤ Respondents are **more optimistic about** the direction **their city** is headed than their country.



Country
54%



City
66%

CITY LIVABILITY

➤ Respondents felt that their **cities have good amenities** but are **concerned about road safety**.



Road safety
concerns
54%

WELLBEING

➤ Respondents generally report being **happy** but there are **big differences between cities**.



GENDER

➤ **Women have the same level of education** as men **but still occupy traditional gender roles** and bear a much greater burden of domestic chores and childcare.



QUALITY OF GOVERNMENT SERVICES

> **Ward Administrators** are the preferred channel for **dispute resolution** and decision making.



> Respondents believe that the **DAOs/YCDC** have become **more responsive** to the needs of the people.

52% of responses included the Ward Administrator as a point of contact if **in a dispute with a neighbor** and

48% included the Ward Administrator as a contact person **in case of a crime**.

> Respondents were **most satisfied** with the **management of markets** and the **least satisfied** with the **provision of drainage**.



Most satisfied
55%



Least satisfied
53%

TAX ATTITUDES

> Respondents are **not anti tax**.

96% recognize tax paying is a **civic duty**,

70% think the **three taxes studied are fair** and

66% agreed they'd pay **more property tax** if it would **improve their city**.



> **89%** of respondents want **more information on what taxes** they are supposed to pay and how they are spent.



IDENTITY AND COMMUNITY

> The majority of respondents agreed that **most people in their city could be trusted**.



Trust people
62%

Ties at the local level are even stronger, with

93% of respondents feeling **close with those in their neighbourhood**.



> Respondents are **proud of their cities** and

82% of respondents would **volunteer their time** to support government initiatives that benefit their city.



Proud of city
97%



Would volunteer
82%

2

INTRODUCTION



Myanmar's cities are growing - in size, complexity and importance. Urbanization, the movement of people from rural to urban areas, is taking place and over a third of Myanmar's population now live in towns and cities. The experience of other Asian countries and the rest of the world suggests this trend will continue.¹ Over the next decades Yangon is expected to grow faster than most other cities in Asia, and the urban population outside Yangon is expected to grow faster still.²

Cities are important hubs of economic and social activity. They can be powerful forces for economic development and centers for human development. But without effective management cities can become plagued with problems of congestion, victims of their own success in attracting people. Lengthy traffic jams, piles of uncollected garbage, expanding slums and flooded streets are all too familiar examples.

The management of cities is a difficult challenge in any country, but especially in Myanmar where decision makers have less access to data and evidence than their international peers. Good decisions require access to good information. That means drawing on a range of data sources.

One source of information, that has historically been ignored, is the direct views and opinions of the people of Myanmar. Under Myanmar's periods of military rule, this meant the public had "little or no influence on problem recognition and issue selection by government".³ The democratic transition, however nascent, has galvanized many in government to seek to understand the needs of the people so that they can better respond to them.⁴

But just what are those needs? How happy are people? Are things getting better or getting worse? Where are cities doing well and where could they improve? How do cities compare against one another? What appetite do residents have to work with government to help make their cities better?

The *City Life Survey* is a tool that has been developed by The Asia Foundation to help answer such questions. It is the first of its kind in Myanmar, tracking public perceptions and lived experiences of urban life across multiple cities and on a multiyear basis. The *City Life Survey* began its life as a Foundation response to requests Members of Parliament were making to the Yangon School of Political Science (YSPS) to undertake surveys to better understand their constituents. The Foundation has extensive survey experience, having now undertaken over 300 surveys in Asia, and has partnered with the Yangon School of Political Science to design and implement a survey that covers multiple cities in Myanmar over multiple periods of time.

For this pilot *City Life Survey*, the research team asked 1,400 urban residents of Yangon, Taunggyi and Hpa-An 118 questions about their perceptions, attitudes and experiences. The survey goes beyond a narrow focus on cities as centres of commerce and seeks to provide a holistic overview of residents' sentiments and experiences. It covers seven themes that include: residents' overall outlook on the urban environment; perceptions of city livability; access to government services; attitudes towards taxation; work, and economic opportunities; identity, community and political participation; and well-being. It covers the challenges that higher population densities bring (such as lower air quality) and the benefits (such as better entertainment options).

The survey questionnaire was developed by selecting questions from surveys from around the world that fit within the seven themes. In some cases, they have been kept exactly the same so as to allow direct comparisons with other countries. Other questions have been modified to better fit the Myanmar context. The questions were reviewed by a panel of experts on surveys, urban issues and Myanmar. Following backward translation, the questions were tested on urban residents and further refined. The analysis of the survey findings has brought further insights that will be used to refine the questionnaire for the 2018 City Life Survey.

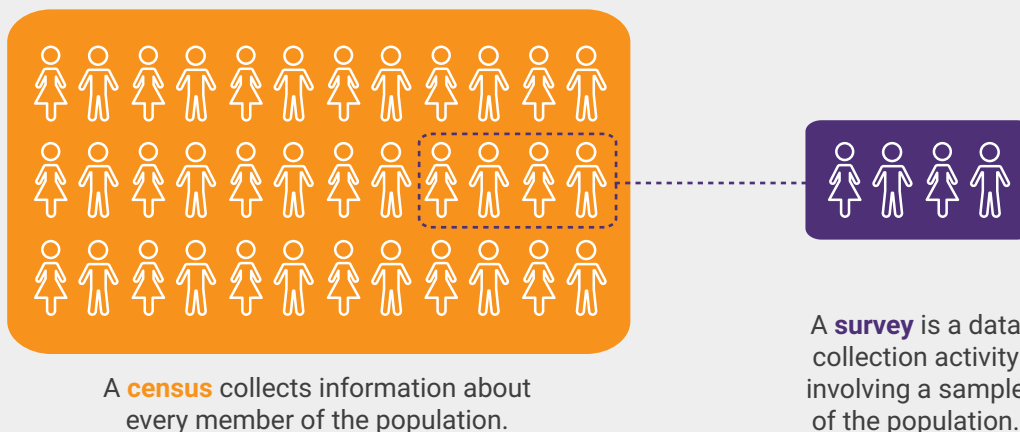
The *City Life Survey* adopts a methodology that allows us to draw inferences about the overall population living in the five urban areas studied. It can thus complement the other ways government gathers views from the public, such as personal experience, face-to-face discussions with residents, or reviewing comments on social media. Surveys are used throughout the world to generate evidence that can support three critical elements of government policy making:⁵

Agenda setting: how an issue arises as a policy consideration for government. The *City Life Survey* can help government recognize the political, economic and social problems that require government intervention. It can help government decide which issues to focus on.

Policy formulation: how policies are designed. Good quality data is crucial for effective policy formulation and the data from the *City Life Survey* can help avoid "unreasonable assumptions result[ing] in ineffective policy design and ultimately in failure to resolve the actual issue".⁶

Policy evaluation: assessing the effectiveness of policy. The *City Life Survey* can be a tool to track how problems are being addressed over time, and with the right questions, whether the public supports the changes.

FIGURE 2.1
Survey vs. census



This summary report presents a selection of the key findings from the pilot. A full breakdown of the responses to the questions are available as Annex 2. Much more detailed analysis is possible with the underlying data, as illustrated by The Asia Foundation's recent report '*Attitudes Towards Taxation in Myanmar: Insights from Urban Citizens*'. The report uses findings from the pilot *City Life Survey* to systematically investigate what respondents understand and believe about taxes and the tax system.

This pilot *City Life Survey* took place in September 2017 and covered five urban areas of three major cities. The three cities selected—Hpa-an, Taunggyi, and Yangon—are the capitals of their respective states or regions and showcase a range of population sizes, levels of development and ethnic composition. Nevertheless, the survey's focus on these three cities aims to reflect Myanmar's urban landscape, with many of Myanmar's cities falling within the range of their characteristics. The three townships within Yangon were selected to capture some of the diversity of Yangon as a city, ranging from small, dense, downtown Kyauktata (which includes Yangon City Hall) to the large satellite township of North Dagon. Throughout the survey the term Yangon is used to describe the three Yangon townships surveyed, and is noted with an asterisk.

The findings of this pilot and discussions with government and other stakeholders will be used to refine the survey approach. This includes the methodology, what cities to cover, and what questions to ask. By

BOX 2.1 *What is a survey?*

A survey is an investigation of the opinions or experience of a group of people, based on a series of questions. They are used by researchers, governments and businesses across the world to provide information to decision makers. Results of surveys can be compared between places, groups and overtime. It is too expensive and time consuming to ask everyone questions, so good surveys target just enough of the right people that the researchers are confident the results can be generalized to the population of interest (e.g. the residents of Hpa-An city).

conducting a regular *City Life Survey* in an expanded number of cities, it becomes possible to compare how the lived experiences of Myanmar's urban residents compare over time and place. The survey will provide snapshots of urban life during a period of great political, economic and social change. In doing so we hope that it will support government policy and decision making that will in turn contribute to these dynamics and help make Myanmar's cities better places to work and live.





3

METHODOLOGY

The *City Life Survey* pilot was deployed in the urban wards of five townships with a total sample of 1,400 adult individuals from five different religious groups and 23 distinct ethnic groups. The survey was deployed through a rigorous random sampling procedure to ensure that the sample was representative of the urban areas surveyed. Three stage randomization was conducted (at the ward, household, and individual level) to capture a representative cross section of the townships' populations.⁷ The five urban areas were not selected randomly.

In Myanmar, cities are not clearly defined, and population estimates are not readily available. The 2014 census provides estimates of the population of townships, but many townships include rural areas. For instance, Hpa-An is only 18% urban. This research defines the term *urban area* as the urban population of a township—those living in urban wards—according to the 2014 census. As can be seen in Annex 1, these urban areas can vary drastically in population size. In some cases, the urban areas are cities in their own right (such as Taunggyi), while in others they can be 100% urban townships that make up part of a city (such as in Yangon, Mandalay, Bago, and Nay Pyi Taw). Although three townships in Yangon city were included, the survey should not be presumed as representative of the city as a whole, nor is it representative of urban areas or experiences across Myanmar that were not sampled. However, it is hoped that the insight from these urban townships may still be of use to policymakers working in other urban areas.

While a sample of 1,400 people may seem small relative to the total population of Yangon, Hpa-An, and Taunggyi, it is a reasonable sample size for a study of this kind and is large enough to make inferences about the populations from which samples were drawn. For reference, the average poll in the United States, a country of over 300 million people, is 1,000 individuals.⁸ The statistical methods that were used to evaluate this survey require relatively small samples—as small as 30 individuals—to make inferences about the underlying

population. Analysts are able to make valid statistical inference about the underlying population of Kyauktada, for example, despite having a sample of only 57 individuals.

Equally important to sample size is whether the sample is representative of the underlying population. The sample closely represents the underlying population in its gender ratio, but slightly over-represents the responses of older residents. Unfortunately, township-level census data on key demographic characteristics, such as ethnicity and religion, were unavailable at the time of this survey. In the absence of this data, it is difficult to evaluate whether the survey sample is adequately representative of the underlying population along these demographics. Nonetheless, the rigorous sampling method that was employed, which ensured random sampling at the ward, household and individual level, provides some assurance that the sample is adequately representative of the adult urban population of each township.

*While a sample of **1400** people may seem small relative to the total population of Yangon, Hpa-An, and Taunggyi, it is a reasonable sample size for a study of this kind and is large enough to make inferences about the populations from which samples were drawn.*

Survey Questions

The *City Life Survey* is made up of questions that have been selected from surveys from around the world. In some cases they have been kept exactly the same so as to allow direct comparisons. For instance, the four questions on personal wellbeing are taken from the United Kingdom (UK) government's Office for National Statistics, where the questions have been asked of a sample of the UK population every year since 2011.

Other questions have been modified to better fit the Myanmar, and urban, context. The questions were reviewed by a panel of experts on surveys, urban issues and Myanmar. Following backward translation, the questions were tested on urban residents and further refined.

KEY QUESTIONS

The key questions of each category will be shown in these boxes in each subchapter.



FIGURE 3.1

Townships that were included in the City Life Survey

> **THE CITY LIFE SURVEY:**

118
questions

1400
respondents from:

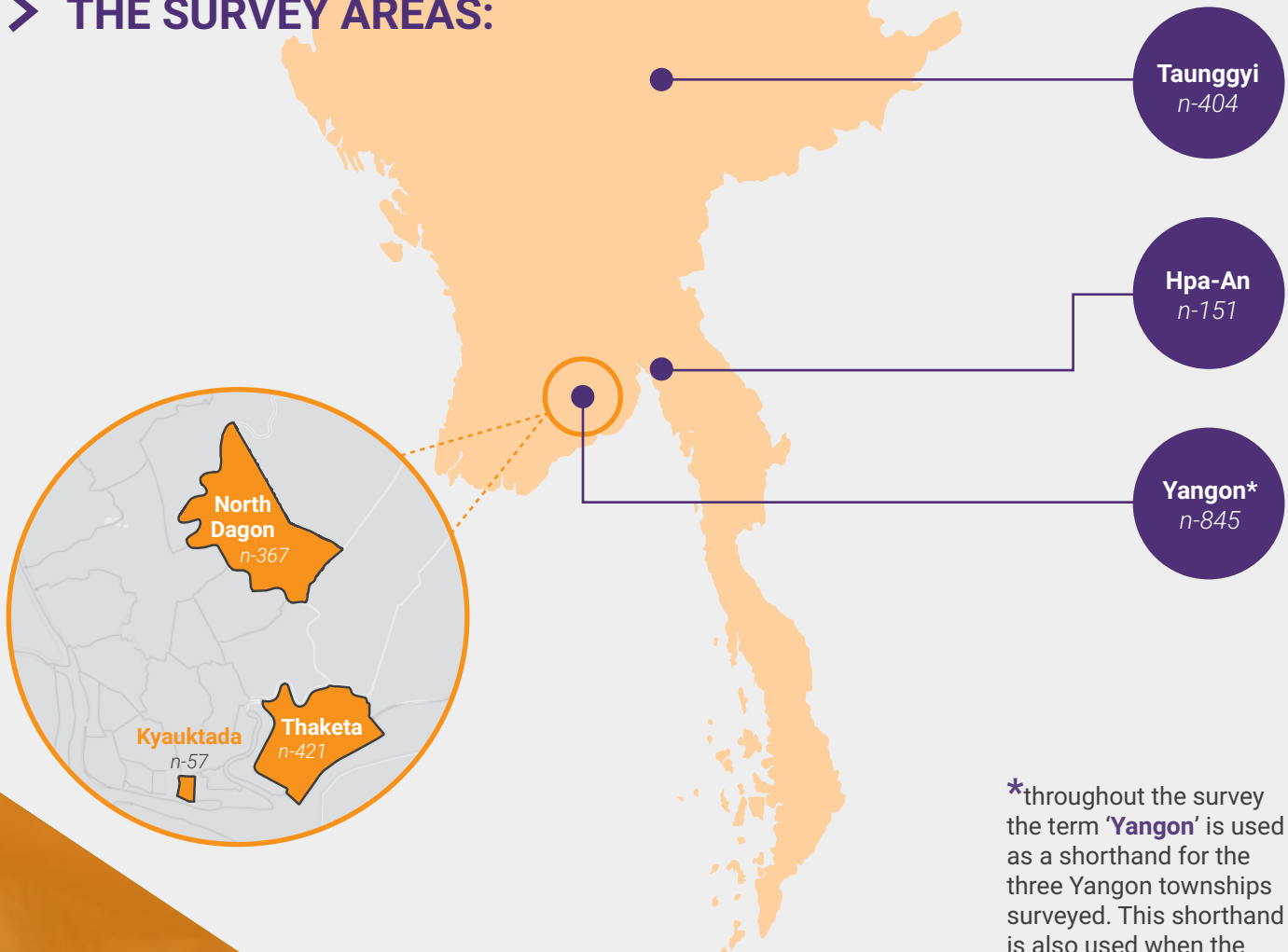
5 different religious groups

50% men

23 distinct ethnic groups

50% women

> **THE SURVEY AREAS:**



*throughout the survey the term 'Yangon' is used as a shorthand for the three Yangon townships surveyed. This shorthand is also used when the report references the 'three cities' surveyed.



4

OVERALL OUTLOOK

INTRODUCTION

This chapter presents the mood of surveyed urban residents towards local and national developments, and details the reasons given for their positive or negative perceptions.

KEY FINDINGS

> A majority of residents

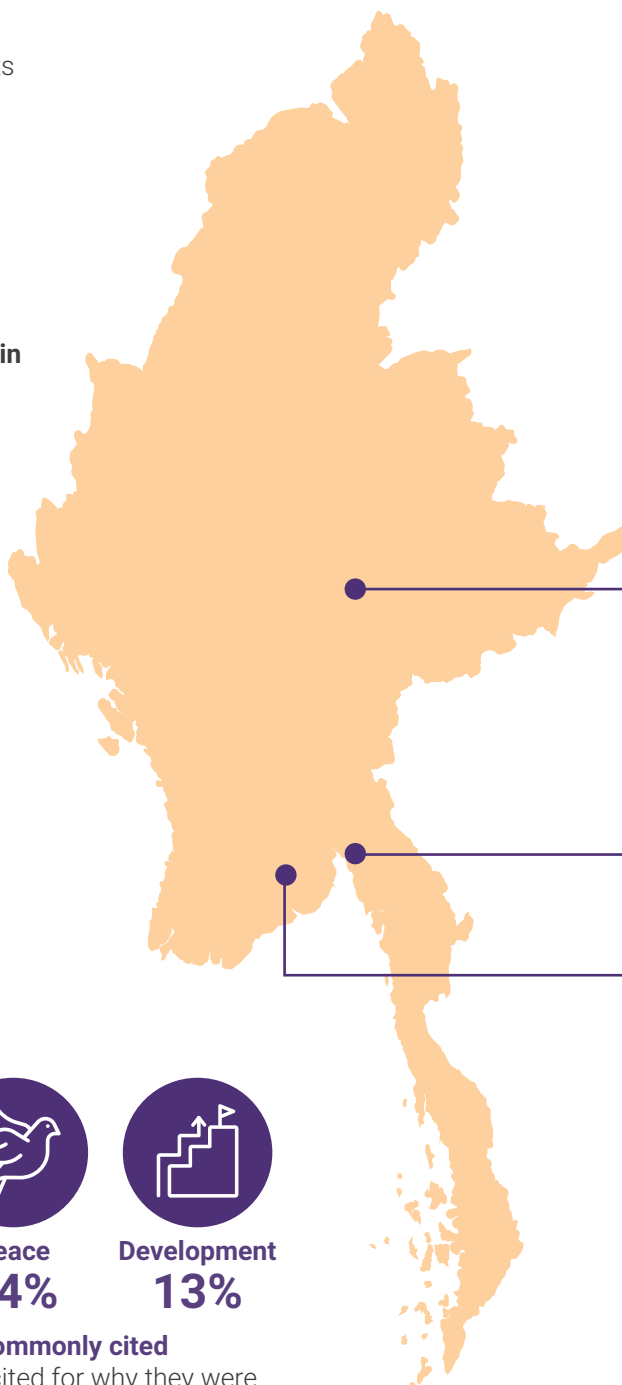


54% felt that the **country** was **headed in the right direction**

> Almost two-thirds



66% felt that their **city** was **headed in the right direction**



75%

Taunggyi

52%

Hpa-An

61%

Yangon



Infrastructure
35%



Peace
14%



Development
13%

were the **three most commonly cited reasons** respondents cited for why they were optimistic about their city.

Direction of the country

➤ RESPONDENTS APPEAR OPTIMISTIC ABOUT THE DIRECTION OF THE COUNTRY.

Following the lead of other surveys conducted by The Asia Foundation, the 2017 *City Life Survey* began by asking urban residents whether the country was headed in the right direction or wrong direction.⁹

Overall, 54% of respondents perceived the country to be headed in the right direction. While this response is not overwhelmingly positive, only 7% responded that they felt the country was heading in the wrong direction. There was, however, a sense of stagnation conveyed by nearly a quarter (23%) of respondents who asserted that the country was neither headed in the right direction or wrong direction. An additional 17% of respondents answered that they did not know or preferred not to answer. 50% of the women respondents perceived the country to be heading in the right direction while 6% believed it was heading in the wrong direction.

➤ OPTIMISM HAS SLIGHTLY DECREASED SINCE THIS QUESTION WAS LAST ASKED BY THE ASIA FOUNDATION IN *THE 2014 CIVIC KNOWLEDGE AND VALUES IN A CHANGING SOCIETY SURVEY*.

When the same question was asked previously, 62% of residents reported that the country was headed in the right direction, 8% higher than in the most recent survey. Additionally, this most recent survey saw a marginally higher percentage of respondents report that the country was headed in the wrong direction, with only 4% of those surveyed answering the same way in 2014.¹⁰

KEY QUESTIONS

Q-18. In general, would you say things in the country are heading in the right direction, or that they are heading in the wrong direction?

ယေဘုယျအားဖြင့် လက်ရှိနိုင်ငံတွင်းအခြေအနေများသည် အကောင်းဘက်သို့ ဦးတည်နေသည်ဟု သင်ပြောနိုင်ပါသလား (သို့) အဆိုးဘက်သို့ ဦးတည်နေသည်ဟုသင်ပြောနိုင်ပါသလား။

BOX 4.1

Age perspectives on direction of the country

Older respondents appeared to be more optimistic about the direction of the country than younger respondents. Individuals over age 40 were almost 10 percentage points more likely to say that the country was headed in the right direction than those under 40. Younger respondents were slightly more likely to say that things had not changed and were much more likely to say that the country was headed in the wrong direction. Nonetheless, for no age group did more than 10% of respondents believe the country was headed in the wrong direction. Interestingly, there was almost no difference between younger and older respondents in whether they believed that their city was headed in the right direction. If anything, younger respondents were slightly more optimistic than older respondents, although by less than 2 percentage points.

Overall, **54%** of respondents perceived the country to be headed in the right direction.

Direction of the city

➤ OPTIMISM WAS HIGHER AMONG RESPONDENTS REGARDING THE DIRECTION OF THEIR CITY

with two-thirds (66%) asserting that their city was headed in the right direction. This optimism remained consistent across surveyed townships, with Taunggyi reporting the most optimistic outlook (75%) and Hpa-An residents reporting the least optimistic outlook (52% right direction) with 30% of those surveyed reporting that they did not think the country was going in the right or wrong direction and another 14% responding that they did not know or preferred not to answer. 64% of the women respondents perceived their city as heading in the right direction, while 4% perceived their city as heading in the wrong direction.

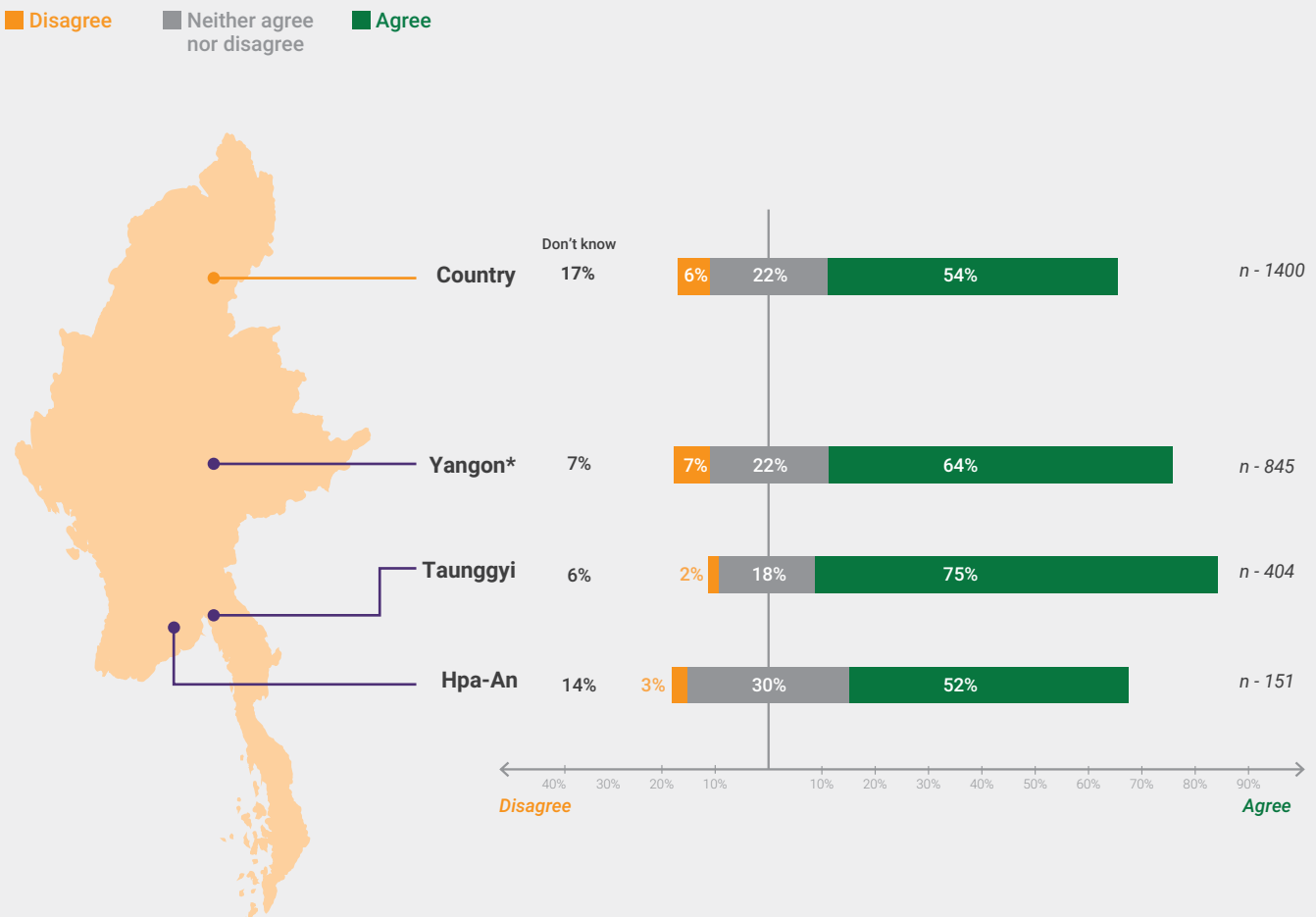
KEY QUESTIONS

Q-19. In general, would you say things in [their city] are heading in the right direction, or that they are heading in the wrong direction?

ယေဘုယျအားဖြင့် ရန်ကုန်မြို့တွင်းရှိ အခြေအနေများသည် အကောင်းဘက်သို့ ဦးတည်နေသည်ဟု သင်ပြောနိုင်ပါသလား (သို့) အဆိုးဘက်သို့ ဦးတည်နေသည်ဟု သင်ပြောနိုင်ပါသလား။

FIGURE 4.1

"Is the country/city going in the right direction?" (three cities* and total survey)



Reasons for optimism or pessimism

➤ PEOPLE MOST FREQUENTLY CITED **INFRASTRUCTURE, PEACE AND DEVELOPMENT AS REASONS FOR THEIR OPTIMISM.**

Respondents who felt that the country was moving in the wrong direction most frequently cited the *economy*, *traffic* and again *infrastructure* as their reasons for their pessimism. Results are similar to The Asia Foundation survey of 2014, with both surveys indicating roads or infrastructure as the number one reason for optimism, but the *weakening economy* has become the number one most often cited reason for pessimism, with *conflict* dropping off the list entirely. This variance could be caused by the time in which each survey was administered, but it could very well be a reflection of the *City Life Survey's* focus on urban environments where the impacts of conflict are not as stark.

KEY QUESTIONS

Q-20. What is going well locally?

အဘယ်ကြောင့်အကောင်းဘက်သို့ ဦးတည်နေသည်ဟု ဆိုရသနည်း

Q-21. What are the biggest problems locally?

အဘယ်ကြောင့် အဆိုးဘက်သို့ ဦးတည်နေသည်ဟု ဆိုရသနည်း။

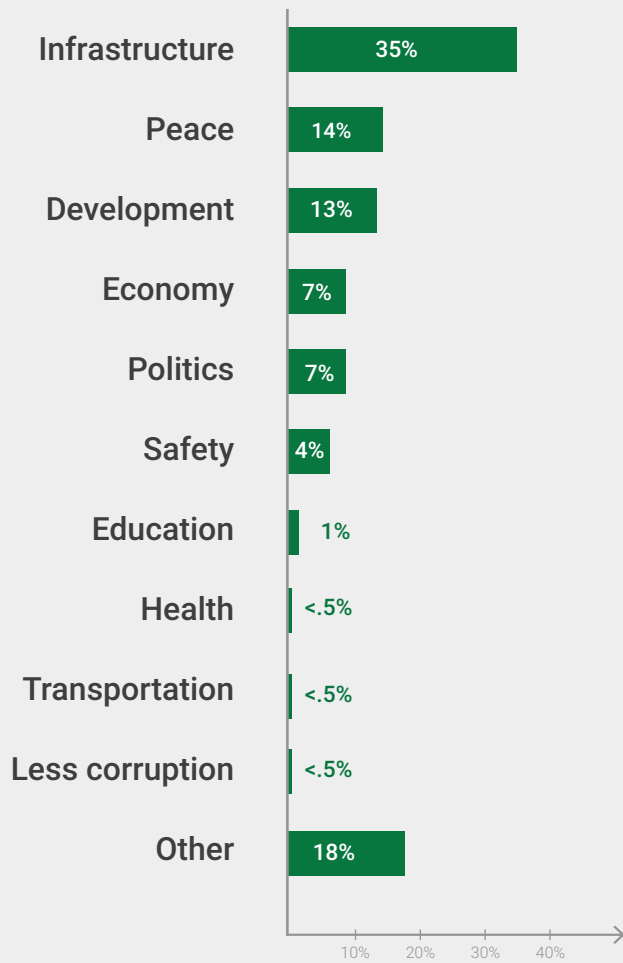


FIGURE 4.2

Reasons for optimism or pessimism (total survey)

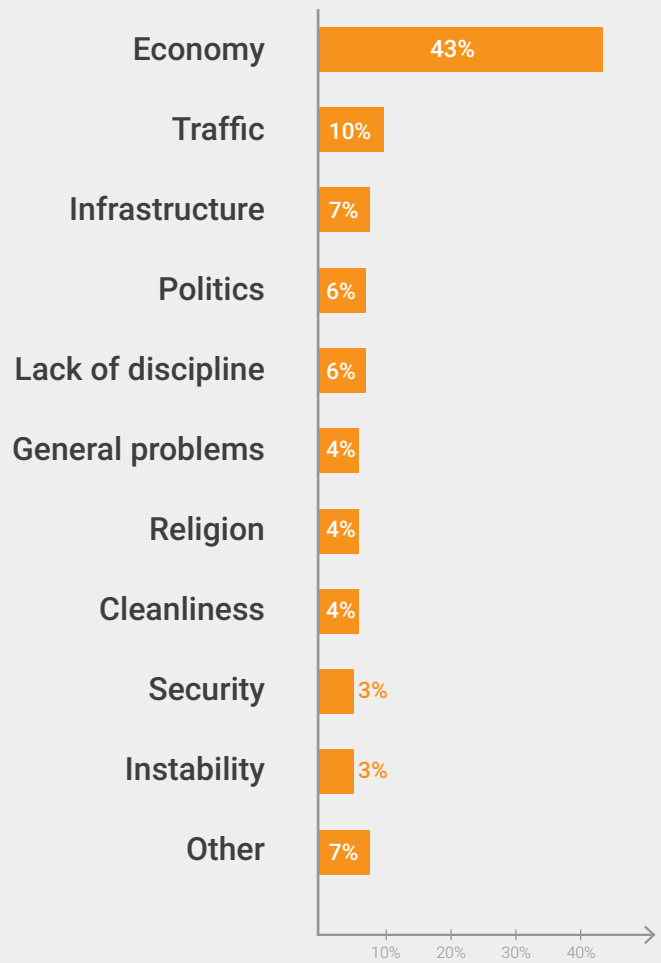
GOING WELL LOCALLY

n - 903



BIGGEST PROBLEMS LOCALLY

n - 67



5

CITY LIVABILITY



INTRODUCTION

This section presents respondents' perceptions toward the unique factors associated with urban life in each of the five townships. In general, the survey found that respondents recognized the amenities within their cities, but have limited opportunities to access what is available. Unlike other chapters, the responses throughout this section were very area-dependent, with

different cities and townships showing significant variation. No one city or township reported consistently higher than any other surveyed, but trends did follow predictable patterns, with the more urbanized townships reporting better access to public transportation and more negative perceptions of noise and air pollution.

KEY FINDINGS

> Respondents reported that **their cities had great amenities** ranging between 73% agreement for entertainment options across the cities and 90% overall agreement that their cities had great shopping amenities.



Entertainment
73%




Shopping
90%

Respondents did report that the **free time they had was limited** with 45% of respondents reporting that they had time to enjoy the things their city had to offer.

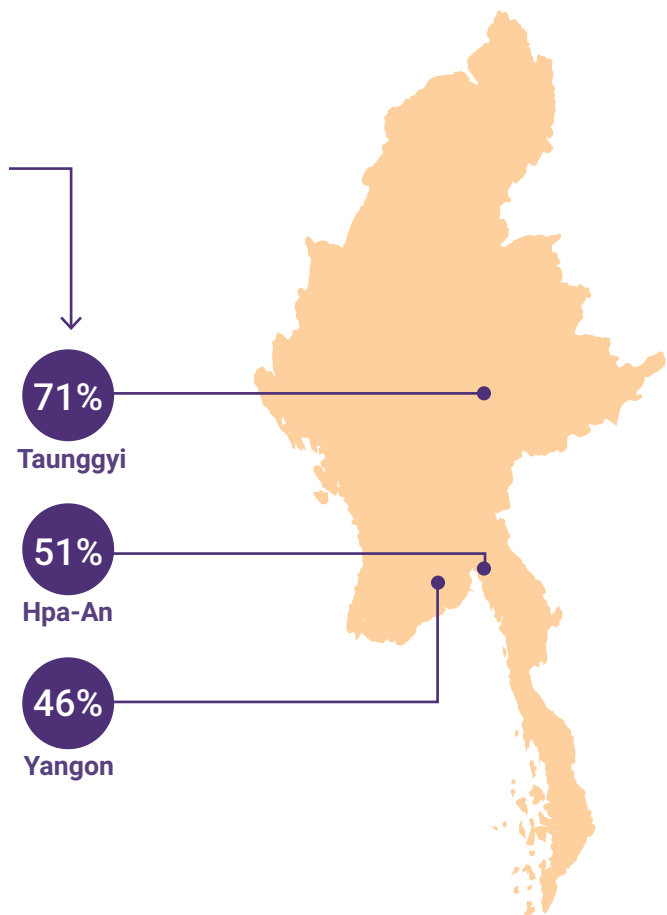


Time to enjoy
45%

>  **Public transit** is the main source of transport in Yangon (46%) while residents in Hpa-An and Taunggyi still rely on mainly on **motorcycles** (51% and 71%).



> **Traffic safety is a major concern** with more than half of residents (54%) concerned for their safety when riding in a motor vehicle in their city.



Leisure

➤ RESPONDENTS REPORTED THAT THEIR RESPECTIVE CITIES HAD GREAT AMENITIES, BUT FEW HAD TIME TO ENJOY THEM.

Through a sequence of six questions, urban residents were asked to what level they agreed with positive statements regarding the quality of leisure activities in their respective cities. Responses in all areas were extremely positive with agreement or strong agreement ranging between 73% (entertainment and recreation) and 90% (shopping). Taunggyi consistently reported especially high levels of agreement, with no fewer than 82% of respondents agreeing or strongly agreeing with the statements presented. Hpa-An had the lowest levels of agreement, but responses were also not negative. Only 52% of respondents in Hpa-An agreed with the statement “Hpa-An has many great places for entertainment and recreation,” but 24% did not know or were unable to provide a response to this question.

The inability to answer questions regarding leisure activities suggests that many residents may not have been able to fully interact with the amenities available. This reasoning is supported by responses to the final question asked in the series—“I have time to spare to enjoy the good things in my city” —to which only 47% of surveyed residents responded positively. Taunggyi respondents reported having the most free time, with 63% agreeing or strongly agreeing with the statement, while 40% of those surveyed in Thaketa, Hpa-An and North Dagon townships disagreed or strongly disagreed with the idea that they had enough time to enjoy what their cities had to offer.

Responses in all areas were extremely positive with agreement or strong agreement ranging between 73% (entertainment and recreation) and 90%(shopping).

KEY QUESTIONS

Q-38. [city] has nice parks.

ရန်ကုန်မြို့တွင် ကောင်းမွန်သော အများပြည်သူဆိုင်ရာ ပန်းခြံများ၊ ပန်းဥယျာဉ်များရှိသည်။

Q-40. [city] has many great places to eat food outside of the home

ရန်ကုန်မြို့တွင် အိမ်အပြင်ထွက်ပြီး စားသောက်ရန် နေရာကောင်းများစွာရှိသည်။

Q-41. [city] has many great places to shop

ရန်ကုန်မြို့တွင် ဈေးဝယ်ထွက်ရန် နေရာကောင်းများစွာရှိသည်။

Q-42. [city] has many great places for entertainment and recreation

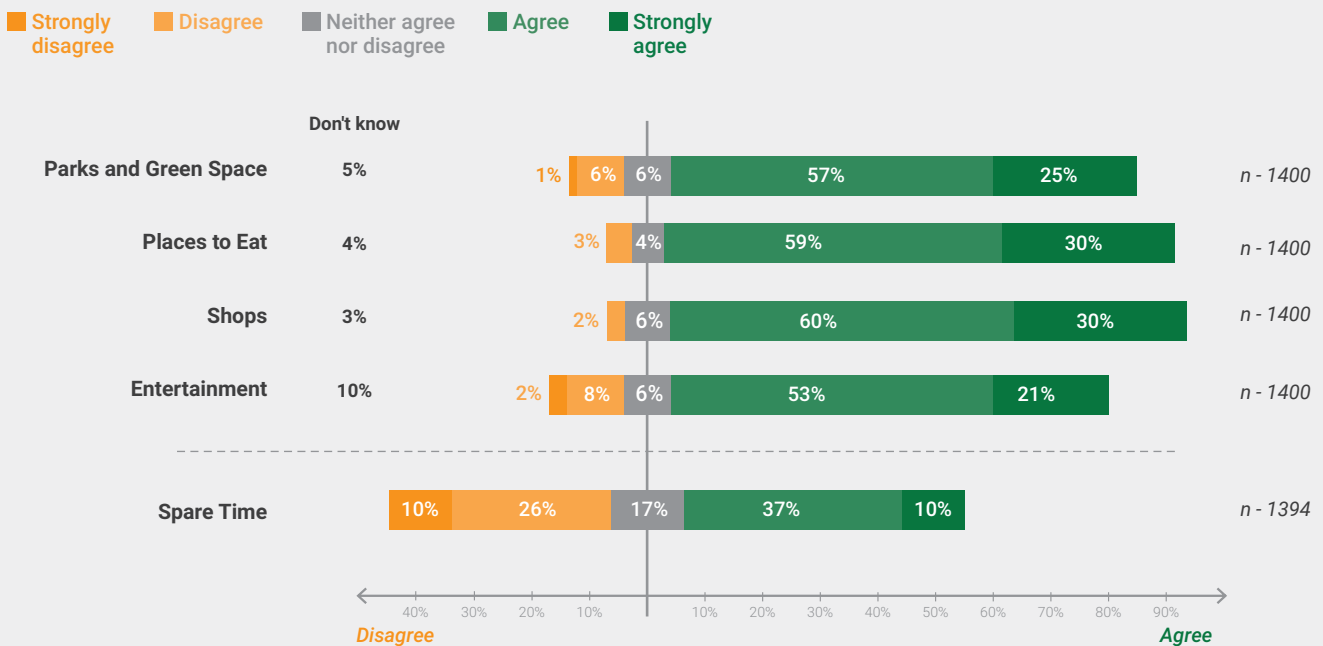
ရန်ကုန်မြို့တွင် ဖျော်ဖြေရေးနှင့် အပန်းဖြေစရာ နေရာများစွာရှိသည်။

Q-43. I have time to spare to enjoy the good things in my city

ရန်ကုန်မြို့ရှိ ကောင်းမွန်သောအရာများကို တွေ့ကြုံခံစားနိုင်ရန် ကျွန်တော်မှာ အချိန်ပိုရှိသည်။

FIGURE 5.1

Agreement in the quality of amenities (total survey)



Transport

➤ **LESS THAN 10% OF SURVEYED RESIDENTS USED A CAR AS THEIR MAIN SOURCE OF TRANSPORTATION TO WORK.**

When asked about their primary mode of transport to and from work, strong variation occurred between urban areas. Those in the townships of Yangon expressed a dependence on public and active transport (89% of trips made in Yangon were either public or active) while more than half of the respondents in Taunggyi and Hpa-An relied most heavily on the private transport of motorbikes (59% and 55% respectively). Out of all the women respondents who reported that they worked, 71% used public or active transport to get to work, while 29% relied on private transportation. Walking was the most frequent form of transportation to work of employed women. This may suggest that many women work close to home. One may assume, as reported by the 2014 Myanmar Census, that they are contributing family workers of family businesses.

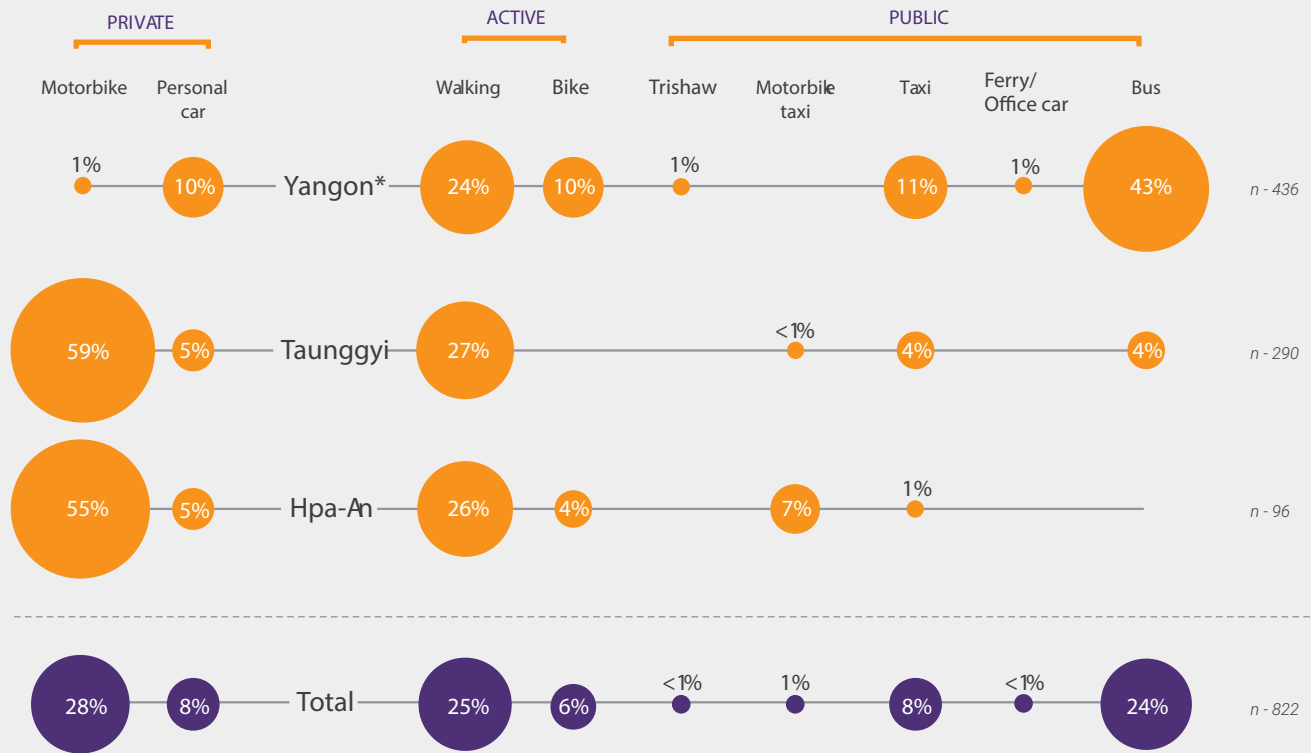
KEY QUESTIONS

Q-32. To get to work, which mode of transport do you use most often?

အလုပ်သို့သွားရန် မည်သည့်သွားလာရေးနည်းကို သင်အများဆုံး အသုံးပြုသနည်း။

FIGURE 5.2

To get to work, which mode of transport do you use most often? (three cities* and total survey)



Road safety

➤ **TRAFFIC SAFETY WAS A MAJOR CONCERN FOR TAUNGGYI'S URBAN RESIDENTS.**

More than half (54%) of respondents either agreed or strongly agreed to the statement, "I am worried for my physical safety when riding in a motor vehicle on the roads in the city." This concern remained high throughout the townships but was most dramatic in areas with higher proportions of motorbike users. While 45% of the three surveyed townships in Yangon reported agreement or strong agreement to the question, between 51% of residents in Hpa-An and 70% of residents in Taunggyi (21% strongly agreed) responded that they were worried for their physical safety while riding a motor vehicle in their respective cities. Of all the women respondents, 53% strongly agreed or agreed that they worried for their physical safety when riding in a motor vehicle.

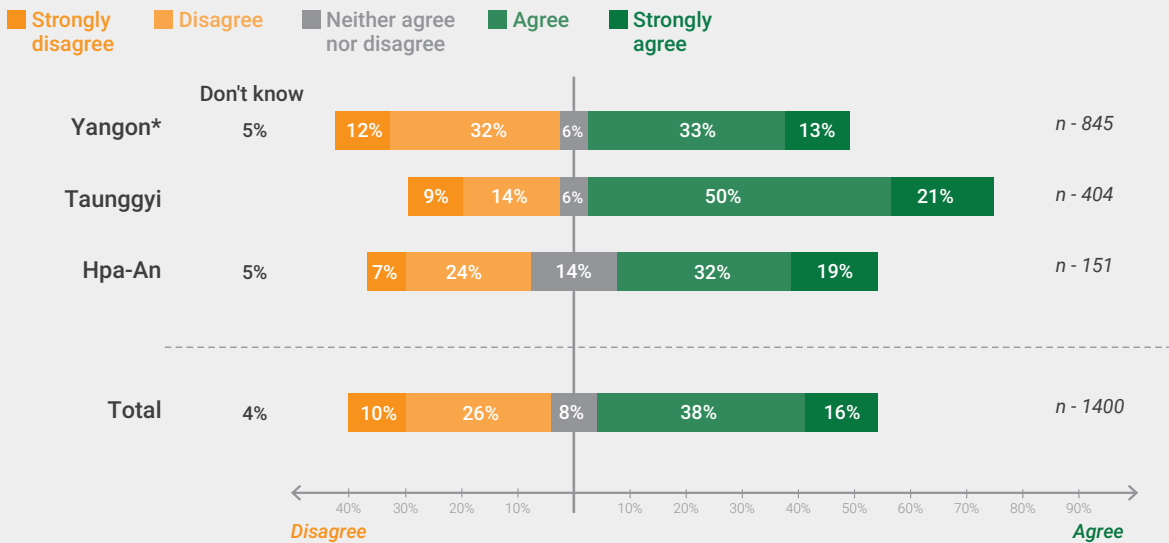
KEY QUESTIONS

Q-37. I am worried for my physical safety when riding in a motor vehicle on the roads of [city].

သင့်မြို့ပေါ်ကလမ်းများတွင်ကား/ဆိုင်ကယ် (စက်တပ်ယာဉ်) စီးလျှင် ရုပ်ပိုင်းဆိုင်ရာ လုံခြုံမှုအတွက် စိတ်ပူရသည်။

FIGURE 5.3

"I am worried for my physical safety when riding in a motor vehicle on the roads of [city]"
(three cities* and total survey)



Public transit

➤ **THE MAJORITY OF THE RESPONDENTS AGREED THAT THE PUBLIC TRANSPORTATION AVAILABLE TO THEM IN THEIR CITIES WAS AFFORDABLE, SAFE AND CONVENIENT.**

The questions selected for this section in the survey primarily addressed affordable cost, safety, and convenience of the public transportation system. Across all three fields, perceptions were positive, with over 70% agreement or strong agreement with the statements. 68% of women respondents strongly agreed or agreed.

KEY QUESTIONS

Q-34. To what extent do you agree with the following statement: in [city] transport that can be used by the public is safe.

အောက်ဖော်ပြပါစာသားများအပေါ် သင်မည်သည့်အတိုင်းအတာအထိ သဘောတူညီပါသနည်း။ သင့်မြို့တွင် အများပြည်သူအသုံးပြုသောသယ်ယူပို့ဆောင်ရေးမှာ ဘေးကင်းလုံခြုံသည်။

Q-35. To what extent do you agree with the following statement: in [city] transport that can be used by the public is convenient.

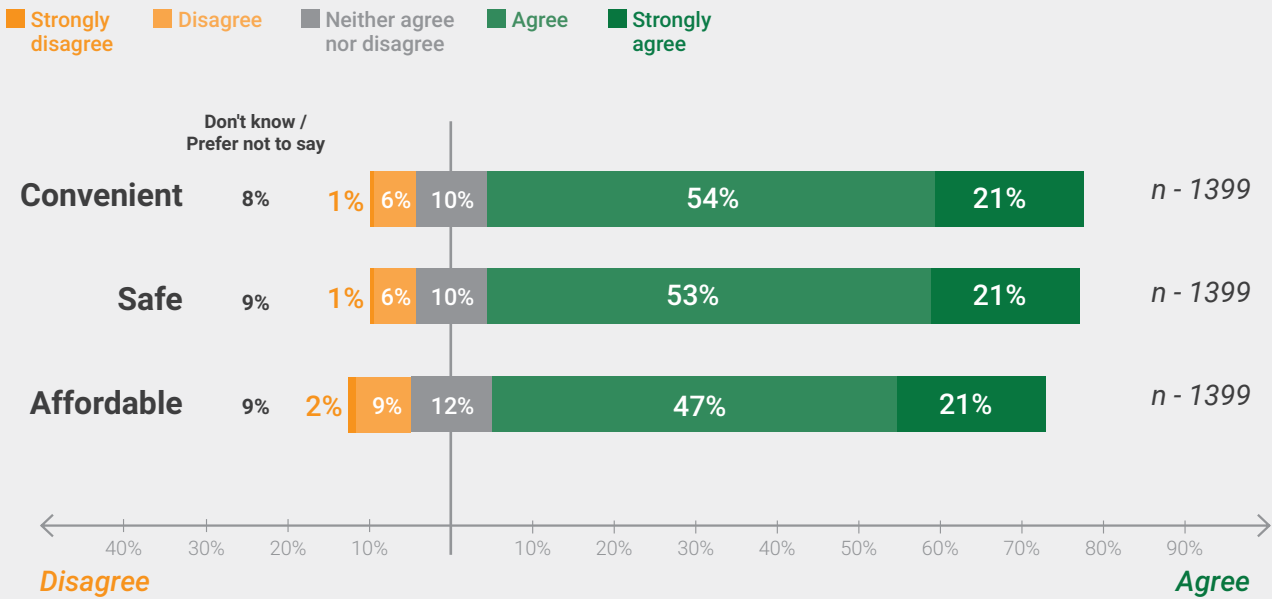
အောက်ဖော်ပြပါစာသားများအပေါ် သင်မည်သည့်အတိုင်းအတာအထိ သဘောတူညီပါသနည်း။ သင့်မြို့တွင် အများပြည်သူ အသုံးပြုသော သယ်ယူပို့ဆောင်ရေးမှာ အဆင်ပြေသည်။

Q-33. To what extent do you agree with the following statement: in [city] transport that can be used by the public is affordable.

အောက်ဖော်ပြပါစာသားများအပေါ် သင်မည်သည့်အတိုင်းအတာအထိ သဘောတူညီပါသနည်း။ သင့်မြို့တွင် အများပြည်သူအသုံးပြုသောသယ်ယူပို့ဆောင်ရေးမှာ စရိတ်သက်သာသည်။

FIGURE 5.4

"In [city] transport that can be used by the public is..." (total survey)



Urban density

➤ **WHILE AGGLOMERATION BRINGS BOTH ECONOMIC AND SOCIAL BENEFITS TO AN URBAN ENVIRONMENT, RESPONDENTS WERE CONSCIOUS OF THE OBSTACLES THAT COME WITH URBAN DENSITY.**

Urban residents in the five surveyed townships were asked if they felt their respective cities were too crowded, too noisy, and whether they had clean air. Responses were varied between the respective townships. Residents in Hpa-An had the widest distribution of answers when asked how crowded they perceived their city to be, with 67% of respondents either agreeing or strongly agreeing that the city was too crowded, and 18% disagreeing or strongly disagreeing. Unsurprisingly, residents of higher-density townships reported the strongest agreement to the question. Of the 92% of Kyauktada residents who agreed that their city was too crowded, 79% notably responded that they strongly agreed. Overall, 80% of women respondents in all townships strongly agreed or agreed.

KEY QUESTIONS

Q-47. To what extent do you agree with the following statement: [city] is too crowded.

အောက်ဖော်ပြပါစာသားများအပေါ် သင်မည်သည့်အတိုင်းအတာ အထိ သဘောတူညီပါသနည်း။ သင့်မြို့သည် လူနေထူထပ်သည်။

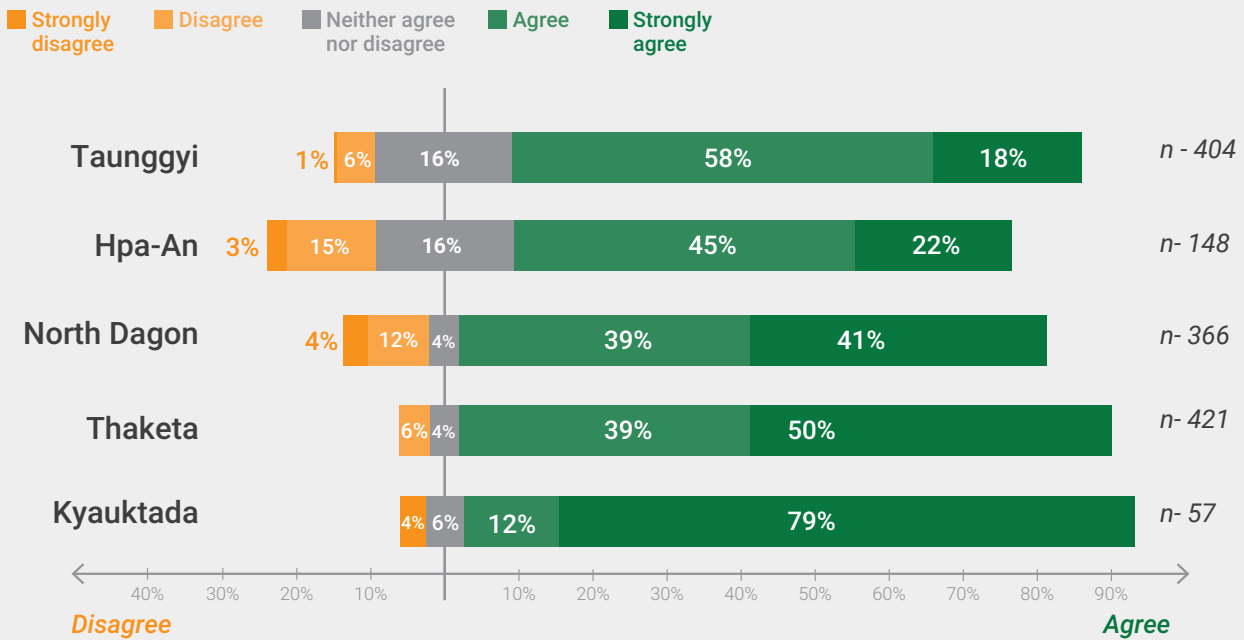
Q-45. To what extent do you agree with the following statement: [city] is too noisy.

အောက်ဖော်ပြပါစာသားများအပေါ် သင်မည်သည့်အတိုင်းအတာ အထိ သဘောတူညီပါသနည်း။ သင့်မြို့သည် ဆူညံသည်။

Q-46. To what extent do you agree with the following statement: [city] has clean air.

အောက်ဖော်ပြပါစာသားများအပေါ် သင်မည်သည့်အတိုင်းအတာ အထိ သဘောတူညီပါသနည်း။ သင့်မြို့သည် သန့်ရှင်းလတ်ဆတ်သော လေကောင်းလေသန့်ရှိသည်။

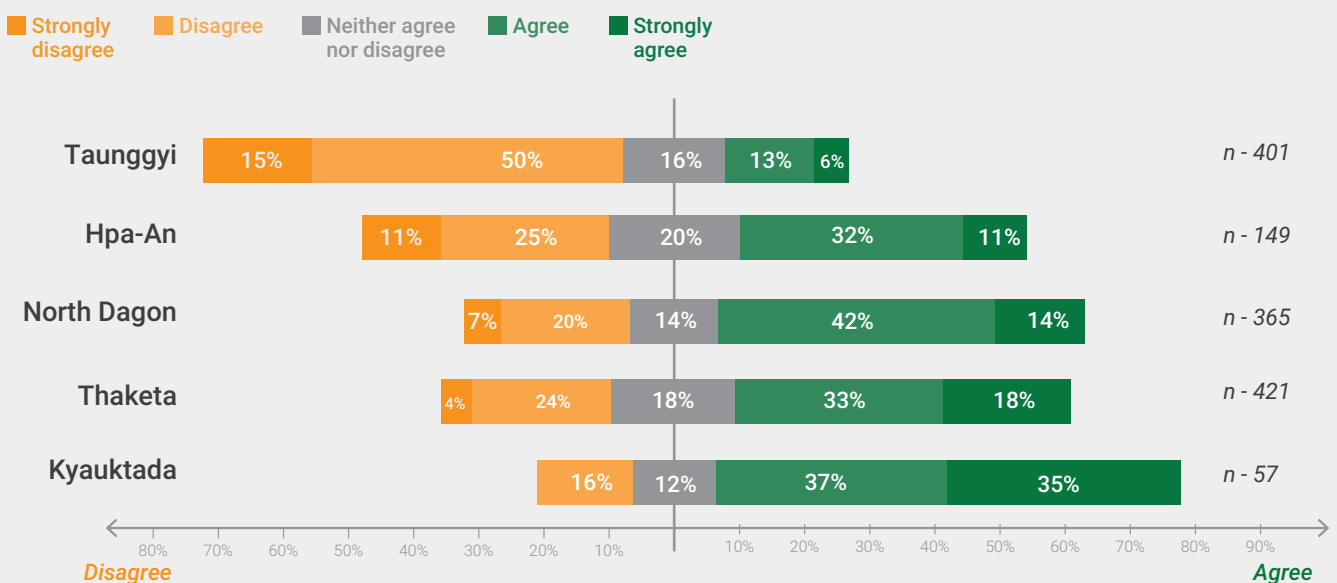
FIGURE 5.5
 “[city] is too crowded” (five urban areas)



When asked if the city was too noisy, Taunggyi had a much more positive perception, with 65% of respondents disagreeing with the statement. North Dagon, Thaketa and Hpa-An were more divided, with 55% of the two Yangon townships and 44% of Hpa-

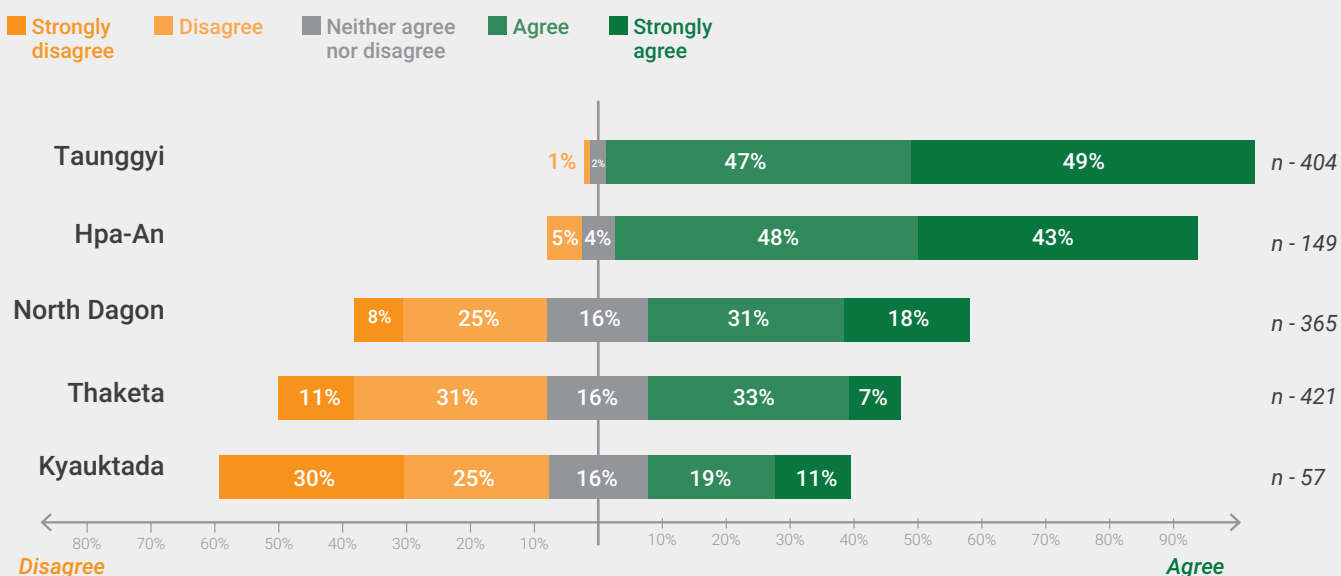
An respondents agreeing that the cities were too noisy. Again, residents in denser communities of Kyauktada had the most acute perceptions of noise, with 72% those surveyed reporting their city was too noisy.

FIGURE 5.6
 “[city] is too noisy” (five urban areas)



In response to the question regarding air quality, residents in Taunggyi and Hpa-An reported overwhelmingly (96% and 91% agreed or strongly agreed) that their cities had clean air. The townships in Yangon were split, with nearly half responding negatively and half reporting positively, with the more densely populated townships reporting more negative perceptions of the air quality.

FIGURE 5.7
 "[city] has clean air" (five urban areas)



In response to the question regarding air quality, residents in Taunggyi and Hpa-An reported overwhelmingly (96% and 91% agreed or strongly agreed) that their cities had clean air.



A woman wearing a light-colored long-sleeved top, a dark long skirt, and a wide-brimmed hat is walking on a paved path. She is looking to her right. The background shows some greenery and a fence. A large orange arrow graphic points from the top left towards the bottom right, partially overlapping the scene.

6

WELLBEING

INTRODUCTION

This section conveys the perceptions of urban residents in relation to happiness, health, anxiety and overall satisfaction with life. Residents gave generally positive responses to each of the questions in this category, and results remained relatively consistent across all surveyed townships. Hpa-An residents reported comparatively lower results in all of the questions asked, and by the same metric, Taunggyi responses were the most positive throughout this section of the survey. Most importantly, this section should provide a baseline for future surveys to track changes in perceptions of wellbeing over time. Throughout this section, references are made comparing results between respondents and the 2017 personal wellbeing survey conducted by the Government of the UK. Questions on this survey were specifically selected and worded to match this survey and provide an international comparison, but as previously stated, the real value in these questions will come through future surveys.

KEY FINDINGS



The score for **happiness is high** with a reported average of

6.7



Most residents reported **feeling healthy** with **70%** reporting at least

7.0



The score for **life satisfaction is high** with a reported average of

6.4



There are **considerable differences** in how the **cities*** reported their wellbeing

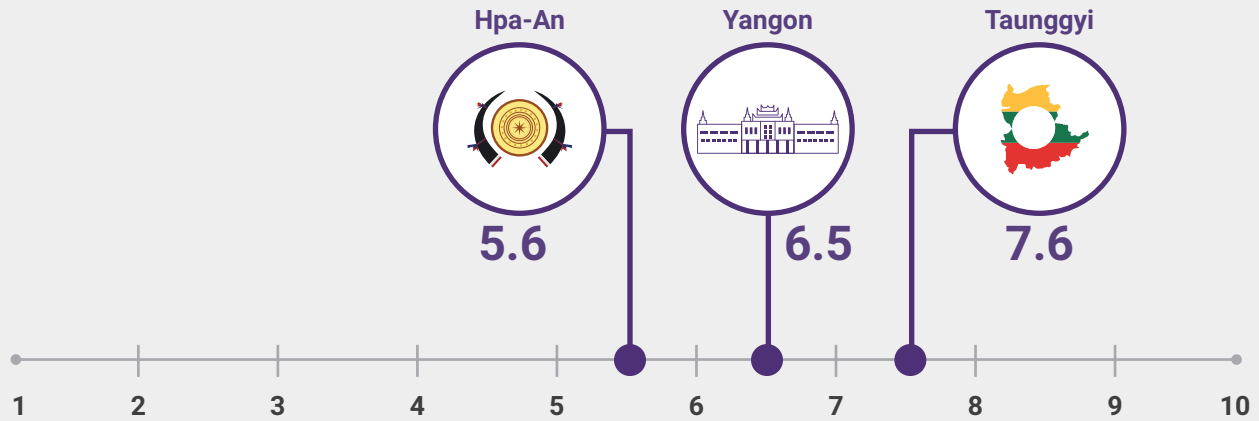


The score for **anxiety is low** with an average of

3.3

FIGURE 6.2

“On a scale of 0–10 with 0 being “not at all” and 10 being “completely” please answer the following question: Overall how happy did you feel yesterday?” (three cities on a scale)*



Life satisfaction

➤ **JUST UNDER HALF OF RESPONDENTS (49%) WERE SATISFIED WITH THEIR LIVES.**

The mean of the total surveyed population fell into the neutral category, with an average score of 6.4 out of 10. Similar to the reported levels of happiness in the previous question, only 12% of residents responded negatively, with scores between 0 and 3. (When asked the same question, residents in the UK scored slightly higher, with the mean of the responses in June 2017 reaching 7.7 on a 10-point scale.)

Responses were not consistent among all of the townships. Taunggyi’s urban residents reported the highest levels of life satisfaction, with 59% scoring between 7 and 10. Conversely, Hpa-An’s urban residents reported the lowest levels of life satisfaction, with only a quarter (26%) scoring themselves at least 7. While Hpa-An responses were by no means exceedingly negative (only 16% reported scores of 3 or below), they did tend towards neutral, with nearly 60% of those surveyed selecting the middle of the scale (4–6).

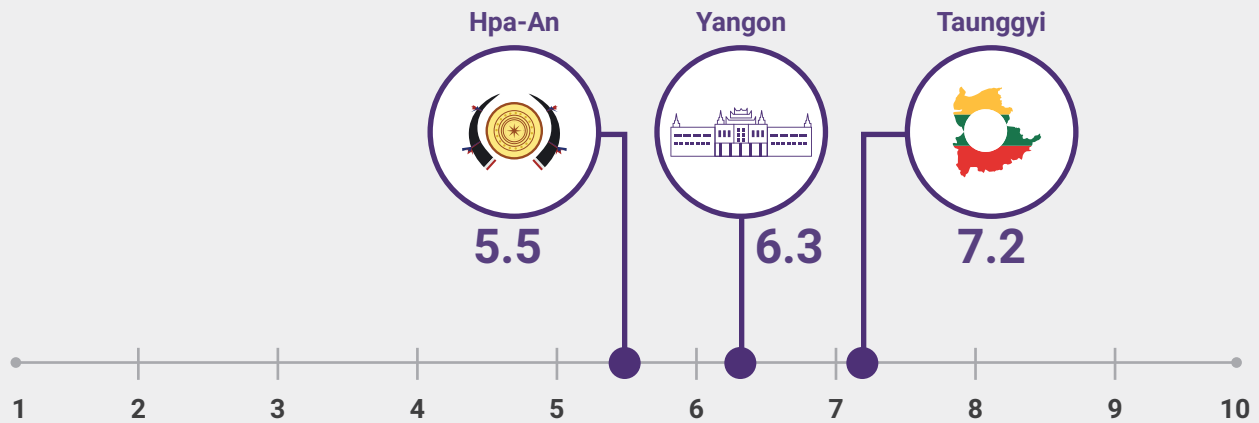
KEY QUESTIONS

Q-13. On a scale of 0–10 with 0 being “not at all” and 10 being “completely” please answer the following question: Overall, how satisfied are you with your life nowadays?

ခြုံငုံပြောရလျှင် ယခုလက်ရှိသင့်ဘဝကို ဘယ်လောက်အတိုင်း အတာအထိ ကျေနပ်ပါသလဲ။

FIGURE 6.3

"On a scale of 0–10 with 0 being "not at all" and 10 being "completely" please answer the following question: Overall, how satisfied are you with your life nowadays?" (three cities* on a scale)



Anxiety

➤ **MORE THAN HALF (56%) OF RESPONDENTS REPORTED FEELING LOW ANXIETY,**

scoring themselves between 0 and 3 on a 10-point scale. Of this group, the largest proportion (31%) of respondents reported that they did not feel anxious at all on the day prior to the survey. There was no variation between genders, with 55% of all women respondents reported feeling low anxiety. The average response over the five surveyed townships is also notably low, with an overall mean score of 3.3. Hpa-An and Kyauktada residents reported more anxiousness with a mean score of 4.3, and North Dagon results showed the lowest levels of anxiety, with a mean score of 3.0. Once again, these scores are in line with those in the UK where residents averaged 2.9 when asked the same question.

KEY QUESTIONS

Q-16. On a scale of 0–10 with 0 being "not at all" and 10 being "completely" please answer the following question: Overall, how anxious did you feel yesterday?

ခြုံငုံပြောရလျှင် မနေ့က သင်ဘယ်လောက်အတိုင်းအတာအထိ စိတ်ပူပန်မှုများရှိခဲ့ပါသလဲ။

More than half **56%** of respondents reported feeling low anxiety, scoring themselves between 0 and 3 on a 10-point scale.

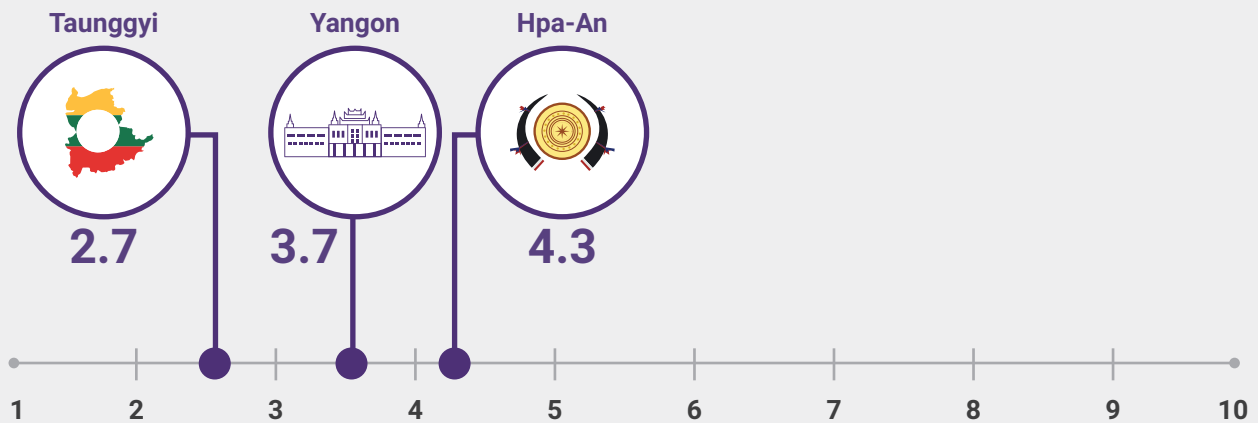
FIGURE 6.4

"Reported anxiety" (three cities* and total survey)



FIGURE 6.5

"On a scale of 0–10 with 0 being "not at all" and 10 being "completely" please answer the following question: Overall, how anxious did you feel yesterday?" (three cities* on a scale)



Health

RESPONDENTS PERCEIVE THEMSELVES TO BE GENERALLY HEALTHY.

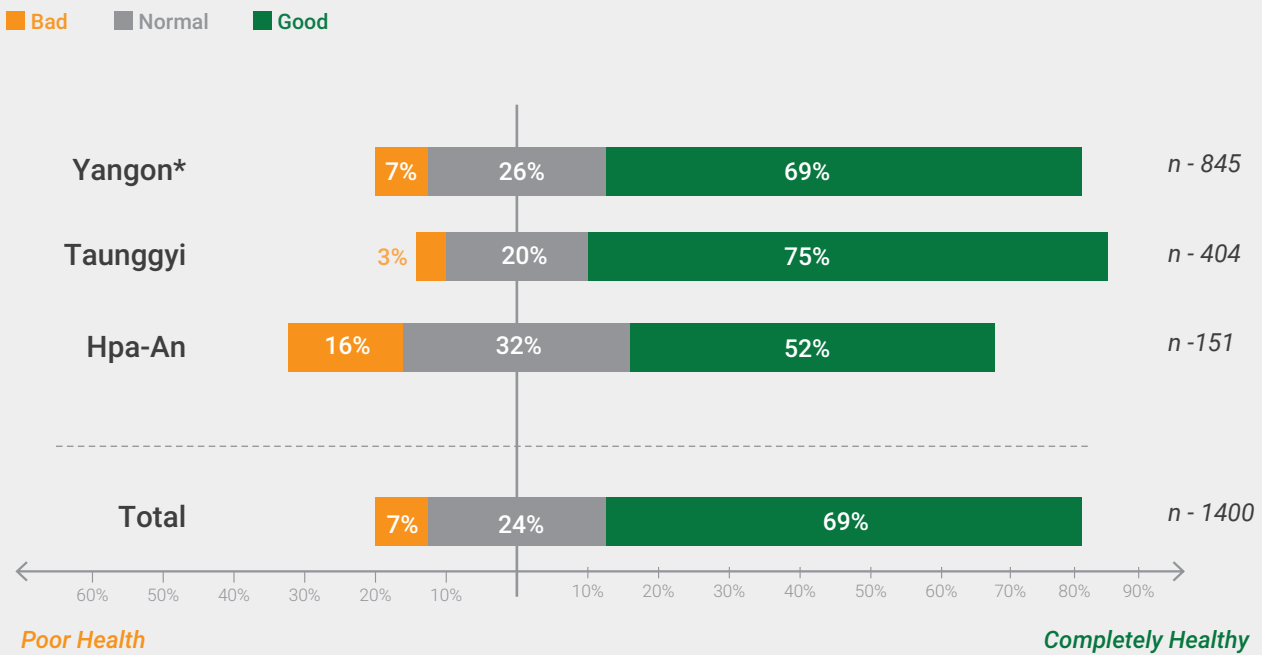
Just under 70% of respondents indicated that they were healthy, gauged by a response of at least 7 on a 10-point scale. Taunggyi's surveyed urban residents reported the best overall health, with 75% ranking their health between the 7 and 10. Hpa-An respondents reported the lowest levels of good health (52% positive responses) and the highest levels of poor health, with 16% of surveyed residents reporting scores of 3 or lower.

KEY QUESTIONS

Q-17. On a scale of 0–10 with 0 being “not at all” and 10 being “completely” please answer the following question: How is your health in general?

ယေဘုယျအားဖြင့် သင့်ကျန်းမာရေးအခြေအနေ ဘယ်လိုရှိပါသလဲ။

FIGURE 6.6
Reported quality of health (three cities* and total survey)





7

GENDER



INTRODUCTION

This section addresses the different ways in which women and men experience their cities. Although there was no notable difference between men and women in educational attainments, women's participation in the labor force is significantly lower while their time spent on unpaid domestic duties is significantly higher. In all five townships surveyed, women reported lower perceived health than men.

KEY FINDINGS

➤ **Women's employment is lower** than men's with 50% of women reporting that they don't work compared to 27% of men.



Women who don't work
50%

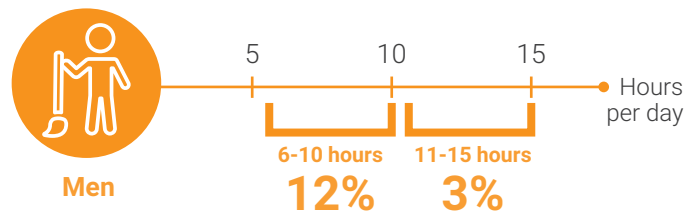
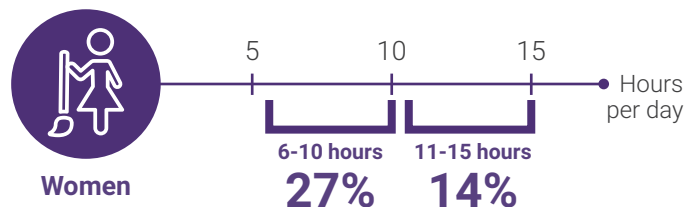


Men who don't work
27%

➤ **Men and women reported the same levels of education** throughout the surveyed cities.



➤ **Women were more likely to be responsible for housework and child care** with 27% reporting 6-10 hours of housework a day and 14% reporting 11-15 hours.



Asked the same question, only **12% of men worked 6-10 hours in the house** a day and only 3% were working 11-15 hours.

Employment

➤ **WOMEN’S EMPLOYMENT WAS SIGNIFICANTLY LOWER THAN MEN’S THROUGHOUT THE SURVEYED TOWNSHIPS.**

When asked “How do you work?”, 50% of women respondents selected “No, I don’t work”, compared to 27% of men respondents. In other words, women were almost twice as likely to be unemployed and not looking for a job. Furthermore, a lower percentage of women than men were employed full-time, employed part-time, employed in daily labor, or actively looking for work.

This is aligned with the findings from Myanmar’s 2014 Census data, which revealed that only 47% of urban women were participating in the labor force, compared to 80% of urban men. Furthermore, women were more likely to define their type of employment as “contributing family workers” (61%) than men (40%). As described in Myanmar’s *Thematic Report on Gender Dimensions*,¹¹ “contributing family workers do not work for pay, despite their economic contribution in terms of labor input”. This usually refers to household members who work in family businesses but are not formally compensated.

➤ **IN LINE WITH GLOBAL TRENDS, WOMEN IN THE SURVEYED CITIES WERE MORE LIKELY TO BE RESPONSIBLE FOR UNPAID DOMESTIC WORK THAN MEN.**

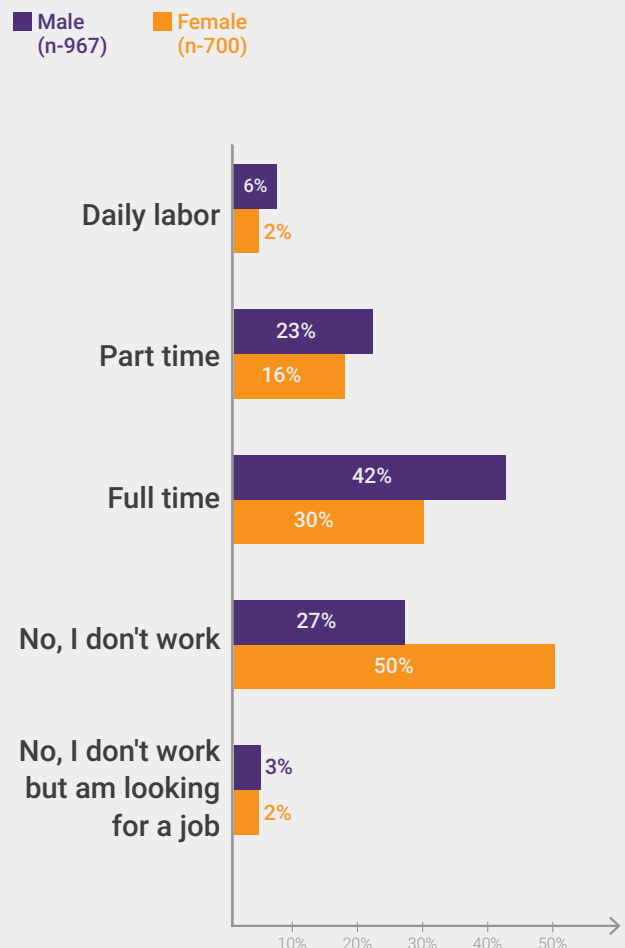
According to the survey, women were more likely than men to be responsible for childcare and housework such as cooking, cleaning, laundry, and grocery shopping. 19% of men respondents reported doing no housework and childcare at all, compared to just 5% of women respondents. 27% of women respondents reported completing 6–10 hours of housework and childcare per day, more than double the 12% of men respondents who reported the same amount of work. Furthermore, women completing 11–15 hours per day stood at 14%, which was more than four times that of men, which stood at 3%. With a significantly lower percentage of women formally participating in the labor force, this would seemingly explain why women are spending much more time at home engaged in unpaid domestic work.

KEY QUESTIONS

Q-8. How do you work?

အလုပ်အကိုင်အမျိုးအစား

FIGURE 7.1
“Male and female employment” (total survey)



Education

➤ THERE WERE NO NOTABLE EDUCATION GAPS IN MYANMAR CITIES SURVEYED BY THIS REPORT.

When respondents were asked for their highest educational attainment, the same percentage of men and women chose postgraduate (6%), middle school (22%), and no formal education (2%). The other responses showed small difference. The percentage of men who chose graduate level was slightly higher than that of women (25% compared to 24%) while the percentage of men who chose high school was 2 percentage points higher than women (35% compared to 33%). The biggest gap can be seen in primary school education. The percentage of women who noted their highest educational attainment at primary level was 5 points higher than that of men (14% compared to 9%). Although the gap is relatively small, this seemingly suggests that women were more likely than men to drop out of school after the primary level than men, and that men were more likely to finish their high school and/or graduate-level studies.

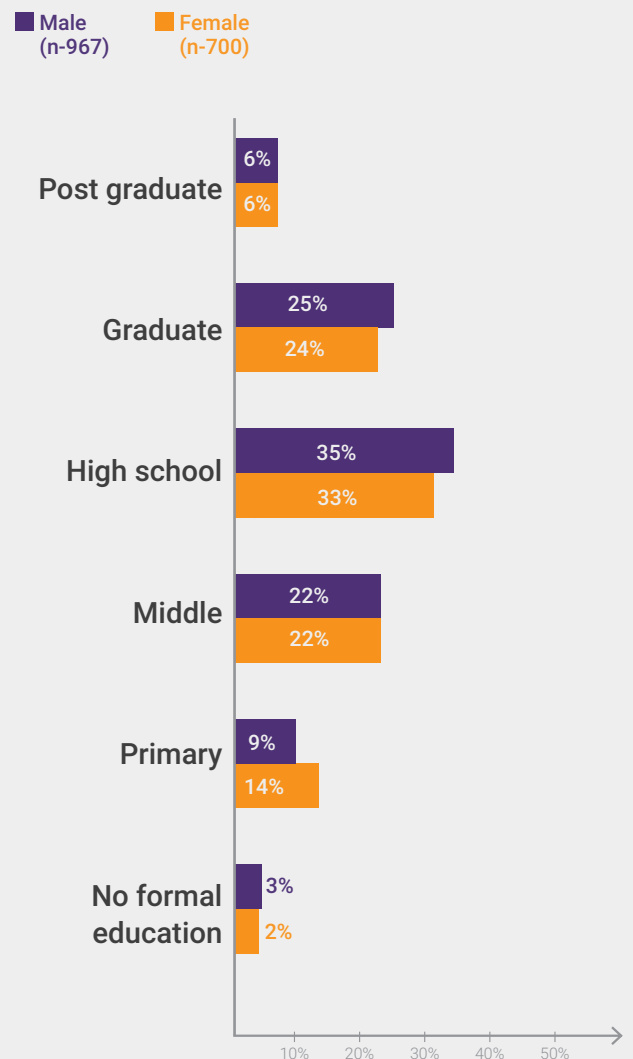
According to Myanmar’s 2014 Census, the adult literacy rate is more or less equal between men and women, although a gap is more evident among older cohorts, suggesting that the education gap is closing as time progresses. Myanmar’s 2014 Census “revealed that literacy levels are generally higher in urban than in rural areas, with wider gender gaps more apparent in rural areas”. Although the *City Life Survey* did not ask questions specifically on literacy rates, the data seems to support the claim that the gap between the men and women’s education levels in urban areas is present but quite small.

KEY QUESTIONS

Q-5. What is the highest education level that you have completed?

ပညာအရည်အချင်း (သင်ယူပြီးဆုံးခဲ့သည့် အမြင့်ဆုံးပညာရေးအဆင့်) အမွှာဆုံးပညာရေးအဆင့်

FIGURE 7.2
"Male and female education" (total survey)



Health

➤ **IN ALL OF THE TOWNSHIPS SURVEYED, WOMEN REPORTED LOWER LEVELS OF HEALTH THAN MEN.**

Although this survey did not ask specific questions on women's health, respondents were asked to rate their health on a scale, with 0 being very ill and 10 being completely healthy. When the mean of the responses was calculated and broken down by gender, it revealed that women in each township surveyed reported lower health than men. The largest gaps can be seen in Hpa-An and Kyauktada, with women reporting an average one full health point worse than men. The smallest difference was seen in Taunggyi, with just 0.2 but with women still self reporting worse than men.

KEY QUESTIONS

Q-8. How is your health in general?

ယေဘုယျအားဖြင့် သင့်ကျန်းမာရေး အခြေအနေဘယ်လိုရှိပါသလဲ။

In all of the townships surveyed, women reported lower levels of health than men.



Quality of Police Services

➤ **WOMEN IN SEEMED LESS LIKELY THAN MEN TO ACCESS THE FORMAL JUSTICE SYSTEM SUCH AS POLICE SERVICES, EVEN THOUGH THEY REMAINED VULNERABLE TO VIOLENCE AND CRIME.**

When respondents were asked to rate the quality of police services in their township, women were almost twice as likely to respond with “I don’t know”. A report published by Justice Base titled “Women’s Access to Justice in the Plural Legal System of Myanmar” suggested women in Myanmar were less likely to be engaged with the formal justice system due to a variety of factors.¹² The *City Life Survey* findings seemingly support this.

KEY QUESTIONS

Q-84. How would you rate the quality of police services in your city?

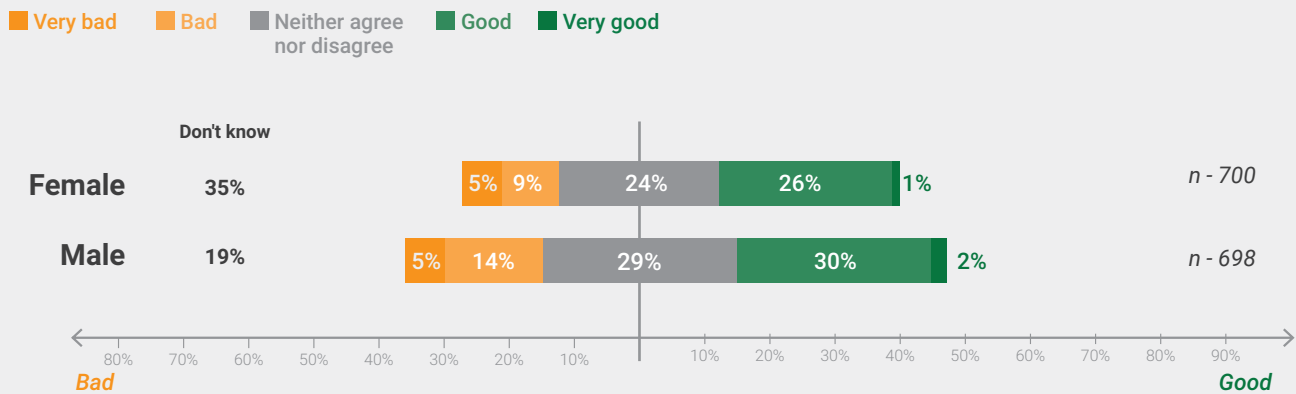
အတိုင်းအတာ ၁ မှ ၅ အတွင်း မိမိမြို့ရှိ

ရဲများ၏ဝန်ဆောင်မှုအရည်အသွေးကို သင်မည်သို့

အမှတ်ပေးမည်နည်း။

FIGURE 7.3

"Male and female access to justice" (total survey)





8

**WORK AND
ECONOMIC
OPPORTUNITIES**

INTRODUCTION

This section presents the perceptions of financial and labor conditions among urban residents of the five townships. Overall, perceptions of conditions had not changed significantly over the previous year. Employment opportunities and respondents' perceived financial wellbeing appeared to have changed little if at all, while opportunities for career advancement were perceived to have improved slightly. The survey revealed diverse responses across townships, with Kyauktada showing relatively lower results in financial wellbeing and employment opportunities and relatively higher results for career advancement. There was very little statistical difference between men and women.

KEY FINDINGS

- > Residents reported that their **financial situation** has remained the same or gotten better over the past two years with



51% reporting that nothing has changed and

26% reporting that things were getting better.



More than **75%** of residents reported **household earnings** of less than 350,000 MMK per month.



80% of respondents believe in the value of hard work to get ahead.

Financial situation

➤ **OVERALL, THE FINANCIAL WELLBEING OF RESIDENTS IN THE FIVE TOWNSHIPS APPEARED TO HAVE REMAINED STABLE OVER THE PAST YEAR. OF THOSE WHO RESPONDED THAT THEIR WELLBEING HAD CHANGED, ONLY IN KYAUKTADA DID A MAJORITY SAY THINGS HAD GOTTEN WORSE.**

A majority of respondents (51%) indicated that their financial wellbeing had “remained the same” over the past two years. Nonetheless, of respondents whose financial wellbeing had changed, a slight majority indicated that it had “gotten better”: 26% responded that they were financially better off and 22% responded that they were financially worse off. There was no statistically significant difference in responses between men and women, but there were differences across townships. In North Dagon, for example, only 19% reported that they were financially “worse off”,

KEY QUESTIONS

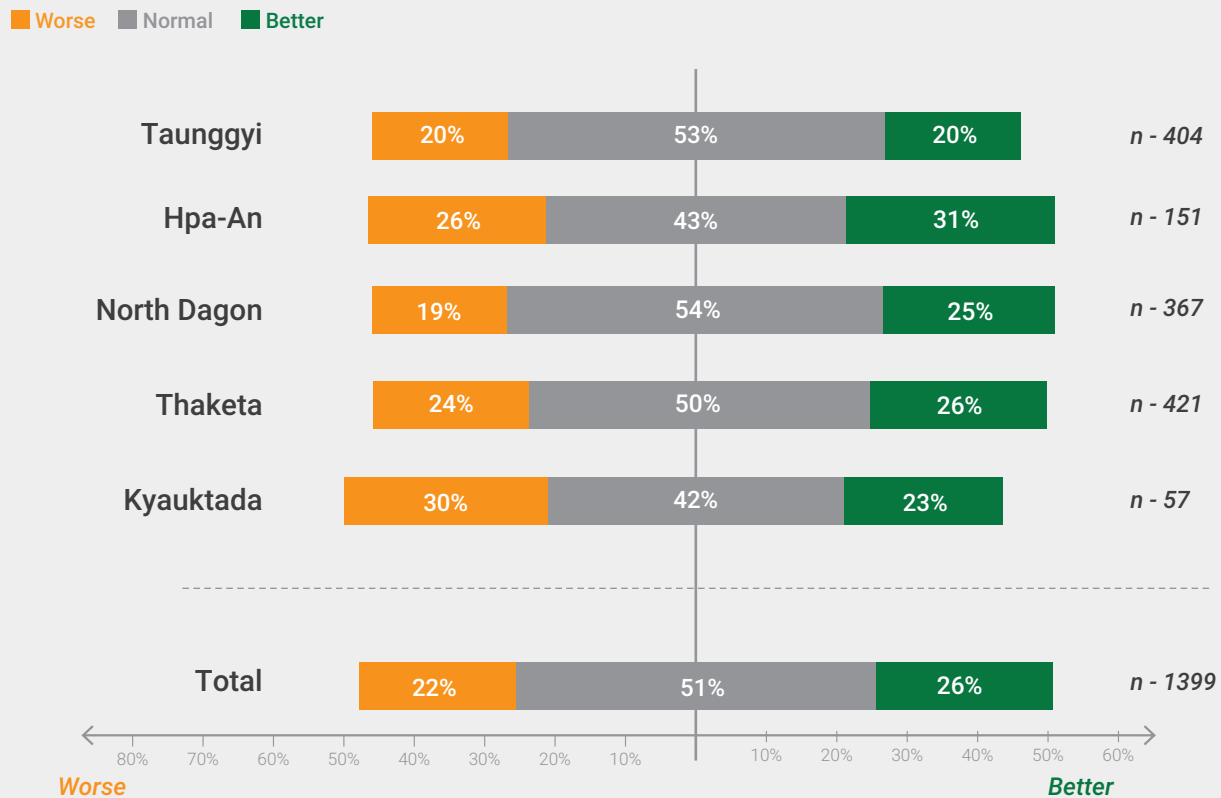
Q113. Compared to two years ago, would you say that the situation for your household has gotten better, remained the same, or gotten worse with respect to the following? *Financial wellbeing of your household*

သင့်အိမ်၏ငွေရေးကြေးရေးအခြေအနေ

whereas 25% reported that they were financially “better off”. In Kyauktada, on the other hand, more than 28% of residents reported that they were “worse off” and only 21% reported that they were “better off”. The financial situation was perceived to have improved the most in Hpa-An, where more than 31% of residents reported that they were better off.

FIGURE 8.1

“Financial changes over the past two years” (five urban areas and total survey)



Employment opportunities

➤ **SIMILAR TO THE PREVIOUS QUESTION ABOUT FINANCIAL WELLBEING, THE MOST COMMON RESPONSE TO THIS QUESTION WAS THAT CONDITIONS HAD “REMAINED THE SAME” (STATED BY ALMOST 46%).**

Again, of those who indicated that employment opportunities had changed, a slight majority responded that employment opportunities had “gotten better”. A larger proportion of women than men indicated that employment opportunities had “remained the same”. Given that this question asked about opportunities for the entire household, and not for the individual respondent, this response indicates an interesting differential between men’s and women’s perception of their household’s employment opportunities. Further analysis could explore whether this differential persists when comparing male-headed to female-headed households. Interestingly, in Hpa-An, which showed the greatest improvement, women were significantly more likely to say that conditions had “gotten better”. Like the previous question, of those who responded that employment opportunities had changed, only in Kyauktada township did a majority say that the conditions had “gotten worse”.

KEY QUESTIONS

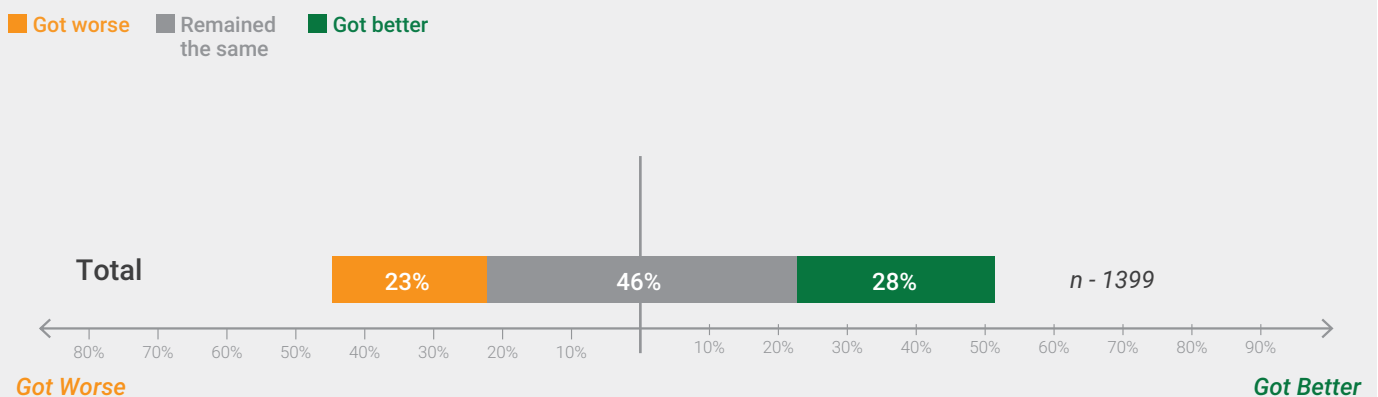
Q-114. Compared to two years ago, would you say that the situation for your household has gotten better, remained the same or gotten worse with respect to the following? *Employment opportunities*

အလုပ်အကိုင်အခွင့်အလမ်းများ

Of those who indicated that employment opportunities had changed, a slight majority responded that employment opportunities had “gotten better”. A larger proportion of women than men indicated that employment opportunities had “remained the same”.

FIGURE 8.2

“Changes in employment opportunities over the past two years” (total survey)



Opportunities for career advancement

➤ THE LARGEST PROPORTION OF RESPONDENTS INDICATED THAT OPPORTUNITIES FOR CAREER ADVANCEMENT HAD “REMAINED THE SAME” OVER THE PAST YEAR (44%).

Of those who felt conditions had changed, a sizable majority (61%) felt that opportunities for career advancement had improved. There was no statistically significant difference between men and women. Interesting differences emerged when broken down by township. Hpa-An showed the greatest year-on-year perception of improvement in employment opportunities and financial wellbeing, but had the lowest proportion (28%) among the five townships of individuals reporting that career advancement opportunities had “gotten better”. Residents of Kyauktada, on the other hand, reported that employment opportunities and financial wellbeing had “gotten worse”, but had the highest proportion of respondents (30%) to indicate that opportunities for career advancement had improved.

KEY QUESTIONS

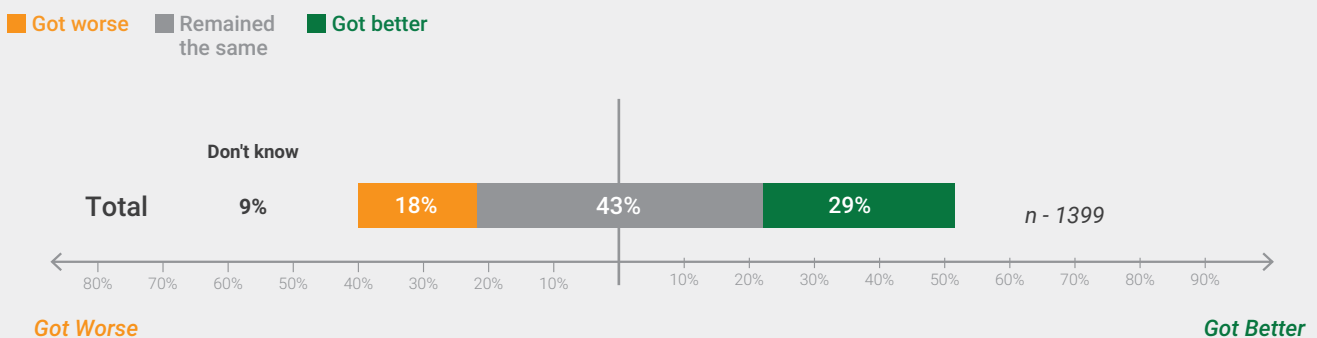
Q-115. Compared to two years ago, would you say that the situation for your household has gotten better, remained the same or gotten worse with respect to the following? *Opportunities for career advancement*

အသက်မွေးဝမ်းကြောင်းဆိုင်ရာ ရှေ့ဆက်တက်လှမ်းနိုင်မှု အခွင့်အလမ်းများ

The largest proportion **44%** of respondents indicated that opportunities for career advancement had “remained the same” over the past year.

FIGURE 8.3

“Opportunities for career advancement over the past two years” (total survey)



Current employment

➤ **ONLY ABOUT 36% OF ALL INDIVIDUALS WHO WERE SURVEYED REPORTED BEING EMPLOYED FULL-TIME.**

Including day laborers and part-time workers, about 59% of respondents had some form of employment. Roughly 39% reported that they did not work, but only 2% indicated that they were unemployed and looking for work, which is the normal measure of the unemployment rate. More than 50% of women said that they did not work and were not looking for work. Notably, the survey over-represents elderly individuals, which may account for part of this high proportion of respondents who were unemployed and not looking for work.

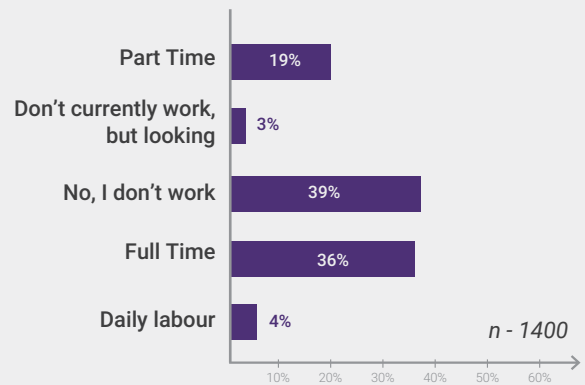
KEY QUESTIONS

Q-8. How do you work?

အလုပ်အကိုင်အမျိုးအစား

FIGURE 8.4

"Current employment" (total survey)



Salary per month

➤ **MORE THAN 50% OF RESPONDENTS INDICATED THAT THEIR HOUSEHOLD MADE UNDER 250,000 MMK PER MONTH, AND NEARLY 75% OF RESPONDENT HOUSEHOLDS MADE UNDER 350,000 MMK PER MONTH.**

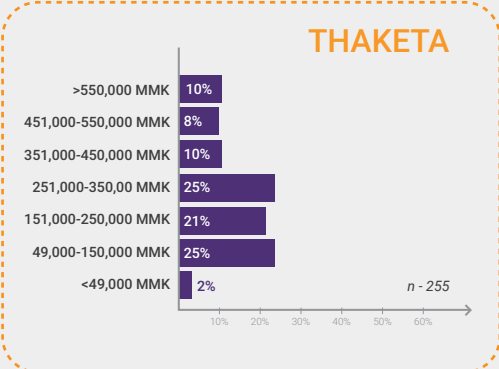
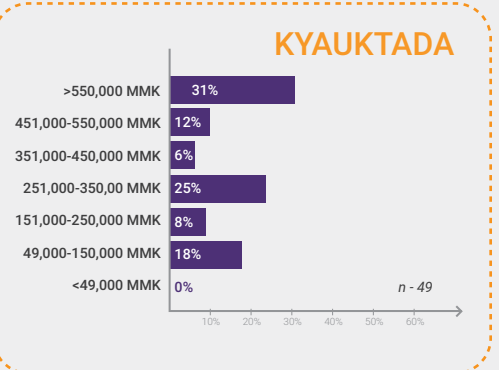
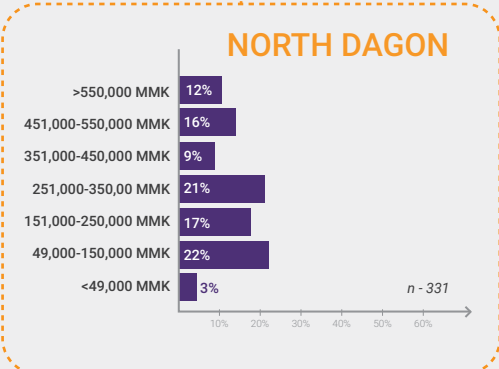
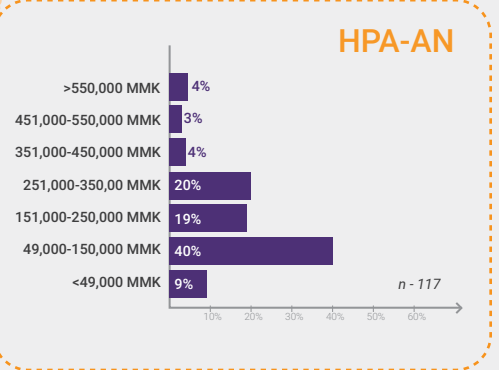
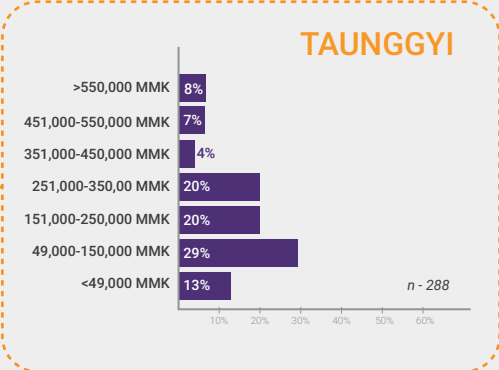
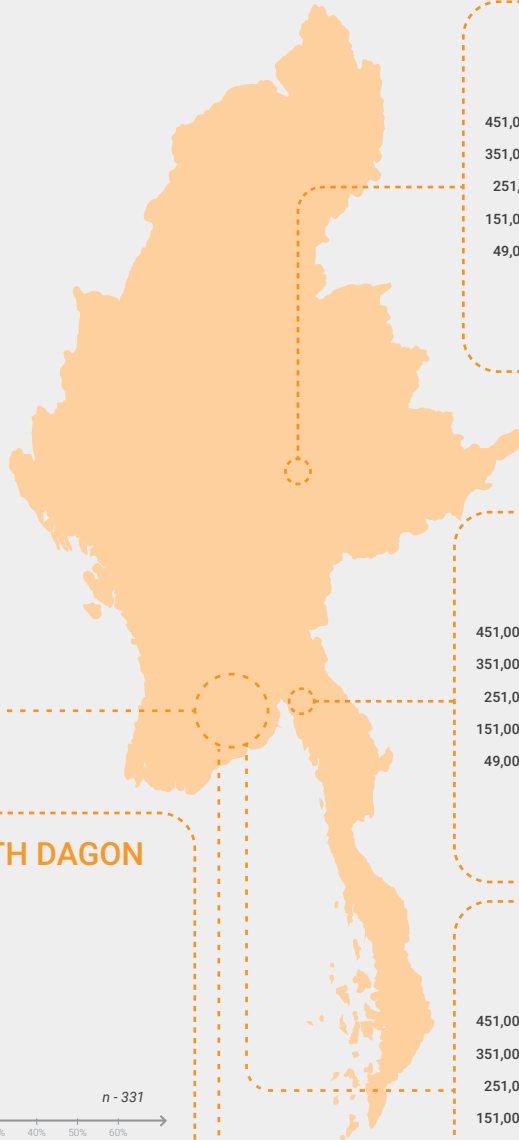
While a gender wage gap exists in Myanmar, it is not manifest here because the survey asked for household income and not the respondent's personal income. Unsurprisingly, the median income reported for the three townships in Yangon (300,000 MMK) is 50% larger than the median household income in Taunggyi (200,000 MMK) and 57% larger than the median household income in Hpa-An (190,000 MMK). Respondents across all three townships in Yangon reported a median household income of roughly 300,000 MMK, but Kyauktada reported higher household incomes across the distribution.

KEY QUESTIONS

Q-7. Approximately how much was your household income in the last month?

ပြီးခဲ့သောလက သင့်အိမ်ရှင်ငွေသည် အကြမ်းအားဖြင့် ဘယ်လောက်ဖြစ်ပါသလဲ။

FIGURE 8.5
 "Salary per month" (five urban areas)



Social mobility

RESPONDENTS HAD A STRONG BELIEF IN THE VALUE OF HARD WORK.

When asked about an individual's ability to get ahead through hard work, an overwhelming 80% of respondents either agreed or strongly agreed that hard work in both their respective city and the country would lead to a direct benefit. Of all the women respondents, 83% strongly agreed or agreed for both their respective city and country. Among the surveyed townships, agreement remained consistent, with Taunggyi reporting the strongest confidence in an individual's ability to get

BOX 8.1

Income and the perception of social mobility

When asked if they agreed or disagreed with the statement, "an individual who works hard in Myanmar can get ahead", lower-income respondents were more likely to agree or strongly agree than wealthier respondents. As incomes increase, respondents were consistently less and less likely to agree with this statement. Nearly 85% of the poorest respondents agreed or strongly agreed, and just 67% of the wealthiest agreed or strongly agreed.

KEY QUESTIONS

Q-22. To what extent do you agree with the following statement: An individual who works hard in this country can get ahead.

အောက်ဖော်ပြပါစာသားအပေါ် သင်မည်သည့် အတိုင်းအတာအထိ သဘောတူညီပါသနည်း။

ဤနိုင်ငံတွင် အလုပ်ကြိုးစား လုပ်ကိုင်သောသူတစ်ယောက်သည် တိုးတက်အောင်မြင်နိုင်သည်။

Q-23. To what extent do you agree with the following statement: An individual who works hard in this city can get ahead.

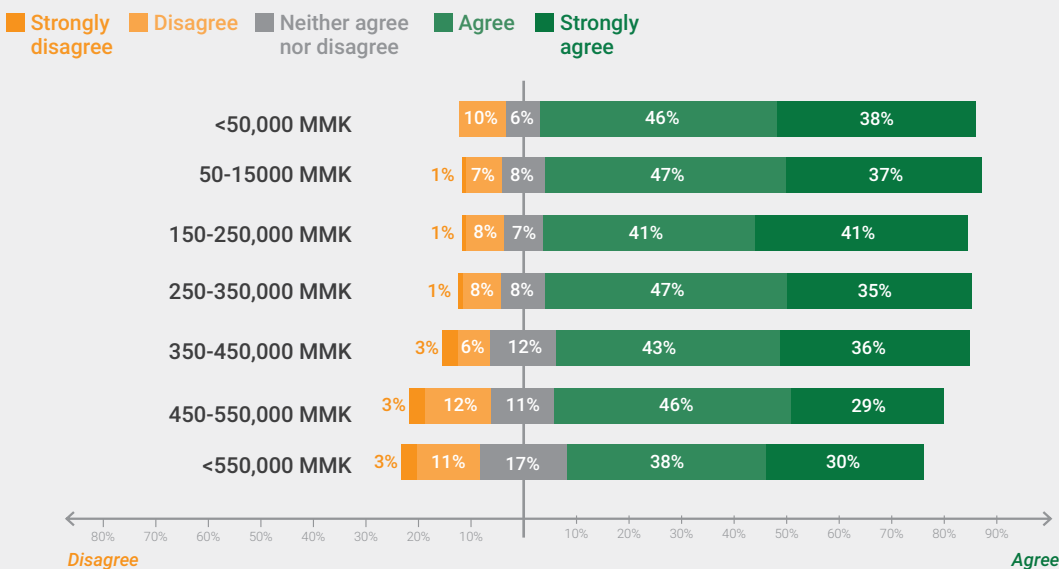
အောက်ဖော်ပြပါစာသားအပေါ် သင်မည်သည့် အတိုင်းအတာအထိ သဘောတူညီပါသနည်း။

သင်နေထိုင်ရာ ရန်ကုန်မြို့တွင် အလုပ်ကြိုးစားလုပ်ကိုင်သော သူတစ်ယောက်သည် တိုးတက်အောင်မြင်နိုင်သည်။

ahead through hard work (85% regarding the country and 86% regarding the city). These findings are consistent with the Myanmar 2014: *Civic Knowledge and Values in a Changing Society* survey which asked whether it was hard work or luck and connections that resulted in a better life.

FIGURE 8.6

"Income and the Perception of Social Mobility individual who works hard in this country can get ahead." (total survey)





9

QUALITY OF GOVERNMENT SERVICES

INTRODUCTION

This section details urban residents' perceptions of state/municipal services and the agencies responsible for managing and maintaining these services. Throughout the five townships surveyed, respondents had more positive perceptions of services which require direct engagement. Schools, universities, roads, parks and markets all received positive reviews, while services that are less visible or are only engaged with when there is a problem—sewage, pipes, and drainage—received greater criticism. Respondents reported observing positive changes made in their cities, with 72% of those surveyed recognizing an improvement in electricity supply. The ability of an individual to influence the Development Affairs Organizations (DAOs) and the Yangon City Development Committee (YCDC) was perceived to be low overall, but a majority of respondents agreed that these agencies have become more responsive to the needs of people in their respective operating environments.

KEY FINDINGS

> Areas where respondents would **distribute the most funds** if given the chance:



Road conditions
23%



Garbage
16%



Drainage
20%



Lighting
16%



More than half of respondents **recognized the improvements of their DAO and YCDC** in the past year



The **ward administrator** was consistently regarded as the authoritative voice for dispute resolution and decision-making with this role identified

52% of the time as the main point of contact for residents disputing with a neighbor and

48% of the time as the main point of contact for residents in case of a crime.

Schools and Universities

➤ A SMALL MAJORITY OF RESPONDENTS HAD A POSITIVE PERCEPTION OF THEIR RESPECTIVE CITIES' ACADEMIC INSTITUTIONS.

When asked about the quality of schools in their cities, more than half of urban residents surveyed (55%) answered with a high degree of positivity, ranking their urban schools with either a 4 or 5 on a 5-point scale. Just over a quarter of respondents (27%) responded that the quality of schools was average (choice of 3 on the 5-point scale), and only 10% responded negatively, with answers of 2 or less. Women respondents perceived urban schools more positively than men, with 63% rating them as good or very good. Only 8% of women respondents viewed urban schools as bad or very bad. There was no statistical distinction between the five townships, with the exception of Kyauktada where responses were less positive and 19% of respondents answered that they did not know the quality of their city's schools.

Overall, 34% of those surveyed were unable to respond when asked about the perceived quality of their city's universities. After adjusting responses to exclude those who said "don't know" or "prefer not to say", answers remained consistent with the rankings of schools asked in the previous question. Overall, 55% of those who provided a response ranked local universities positively, with a score of 4 or 5 on the same scale. 58% of women respondents provided positive scores. Respondents from Hpa-An and Taunggyi reported the highest rankings at just under 60% of each city ranking their universities with a 4 or 5. Even after excluding "don't know" responses, Kyauktada residents reported the lowest percentages of positive rankings (46%) and the highest levels of negative rankings, with 32% ranking Yangon's universities with a score of 1 or 2.

KEY QUESTIONS

Q-85. On a scale of 1 to 5, where 5 represents high quality, how would you rank the quality of the following services in [your city]: *Schools*

အတိုင်းအတာ ၁ မှ ၅ အတွင်း အောက်ဖော်ပြပါ ရန်ကုန်မြို့ရှိ ဝန်ဆောင်မှုများ၏ အရည်အသွေးကို သင်မည်သို့ အမှတ်ပေးမည်နည်း။
ကျောင်းများ။

Q-86. On a scale of 1 to 5, where 5 represents high quality, how would you rank the quality of the following services in [your city]: *Universities*

တက္ကသိုလ်များ

Overall, **55%** of those who provided a response ranked local universities positively, with a score of 4 or 5 on the same scale.

FIGURE 9.1

"Perceived quality of schools" (five urban areas)

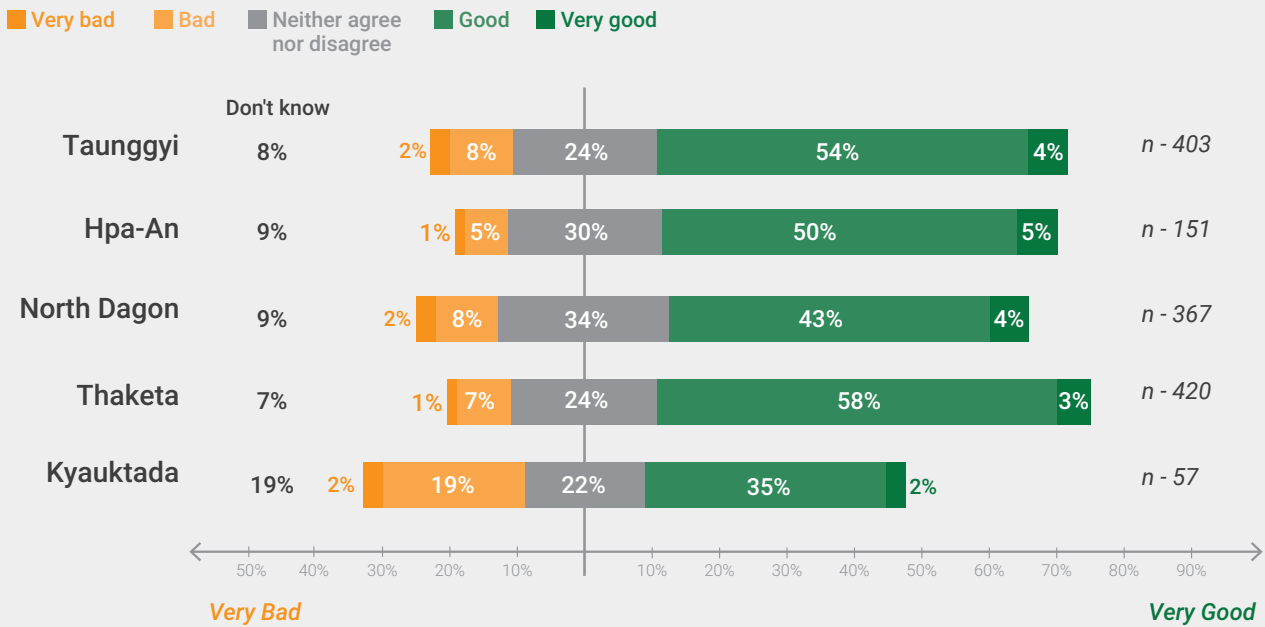
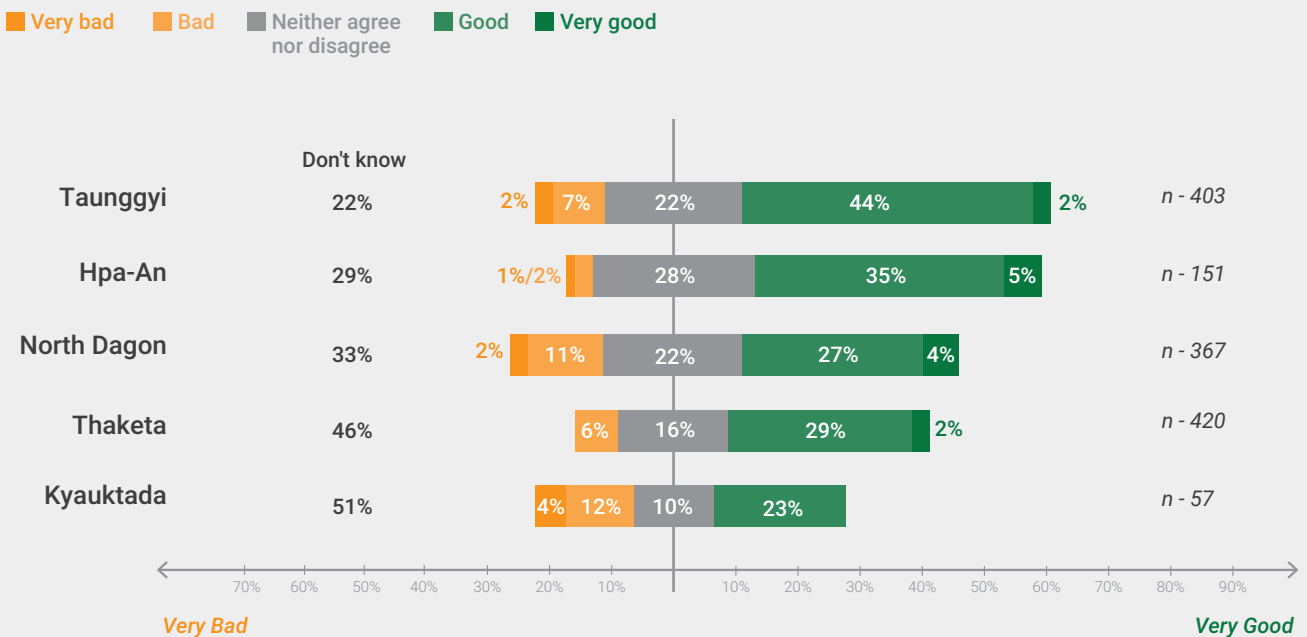


FIGURE 9.2

"Perceived quality of universities" (five urban areas)



Quality of municipal services

➤ **MORE THAN HALF OF THE RESPONDENTS SURVEYED HAD POSITIVE OVERALL PERCEPTIONS OF MUNICIPAL SERVICES, WITH A CLEAR PERCEPTION THAT SERVICES WERE GETTING BETTER.**

Overall, respondents were able to speak most positively about those DAO and YCDC services that were more visible. Services like road quality (54% agreed), garbage collection (54% agreed), street lighting (50% agreed), park management and market management (53% park, 55% market agreed) all had at least half of the respondents expressing satisfaction with the quality of the provision. There was no notable gap in the responses between women and men respondents. Electricity supply—a service which historically has been keenly underserved—was also recognized for its improvements over the past two years. Overall, 72% of respondents agreed that the electricity supply had improved and three-quarters (75%) of Taunggyi residents agreed or strongly agreed that their city had clean streets and public areas. Overall, 71% of women respondents felt that electricity supply had gotten better and 58% agreed or strongly agreed that their city had clean streets and public spaces.

Perceptions around piped water and sewers showed high variation in responses, with under 22% satisfaction in both categories. This less-than-positive view could be attributed to the services becoming more visible when a problem arose than when running smoothly, or simply because respondents did not have access to these services at all. For example, Thaketa residents reported a negative perception (62%) of YCDC’s provision of sewage maintenance. Negative responses could also signal a lack of understanding or transparency regarding how that service is provided—when asked about levels of communication with YCDC or DAOs, responses were generally negative. In Hpa-An and Taunggyi respectively, 51% and 57% of residents surveyed disagreed, strongly disagreed or were unable to answer the question of whether these bodies had communicated their plans. This lack of communication could also explain why, when asked about perceptions of the quality of the DAOs’ provision of piped water, 74% of surveyed Hpa-An residents reported that they did not know how well the DAO provided that service. As stated previously, this limited understanding could be due to lack of service rather than ignorance to the quality. Overall, 53% of women respondents were not satisfied with their city’s piped water services, while 60% were not satisfied with the sewers.

KEY QUESTIONS

Q73-80. I am satisfied with the following services provided by the [city DAO/YCDC]:

- Quality of roads
- Garbage collection services to households
- Street lighting
- Piped water provided by the [DAO/YCDC] to households
- Sewers
- Drainage
- Management of parks
- Management of markets

အောက်ဖော်ပြပါစာသားများအပေါ် သင်မည်သည့်အတိုင်းအတာ အထိ သဘောတူညီပါသနည်း။ ရန်ကုန်မြို့စည်ပင်သာယာ ဌာနမှ ပေးသောအောက်ဖော်ပြပါ ဝန်ဆောင်မှုများအပေါ် ကျွန်ုပ်တို့ကကျေနပ်မှုရှိပါသည်။

- လမ်းများ၏ အရည်အသွေး
- အိမ်များအတွက် ပေးဆောင်သော အမှိုက်သိမ်းဝန်ဆောင်မှု
- လမ်းမီး
- စည်ပင်သာယာမှု အိမ်များသို့ပေးဝေသော ပိုက်လိုင်းရေ အရည်အသွေး
- မိလ္လာကန်
- ရေမြောင်းများ စီးဆင်းမှု
- ပန်းခြံများအား စီမံခန့်ခွဲမှု
- ဈေးများအား စီမံခန့်ခွဲမှု

Q-44. To what extent do you agree with the following statements: [City] has clean streets and public places.

သင့်မြို့ရှိလမ်းများနှင့် အများပြည်သူဆိုင်ရာ နေရာများသည် သန့်ရှင်းသည်။

Q-116. Compared to two years ago, would you say the following situation has gotten better, remained the same or gotten worse with respect to the following? Electricity supply

လွန်ခဲ့သော ၂ နှစ်က အခြေအနေနှင့် နှိုင်းယှဉ်လျှင် သင့်အိမ် အခြေအနေသည် အောက်ပါအချက်များအရ ပို၍ကောင်းလာသည်၊ အတူတူ (သို့) ပို၍ဆိုးလာသည်ဟု ပြောနိုင်ပါသလား။
လျှပ်စစ်မီးရရှိမှု

Q-90. DAO/YCDC has communicated what they are planning for the city over the next year.

မြို့တော်စည်ပင်သာယာရေးဌာနသည် မြို့အတွက် နောင်နှစ်တွင် ပြုလုပ်မည့်စီမံထားမှုနှင့်ပတ်သက်၍ ပြည်သူကို အသိပေး ပြောဆိုသည်။

Drainage resulted in the most negative responses throughout the surveyed townships, with 54% of all residents (with 56% of women respondents) reporting that the services provided were not at an acceptable level. Notably, the time of year in which the survey was conducted could have influenced perceptions because questions were asked during the rainy season when drainage problems were most noticeable. Priority concerns and perceptions do change over the course of the year, particularly due to different seasonal conditions, an additional factor that should be taken into account in city planning and responses to these perceptions.

More than half of the respondents surveyed had positive overall perceptions of municipal services, with a clear perception that services were getting better.

FIGURE 9.3

Agreement or disagreement with the statement "I am satisfied with..." select municipal services (total survey)

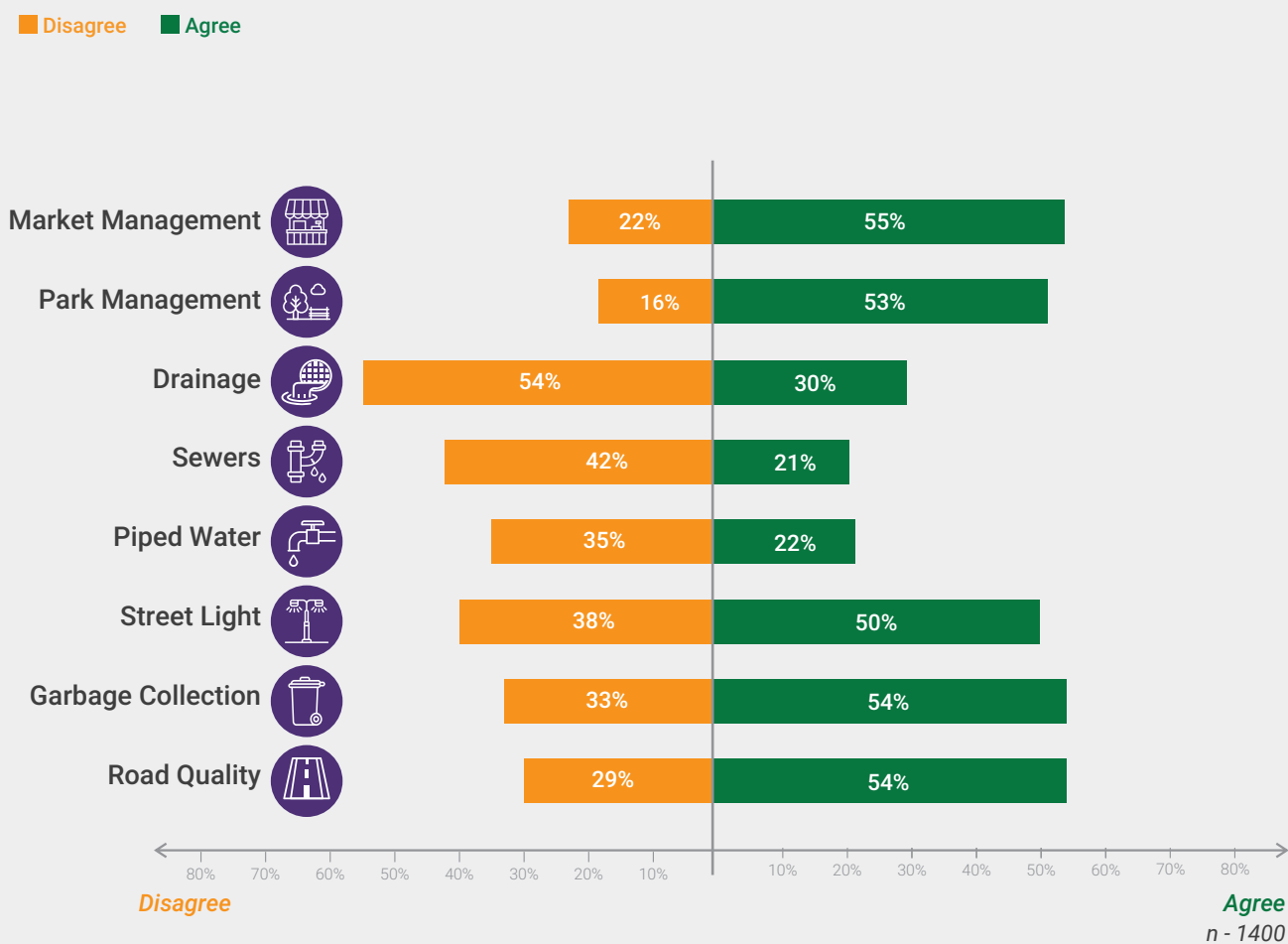


FIGURE 9.4

"Agreement that the city has clean parks" (total survey)

■ Strongly disagree
 ■ Disagree
 ■ Neither agree nor disagree
 ■ Agree
 ■ Strongly agree

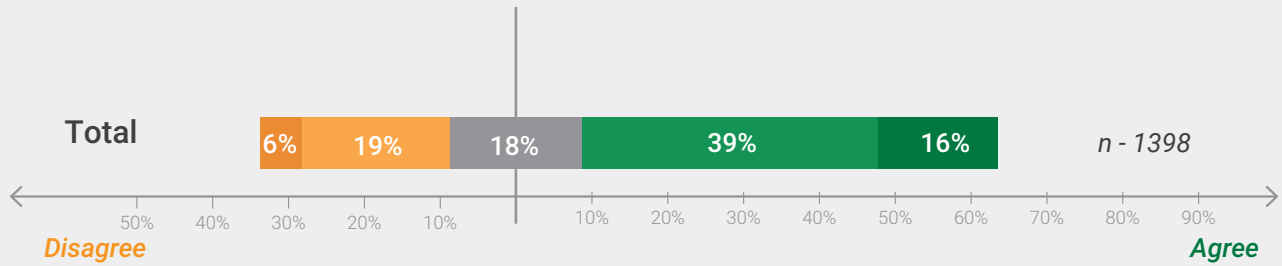


FIGURE 9.5

"Agreement that the electricity supply in the city has improved over the past two years" (total survey)

■ Worse
 ■ Neither agree nor disagree
 ■ Better

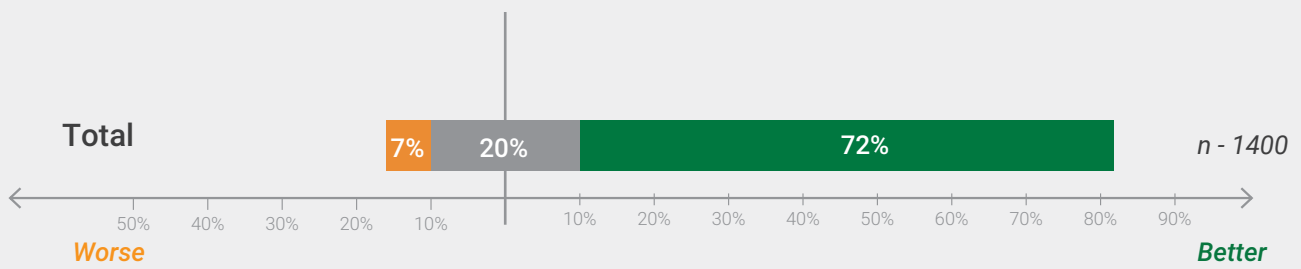
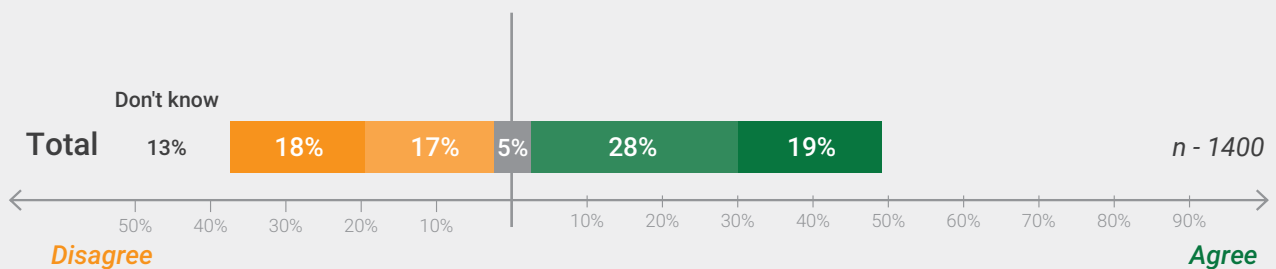


FIGURE 9.6

"DAO/YCDC has communicated what they are planning for the city over the next year" (total survey)

■ Strongly disagree
 ■ Disagree
 ■ Neither agree nor disagree
 ■ Agree
 ■ Strongly agree



Allocation of municipal funds

➤ WHEN RESPONDENTS WERE ASKED THE BEST WAY TO ALLOCATE MUNICIPAL FUNDS BETWEEN A SELECTION OF SERVICES, IT WAS AGAIN THE MORE VISIBLE SERVICES WHICH SCORED THE HIGHEST.

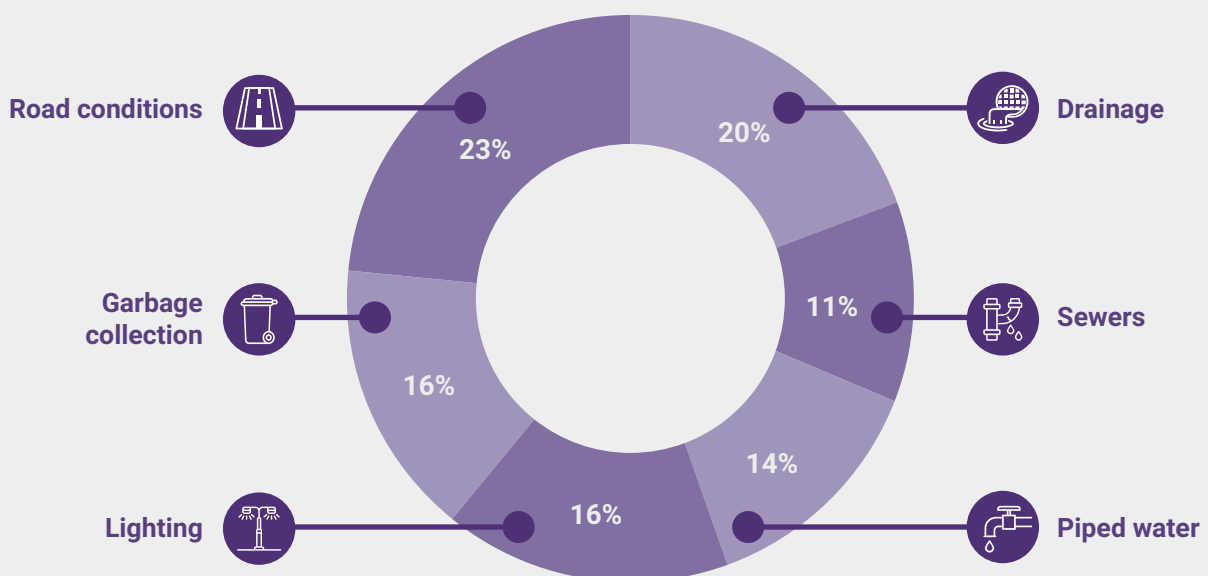
Respondents were asked how to allocate twenty beans between drainage, sewers, piped water, lighting garbage collection and road conditions. The more positively-received services (road conditions 23%, garbage 16% and lighting 16%) received over half of the budget. Despite scoring very low levels of satisfaction, piped water and sewers were allocated the lowest (sewers 11%) and second lowest (piped water 14%) shares of the municipal budget. The only exception to this was with drainage, which had the highest levels of negative responses but was allocated the second most resources (20% of the budget). There was no notable difference in spending preferences between men and women respondents.

KEY QUESTIONS

Q-81. You have 20 beans that represent next year's [DAO/YCDC] budget. Allocate them amongst the following five [DAO/YCDC] priorities where you think the DAO/YCDC should spend its resources. You can allocate them however you wish.

သင့်ကိုယ်သင် စည်ပင်သာယာဌာန၏ အကြီးအကဲ တစ်ယောက်ဖြစ်သည်ဟု စိတ်ကူးကြည့်ပါ။ သင့်တွင် ပဲစေ့ ၂၀ စေ့ ရှိပြီး၊ ထိုပဲစေ့များသည် စည်ပင်သာယာဌာန၏ လာမဲ့နှစ် ဘတ်ဂျက်ငွေကို ကိုယ်စားပြုသည်။ အောက်ဖော်ပြပါ စည်ပင်သာယာဌာန၏ ဦးစားပေးကဏ္ဍ ၅ မျိုးတွင် သင့်အနေဖြင့် ပို၍ဘတ်ဂျက်သုံးစွဲသင့်သည်ဟု ထင်သည့်အတိုင်း ပဲစေ့များကို နေရာချထားနိုင်သည်။ သင့်ဆန္ဒအရ ပဲစေ့များကို ကြိုက်သလို ထားနိုင်သည်။ (ညွှန်ကြားချက်။ ပဲစေ့များကို သက်ဆိုင်ရာ စတုရန်း အကွက်များအတွင်း နေရာချရန် ညွှန်ကြားပါ။ စစ်တမ်းဖြေဆိုသူများအား သူတို့စိတ်ကျေနပ်သည်အထိ ပဲစေ့များကို အကွက်များတွင် နေရာပြောင်းရွှေ့ချထားကြည့်ရန် တိုက်တွန်းပါ။)

FIGURE 9.7
"Preferred DAO Budget Allocation" (avg across all respondents)



Interactions with the DAO

➤ RESPONDENTS IN THE FIVE TOWNSHIPS TENDED TO PERCEIVE THEMSELVES HAVING LOW LEVELS OF POLITICAL AGENCY.

More than half (52%) of respondents indicated that they did not feel they had any influence over YCDC or DAO decisions. Fewer than 15% of respondents reported believing that they could have “some” or “a lot” of influence over YCDC or DAO decisions in their respective cities. Taunggyi in particular scored low on this question, with 82% of respondents asserting that someone like them could have “very little” influence or “none at all,” and just 9% said they could have “some” influence or “a lot”. Similar to the question on quality of police services, women were almost twice as likely to respond “I don’t know” when asked how much influence they believed they had over YCDC/DAO decisions.

Despite the predominant perception that individuals did not have much influence on DAO and YCDC decision-making, a **majority of respondents recognized improvements in the responsiveness of DAOs and YCDC over the past year**. More than half of those surveyed throughout the five townships either agreed or strongly agreed when asked if they believed that the YCDC and DAO had become more responsive over the year. 54% of women respondents agreed or strongly agreed with this statement. This perception of improvement remained consistent between townships, with those surveyed in North Dagon reporting the strongest levels of agreement (62% either agreed or strongly agreed).

KEY QUESTIONS

Q-94. How much influence do you think someone like you has over the DAO/YCDC?

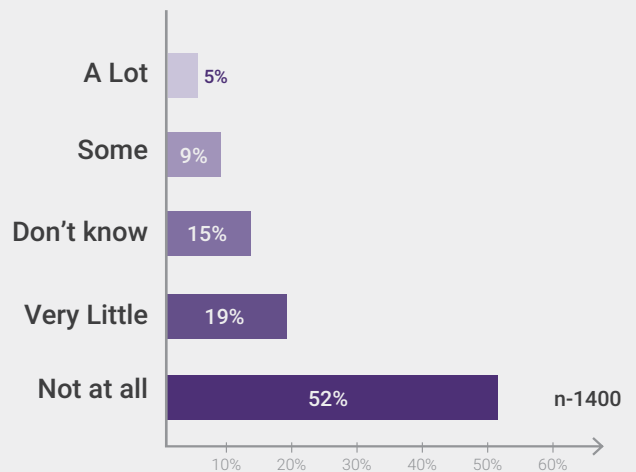
သင့်လိုပြည်သူတစ်ယောက်အနေဖြင့် ရန်ကုန်မြို့တော် စည်ပင်သာယာဌာန၏ ဆုံးဖြတ်ချက်များအပေါ် မည်မျှလွှမ်းမိုးနိုင်သည်ဟု ယူဆပါသနည်း။

Q-93 Compared to one year ago, the YCDC/DAO has become more response to the needs of the people.

လွန်ခဲ့သောတစ်နှစ်ကနှင့် နှိုင်းယှဉ်လျှင်မြို့တော် စည်ပင်သာယာဌာနသည် ပြည်သူများ၏ လိုအပ်ချက်များကို ပိုမိုတုံ့ပြန်လာသည်။

FIGURE 9.8

“Perceived influence over the DAO/YCDC” (total survey)



More than half **52%** of respondents indicated that they did not feel they had any influence over YCDC or DAO decisions.

Ward Administrators

Over the course of the survey, participants were asked three questions about who they would contact to resolve different scenarios. In cases of disputes with a neighbor, a family member becoming the victim of a crime, or a person needing to influence a decision made by the DAO/YCDC, **the ward administrator was consistently regarded as the authoritative voice for dispute resolution and decision-making.** In cases of crime or dispute, the ward administrators were most commonly named as key mediation actors, with over half (52%) of the responses including the Ward Administrator as a contact person in cases of dispute and 48% of responses including the Ward Administrator as a contact person to address a criminal situation. By comparison, the police were only included 36% of the time in cases where a family member had been a victim of a crime.

Preference towards the Ward Administrator was also highlighted in cases when a resident needed to influence a decision made in the municipal environment. When asked what the best way was to influence YCDC/DAO decisions, 24% of respondents asserted it was by approaching the Ward Administrator, and an equal number responded, “don’t know.” Residents of Hpa-An were especially uncertain about how to access the DAO, with 40% responding with “don’t know”. Women were also more likely to respond “don’t know” to this question and reported that they are more likely to go to their Ward Administrator to influence the YCDC/DAO, while men were twice as likely as women to go to their MP for this purpose.

KEY QUESTIONS

Q-28. If your household were involved in a *dispute with a neighbor*, from whom would you have for help to resolve it? You may list more than one.

အကယ်၍ သင့်အိမ်နှင့် အိမ်နီးနားချင်းတစ်ဦးတို့ ပြဿနာအခြေအတင်ဖြစ်ပါက ထိုပြဿနာကို ဖြေရှင်းရန် သင်မည်သူထံမှ အကူအညီတောင်းမည်နည်း။ (တစ်ခု ထက်ပို၍ရွေးနိုင်သည်။)

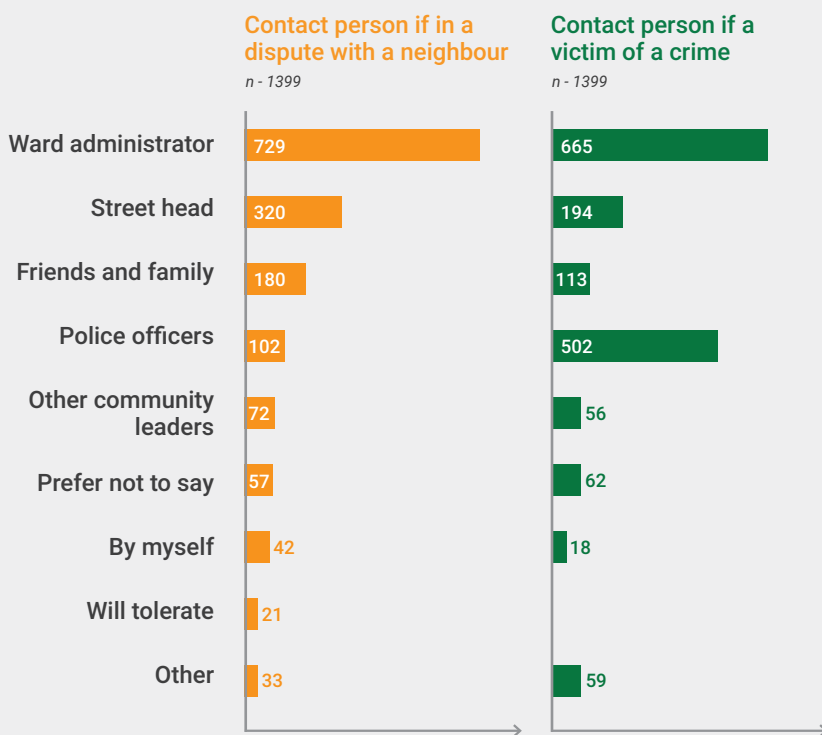
Q-29. If a member of your household were a *victim of a crime*, from whom would you ask for help to resolve it? You may list more than one.

အကယ်၍ သင့်မိသားစုဝင်တစ်ဦးသည် ရာဇဝတ်မှုတစ်ခုတွင် ကျူးလွန်ခံရလျှင် ထိုပြဿနာကို ဖြေရှင်းရန် သင်မည်သူထံမှ အကူအညီတောင်းမည်နည်း။ (တစ်ခုထက်ပို၍ရွေးနိုင်သည်။)

Q-95. What is the best way that someone like you could *influence decisions made by [DAO/YCDC]*?

သင့်လို ပြည်သူတစ်ယောက်အနေဖြင့် မြို့တော်စည်ပင်သာယာဌာန၏ ဆုံးဖြတ်ချက်များအပေါ် လွှမ်းမိုးနိုင်ရန်အကောင်းဆုံးနည်းလမ်းမှာ မည်သည့်နည်းလမ်း ဖြစ်ပါသနည်း။

FIGURE 9.9
“Dispute contact person” (total survey)





10

ATTITUDES TO TAXATION

INTRODUCTION

This section reviews the attitudes citizens have towards taxation. It focuses on income tax, commercial tax and property tax as three of the most important taxes paid by urban residents in Myanmar. This survey found that the majority of respondents did not pay income tax or commercial tax. More than half reported paying property tax. Respondents were not anti-tax. They recognized that paying tax was a civic duty. They thought income tax, commercial tax, and property tax were fair. Urban residents strongly agreed that they wished they had more information on what taxes they are supposed to pay and how their tax money was spent.

KEY FINDINGS



> Only **11%** of respondents reported **ever paying income tax**.



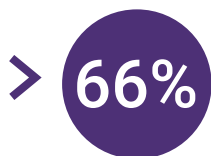
> **94%** of respondents overall agreed that **paying their fair share of taxes was a civic duty**.



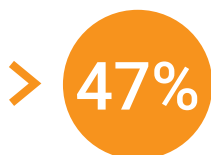
> **63%** of respondents reported **paying property tax** in the last collection period, but this **varied between cities**.



> **89%** of respondents agreed they **wanted more information** on what taxes they are supposed to pay and how the government spends taxes.



> **66%** of respondents **would support more property tax** if it meant better social services for them and their city.



> **47%** of total respondents said they were confident that their **taxes go to where they are most needed**.

Tax paying

➤ **VERY FEW PEOPLE REPORTED THAT THEY HAVE EVER PAID INCOME TAX AND MORE THAN HALF OF RESPONDENTS SAID THEY HAD NEVER PAID COMMERCIAL TAX.**

Only 11% of respondents reported ever paying income tax. Experience paying income tax was highest in more developed Yangon (reaching 27% in Kyauktada) and lowest in less-developed Hpa-An (8%). 82% of women respondents reported to have not paid income tax, compared to 80% of men respondents. Given that almost double the percentage of women respondents reported being unemployed compared to men, it does not appear that being employed was a factor that influenced whether or not a respondent paid income tax. For commercial tax, there was a smaller gap between those who had heard of it and those who had paid it. Fewer than 45% of respondents reported *ever* having paid commercial tax. Over 50% of respondents reported that their households paid property tax in the last collection period.

KEY QUESTIONS

Q-55. Have you ever personally paid these taxes [income tax]?

ဖော်ပြထားသော အခွန်များကို သင်ပေးဆောင်ဖူးပါသလား [ဝင်ငွေခွန်]

Q-55. Have you ever personally paid these taxes [commercial tax]?

ဖော်ပြထားသော အခွန်များကို သင်ပေးဆောင်ဖူးပါသလား [ကုန်သွယ်ခွန်]

Q-52. A "property tax" consists of a regular tax payment (such as every six months) to [DAO/YCDC] based on an assessment of the physical characteristics of a property – for example, what it is made of and how many floors there are.

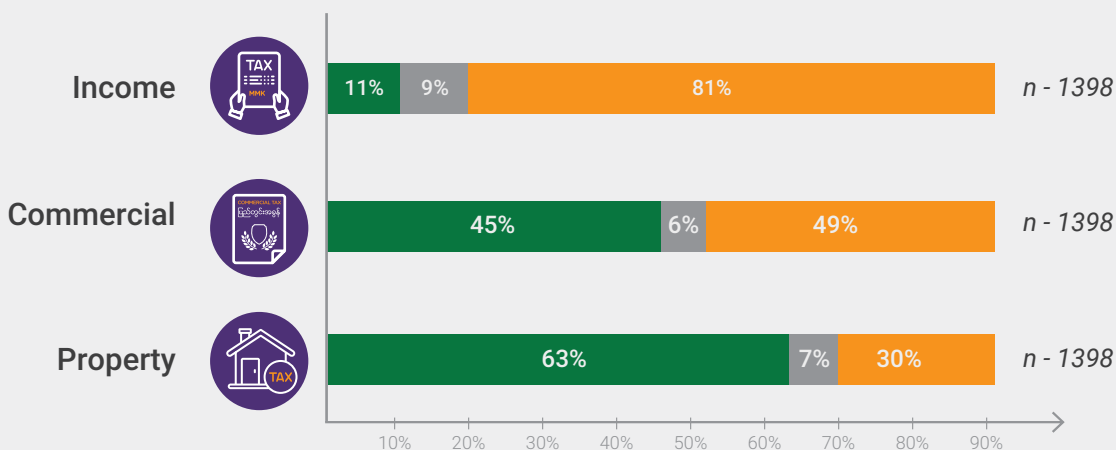
Has your household, or your landlord, paid a tax like this within the last six months of this year?

'ပစ္စည်းခွန်' ဆိုသည်မှာ သင့်ပိုင်ဆိုင်မှု၏ ရုပ်လက္ခဏာအပေါ် ဆန်းစစ်သတ်မှတ်ထားသည်ကို အခြေခံ၍ စည်ပင်သာယာဌာနသို့ ၆ လတစ်ကြိမ် ပုံမှန်ပေးဆောင်ရသော အခွန်ဖြစ်သည်။ သင့်မိသားစု၊ သင့်အိမ်ပိုင်ရှင် အနေဖြင့် လွန်ခဲ့သော ၆ အတွင်း ပစ္စည်းခွန် ပေးဆောင်ဖူးပါသလား။

FIGURE 10.1

"Percentage of respondents who report paying income, commercial, and property tax" (total survey)

■ Yes ■ Don't know ■ No



Attitudes towards taxation

➤ THERE WAS STRONG AND WIDESPREAD RECOGNITION THAT PAYING TAXES IS A CIVIC DUTY.

Article 389 of the 2008 Myanmar Constitution states, “Every citizen has the duty to pay taxes, to be levied according to the law.”¹³ A full 94% of respondents overall agreed that paying their fair share of taxes was a civic duty. The level of agreement reached as high as 96% in North Dagon, while the lowest, in Hpa-An, was still a robust 85%. As many as 62% of respondents in Kyauktada *strongly* agreed with the statement, with a further 32% agreeing.

When asked exactly the same question, 86% of American registered voters surveyed believed that paying taxes was a civic duty.^{14,15} This compares with an average among 36 African countries of just 72% of respondents who said that paying taxes was a civic duty.¹⁶ This average includes a range from a high of 90% (Nigeria) to a low of 47% (Egypt).¹⁷

➤ A MAJORITY OF RESPONDENTS CONSIDERED INCOME, COMMERCIAL, AND PROPERTY TAXES TO BE FAIR.

The survey asked respondents whether they felt income, commercial, and property taxes were fair. Respondents who said they had not heard of commercial or income taxes were excluded. Of those respondents who did have an opinion, more than three times as many said that the taxes were fair. Nearly seven times as many respondents said that property tax was fair as said it wasn't fair (72% yes vs. 11% no). While there was no notable difference among the women and men respondents who had an opinion about the fairness of taxes, it should be noted that a higher percentage of women responded with “don't know” than men (12%+ difference for income tax, 10%+ difference for commercial tax, and 8%+ difference for property tax).

KEY QUESTIONS

Q-62. “It is every citizen’s civic duty to pay their fair share of taxes.”

သင့်လျော်မှုတစ်ခုအဖြစ် အခွန်ပေးဆောင်ခြင်းသည် နိုင်ငံသားတိုင်း၏ ပြည်သူ့တာဝန်ဖြစ်သည်။

Q-57. Are these taxes fair [income tax]?

ဖော်ပြပါ အခွန်များသည် တရားမျှတမှုရှိပါသလား[ဝင်ငွေခွန်]။

Q-57. Are these taxes fair [commercial tax]?

ဖော်ပြပါ အခွန်များသည် တရားမျှတမှုရှိပါသလား[ကုန်သွယ်ခွန်]။

Q-57. Are these taxes fair [property tax]?

ဖော်ပြပါ အခွန်များသည် တရားမျှတမှုရှိပါသလား[ပစ္စည်းခွန်]။

Q- 64. I would pay more property tax if it meant better municipal services for me and my city.

ကျွန်ုပ်နှင့် ကျွန်ုပ်နေထိုင်ရာမြို့အတွက် ပိုမိုကောင်းမွန်သော စည်ပင် သာယာရေး ဝန်ဆောင်မှုများ ရရှိမည်ဆိုပါကပစ္စည်းခွန်ကို တိုးမြှင့်ပေးဆောင်ပါမည်။

Q-68. How confident are you that your taxes go where they are needed most?

1. Unsure
2. Neutral
3. Confident

သင်ပေးဆောင်သောအခွန်သည် အလိုအပ်ဆုံးနေရာတွင် သုံးစွဲရန်ရောက်ရှိသည်ဟု ယုံကြည်မှုမရှိပါသနည်း။

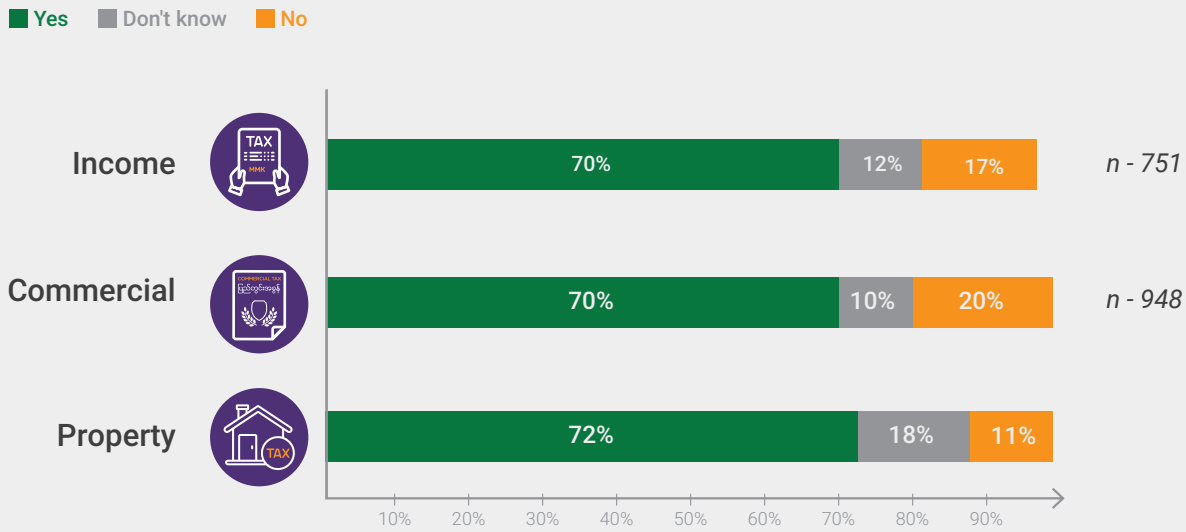
၁။ မသေချာပါ

၂။ ဒီလိုပါပဲ

၃။ ယုံကြည်မှုရှိသည်

FIGURE 10.2

"Are these taxes fair?" (total survey)



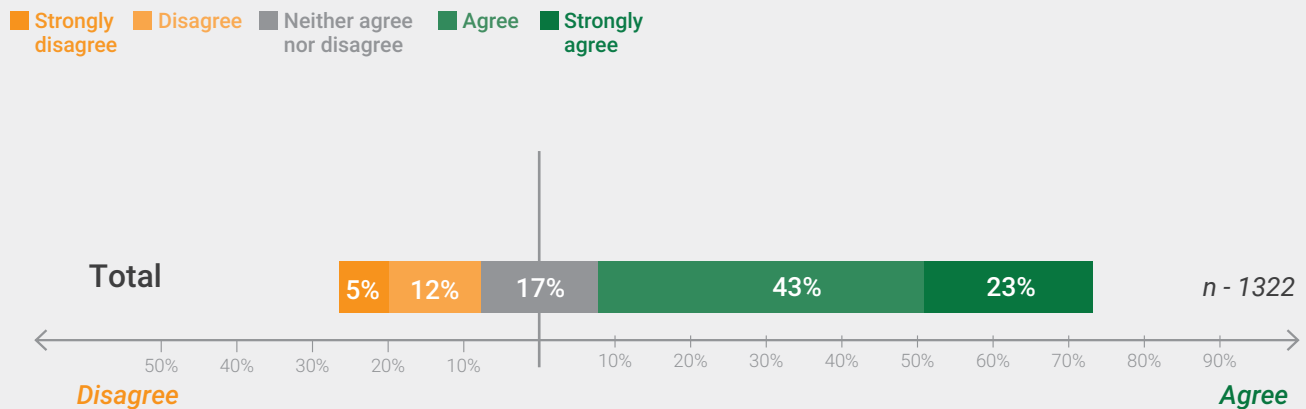
OVER 60% OF RESPONDENTS WOULD SUPPORT MORE PROPERTY TAX IF IT MEANT BETTER SOCIAL SERVICES FOR THEM AND THEIR CITY.

Citizens want more municipal services, but it is often presumed that they would be unwilling to pay for them. The evidence from the *City Life Survey* suggests otherwise. Only 17% of respondents disagreed that

they would be willing to pay more property tax if it meant they would receive more municipal services. The most favorable responses to this question came in Taunggyi, where 70% of respondents agreed they would willingly pay more property tax based on this condition. Across all townships, 63% of women respondents would be willing to pay more.

FIGURE 10.3

"I would pay more property tax if it meant better municipal services for me and my city" (total survey)



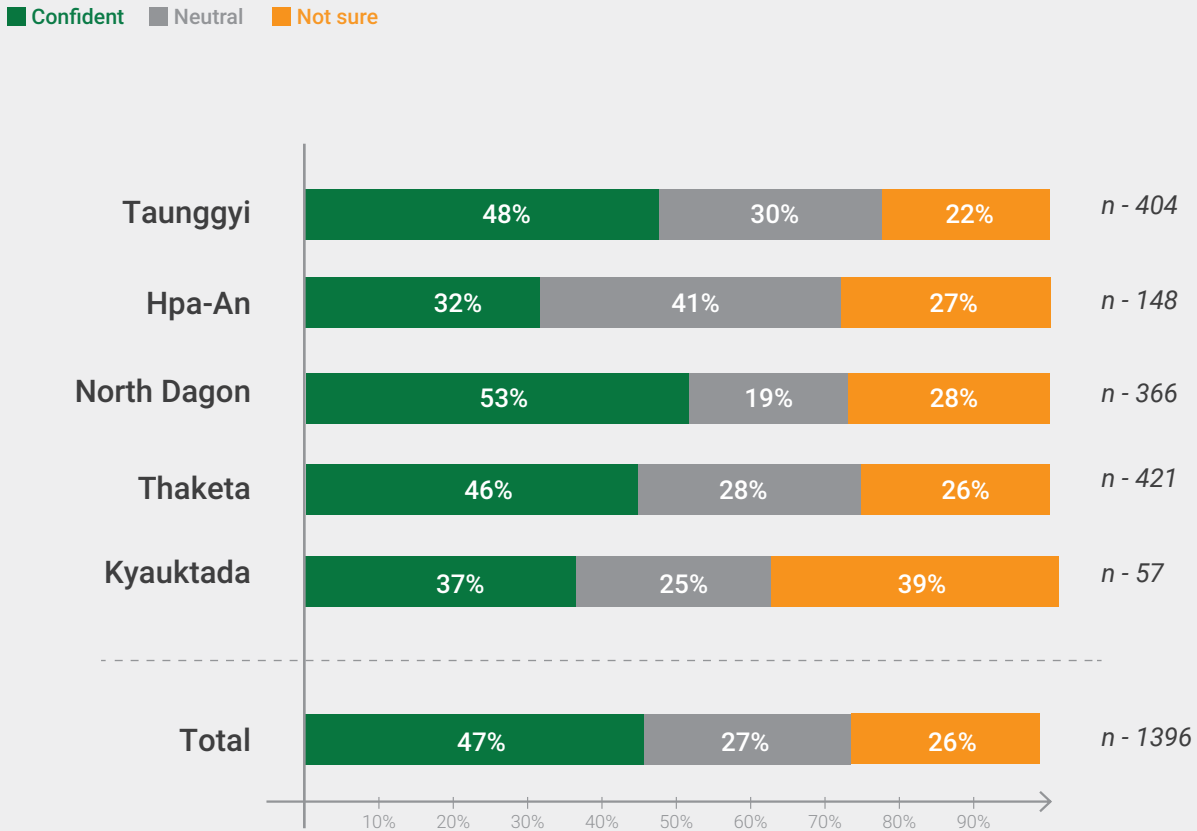
➤ **MORE RESPONDENTS WERE CONFIDENT THAN UNSURE THAT THEIR TAXES GO TO WHERE THEY ARE NEEDED MOST.**

Nearly half (47%) of total respondents said they were confident that their taxes go to where they are most needed. This is slightly higher than the proportion captured in an International Growth Centre survey of rural and urban residents of Taungoo and Thandaungyi townships, where the same question was asked.¹⁸ That survey found a higher rate of unsure responses (41%) than the *City Life Survey* (26%). North Dagon exhibited the most trust in the *City Life Survey*, with Taunggyi a close second. Overall, 45% of women respondents felt confident and 24% were unsure.

Nearly half **47%** of total respondents said they were confident that their taxes go to where they are most needed.

FIGURE 10.4

"How confident are you that your taxation goes where it is needed most?" (five urban areas and total survey)



Appetite for more tax information

➤ **THERE WAS VERY CLEAR DEMAND FOR MORE INFORMATION ON WHAT TAXES CITIZENS ARE SUPPOSED TO PAY.**

Nearly two-thirds (60%) of all respondents **strongly agreed** with the statement that they wished they had more information on what taxes they are supposed to pay. This reached over 70% in Kyauktada and Taunggyi. These results suggest that there is a clear demand for government to provide more information.

KEY QUESTIONS

Q-69. I wish I had clearer information on what taxes I am supposed to pay.

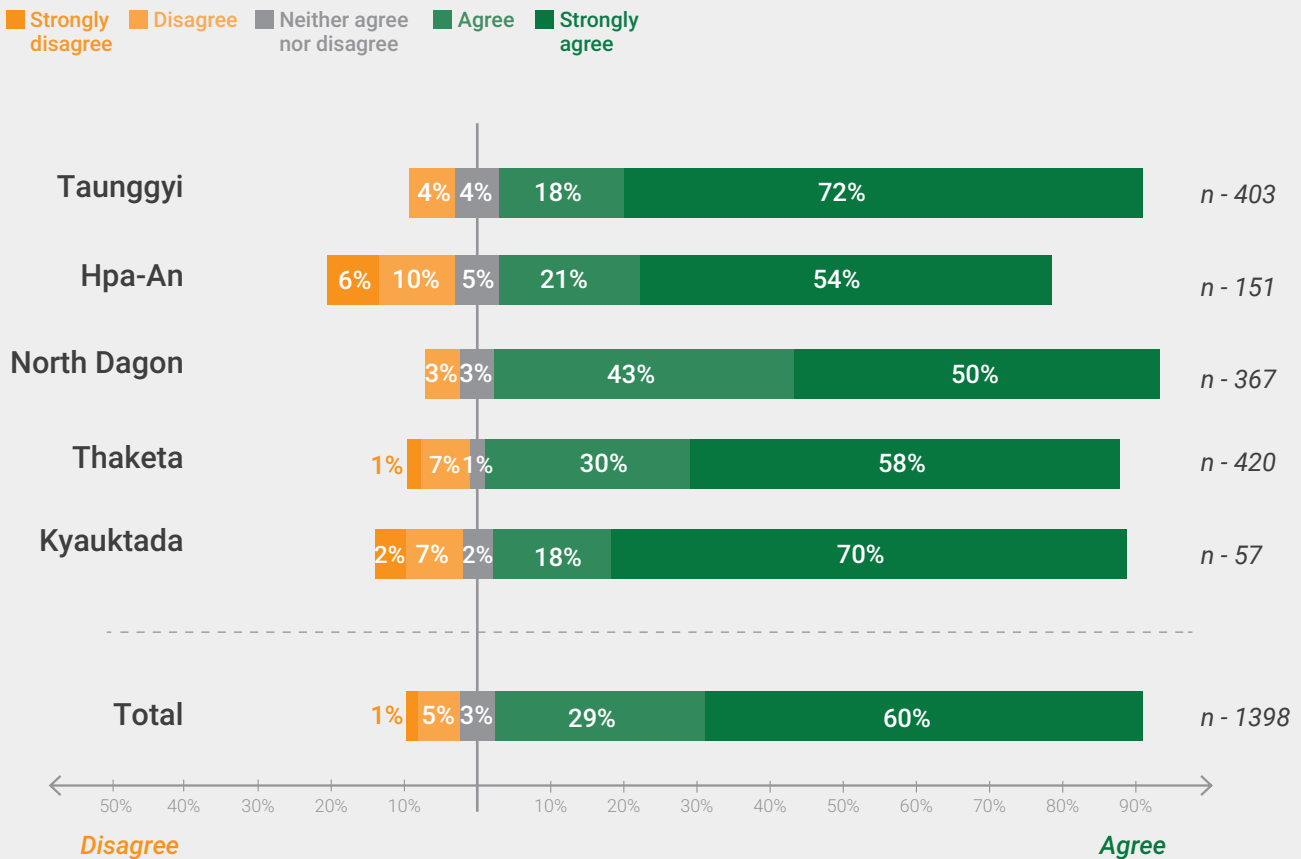
ကျွန်ုပ်ပေးဆောင်ရမည့် အခွန်များနှင့် ပတ်သက်၍ ပိုရှင်းလင်းသော သတင်းအချက်အလက်များ ကျွန်ုပ် ရရှိလိုသည်။

Q-70. I wish I had more information on how the government spends taxes.

အစိုးရသည် အခွန်များကို မည်သို့သုံးစွဲနေသည်ဆိုသော သတင်းအချက်အလက်များ ပိုမိုရရှိလိုသည်။

FIGURE 10.5

"I wish I had clearer information on what taxes I am supposed to pay" (five urban areas and total survey)

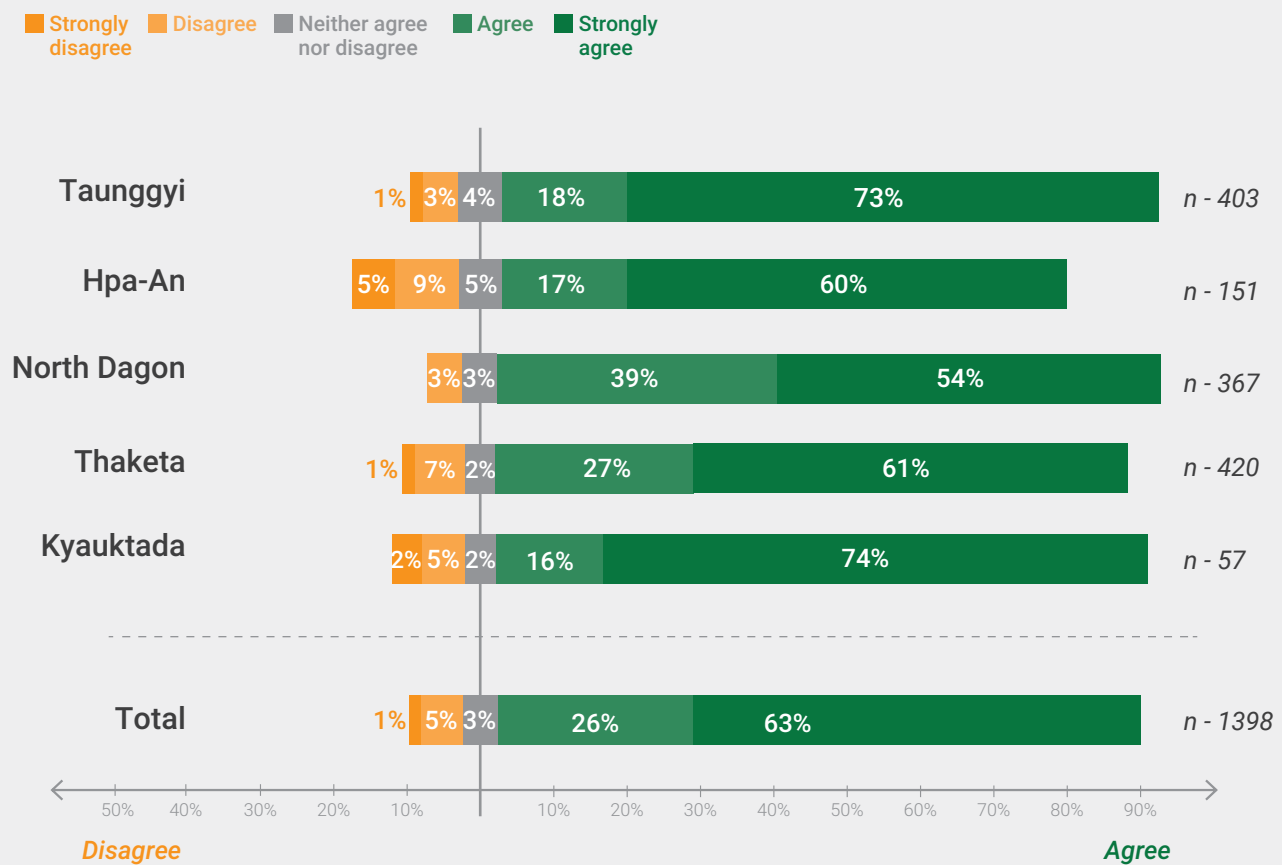


➤ **THERE WAS A VERY CLEAR DEMAND FOR MORE INFORMATION ON HOW THE GOVERNMENT SPENDS TAXES.**

The statement “I wish I had more information on how the government spends taxes” elicited the strongest agreement of all the tax questions in the *City Life Survey*. Almost 90% of all responses expressed agreement, with 63% overall strongly agreeing and over 73% in Kyauktada and Taunggyi. Agreement was lowest in North Dagon, where 54% strongly agreed. Overall, 87% of women respondents strongly agreed or agreed that they wished they had clearer information on what taxes they are supposed to pay, as well as information on how government spends taxes .

FIGURE 10.6

“I wish I had more information on how the government spends taxes” (five urban areas and total survey)





11

**IDENTITY
AND
COMMUNITY**

INTRODUCTION

This section details perceptions around urban residents' identity, values, and sense of community. Respondents demonstrated close connections with neighbors but low levels of broader social trust, especially toward individuals of other religious and ethnic groups. Women consistently showed lower levels of trust towards individuals of other religious and ethnic groups than men. Respondents reported high levels of pride in their respective religions, native languages, and cities of residence. Virtually all respondents had made a charitable contribution at some point over the past year. Interestingly, more than 80% expressed a willingness to volunteer to support a government initiative to help their cities.

KEY FINDINGS

> **62%** of respondents agreed or strongly agreed with the statement that **most people in their city could be trusted**.



> More than **93%** of respondents agreed or strongly agreed with the statement, "**I feel close with people in my neighborhood**".



> **82%** said that they agreed with the statement, "**I would be willing to volunteer my time to support government initiatives that benefit my city**".



> **97%** expressed **pride in the respective city that they lived in**.



Community relations between ethnicities and religious groups

More than 43% felt that individuals of other religious groups could be trusted, whereas roughly 30% of all respondents felt that individuals of religious groups other than their own could not be trusted. The results from Taunggyi indicated the highest levels of trust toward individuals of other religious groups, while the results from Hpa-An indicated the lowest levels of trust. On average, women tended to report less trust of members of other religions than men. Only 38% of women agreed or strongly agreed that members of other ethnicities than their own could be trusted, while more than 47% of men agreed or strongly agreed.

Respondents showed a slightly higher level of trust toward individuals of other ethnicities as compared to individuals of other religious groups. Some 27% of respondents said that individuals of other ethnicities could not be trusted, whereas 46% said that they could be trusted. As with religious groups, women tended to be less trusting than men. Respondents from Taunggyi were the most likely to agree or strongly agree that individuals of other ethnic groups could be trusted (61%), while respondents from Thaketa were the most likely to disagree or strongly disagree with that statement (35%).

KEY QUESTIONS

Q-97. To what extent do you agree with the following statements? In general, most people of *religions* other than your own, in [the city they live in] can be trusted.

ယေဘုယျအားဖြင့်ကျွန်ုပ်နေထိုင်ရာမြို့ရှိ ကျွန်ုပ်နှင့်ဘာသာမတူသည့် အခြားဘာသာမှလူအများစုသည်ယုံကြည်လို့ရသည်။

Q-98. To what extent do you agree with the following statements? In general, most people of *ethnicities* other than your own, in [the city they live in] can be trusted

ယေဘုယျအားဖြင့်ကျွန်ုပ်နေထိုင်ရာမြို့ရှိ ကျွန်ုပ်နှင့်လူမျိုး မတူသည့် အခြားလူမျိုးများမှလူအများစုသည်ယုံကြည်လို့ရသည်။

61%

Respondents from Taunggyi were the most likely to agree or strongly agree that individuals of other ethnic groups could be trusted.

FIGURE 11.1

"In general most people of religions other than your own, in [city] can be trusted" (five urban areas)

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

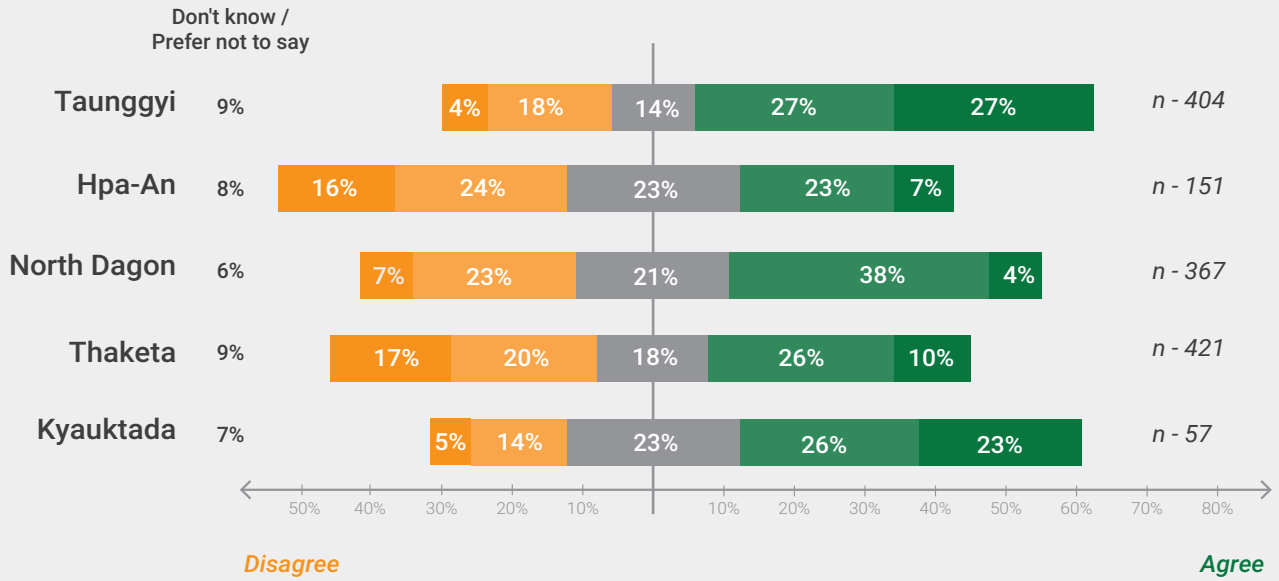
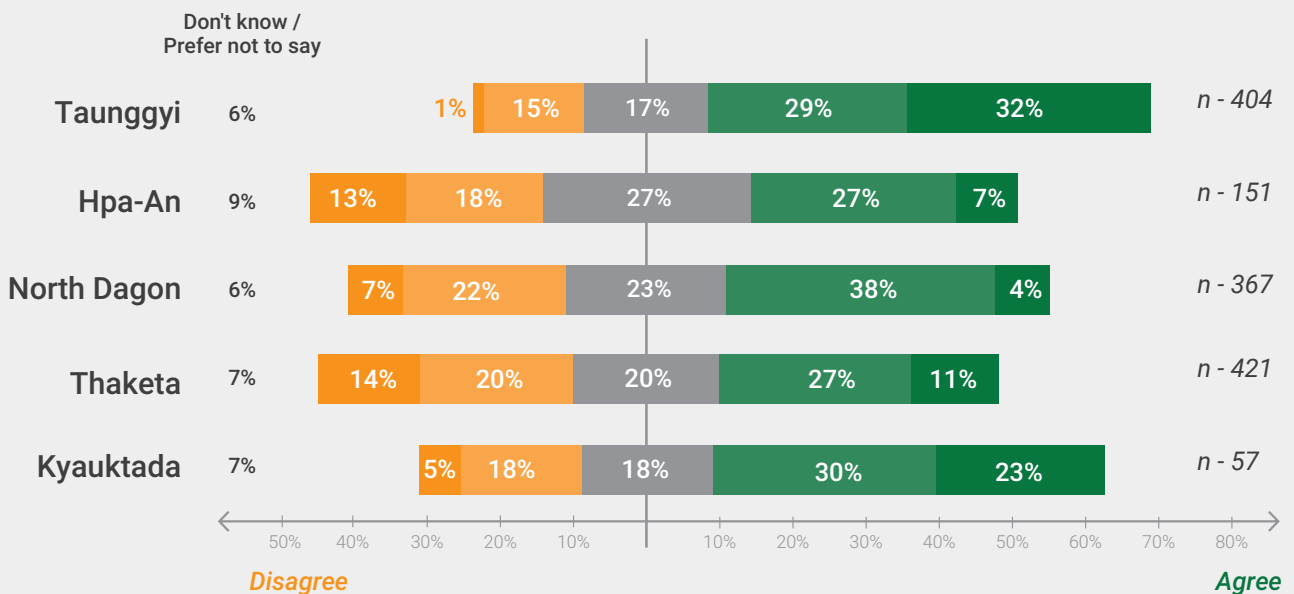


FIGURE 11.2

"In general most people of ethnicities other than your own, in [city] can be trusted" (five urban areas)

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree



Sense of community

➤ A MAJORITY OF RESPONDENTS (62%) AGREED OR STRONGLY AGREED WITH THE STATEMENT THAT MOST PEOPLE IN THEIR CITY COULD BE TRUSTED.

The survey also asked more broadly about social trust and individuals' sense of closeness with their neighbors in order to measure the strength of residents' sense of community. The results from Taunggyi demonstrated especially high levels of trust, with 74% of respondents agreeing or strongly agreeing with this statement. The results from Hpa-An indicated the lowest levels of trust. Only 52% of respondents in Hpa-An agreed with the statement and 28%, which was the highest of all five townships, disagreed or strongly disagreed. Overall, 60% of women respondents agreed or strongly agreed, while 19% disagreed or strongly disagreed.

KEY QUESTIONS

Q-96. To what extent do you agree with the following statements? In general, most people in [the city] can be trusted.

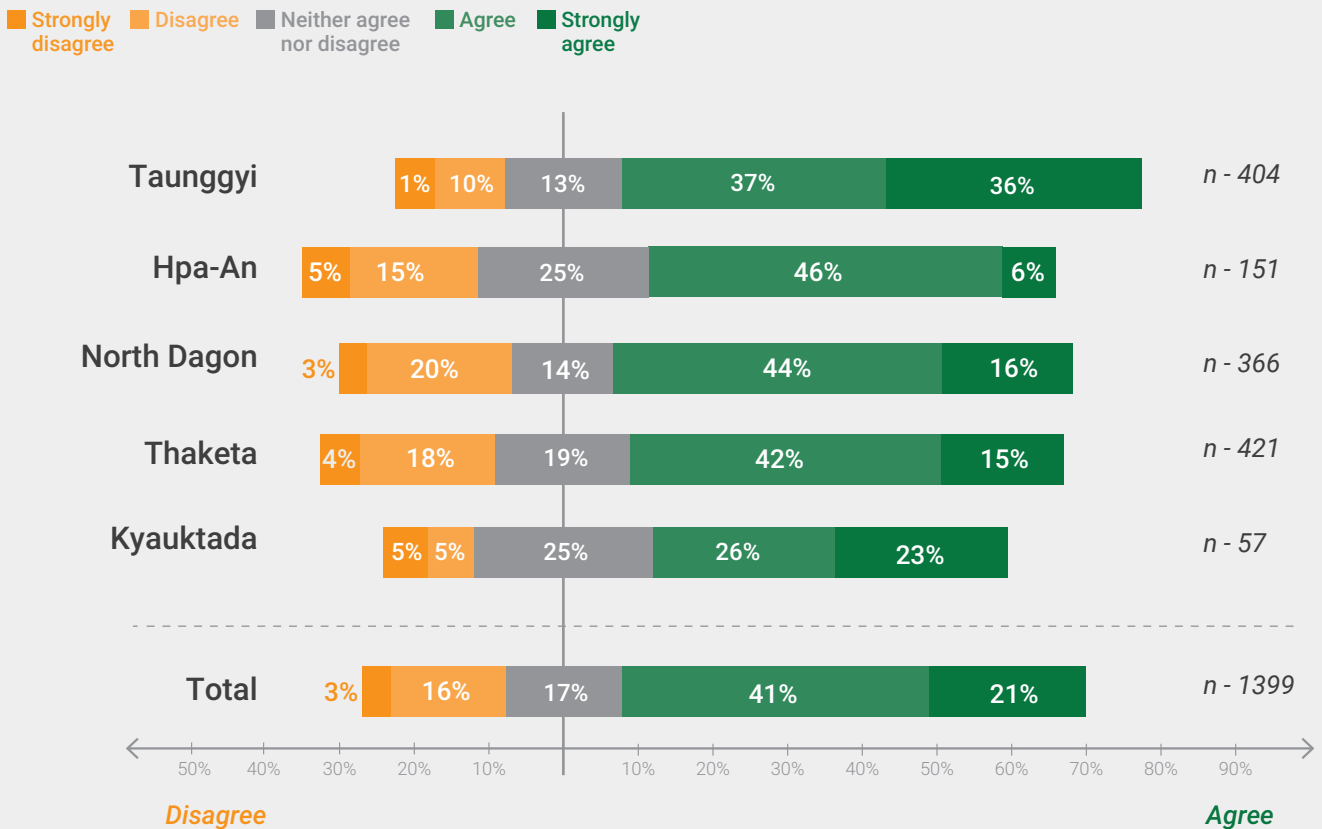
ယေဘုယျအားဖြင့် ကျွန်ုပ်နေထိုင်ရာ မြို့ ရှိ လူအများစုသည် ယုံကြည်လို့ရသည်။

Q-99. To what extent do you agree with the following statements? I feel close with people in my neighborhood.

ကျွန်ုပ်အိမ်နီးနား ရပ်ကွက်ပတ်ဝန်းကျင်မှ လူများနှင့် ရင်းနှီးမှုရှိသည်။

FIGURE 11.3

"In general, most people in [city] can be trusted" (five urban areas and total survey)

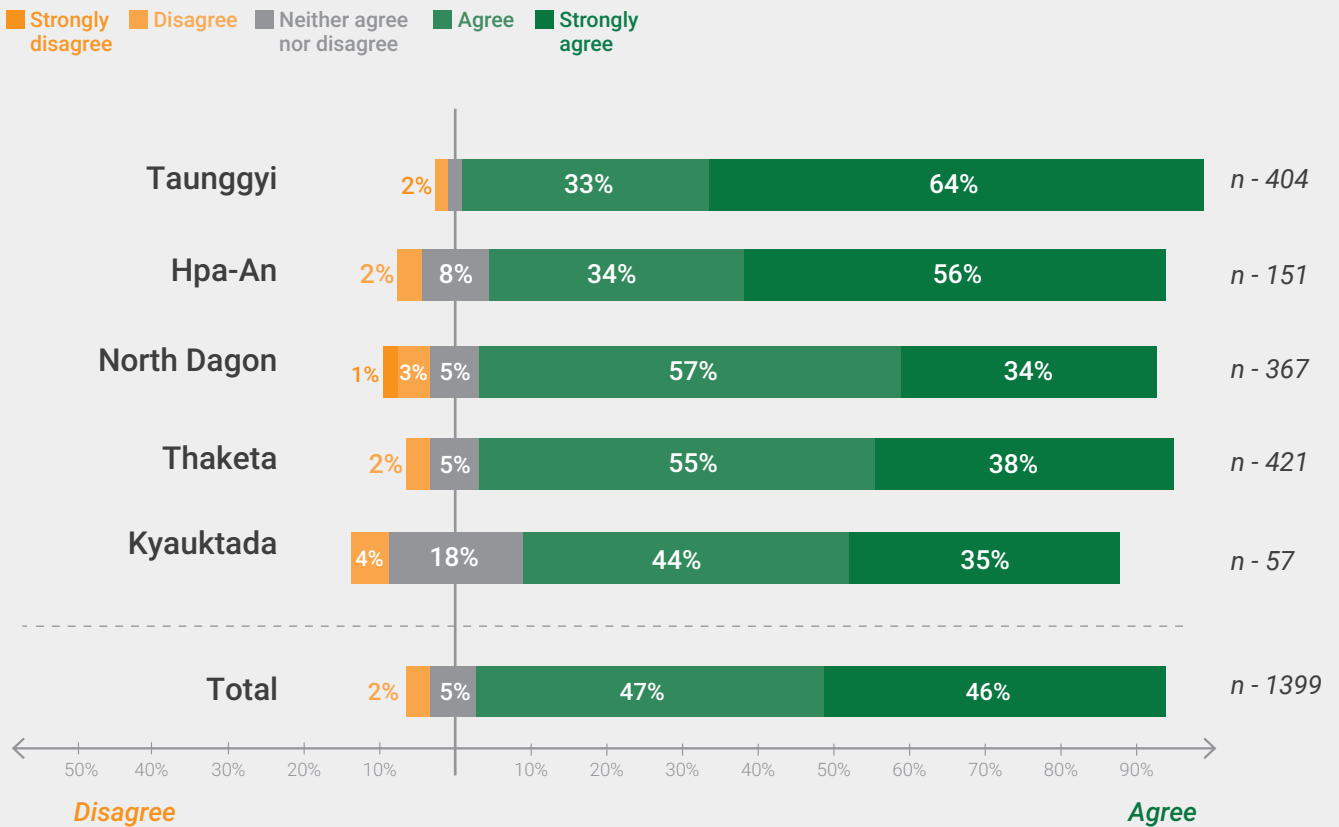


> RESPONDENTS DEMONSTRATED EXTREMELY HIGH LEVELS OF KINSHIP WITH THEIR NEIGHBORS.

More than 93% of respondents agreed or strongly agreed with the statement, “I feel close with people in my neighborhood”. Only 2% of respondents disagreed with this statement and 0% strongly disagreed. There was very little statistical variation across townships and between gender identities. These results, taken together with the previous measures of trust, could suggest that residents of these townships are immersed within small and tight-knit networks of support and familiarity, but also perceive themselves as situated within a wider network of less trusted relationships.

FIGURE 11.4

“I feel close with people in my neighborhood” (five urban areas and total survey)



Charitable giving

Myanmar is a global leader in charitable giving^{19,20}, so it is unsurprising that only 4% of respondents indicated that they “never” made a charitable donation at some point over the past year. Some 39% of residents of Thaketa reported making contributions at least once a month. There was no statistically significant difference between men and women’s reports of their regularity of giving.

While more than 50% of respondents indicated that they did not volunteer their time for a charity or civil society organization, 82% said that they agreed with the statement, “I would be willing to volunteer my time to support government initiatives that benefit my city”. Respondents from Taunggyi responded most positively to this question, with 85% of respondents indicating that they agreed or strongly agreed, while respondents from Kyauktada gave the fewest positive responses, with just 46% agreeing or strongly agreeing with the statement. There was no statistically significant difference between men and women in their regularity and willingness of volunteering.

KEY QUESTIONS

Q-100. Thinking over the last year, how often do you donate to charity?

လွန်ခဲ့သောနှစ်အတွင်း သင်ပရဟိတအဖွဲ့များသို့ အကြိမ်မည်မျှ လှူဒါန်းခဲ့ပါသလဲ။

Q-102. Do you volunteer your time to any charities or Civil Society Organizations?

သင်ပရဟိတအဖွဲ့အစည်းများ၊ လူမှုအကျိုးပြုအဖွဲ့အစည်းများတွင် ပရဟိတလုပ်ငန်းများ ကူညီလုပ်ကိုင်ဆောင်ရွက်ပါသလား။ (ဥပမာ-နာရေး ကူညီမှု အဖွဲ့အစည်းများ၊ ရပ်ရွာ အခြေစိုက် အဖွဲ့အစည်းများ၊ လူမှုအကျိုးပြုစီးပွားရေးလုပ်ငန်းများ)

Q-103. To what extent do you agree with this statement: I would be willing to volunteer my time to support government initiatives that benefit my city.

အောက်ဖော်ပြပါ စာသားအပေါ် သင်မည်သည့်အတိုင်းအတာအထိ သဘောတူညီပါသနည်း။ ကျွန်ုပ်နေထိုင်ရာမြို့အတွက် အကျိုးဖြစ်စေမည့် အစိုးရ လုပ်ငန်းရပ်များကို ပံ့ပိုးပေးနိုင်ရန် အချိန်ပေး ကူညီလုပ်ကိုင် ဆောင်ရွက်လိုပါသည်။

FIGURE 11.5

“Thinking over the last year, how often do you donate to charity” (total survey)

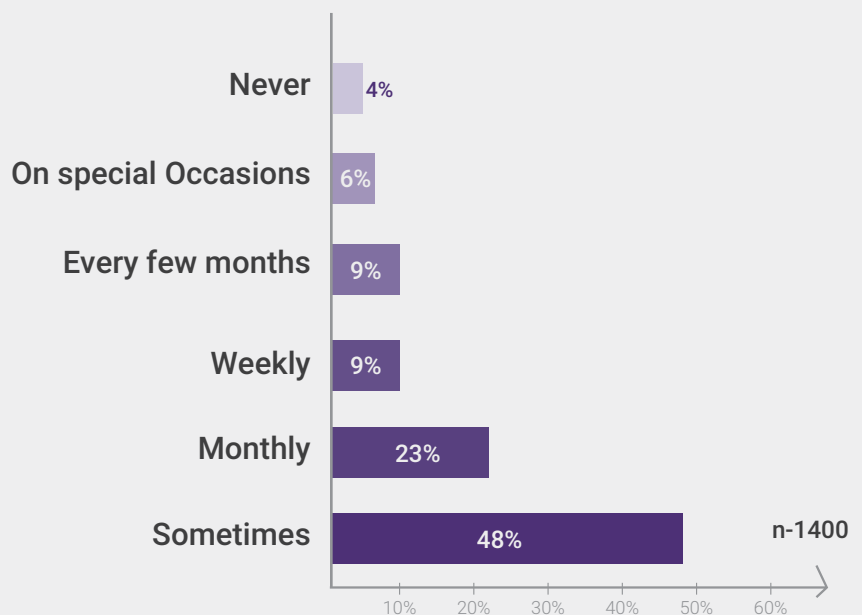


FIGURE 11.6

"Do you volunteer your time to any charities or civil society organization?"
(five urban areas and total survey)

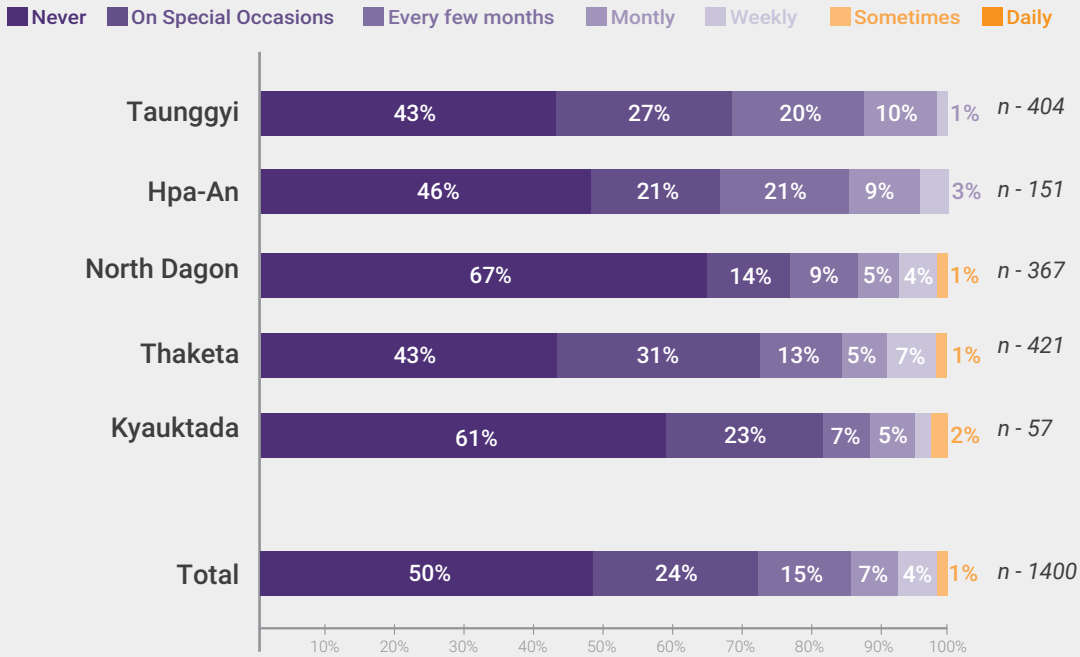
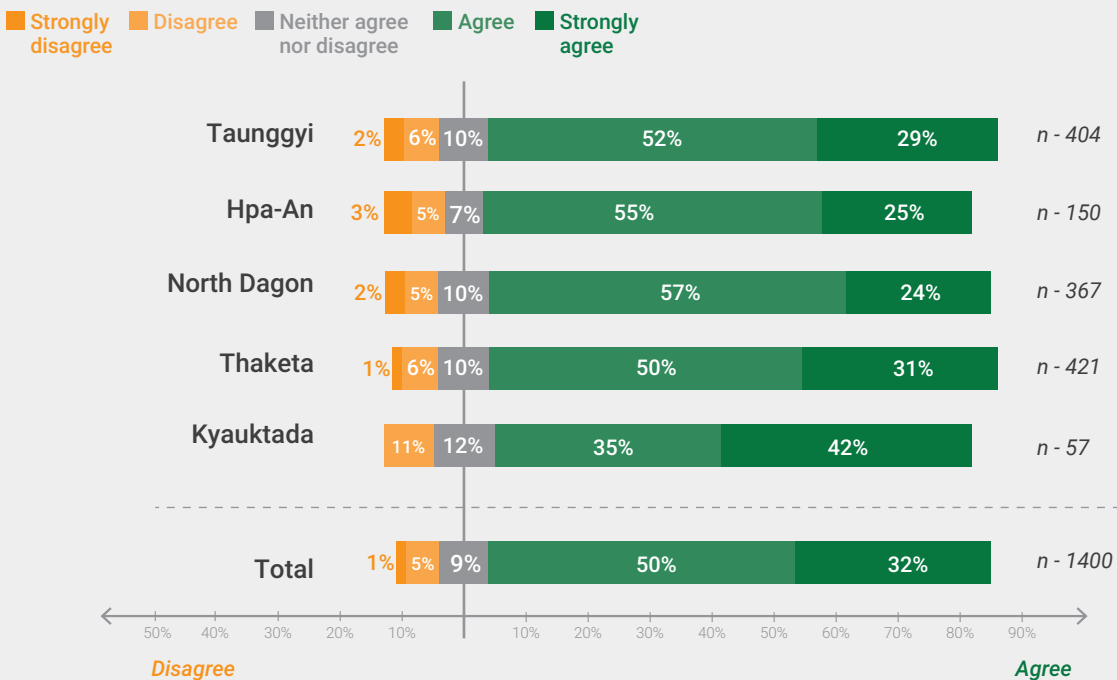


FIGURE 11.7

"I would be willing to volunteer my time to support government initiatives that benefit my city"
(five urban areas and total survey)



Affiliation and pride in religion

KEY QUESTIONS

Q-107. Can you tell me how important the things I say are to your sense of who you are? *Your religion.*

သင်ကိုးကွယ်ရာ(သို့) သင်ကြီးပြင်းခဲ့ရာ ဘာသာတရား

Q-110. Do you feel proud of your religion?

သင့်ကိုးကွယ်ရာ ဘာသာတရား (သို့) သင်ကြီးပြင်းခဲ့ရာ ဘာသာတရား အတွက် သင်ဂုဏ်ယူပါသလား။

➤ **RESPONDENTS DEMONSTRATED A CLOSE AFFILIATION WITH THEIR RELIGIOUS IDENTITY.**

More than 99% said that their religion or the religion they were brought up in was “very important”, with only 1 respondent out of 1,400 responding that it was “not important”. Respondents gave similar answers to the question of whether they feel proud of the main language they grew up speaking.

FIGURE 11.8

“Importance of religion to self” (five urban areas and total survey)

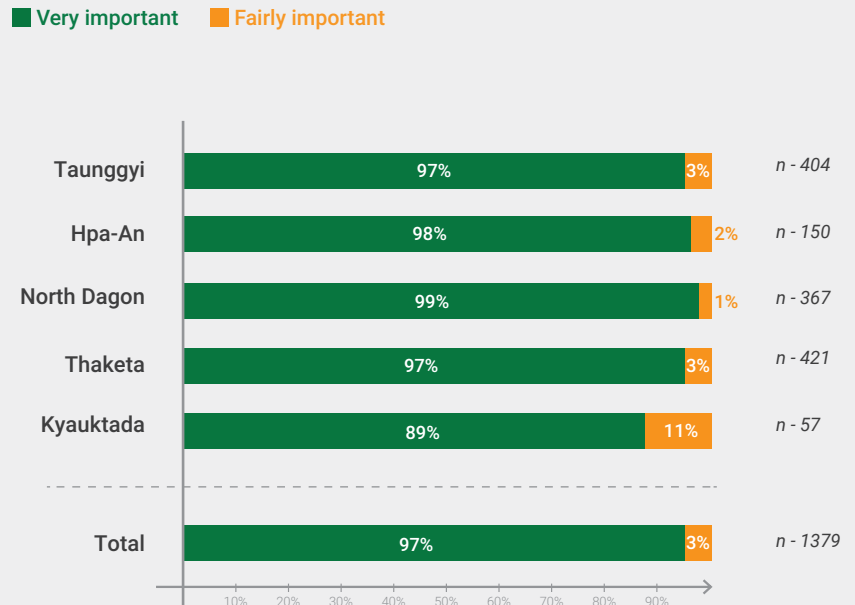
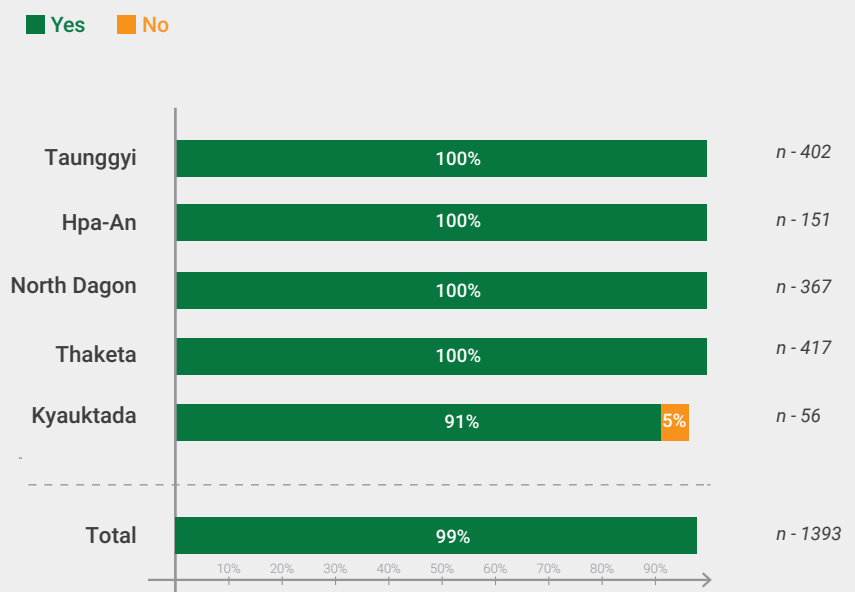


FIGURE 11.9

“Do you feel proud of your religion?” (five urban areas and total survey)



Pride in the city

➤ THE VAST MAJORITY OF RESPONDENTS (97%) EXPRESSED PRIDE IN THE CITY THAT THEY LIVED IN.

Residents of Taunggyi and North Dagon expressed the highest levels of city pride (99.8% and 97.6% respectively). Comparatively, Kyauktada had a lower proportion of residents respond that they feel proud of where they live. However, with 86% of those surveyed answering that they were proud of their city, the high levels of reported pride remained consistent throughout the surveyed areas. There was no notable difference between the men and women respondents.

KEY QUESTIONS

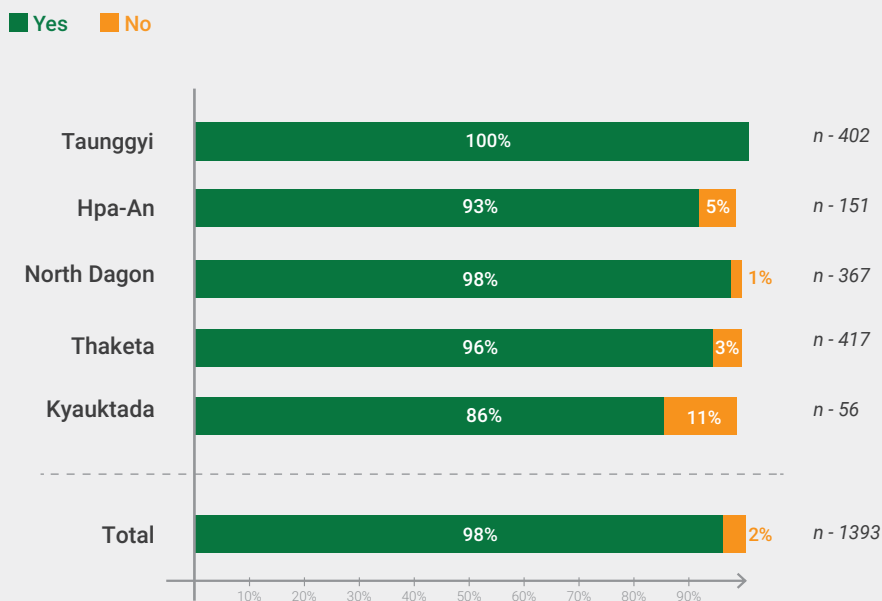
Q-111. Do you feel proud of the city where you live?

သင်နေထိုင်ရာမြို့အတွက်

သင်ဂုဏ်ယူပါသလား။

FIGURE 11.10

"Do you feel proud of the city where you live?" (five urban areas and total survey)



Annex 1: Methodology

SUMMARY

The *City Life Survey* is the first longitudinal study in Myanmar to track public perceptions and lived experiences of urban life. While this initial pilot has only captured these responses during a single point in time, the survey findings will serve as a baseline to future studies in order to identify changes and trends in the attitudes and opinions of Myanmar adult urban residents. In total 1,400 men and women were surveyed representing 5 urban townships in 3 cities around Myanmar. The survey results are representative of the 5 urban townships.

Survey data was collected through face-to-face interviews between September 28 and October 17, 2017, across the urban wards of five townships by a team of 13 female and seven male enumerators along with four supervisors. Teams simultaneously conducted the survey in, Thaketa, Kyauktada, North Dagon townships in Yangon, and the urban wards of Hpa-An township and Taunggyi township. Interviews were recorded entirely through paper questionnaires.

Fieldwork was led by the Yangon School of Political Science (YSPS).

CHOICE OF CITIES

The three cities selected are the capitals of their respective states and regions and showcase a range of levels of population size, development, and ethnic composition. They are therefore considered to be reflective of Myanmar's urban landscape, with many of Myanmar's cities falling within the range of their characteristics. The three townships within Yangon capture some of the diversity of Yangon as a city, ranging from small downtown Kyauktada (which includes Yangon City Hall) to the large satellite township of North Dagon.

TAUNGGYI

Taunggyi is the capital city of Shan State, located in the Taunggyi township and district. Its urban area includes 22 wards and according to the census has an urban population of 266,490. The urban population accounts for 60.8 percent of the total township, making it most populous urban area in the state. The urban population has been growing, as a result of migration and administrative changes to the city's boundaries. Like the rest of Shan State, Taunggyi is known for its ethnic diversity, with major groups including the Shan, Pa-O, Bamar, Kokang, Danu, Inn Thar, and Chinese.

HPA AN

Hpa-An is the capital city of Kayin State located within the Hpa-An Township and District. The urban area of Hpa-An town includes nine wards. According to the census Hpa-An township's urban population is 75,883, which is 18% of the total township population of 421,575. The township is ethnically mixed, although predominantly made up of Kayin ethnic groups, with the next most populous ethnic groups including Mon, Bamar, and Shan.²¹ There are significant migrant populations, with large numbers of Ayeyarwaddy Kayin coming from the delta and Bamar migrants from Myanmar's dry zone.

NORTH DAGON, YANGON

North Dagon is a recently settled township in Yangon city, located within the Yangon Region and East District. North Dagon is completely urban, with 27 urban wards and as of 2014 had a population of 203,948. North Dagon has an above average population and, like other peri-urban townships in Yangon city, is growing faster than average. North Dagon shows a 6.29% growth rate over 16 years, more than double the JICA-estimated 2.6% for the city as a whole.²² Of all of the peri-urban settlements in Yangon city, North Dagon is the most affluent. However, the socioeconomic diversity within the township is still varied, with nearly half of the township population living on less than 200,000 MMK per month.²³

THAKETA, YANGON

Thaketa is an extension of Yangon city, located within the Yangon Region and East District. Thaketa was incorporated into Yangon city between 1959 and 1960, along with South and North Okkalapa, in response to the growing population and housing shortages around Yangon. Thaketa includes 19 wards and a total population of 55,482. Thaketa is in the lower third of household earnings, with nearly 60% of residents reporting a household income of under 200,000 MMK per month.²⁴

KYAUKTADA, YANGON

Kyauktada is one of Yangon's oldest townships and is located in the Yangon Region and West District. Incorporated into the original British city plan, Kyauktada hosts 33 of the city's 189 listed administrative, religious and historical buildings. The township is completely urban, with 9 wards housing a population of 29,853. Kyauktada is one of the city's most built-up areas, with 97% of residents in multi-family apartments and condominiums. The socioeconomic makeup of the township is one of the more mixed in Yangon city, with significant representation from low, middle, high, and very high-income groups.²⁵

ENUMERATOR TRAINING

After getting permission to conduct the *City Life Survey* from respective state governments, YSPS led a training session for 20 survey enumerators and their supervisors. The training took place over three days:

On the first day, enumerators were introduced to the survey, interview techniques, and interview ethics.

On the second day, enumerators familiarized themselves with the survey questionnaire and were trained on appropriate techniques in data collection.

On the third day, enumerators practiced interview and data collection techniques in downtown Yangon, with support from trainers.

QUESTIONNAIRE DESIGN

Questions were compiled after a review of surveys from around the world. The questions were then modified to ensure they were appropriately tailored to the Myanmar context. Some questions were changed to enable more accurate comparability with questions asked in other surveys in Myanmar. The questions were then reviewed by a panel of ten experts on urban issues, surveys or the Myanmar context. Special consideration was given to how each question would be understood by the respondents. The questions were crafted and asked in the Myanmar language. The State governments of Kayin and Shan states asked that the survey include specific questions, which were incorporated into the original draft of the survey. The questions were then field tested and modified accordingly. In total, the survey went through eight iterations before being approved for final translation.

The survey addresses the overall outlook on the urban environment, perceptions of city livability, access to government services, attitudes towards taxation, work and economic opportunities, identity within the community and wellbeing. The survey includes 12 demographic questions and 106 substantive questions.

SURVEY SAMPLE

The survey aims to be representative of the urban wards of the five townships from which the sample was drawn. It is not representative of the city of Yangon or of urban areas in Myanmar more broadly. Limited data about the demographics of each of the townships included in the survey, especially related to ethnicity and religion, make it difficult to evaluate whether the rigorous random sampling produced a representative sample. As noted earlier, the sample reflects the underlying gender ratio, and under-represents younger individuals. The sample was compared to the 2016–2017 city population data, which was provided by township-level General Administration Department (GAD), to determine whether it is representative.

- Population of Interest: Myanmar adults in the urban wards of 5 townships
- Real Sample: 1,498 Myanmar adults in the urban wards of 5 townships. This is the total number of individuals selected to participate in the survey.
- Achieved sample: 1,400 Myanmar adults in the urban wards to 5 townships. This is the total number of individuals who participated in the survey. It is the "real sample" minus individuals who were unavailable or unwilling to participate.

Township	Total Population Above 18	Total Families	Proportional Sample Size
Taunggyi	93,468	29,766	286
Hpa-An	35,293	9,769	108
North Dagon	142,391	39,950	436
Thaketa	163,164	45,997	500
Kyauktata	22,660	6,078	70
Total	456,976	131,560	1,400

SAMPLING PROCEDURE:

Step 1: The Foundation and YSPS determined that a total sample of 1,400 individuals, and township-level samples of the sizes outlined in the above table, would be necessary to achieve adequate precision. To ensure that every member of the population shared an equal probability of being selected, the number of samples drawn from each township was decided by its adult population as defined by data provided by the GAD. Since one-tenth of the population lives in the Yangon area, more samples were drawn from Hpa-An and Taunggyi. In order to stay within the bounds of a 1,400 person survey, the sample size was reduced in Thaketa and North Dagon. The sample size of the selected townships is presented on table above.

Step 2: The Foundation and YSPS selected the urban wards of five townships for analysis. Taunggyi, Hpa-An, North Dagon, Thaketa, and Kyauktada were selected for various reasons, including their diverse demographic composition, and were piloted first in locations where DAO offices expressed interest in deploying the survey. Within those townships, one-third of the urban wards were randomly selected via probability-proportional-to-size systematic sampling. Wards served as the primary sampling unit.

Step 3: Households are the secondary sampling unit and were selected by systematic sampling. If an exact household list from the ward administration was available, the first household to be surveyed was selected by randomly selecting a number from 1 to 9. The subsequent households were randomly selected by deriving an interval and adding the interval to the number of the first household. Because some residents were unavailable, unable, or unwilling to participate in the survey, the sample size was doubled. For dense urban townships such as North Dagon and Kyauktada, which include numerous multiple-unit buildings, each building and each unit within it were numbered. Certain buildings such as department stores, banks, and business buildings were removed from the list.

Step 4: After selecting a household or apartment unit, interviewers used the Kish grid to select the respondent within the household. Members of the household were listed with their names and their ages in descending order, and then the respondent was randomly selected according to the rules of the Kish grid.

TOWNSHIP POPULATION

Township	Total Urban Population Above 18	Wards Surveyed	Sample Size
Taunggyi	93,468	7	404
Hpa-An	35,293	3	151
North Dagon	142,391	7	367
Thaketa	163,164	7	421
Kyauktada	22,660	3	57
Total	456,976	27	1,400

MARGIN OF ERROR

The margin of error for binary questions (ex. “yes – no” or “agree – disagree”) for which all 1400 subjects responded, lies between 1.6% (if $p=0.9$ and $1-p=0.1$) and 2.6% (if $p=0.5$ and $1-p=0.5$). This margin of error does not account for sampling error of non-binary questions (ex. Likert scale) and only applies to the estimates for the total sample. Below are the calculations for the lower and upper bounds:

$$\text{Margin of Error (lower bound): } \pi = \pm 1.96 \sqrt{\frac{0.9 \cdot 0.1}{1400}} = 0.016$$

$$\text{Margin of Error (upper bound): } \pi = \pm 1.96 \sqrt{\frac{0.5^2}{1400}} = 0.026$$

The margin of error for point estimates of each township sample are larger than that of the total sample. The table below shows upper bounds of the margin of error at the township level for binary questions for which all individuals from the sample responded.

Township	Sample Size	Margin of Error
Taunggyi	404	+/- 5%
Hpa-An	151	+/- 8%
North Dagon	367	+/- 5%
Thaketa	421	+/- 5%
Kyauktada	57	+/- 13%
Overall	1,400	+/- 2.62%

Individual margins of error for select questions can be found above.

ENUMERATORS

The 20 enumerators were split into 4 teams, each with their own supervisor. Each team was responsible for surveying one township. One team surveyed both Thaketa and Kyauktada townships. Survey enumerators were from Yangon, Pha-do, Bago and Hpa-An and ranged in age from approximately 20 to 30 years old. A breakdown of the 20 enumerators by gender and township is listed in the table below.

Township	Supervisors	Female Enumerators	Male Enumerators	Total Enumerators
Taunggyi	1	2	3	5
Hpa-An	1	3	2	5
North Dagon	1	4	1	5
Thaketa / Kyauktada	1	4	1	5
Total	4	13	7	20

QUALITY CONTROLS

Quality controls were implemented throughout the data collection process. In total 22% of the interviews were subject to an additional layer of oversight. These checks included direct observation during the interviews (200 interviews, 14%), and/or a return visit or telephone call from the coordinating office to the home where the interview took place (98 interviews, 7%).

CODING AND DATA ENTRY

When the completed survey books arrived at the central office (YSPS), they were sorted according to township and ward. Open-ended questions were separately recorded and managed by a team tasked with the English translation. To reduce the chance of misinterpretation, English translations were translated back into Myanmar and checked for accuracy.

During the data entry process, two groups of two data entry specialists were hired to enter the same data. After the data was entered twice, the two data sets were compared, to identify differences between the two entries. When an error was identified, the original material was checked again and entered correctly. As an additional check for accuracy, survey response books were randomly selected through the data entry process and matched against the tabulated data.

LIMITATIONS OF RESEARCH APPROACH

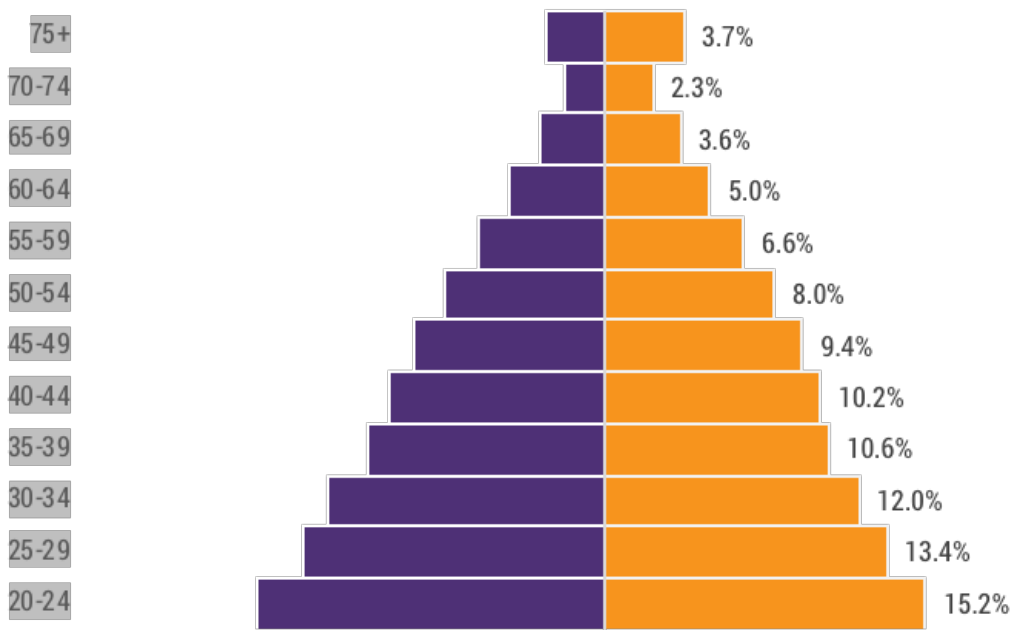
This paper relies primarily on quantitative research. Its findings are based on a sample of five urban areas in three cities. While these urban areas are diverse enough to reflect a range of Myanmar's urban landscape, they are not representative, in the statistical sense, of all of Myanmar's urban areas. The findings are most generalizable to middle- to large-sized cities. The findings are not statistically representative of the overall Myanmar population, but they may still be indicative of broad trends.

The overall sample is overrepresented by middle age respondents and underrepresented by young respondents, relative to the overall populations in those cities. The available census data on township populations (which in many instances include rural residents) suggests that those aged 20-29 are the least represented in the survey relative to actual populations. Men tended to be more underrepresented than women in this age group. The results displayed in this paper are unweighted according to age or gender, in part due to a lack of reliable data on city populations according to age and gender, and so this should be taken into consideration when interpreting the results.

SAMPLE DEMOGRAPHICS

CENSUS

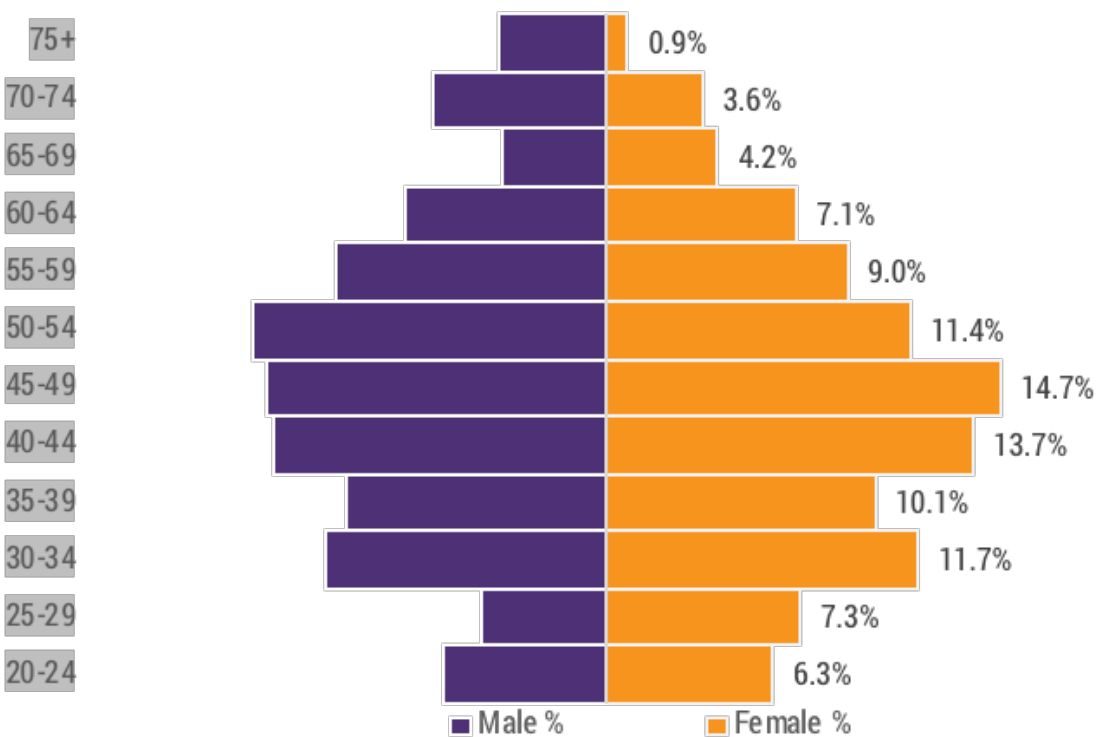
Total Surveyed Population (Rural and Urban)



N VALUE
M - 1,793,271
F - 2,109,899

CLS

Total Surveyed Population (Urban Only)



N VALUE
M - 701
F - 698

Annex 2: Interview Questionnaire

(A) BIOGRAPHICAL INFORMATION

1.	What is your age group? Base: All Respondents	Less than 18 years	2%
		18-19 years	6%
		20-24	6%
		25-29	11%
		30-34	10%
		35-39	13%
		40-44	13%
		45-49	12%
		50-54	9%
		55-59	7%
		60-64	4%
		65-69	5%
		70-74	2%
75 + years	2%		
2.	Gender Base: All Respondents	Male	50%
		Female	50%
		Gender Neutral	< 1%
3.	Religion Base: All Respondents	Buddhism	91%
		Christian	2%
		Muslim	6%
		Hindu	< 1%
		Other (please state)	< 1%
		No religion	0%
		Don't Know	0%
		Prefer Not to say	0%
4.	Ethnicity Which of these best describes your ethnicity? [Can select more than one] Base: All Respondents	Bamar	991
		Other	150
		Pa-Oh	140
		Kayin	69
		Shan	56
		Innthar	43
		Rakhine	31

5.	Education What is the highest education level that you have completed? Base: All Respondents	Post Graduate	6%
		Graduate	24%
		High School	34%
		Middle	22%
		Primary	11%
		No formal education	2%
		Prefer not to say	< 1%
6.	Migration How long have you lived in [this city]? Base: All Respondents	<10 years	17%
		10-20 years	25%
		21-30 years	22%
		31-40 years	15%
		Above 40 years	21%
7.	Income Approximately how much was your household income in the last month? Base: All Respondents excluding those who did not answer (n-1140)	49000-100000	22%
		101000-300000	49%
		301000-600000	22%
		601000-900000	2%
		Above 901000	5%
8.	Employment Type How do you work? Base: All Respondents	Daily labour	4%
		Part Time	19%
		Full Time	36%
		No, I don't work	38%
		No, I don't work but am looking for a job	2%
		Prefer not to say	< 1%
9.	Employment type Who is your employer? Base: Respondents who answered that they are employed (n-842)	Government	6%
		Private company	17%
		Civil Society Organization	< 1%
		Non-Profit (NGO)	< 1%
		INGO	< 1%
		Self-employed	73%
		Prefer not to say	< 1%
10.	Housing type What type of housing do you live in? Base: All Respondents	Bamboo walls	4%
		Wood	35%
		Brick	32%
		Brick – multi stories	23%
		Reinforced concrete	1%
		Reinforced concrete – multi stories	5%
		Prefer not to say	0%
11.	Housing ownership Who owns the house you live in? Base: All Respondents	I own it	46%
		My parents/other family members own it	37%
		A private landlord who is not related to me owns it	16%
		Government housing	1%

12	Do you have the following phones	Simple mobile phone	n = 195
		Smart Phone (Android, I-phone, etc)	n = 1083
		Do not own any	n = 125
		Don't know	n = 0
		Prefer not to say	
Base: All Respondents			

(B) PERSONAL WELLBEING

Next I would like to ask you four questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of nought to 10, where nought is 'not at all' and 10 is 'completely'.

13. Overall, how satisfied are you with your life nowadays?

Base: All Respondents

Not at all	1	2	3	4	5	6	7	8	9	Completely
3%	< 1%	2%	6%	4%	29%	6%	11%	13%	7%	17%

Prefer not to say = < 1%

14. Overall, to what extent do you feel that the things you do in your life are worthwhile?

Base: All Respondents

Not at all	1	2	3	4	5	6	7	8	9	Completely
1%	< 1%	1%	2%	4%	30%	6%	15%	15%	7%	19%

Prefer not to say = < 1%

15. Overall, how happy did you feel yesterday?

Base: All Respondents

Not at all	1	2	3	4	5	6	7	8	9	Completely
5%	1%	3%	3%	3%	25%	6%	10%	14%	9%	23%

Prefer not to say = < 1%

16. On a scale where nought is 'not at all anxious' and 10 is 'completely anxious', overall, how anxious did you feel yesterday?

Base: All Respondents

Not at all	1	2	3	4	5	6	7	8	9	Completely
31%	8%	10%	8%	4%	18%	4%	4%	5%	2%	6%

Prefer not to say = < 1%

17. How is your health in general? [Interviewer instruction: where 0 is very ill and 10 is completely healthy.]

Base: All Respondents

Not at all	1	2	3	4	5	6	7	8	9	Completely
< 1%	< 1%	2%	4%	5%	13%	6%	10%	16%	10%	33%

Prefer not to say = < 1%

DIRECTION OF THE COUNTRY

18. In general, would you say things in the country are heading in the right direction, or that they are heading in the wrong direction? Direction of the city

Base: All Respondents

Wrong Direction	1%
2	5%
3	23%
4	32%
Right Direction	23%
Don't know	15%
Prefer not to say	2%

DIRECTION OF THE CITY

19. In general, would you say things in [their City] today are heading in the right direction, or that they are heading in the wrong direction?

Base: All Respondents

Wrong Direction	1%
2	4%
3	22%
4	36%
Right Direction	30%
Don't know	6%
Prefer not to say	1%

20.	Why right direction? [Instruction: Only ask if score 4 or 5 on question on direction of the city] Why do you say "right direction"?	Infrastructure	35%
		General/other	18%
		Peace	14%
		General development	13%
		Economy	7%
		Politics	7%
		Safety	4%
		Education	1%
		Health	< 1%
		Transparency	< 1%
		Less corruption	< 1%

21.	Why do you say wrong direction? [Instruction: Only ask if score 1 or 2 on question on direction of the city] Why do you say “wrong direction”?	Economy	43%
		Traffic	10%
		Infrastructure	7%
		Other	7%
		Lack of discipline	6%
		Politics	6%
		General	4%
		Religion	4%
		Plenty of rats and mosquitos	4%
		Instability	3%
		Security	3%

SOCIAL MOBILITY

22.	To what extent do you agree with the following statements: <i>An individual who works hard in this country can get ahead.</i> Base: All Respondents	Strongly agree	35%
		Agree	45%
		Neither agree nor disagree	10%
		Disagree	8%
		Strongly disagree	2%
		Don't Know	1%
		Prefer not to say	< 1%

23.	To what extent do you agree with the following statements: <i>An individual who works hard in [this city] can get ahead.</i> Base: All Respondents	Strongly agree	32%
		Agree	48%
		Neither agree nor disagree	10%
		Disagree	8%
		Strongly disagree	1%
		Don't Know	< 1%
		Prefer not to say	< 1%

(C) LIVEABILITY

PERCEPTIONS OF PERSONAL SAFETY AND SECURITY AT HOME

24.	Do you feel safe in your home after dark? Base: All Respondents	Very safe	64%
		Fairly safe	26%
		A bit unsafe	7%
		Very Unsafe	2%
		Don't Know	< 1%
		Prefer not to say	< 1%

PERCEPTIONS OF PERSONAL SAFETY AND SECURITY IN NEIGHBORHOOD

25.	Do you feel safe walking alone in your neighborhood after dark? Base: All Respondents	Very safe	42%
		Fairly safe	30%
		A bit unsafe	16%
		Very Unsafe	6%
		Don't Know	6%
		Prefer not to say	< 1%

RECALLED EXPERIENCE OF VIOLENCE OR CRIME

26.	Have you or has anyone in your family been a victim of violence or of some criminal act in your home or neighborhood in the past year? Base: All Respondents	Yes	7%
		No	92%
		Don't Know	< 1%
		Prefer not to say	0%

CHANGE IN SAFETY AND SECURITY

27.	Over the past year, your safety & security situation has: Base: All Respondents	Improved	46%
		Deteriorated	6%
		Remained the same	46%
		Don't Know	1%
		Prefer not to say	< 1%

DISPUTE RESOLUTION ACTORS

28.	If your household were involved in a dispute with a neighbor, from whom would you ask for help to resolve it? [Can select more than one] Base: All Respondents	Ward administrator	n = 729
		Street head	n = 320
		Friends and Family	n = 180
		Police officers	n = 102
		Other community leaders	n = 72
		Prefer not to say	n = 57
		By Myself	n = 42
		I will tolerate	n = 21
		General Administration Department	n = 6
		Boss	n = 5
		Member of Parliament	n = 4
		Neighbors	n = 4
		Religious Leader	n = 3
		Don't know	n = 3
		By Law	n = 2
		Trustworthy Person	n = 2
		It will not happen	n = 2
Military	n = 1		
From God	n = 1		

29.	<p>If a member of your household were a victim of crime, from whom would you ask for help to resolve it?</p> <p>[Can select more than one]</p> <p>Base: All Respondents</p>	Ward administrator	n = 665
		Police officers	n = 502
		Street head	n = 194
		Friends and Family	n = 113
		Prefer not to say	n = 62
		Other community leaders	n = 56
		By Myself	n = 18
		Neighbors	n = 10
		By Law, Court or Lawyer	n = 10
		Don't know	n = 7
		It will not happen	n = 6
		Respected Official	n = 6
		General Administration Department	n = 5
		Member of Parliament	n = 5
		Trustworthy person Or Consultant	n = 2
		From God	n = 2
		From No One	n = 2
		Religious Leader	n = 1
(DAO/YCDC) officials	n = 1		
I will tolerate	n = 1		
Boss	n = 1		

AFFORDABILITY

30.	<p>To what extent do you agree with the following statement:</p> <p><i>It is easy to find goods and services in this city at a reasonable price</i></p> <p>Base: All Respondents</p>	Strongly agree	23%
		Agree	40%
		Neither agree nor disagree	15%
		Disagree	14%
		Strongly disagree	4%
		Don't Know	3%
		Prefer not to say	< 1%

HOUSING CONDITIONS

31.	<p>To what extent do you agree with the following statement:</p> <p><i>Your current accommodation in [township] meets the needs of you and your family in terms of space and quality.</i></p> <p>Base: All Respondents</p>	Strongly agree	29%
		Agree	54%
		Neither agree nor disagree	5%
		Disagree	10%
		Strongly disagree	2%
		Prefer not to say	< 1%

MODE OF TRANSPORT TAKEN TO WORK

32.	To get to work, which mode of transport do you use most often? Base: Respondents Who Travel To Work (n-821)	Bus	24%
		Train	0%
		Personal car	8%
		Taxi	8%
		Motorbike taxi	1%
		Bike	6%
		Motorbike	28%
		I walk	25%
		Ferry /office car	< 1%
		Trishaw	< 1%

QUALITY OF PUBLIC TRANSPORT

To what extent do you agree with the following statement:
In [your city], transport that can be used by the public is:

Base: All Respondents	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Prefer not to say	Don't know
33. Affordable	21%	47%	13%	9%	2%	7%	2%
34. Safe	21%	53%	11%	6%	1%	7%	2%
35. Convenient	21%	54%	10%	6%	1%	7%	1%

TIME TO COMMUTE TO WORK

36.	How long does it take you to get to work? Base: Respondents Who Travel To Work (n-821)	Less than 15 minutes	37%
		15 – 30 minutes	23%
		30 minutes to 1 hour	16%
		1 hour to 1 hour 29 minutes	5%
		1 hour 30 minutes to two hours	4%
		More than two hours	2%
		Don't know	10%
		Other (Please Specify)	3%

To what extent do you agree with the following statements:

Base: All Respondents	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to say
37. I am worried for my physical safety when riding in a motor vehicle on the roads of [your city].	16%	38%	7%	26%	10%	4%	<1%
38.[City] has nice public parks, gardens and markets	25%	57%	6%	6%	1%	5%	0%
39.[City] has nice markets	26%	64%	4%	4%	<1%	2%	0%
40.[City] has many great places to eat food outside of the home	30%	59%	4%	3%	<1%	4%	0%
41.[City] has many great places to shop	30%	60%	5%	2%	<1%	3%	0%
42.[City] has many great places for entertainment and recreation	21%	53%	6%	8%	2%	10%	<1%
43.I have time to spare to enjoy the good things in my city	10%	37%	17%	26%	10%	1%	<1%
44.[City] has clean streets and public areas	16%	39%	18%	19%	6%	1%	0%
45. [City] is too noisy	13%	30%	11%	30%	8%	2%	0%
46. [City] has clean air	26%	38%	11%	18%	7%	<1%	0%
47.[City] is too crowded	37%	44%	8%	8%	2%	<1%	0%
48.[City] has great mobile phone internet speed	12%	44%	14%	10%	2%	18%	<1%
49.In my city drug addiction is a problem	35%	24%	5%	14%	10%	13%	<1%
50.In my city drug distribution (production, transport or sale) is a problem	35%	19%	4%	14%	11%	18%	<1%
51.[ONLY ASK YANGON RESPONDENTS] It is important to preserve the culture and character of downtown Yangon.	74%	22%	2%	<1%	<1%	2%	<1%

52.	Approximately how many hours a day do you spend doing housework (cooking, cleaning laundry, grocery shopping) or childcare?	No time spent	12%
		< 1 hours	2%
		1-5 hours	57%
		6-10 hours	20%
		11-15 hours	8%
		Above 15 hours	0%

(D) ATTITUDES TO TAXES

TESTING UNDERSTANDING OF PROPERTY TAX

53.	A 'property tax' consists of a regular tax payment (such as every 6 months) to [DAO / YCDC] based on assessment of the physical characteristics of a property. For example, what it is made of and how many floors there are.	Yes	59%
		No	30%
		Don't Know	10%
		Prefer not to say	< 1%
	Has your household, or your landlord, paid a tax like this within the last 6 months of the year?		
	Base: All Respondents		

AMOUNT OF PROPERTY TAX PAID

[Instruction: only as if response to previous question is "yes".]

54.	If so, approximately how much did your household, or your landlord, pay?	<10000	95%
		10000-20000	2%
		20001-40000	1%
		Above 40000	2%
Base: Respondents Who Said "Yes" to q-53 (n-692)			

I'm going to ask you a few questions on income tax, commercial tax and property tax.

55. Have you ever heard of the following taxes?

Base: All Respondents	Yes	No	Don't know	Prefer not to say
Income tax [If asked for, the definition is a tax on the salary paid to employees. Any non-salary income is paid through a personal income tax return]	55%	35%	10%	<1%
Commercial tax [If asked for, the definition is a tax on goods and services, usually imposed at 5% of the value of the good or service]	69%	24%	7%	<1%

56. Have you personally ever paid these taxes?

Base: All Respondents	Yes	No	Don't know	Prefer not to say
Income tax [If asked for, the definition is a tax on the salary paid to employees. Any non-salary income is paid through a personal income tax return]	11%	81%	9%	<1%
Commercial tax [If asked for, the definition is a tax on goods and services, usually imposed at 5% of the value of the good or service]	45%	49%	6%	<1%
Property tax [If asked for, the definition is a regular tax payment (such as every 6 months) to [DAO / YCDC] based on an assessment of the characteristics of a property]	63%	30%	7%	<1%

57. Which of these three taxes is most important for government (i.e. gives them the most revenue)? Rank them starting with the most important (rank 1 = most important).

[Instructions: Each tax must have a different answer]

Base: All Respondents	Rank 1	Rank 2	Rank 3	Don't know
Income tax [If asked for, the definition is a tax on the salary paid to employees. Any non-salary income is paid through a personal income tax return]	14%	19%	22%	44%
Commercial tax [If asked for, the definition is a tax on goods and services, usually imposed at 5% of the value of the good or service]	31%	17%	9%	43%
Property tax [If asked for, the definition is a regular tax payment (such as every 6 months) to [DAO / YCDC] based on an assessment of the characteristics of a property]	14%	20%	24%	42%

58. Are these taxes fair?

Base: Respondents Who Knew What Tax Was When Asked In q-53 and q-55	Yes	No	Don't know	Prefer not to say
Income tax [If asked for, the definition is a tax on the salary paid to employees. Any non-salary income is paid through a personal income tax return]	57%	17%	23%	3%
Commercial tax [If asked for, the definition is a tax on goods and services, usually imposed at 5% of the value of the good or service]	60%	18%	20%	3%
Property tax [If asked for, the definition is a regular tax payment (such as every 6 months) to [DAO / YCDC] based on an assessment of the characteristics of a property]	70%	10%	17%	2%

59. Which level of government receives most of the revenues from each tax?

Base: Respondents Who Knew What Tax Was When Asked In q-53 and q-55	Union	State and Region	[DAO/ YCDC]	Don't know
Income tax [If asked for, the definition is a tax on the salary paid to employees. Any non-salary income is paid through a personal income tax return]	19%	6%	16%	60%
Commercial tax [If asked for, the definition is a tax on goods and services, usually imposed at 5% of the value of the good or service]	18%	9%	14%	59%
Property tax [If asked for, the definition is a regular tax payment (such as every 6 months) to [DAO / YCDC] based on an assessment of the characteristics of a property]	12%	5%	30%	53%

FAMILIARITY WITH PROPERTY TAX BILL

<p>60. I'm now going to show you a document from [city DAO / YCDC]. [Instruction: display property tax receipt from relevant city DAO or YCDC]. Has your household, or your landlord, paid this tax within the last 6 months of the year?</p> <p>[Instructions: record if the interviewer recognizes the document as a property tax bill]</p> <p>Base: All Respondents</p>	Yes	63%
	No	28%
	Don't Know	9%
	Prefer not to say	0%

AMOUNT OF PROPERTY TAX PAID

<p>61. [Instruction: only as if response to previous question is "yes".] If so, approximately how much did your household, or your landlord, pay?</p> <p>Base: Respondents Who Answered "Yes" To q-60 (n-756)</p>	<10000	90%
	10000-20000	3%
	20001-40000	4%
	Above 40000	3%

COMMERCIAL TAX

<p>62. I'm now going to show you an example bill and tax sticker. [Instruction: display example restaurant bill with tax stickers attached – point to the tax stickers] Have you ever paid this tax as part of ordering a good or service?</p> <p>Base: All Respondents</p>	Yes	56%
	No	37%
	Don't Know	7%
	Prefer not to say	0%

To what extent do you agree with the following statements:

Base: All Respondents	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to say
63. It is every citizen's civic duty to pay their fair share of taxes.	41%	49%	4%	2%	<1%	3%	<1%
64. Citizens should always pay their taxes, even if they disagree with the government.	28%	48%	8%	8%	1%	6%	<1%
65. I would pay more property tax if it meant better municipal services for me and my city. I would pay more property tax if it meant better municipal services for me and my city.	21%	41%	16%	12%	5%	5%	<1%
66. Most of my neighbors pay property tax	16%	39%	2%	4%	2%	36%	<1%
67. Those who do not pay the required amount of property tax are punished.	18%	50%	7%	11%	3%	10%	<1%

PREFERENCES FOR PROGRESSIVE TAX SYSTEM

68. In the following exercise, I want you to imagine that you are the government collecting taxes from citizens. Imagine that all the different types of taxes are taken at once. The beans represent the incomes of three different citizens. How many beans should the government take as tax from each citizen?

[Instructions: Person A starts with 8 beans, person B 4 beans, person C 16 beans. Government starts with zero beans. Instruct the interviewer to move the beans they wish to collect as taxes from the citizen boxes to the government box]

(Instructions: Record how many beans are in each box at the end of the exercise)

Citizen A : beans
 Citizen B : beans
 Citizen C : beans
 Government : beans

Base: All Respondents excluding non-answers (n-1142)	Citizen B (poor)	Citizen A (middle income)	Citizen C (rich)
Tax taken as % of citizen's income	16%	28%	31%

TRUST IN USE OF TAX REVENUE

69. How confident are you that your taxation goes to where it is needed most? Base: All Respondents	Unsure	26%
	Neutral	27%
	Confident	47%
	Don't Know	<1%

To what extent do you agree with the following statements:

Base: All Respondents	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Prefer not to say
70. I wish I had clearer information on what taxes I am supposed to pay.	60%	29%	3%	5%	1%	2%
71. I wish I had more information on how the government spends taxes.	63%	26%	3%	5%	1%	2%
72. Paying taxes brings me merit	30%	44%	10%	10%	4%	3%

(E) GOVERNMENT SERVICES QUALITY OF MUNICIPAL SERVICES

To what extent do you agree with this statement:

I am satisfied with the following services provided by [city DAO / YCDC]

Base: All Respondents	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to say
73. The quality of the roads	13%	41%	16%	20%	9%	1%	<1%
74. The garbage collection services to households	10%	44%	10%	18%	15%	3%	<1%
75. Street lighting	8%	42%	10%	20%	17%	2%	<1%
76. Piped water provided by the [DAO / YCDC] to households.	3%	19%	7%	20%	15%	36%	<1%

77. Sewers	2%	20%	7%	23%	19%	29%	<1%
78. Drainage	5%	25%	11%	24%	29%	5%	<1%
79. The management of parks	8%	45%	12%	9%	7%	19%	<1%
80. The management of markets	8%	47%	15%	14%	8%	8%	<1%

BUDGET ALLOCATION

81. You have 20 beans that represent next year's [DAOs / YCDC] budget. Allocate them amongst the following five [DAOs / YCDC] priorities where you think the DAO/YCDC should spend its resources. You can allocate them however you wish. [Instructions: place beans next to grid and encourage participants to move them to different boxes until they are happy with the overall allocation]

1. Road conditions
2. Garbage collection
3. Street lighting
4. Piped water
5. Sewers
6. Drainage

Base: All Respondents excluding non-answers (n-1231)

DAO/YCDC responsibility	Average share of budget allocated by respondents (%)
Road conditions	23%
Garbage collection	16%
Street lighting	16%
Piped water	14%
Sewers	11%
Drainage	20%

TRUST IN THE DAO/YCDC

82.	Do you trust [the DAO / YCDC?]	Yes	51%
		No	29%
		Neutral	< 1%
		Don't know	15%
		Prefer Not to say	5%
Base: All Respondents			

QUALITY OF OTHER GOVERNMENT SERVICES

On scale of one to five, where five represents high quality, how would you rate the quality of the following services in [your city].

Base: All Respondents	Very Bad	Bad	So so	Good	Very Good	Don't know	Prefer not to say
83. Clinics and hospitals	4%	11%	27%	45%	5%	8%	<1%
84. Police services	5%	11%	26%	28%	2%	27%	<1%
85. Schools	2%	8%	27%	51%	4%	9%	<1%
86. Universities	1%	7%	21%	33%	3%	34%	<1%

How easy do you personally find it to access the following services in [your city]?

Base: All Respondents

87. Clinics and hospitals

Difficult to access	11%
2	14%
3	17%
4	32%
Easy to access	21%
Don't know	< 1%
Prefer not to say	5%

88. Police Services

Difficult to access	12%
2	10%
3	18%
4	22%
Easy to access	12%
Don't know	7%
Prefer not to say	19%

To what extent do you agree with the following statements?

Base: All Respondents	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to say
89. I feel safe expressing my opinions about the government in public.	16%	36%	8%	15%	7%	15%	2%
90. [DAO/YCDC] has communicated what they are planning for the city over the next year	19%	28%	5%	17%	18%	13%	<1%
91. Compared to one year ago, the Union government has become more responsive to the needs of the people.	14%	54%	12%	9%	2%	9%	<1%
92. Compared to one year ago, the [State and Region government] has become more responsive to the needs of the people.	13%	54%	12%	8%	1%	10%	<1%
93. Compared to one year ago, [YCDC / the DAO] has become more responsive to the needs of the people.	8%	48%	17%	12%	6%	8%	<1%

INFLUENCE OVER YCDC/DAO DECISIONS

94.	How much influence do you think someone like you can have over YCDC/DAO decisions?	A lot	5%
		Some	9%
		Very little	19%
		None at all	52%
		Don't know	15%
		Prefer not to say	< 1%
Base: All Respondents			

WAY TO INFLUENCE YCDC/DAO DECISIONS

95.	What is the best way that someone like you could influence decisions made by [YCDC/DAO]?	Talk to [DAO/YCDC] staff	17%
		Write a letter to [the DAO / YCDC]	7%
		Make a donation to the DAO/ YCDC	2%
		Write to the [DAO / YCDC] on Facebook (or other social media)	7%
		Talk to my ward administrator	24%
		Talk to a community elder	5%
		Talk to my MP	12%
		Talk to a middle man	< 1%
		Protest	< 1%
		Don't know	24%
		Prefer not to say	3%

Base: All Respondents

(F) IDENTITY AND COMMUNITY

Base: All Respondents	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to say
96. In general, most people in [the city they live in] can be trusted.	21%	41%	17%	16%	3%	2%	<1%
97. In general, most people of religions other than your own, in [the city they live in], can be trusted.	14%	29%	19%	20%	10%	7%	<1%
98. In general, most people of ethnicities other than your own, in [the city they live in], can be trusted.	15%	31%	20%	19%	8%	6%	<1%
99. I feel close with people in my neighborhood.	46%	47%	5%	2%	<1%	<1%	<1%

CHARITABLE GIVING

100.	Thinking over the last year, how often do you donate to charity?	Never	4%
		On Special Occasions	6%
		Every few months	9%
		Monthly	23%
		Weekly	9%
		Sometimes	48%
		Prefer not to say	< 1%

Base: All Respondents

TRUST IN USE OF DONATIONS

101.	How confident are you that your donations go to where it is needed most?	Unsure	4%
		Neutral	11%
		Confident	85%
		Don't Know	<1%

Base: All Respondents

VOLUNTEERING

102.	<p>Do you volunteer your time to any charities or Civil Society Organizations (for example: associations, community-based organization, social enterprises)?</p> <p>Base: All Respondents</p>	No, Never	50%
		Yes, On Special Occasions	24%
		Yes, Every few months	15%
		Yes, Monthly	7%
		Yes, Weekly	4%
		Daily	<1%
		Sometimes	<1%
		Prefer not to say	< 1%

VOLUNTEERING FOR GOVERNMENT INITIATIVES

103.	<p>To what extent do you agree with this statement:</p> <p><i>I would be willing to volunteer my time to support government initiatives that benefit [their city].</i></p> <p>Base: All Respondents</p>	Strongly agree	32%
		Agree	50%
		Neither agree nor disagree	9%
		Disagree	5%
		Strongly disagree	1%
		Don't Know	2%
		Prefer not to say	< 1%

IDENTITY

104.	<p>I'd now like to ask you a few questions about your ethnic identity.</p> <p>What language did you speak at home during your childhood?</p> <p>Please select the closest from the following list:</p> <p>Base: All Respondents</p>	Bamar	82%
		Shan	2%
		Kayin	3%
		Rakhine	1%
		Chin	< 1%
		Mon	< 1%
		Chinese	< 1%
		Hindu	< 1%
		Kachin	< 1%
		Innthar	< 1%
		Pa-Oh	9%
		Wa	< 1%
		Danu	< 1%
		Dawei	< 1%
		Malay	< 1%
		Bengali	< 1%
		Gawrakhar	< 1%
		Palaung	< 1%
		Tamil	< 1%
		Taungyoe	< 1%
English	< 1%		

<p>Can you tell me how important the things I say are to your sense of who you are: are they very important, fairly important or not important?</p> <p>Base: All Respondents (q-106-112)</p>	Very Important	Fairly Important	Not Important
<p>105. [Instructions: only ask those who said their spoken language during childhood was not Burmese]</p> <p>The main language spoken at home during your childhood</p> <p>Base: Respondents Who Said Their Spoken Language During Childhood Was Not Burmese (n-246)</p>	77%	20%	2%
106. Burmese language	90%	9%	<1%
107. Your religion or the religion you were brought up in	97%	3%	<1%
108. The city where you live	88%	11%	<1%
<p>Instructions: to ask the following questions on pride in aspect of ethnic identity to those who answered 'very important' or 'fairly' important' about the importance of that aspect to who their sense of who they are]</p> <p>Base: All Respondents</p>	Yes	No	Prefer not to say
109. Do you feel proud of the main language spoken at home during your childhood?	98%	1%	<1%
110. Do you feel proud of your religion [or the religion you were brought up in]?	99%	<1%	<1%
111. Do you feel proud of the city where you live?	97%	2%	1%
112. Do you feel proud of the region or city you were brought up in?	98%	2%	<1%

(F) JOBS AND THE ECONOMY

Compared to two years ago, would you say that the situation for your household has gotten better, remained the same or gotten worse with respect to the following?

<p>Base: Respondents Who Said Their Spoken Language During Childhood Was Not Burmese (n-246)</p>	Strongly agree	Agree	Neither agree nor disagree	Don't know	Prefer not to say
113. Financial well-being of your household	26%	51%	22%	<1%	<1%
114. Employment opportunities	28%	46%	23%	3%	<1%
115. Opportunities for career advancement	29%	43%	18%	9%	<1%
116. Electricity supply	72%	21%	7%	<1%	
117. Access to credit	20%	5%	2%	72%	<1%

The survey is now complete. Thank you very much for your patience and participation. We have two final questions, regarding possible future follow up to this survey.

118. Would you like to be informed about the overall results of this survey in [your city]?

Base: All Respondents

Yes	82%
No	18%

Endnotes and Bibliography

1. UNESCAP (2015), *The State of Asian and Pacific Cities 2015 – Urban Transformations Shifting from Quantity to Quality* (Bangkok: UNESCAP/UNCHS).
2. LSE Cities (2013). “Towards Urban Growth Analytics for Yangon: A comparative information base for strategic spatial development” (London: LSE Cities and International Growth Centre)
3. Su Mon Thazin Aung and Matthew Arnold, *Managing Executive Policy Making*, (Yangon: The Asia Foundation, 2018)
4. This is recognized by respondents of the cities covered by the *City Life Survey* with between 56% and 67% of respondents agreeing that government had become more responsive to the needs of the people.
5. Su Mon Thazin Aung and Matthew Arnold, *Managing Executive Policy Making*, (Yangon: The Asia Foundation, 2018)
6. IBID
7. For a detailed explanation of the exact methodology, including a description of the townships selected, please refer to Annex 1 at the end of this report.
8. National Council on Public Polls: <http://www.ncpp.org/?q=node/6>.
9. The Asia Foundation. *Myanmar 2014: Civic Knowledge and Values in a Changing Society*. The Asia Foundation, Myanmar.
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15. The same survey found that this was consistent across party lines, with 79% of Trump supporters regarding paying taxes as a “civic duty”.
16. CNN and ORC International, *2016 Presidential Race Poll* (CNN and ORC International, October 3, 2016).
17. The exact wording used is different, but the report authors describe it as a “civic duty” question.
18. Thomas Isbell, *Tax compliance: Africans affirm civic duty but lack trust in tax department*, Afrobarometer Policy Paper No. 43. Afrobarometer, December 2017.
19. The CAF World Giving Index is comprised of three scores, “helping a stranger”, “donating money” and “volunteering time”. Myanmar scores highest in the world in “donating money” and second highest “volunteering time”. The index finds 55% of people in Myanmar volunteer their time, which is consistent with our findings (51% have over the last year).
20. Charities Aid Foundation. “CAF World Giving Index 2017”. September 2017.
21. Hpa-An SEA Report, pg. 50 (2017) citing Regional Data of Hpa-An (2014)
22. Japan International Cooperation Agency (JICA) and Yangon City Development Committee (YCDC), *A Strategic Urban Development Plan of Greater Yangon, Final Report*. Yangon: JICA, 2013.
23. *ibid.*
24. *ibid.*
25. *ibid.*



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