

2019 MDRN Survey: Citizen Perceptions of Yangon City Development Committee (YCDC)'s Public Services

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Another Development
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December 2019

In April 2019, Myanmar Democracy Research Network (MDRN) was formally established and currently includes seven think tanks in Myanmar. *Strengthening Civil Society in Myanmar is funded by the National Endowment for Democracy.*

Since 2015, EAI has aimed to strengthen the institutional and research capacity of nascent think tanks to conduct policy research in the process of democratization in Myanmar. EAI has received global recognition owing to its active, network based research activities and its status as a non-profit, independent think tank in South Korea. By sharing our own experiences and success with nascent think tanks in Myanmar, we are supporting the development of Myanmar's civil society to enable them to actively create policy agendas and build a more developed governance system and democracy. In 2018-2019, EAI's work in Myanmar focused on public opinion polling and policy research so that citizens' perceptions of public policy can be identified and meaningful policy suggestions can be made.

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Each author is solely responsible for the content of this report.

2019 MDRN Survey: Citizen Perceptions of Yangon City Development Committee (YCDC)’s Public Services

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Hankook Research & East Asia Institute

Overview of the 2019 MDRN Survey: Citizen Perceptions of YCDC Public Services

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Introduction

Myanmar is moving towards democracy. Starting with the adoption of a new Constitution in 2008 that allowed a transition from military to civilian rule, a long-awaited general election was held in 2015, resulting in the National League for Democracy (NLD), the pro-democratic party, coming to power. Throughout this transition, Myanmar has witnessed the rise of new civil society organizations. Democratization efforts are supported by independent think tanks with researchers who are committed to providing innovative policies to address various social problems.

With the support of the East Asia Institute (EAI), the Myanmar Democracy Research Network (MDRN) was launched to conduct joint research related to democratic governance and public policy. The network consists of seven civil society organizations in Myanmar, including Sandhi Governance Institute, the Yangon School of Political Science, the Open Myanmar Initiative, Yone Kyi Yar Knowledge Propagation Society, the Naushawng Development Institute, the Salween Institute for Public Policy, and Another Development. As the first joint research project, in April 2019, the MDRN conducted a joint public opinion survey of Yangon citizens to ask how they perceive the Yangon City Development Committee (YCDC)'s public services. Among the fourteen duties and responsibilities of YCDC, MDRN chose to focus on seven topics: taxes, the waste management system, the water distribution system and water usage, stray dogs, access to public parks, streets and street lights, and markets. Through this research, the MDRN assessed the satisfaction of Yangon's citizens with the services provided by the YCDC and provided policy suggestions based on the results of their survey. This introduction explains the background of this research and how it was designed.

The Importance of the Role of Local Governance and Quality of Public Services

When a society moves towards democracy, one of the most important areas that the government tries to improve is the role of local governance and the quality of public services. There are three essential reasons for this.

From Democratic Control and Legitimacy to Effectiveness and Accountability

Looking at the example of South Korea's transition to democracy, administrations in the beginning focused on strengthening the legitimacy of the democratic government by expanding democracy and executing democratic control. However, once the process of democratic transition stabilizes, how well these governments solve issues of public interest and offer economic growth and welfare to citizens (good governance) often determines the success or failure of each administration (Jaung, 2006).

From Government to Governance

The interests and goals of a democratic government shift from the challenges of institutionalizing a systematic democratic transition between administrations to establishing a governance structure capable of expanding welfare and offering quality public services and economic growth. Pursuing a government-driven vertical process in decision making and policymaking as in the past will only limit the ability of a government to solve national and social issues that are complicated by the information and globalization age (Lee 2010).

Local Governance and Public Services

In building a competent governance structure, it is important for the central government to move away from the past's vertical decision-making process to developing a more inclusive one based on public-private partnerships that involve various stakeholders, such as local governments, businesses, communities, and various civic groups. As the importance of decentralized power grows, governance at the local level plays a bigger role (Lim 2010).

Particularly in less-developed new democracies, developing human capital, establishing public infrastructure, and enhancing the quality of public services for the betterment of quality of life are urgent tasks, and these have emerged as critical challenges when it comes to assessing local governance. Even before the transfer of power, the transfer of the responsibilities of providing public services and implementing effective improvements were seen as vital tasks. (Myanmar Times, 2014).

As a way of promoting a democratic culture, the Myanmar government has made efforts to involve local regions and citizens in the decision-making process. With the adoption of the 2008 Constitution, Myanmar, which was previously highly centralized, has begun to decentralize decision making by establishing fourteen sub-national governments. These consist of seven states and seven regions, five self-administered zones and one self-administered division, and the Union Territory of Naypyidaw. Then, the states and regions are made up of districts, which are in turn made up of townships. Urban wards and village tracts are grouped into townships (Asia Foundation, 2018). This enables citizens to more actively participate in the local political process.

YCDC and Public Opinion Surveys

Democratic governance only operates effectively with civic participation and public-private partnerships by

selecting key agendas and deciding policies and implementing policies together, not with a one-way, unilateral approach from the central government to society that was often imposed in the past. To improve cooperation and participation of the civic society, it is important to grasp citizens' attitudes from the stages of diagnosis, evaluation, and policy demand-finding process of any given problem.

In this context, the MDRN examined perceptions of citizens residing in Yangon. Yangon is the largest city in the country with a population of 4,777,683 in 2019, three times the size of Myanmar's second largest city, Mandalay (World Population Review, 2019). It is the commercial capital of Myanmar and was the official capital city of Myanmar until 2005, when the government relocated the administrative functions to Naypyidaw. Given the importance of this city, this survey is the first step to assess local governance in Myanmar.

The MDRN analyzed the evaluations of Yangon citizens of the YCDC, which is chaired by the Mayor of Yangon and is the local governance organization that is responsible for Yangon's development and preservation, regulations and oversight of major industries, and public services offered to citizens. Therefore, assessing YCDC's duties and responsibilities is an effective method to assess the overall local governance of Yangon and the quality of its public services (YCDC, 2014). This joint research aims to assess the duties and responsibilities of the YCDC and to find policy implications in terms of how its public services might be improved through studying the citizens of Yangon.

In order to effectively capture the perceptions of the citizens, the MDRN conducted a public opinion survey. Public opinion surveys and polls are one of the most effective ways to assess citizen attitudes and perceptions of decision making and implementation of public policies. With the rising importance of governance, public opinion surveys are now seen as independent actors in the governance process that assess policy implementation and identify new policy demands (Kraft and Furlong 2018).

The Duties and Responsibilities of the YCDC

The YCDC is the administrative body of Yangon and consists of twenty departments. In 1990, the Yangon City Development Law formally established the YCDC, delegating responsibilities to the committee, such as city planning, tax collection, and development. In order to effectively maintain and develop the city, the YCDC carries out the following duties and responsibilities (YCDC, 2014):

1. Drawing and implementing land policies, administration of lands, developing and enforcing planning controls, protection of heritage buildings, regulation of construction sites
2. Construction and maintenance of parks, gardens, playgrounds, and recreation centers
3. Promoting events and exhibitions to enhance the work of YCDC
4. Providing parking spaces for vehicles and reducing traffic congestion
5. Construction, maintenance, upgrading and administration of markets
6. Regulation, control, and healthcare for animals and pets, including the inspection of meat and fishery markets and supervision of slaughter houses

7. Practice of environmental protection and waste management, including the collection and treatment of waste, management of landfills, and prevention of water and air pollution
8. Regulation and issuance of licenses for ferryboats and supervision of ferry businesses
9. Licensing and regulation of trading warehouses and pawn shops
10. Ensuring the safety of the citizens through the prevention of natural disasters and management of the fire services
11. Issuance of licenses regarding slow-moving vehicles such as tricycle rickshaws
12. Provision of water supply and sanitary systems
13. Supervision of cemeteries and incinerators, and overseeing the land use of cemetery compounds
14. Other beneficial municipal works, such as environmental services

The MDRN selected seven topics from among these fourteen which are deemed necessary and important for the daily lives of citizens: taxes, the municipal solid waste management system, the water distribution system and current water usage, stray dogs, access to public parks, streets and street lights, and markets.

The 2019 MDRN Survey and its Research Design

The 2019 MDRN survey was conducted through face-to-face interviews in April 2019, with a sample size of 485 adults aged 18 years old and older in Yangon. The survey was conducted directly by the MDRN, with Hankook Research Company acting as an advisor on methodology. Citizens were asked approximately 150 questions to assess their satisfaction with and perceptions of the facilities and services provided by the YCDC.

Table 1. Overview of the 2019 MDRN Survey Methodology

Methodology Overview	
Sampling	Four-step probability sampling
Sample size	485 adults, aged 18 years and older in Yangon
Method	Face-to-face
Survey period	April 2019
Margin of error	±4.45 percent at the 95% confidence level
Survey organization	Myanmar Democracy Research Network (MDRN)
Methodology advisor	Hankook Research Company, South Korea

Research Design

In consideration of limiting factors such as the time available and cost, the target sample size was set at 510. The sample was set to reflect the population composition ratio by district (Appendix 1).

Seventeen townships were selected from the thirty-three YCDC service townships. Five wards were selected for each township for a total of eighty-five wards. Since the target sample size was 510 persons, six persons per wards, of which three were men and three were women, were extracted. In addition, household

and household members were selected using a probability sampling method, and one household member was selected to complete the survey from each household. The target sample reflecting the population composition ratio by gender is shown in the (Appendix 2).

Sampling Design

In addition to setting the target sample size, this survey underwent a strict four-step probability sampling procedure (Appendix 3). Probability proportional to size (PPS) takes varying sample sizes into account, which helps to avoid underrepresenting one subgroup in a study and yields more accurate results. The sampling of townships was sorted in descending order of population in each town, as shown in Appendix 4. Cumulatively, seventeen townships including 306,555 persons were selected. The number 306,555 is a figure dividing the entire population of 5,211,431 citizens by seventeen townships. Then, after calculating the population of each ward, the survey selected certain wards by number dividing the total population by five. The MDRN then selected five wards from each township.

The next step was to sample households using systematic sampling. The MDRN selected the first household, and households after that by calculating the tenth household on the left or right. In this way, the MDRN selected six households for each ward. Lastly, for the sampling of household member, the MDRN used a Kish Grid. Since the survey targeted adults, the MDRN counted the number of adults in each household eligible for the survey. The final sample description is shown in Appendix 6. ■

Appendix

Appendix 1. Target Sample

District	Number of townships	Population	Population ratio (%)	Target Sample reflecting the population ratio(n) (1)	Number of selected townships (2)	Number of selected wards per township (3)	Number of survey locations (2)*(3)=(4)	Samples per ward (5)	Total samples per district (4)*(5)=(6)
N	7	2,111,251	41	207	6	5	30	6 (M3,F3)	180
E	7	1,612,575	31	158	5	5	25	6 (M3,F3)	150
S	9	960,944	18	94	3	5	15	6 (M3,F3)	90
W	10	526,661	10	52	3	5	15	6 (M3,F3)	90
TOTAL	33	5,211,431	100	510	17		85		510

Appendix 2. Target Sample by Gender

District	Population			Target sample that reflects the population ratio (n)			Target sample			Weight		
	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female
Total	5,211,431	2,466,918	2,744,513	510	241	269	510	255	255	1.000	0.947	1.053
N	2,111,251	996,922	1,114,329	207	98	109	180	90	90	1.148	1.084	1.212
S	960,944	457,237	503,707	94	45	49	90	45	45	1.045	0.994	1.095
E	1,612,575	771,671	840,904	158	76	82	150	75	75	1.052	1.007	1.097
W	526,661	241,088	285,573	52	24	28	90	45	45	0.573	0.524	0.621

Appendix 3. Sampling Procedure

Layers	Sampling Method
1. Township	PPS (Probability proportional to size)
2. Ward	PPS (Probability proportional to size)
3. Household	Systematic Sampling (Interval 10 houses)
4. Household Member	Kish Grid

Appendix 4. Sampling of Township by PPS

District	Township	Total population	Order 1	Order 2	Cumulative	Selection 1	Selection 2
Northern District	Hlinethaya	687,867	3	1	687,867	V	V
Eastern District	Dagon Myothit (South)	371,646	11	2	1,059,513	V	V
Northern District	Shwepyitha	343,526	7	3	1,403,039	V	
Eastern District	North Okkalapa	333,293	10	4	1,736,332	V	
Northern District	Mingaladon	331,586	6	5	2,067,918	V	
Northern District	Insein	305,283	1	6	2,373,201	V	
Southern District	Thakayta	220,556	19	7	2,593,757	V	
Eastern District	Thingangyun	209,486	8	8	2,803,243	V	
Eastern District	Dagon Myothit (North)	203,948	12	9	3,007,191		
Northern District	Mayangon	198,113	5	10	3,205,304	V	
Southern District	Dala	172,857	16	11	3,378,161	V	
Eastern District	Dagon Myothit (Seikkan)	167,448	14	12	3,545,609		
Eastern District	Dagon Myothit (East)	165,628	13	13	3,711,237	V	
Southern District	Tamway	165,313	21	14	3,876,550		
Eastern District	South Okkalapa	161,126	9	15	4,037,676	V	
Northern District	Hline	160,307	2	16	4,197,983		
Southern District	Mingala Taungnyunt	132,494	15	17	4,330,477	V	
Western District	Kyimyindine	111,514	29	18	4,441,991		
Western District	Sangyoung	99,619	30	19	4,541,610		
Western District	Bahan	96,732	32	20	4,638,342	V	
Northern District	Kamayut	84,569	4	21	4,722,911		
Southern District	Dawbon	75,325	17	22	4,798,236		
Southern District	Yankin	70,946	20	23	4,869,182		
Western District	Ahlon	55,482	28	24	4,924,664	V	
Southern District	Pazundaung	48,455	22	25	4,973,119		
Western District	Lanmadaw	47,160	26	26	5,020,279		
Southern District	Botahtaung	40,995	23	27	5,061,274		
Southern District	Seikkyi Khanaungto	34,003	18	28	5,095,277		
Western District	Pabedan	33,336	25	29	5,128,613		
Western District	Kyauktada	29,853	24	30	5,158,466		
Western District	Dagon	25,082	31	31	5,183,548		
Western District	Latha	25,057	27	32	5,208,605		
Western District	Seikkan	2,826	33	33	5,211,431	V	
	Total	5,211,431					
	17	306,555					

Appendix 5. Sampling of Wards by PPS

District	Township	Ward (W)/Village Tract (VT)	Total	Cumulative	Total population
Northern District	Insein	Kan Nar (West) (W)	9,476	9,476	305,283
Northern District	Insein	Kan Nar (Middle) (W)	15,390	24,866	
Northern District	Insein	Kwet Thit (W)	2,449	27,315	
Northern District	Insein	Pauk Taw (W)	4,876	32,191	
Northern District	Insein	Zay Kone (West) (W)	2,101	34,292	
Northern District	Insein	Zay Kone (East) (W)	9,327	43,619	
Northern District	Insein	Pein Hne Kone (W)	8,233	51,852	
Northern District	Insein	Myo Thit ((Ka)/Kha) (W)	18,491	70,343	
Northern District	Insein	Myo Thit (Ga) (W)	7,869	78,212	
Northern District	Insein	Kyo Kone (West) (W)	12,256	90,468	
Northern District	Insein	Kyo Kone (East) (W)	16,270	106,738	
Northern District	Insein	Saw Bwar Gyi Kone (W)	20,811	127,549	
Northern District	Insein	Nant Thar Kone (W)	12,304	139,853	
Northern District	Insein	Taung Thu Kone (W)	19,350	159,203	
Northern District	Insein	Ywar Ma (East) (W)	16,376	175,579	
Northern District	Insein	Ywar Ma (Middle) (W)	10,904	186,483	
Northern District	Insein	Ywar Ma (West) (W)	30,704	217,187	
Northern District	Insein	Hpawt Kan (W)	23,992	241,179	
Northern District	Insein	Sint Ngu (W)	22,861	264,040	
Northern District	Insein	Aung San (W)	18,555	282,595	
Northern District	Insein	Da Nyin Kone/Ta Nyin Kone (W)	22,688	305,283	

Appendix 6. Sample Description of the 2019 MDRN Survey

Sample Description of 2019 MDRN Survey				
Gender	Male 50.7%, Female 49.3%			
Age	18-29: 17.5%	30-39: 22.9%	40-49: 19.0%	
	50-59: 23.1%	Over 60: 17.3%	No Data: 0.2%	
District	Eastern 30.9%	Western 13.4%	Southern 18.6%	Northern 37.1%
Education	Secondary School: 42.1%	High School: 30.7%	University: 27.0%	No Data: 0.2%
Job	Retired Dependent 40.8%	Business Owner 29.7%	Company Staff 10.1%	
	Vendor 6.8%	Day Laborer 4.9%	Student 3.5%	
	Civil Servant 3.3%	Religious Teacher 0.4%	No Answer 0.2%	
Income	Below 1 lakh 3.5%	Between 1 and 3 lakh 38.1%	Between 3 and 6 lakh 40.6%	
	Between 6 and 9 lakh 10.1%	Above 9 lakh 10.1%	Decline to answer 2.1%	
	No Answer 0.4%			

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Municipal Solid Waste Management

Naushawng Development Institute

Introduction

Solid waste may be defined as “useless, unused, unwanted, or discarded material available in solid form.” Semisolid food wastes and municipal sludge may also be included in municipal solid waste. However, in Myanmar waste management means the management of waste from all human and animals activities which is normally useless or unwanted (MDRN, 2015).¹ Today, solid waste is a major problem facing many societies (Singh, Gupta, and Chaudhary, 2014).²

In Yangon city, normally, residents produce 1,690 tons by day (TPD) of municipal waste is generated from the households, commercial centres, institutions, and industries, with a rate of 0.396kg per capita per day. Since the municipality does not collect this waste separately, but instead carries all waste from households, institutions, and industry together on the same truck, the waste has not been separated. Although some households, institutions, and commercial enterprises separate their waste, all waste is finally mixed on the collection trucks, and disposed together in final dumping sites. (MDRN, 2015).

Yangon City is situated in the Yangon Region and is the largest city in Myanmar. There are forty-six townships in the Yangon Region and thirty-three townships in Yangon City proper. The population of Yangon City totals 5.2 million (5,209,541), representing 70.8% of the entire population in the Yangon Region. According to the 2014 Myanmar population and housing census, the population density of the Yangon Region was 716 people per square kilometer. The population density of the Yangon Region increased from 310 persons per square kilometer in 1973 to 387 persons per square kilometer in 1983, and again to 716 persons per square kilometer in 2014 (UNFPA, 2015).³

As urban population growth and increased income levels have generated higher amounts of daily waste, waste management is becoming one of the biggest challenges for Yangon City. According to the World

¹ MDRN. (2015). Report on City Assessment of Municipal Solid Waste in Yangon City. Retrieved from <https://tinyurl.com/yyjh88hv>

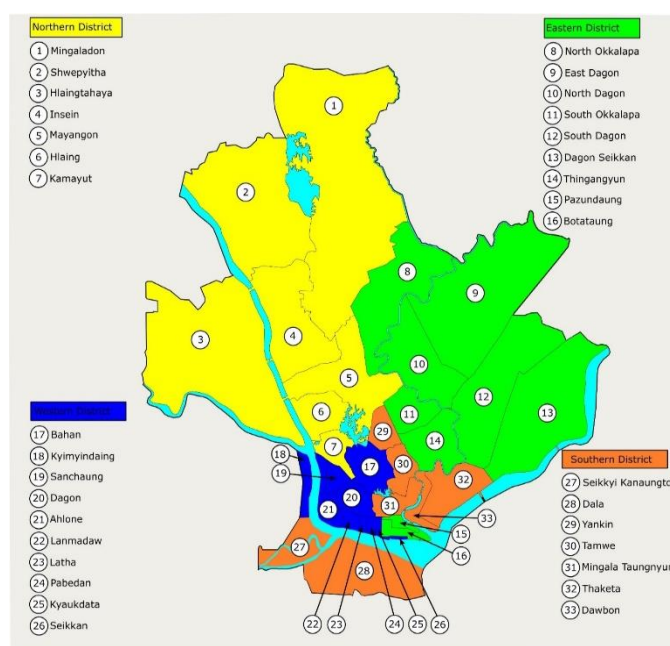
² <http://ijesd.org/papers/507-G0029.pdf>

³ <https://myanmar.unfpa.org/sites/default/files/pub-pdf/Yangon%20Region%20Census%20Report%20-%20ENGLISH-3.pdf>

Population Review, the population of Yangon went from half a million in 1941 to over one million less than ten years later, an increase of 160%. It is expected to reach 5.3 million in 2020 and 5.9 million in 2025 with an annual population growth rate of 22.3% (World Population Review, 2019).⁴ In 2016, a study done by UN Habitat and the Yangon City Development Committee (YCDC) showed that the total waste generation was 2,069 metric tons per day and is expected to increase further. Estimates predict that the daily waste generation in Yangon will reach 3,906 metric tons per day in 2026 and 7,444 metric tons in 2036 (YCDC, 2018).⁵

Thus, the YCDC Department of Pollution Control and Cleansing plays a crucial role in planning and managing suitable waste collection and disposal systems in its taxed townships and wards.

Figure 1. Yangon Districts and Township Division⁶



The aims of this public opinion research survey are:

- To assess public awareness of municipal solid waste management
- To understand public perspectives on the quality and performance of municipal solid waste services
- To explore public expectations of the YCDC with regard to solid waste management system
- To recommend strategies and identify areas for improvement

Overall Assessment of Yangon City's Cleanliness

A city is shaped by the behavior and habits of its inhabitants. The opinions of others play an important role

⁴<http://worldpopulationreview.com/world-cities/yangon-population/>

⁵ YCDC. (2018). Transformation of Urban Management. Retrieved from http://unhabitat.org/mm/wp-content/uploads/2018/07/YANGON_Urban-Services-Business-Operation-Plan-for-Solid-Waste-Management.pdf

⁶ Source: www.maps-yangon.com

in changing the behavior or habits of individuals. Likewise, the opinions of Yangon's citizens are vital for the city's improvement, which means that they must be voiced to society and the government.

From this survey research around 43% of the respondents, are of the opinion that the city is clean. However, around 42% of respondents believe that the city is unclean or dirty. Interestingly, a majority of the respondents from Western District, around 54%, expressed the opinion that Yangon City is clean. In the Southern District, 52% of the respondents expressed negative views when asked whether the city was clean.

Figure 2. How clean is the city?

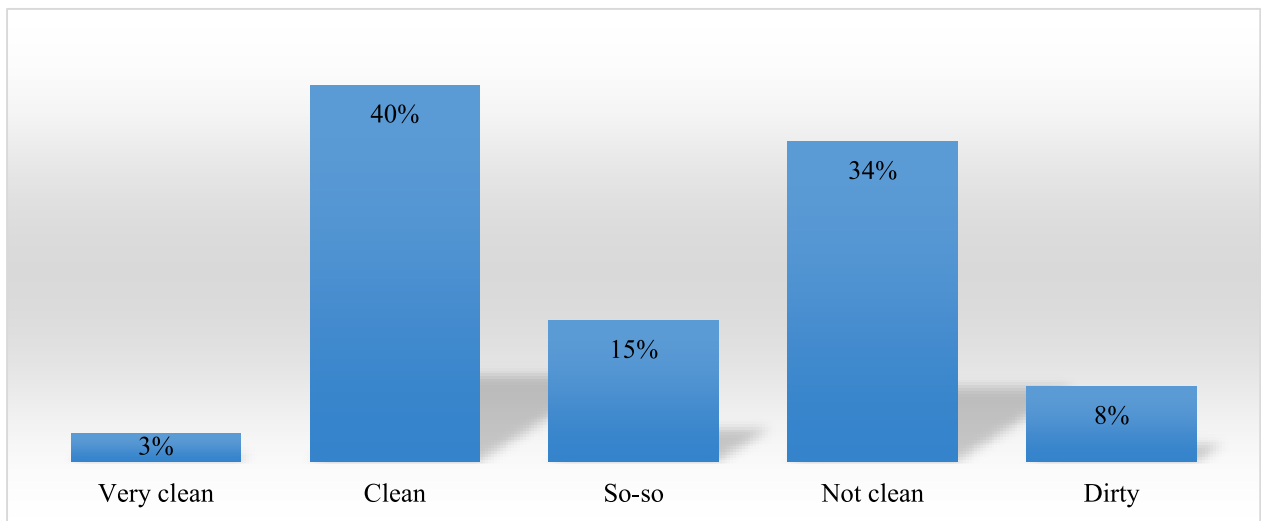
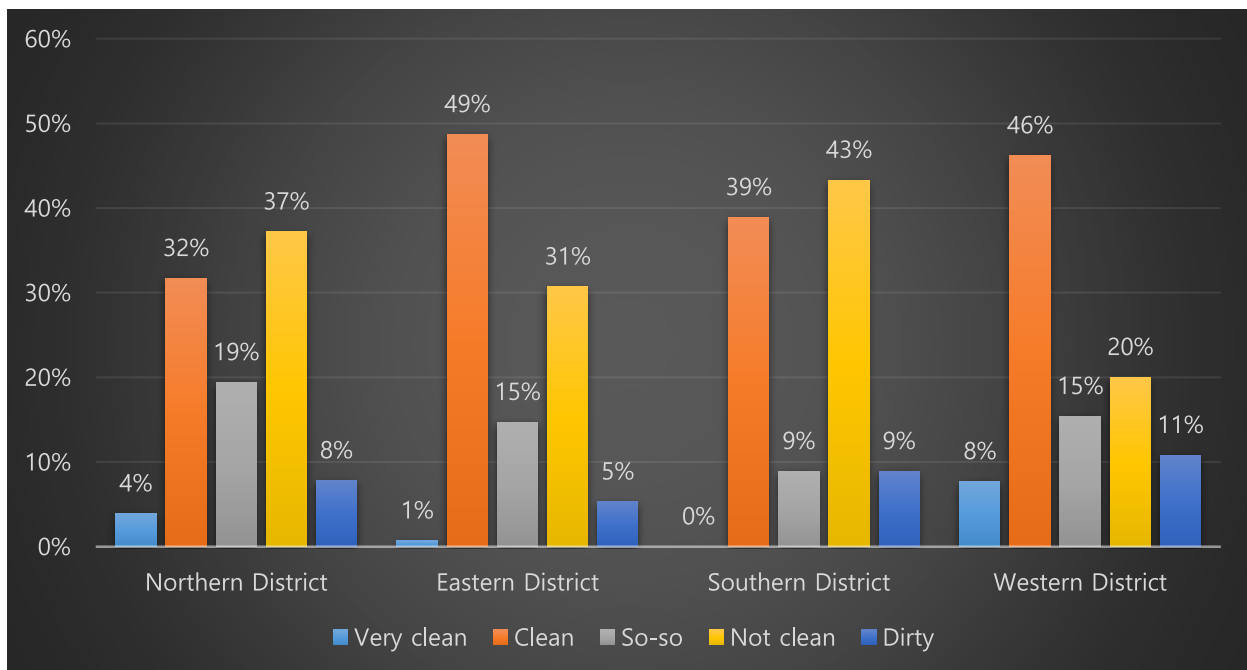


Figure 3. Opinion on the cleanliness of the city by district

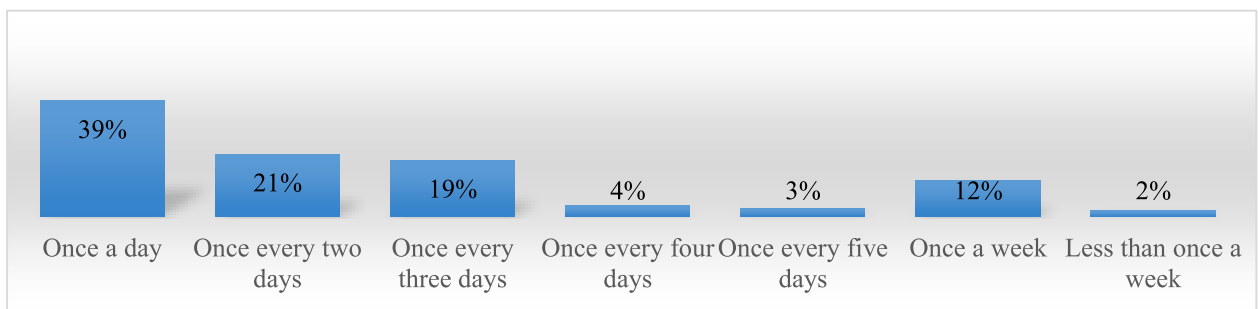


Public Practices on and Awareness of Waste Disposal

Practices

An assessment of the frequency of waste disposal found that the respondents can be divided into three groups: frequent disposers (once every 1-2 days), infrequent disposers (once every 3-5 days) and weekly disposers (once a week or less). The majority of the respondents (60%) belong to the first group, disposing of waste according to what can be considered good practice. The 26% of respondents belong to the second group, and 14% of the respondents belong to the last group.

Figure 4. How often do you dispose of waste?



The majority of respondents, around 72%, do not separate their waste before disposing of it. Only 23% of the respondents said that they practice waste separation. Only 11% of respondents dispose of their waste by themselves; the majority (89%) dispose of their waste at designated collection points.

Figure 5. Do you separate your waste?

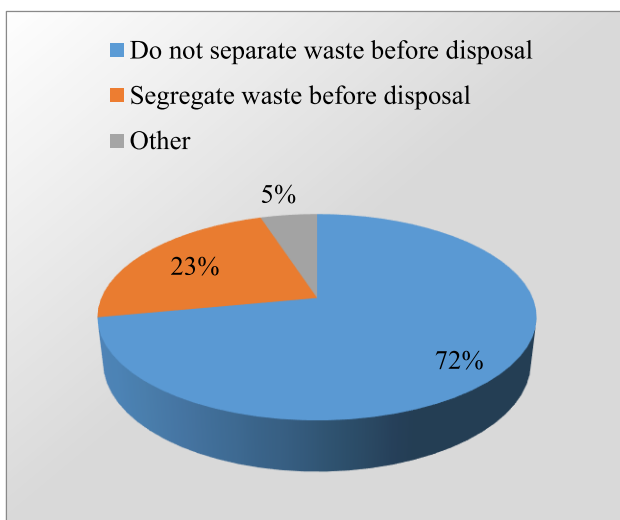
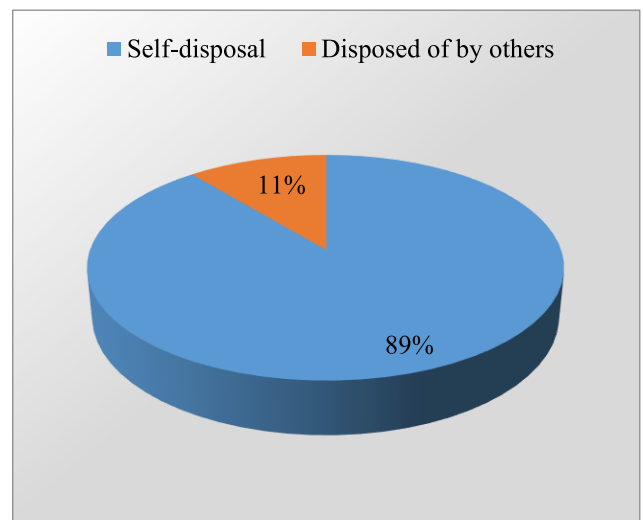
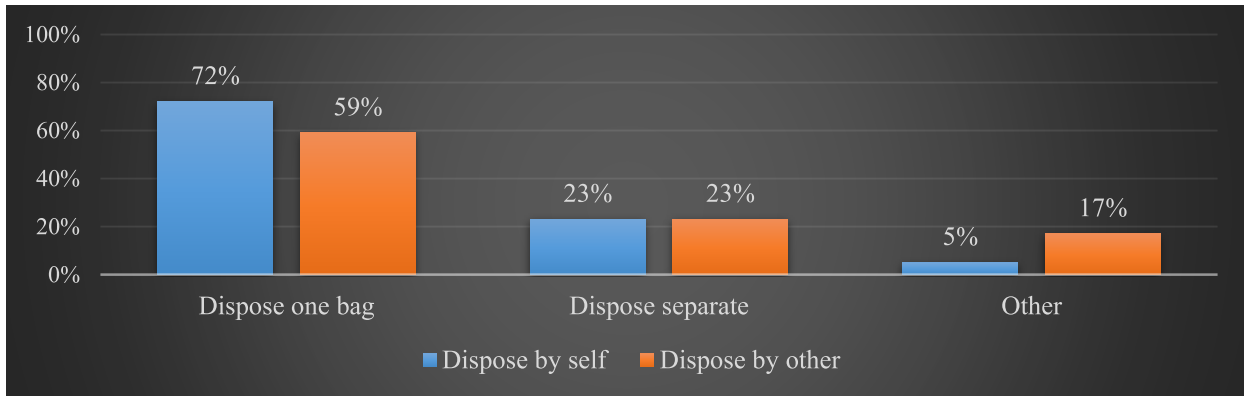


Figure 6. How do you dispose of your waste?



Seventy-two percent of respondents who dispose of waste by themselves and 59% of those who dispose of waste at collection points put all types of waste into one bag. In both groups, 23% of respondents separated their waste before disposing of it. There was no difference in the number of people who separated their waste among people who disposed of their own waste themselves and those who relied on others to dispose their waste.

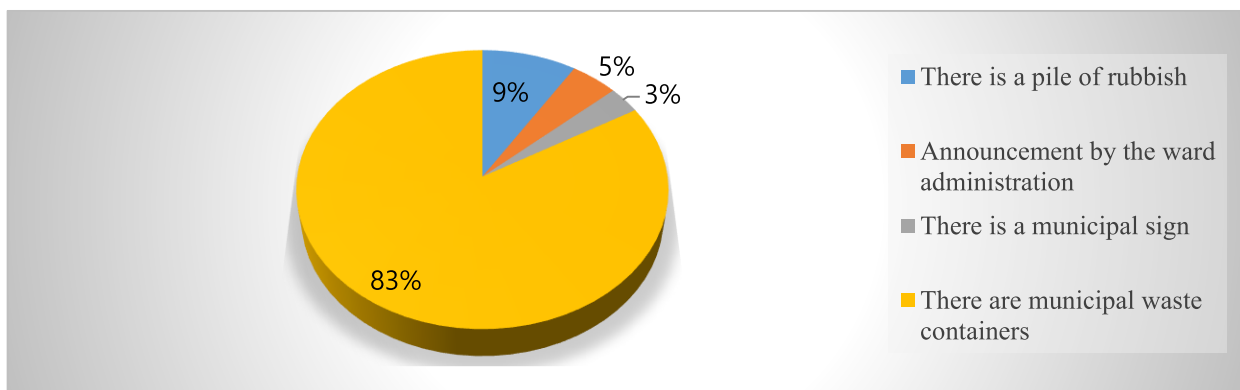
Figure7. Do you dispose of your own waste?



Awareness

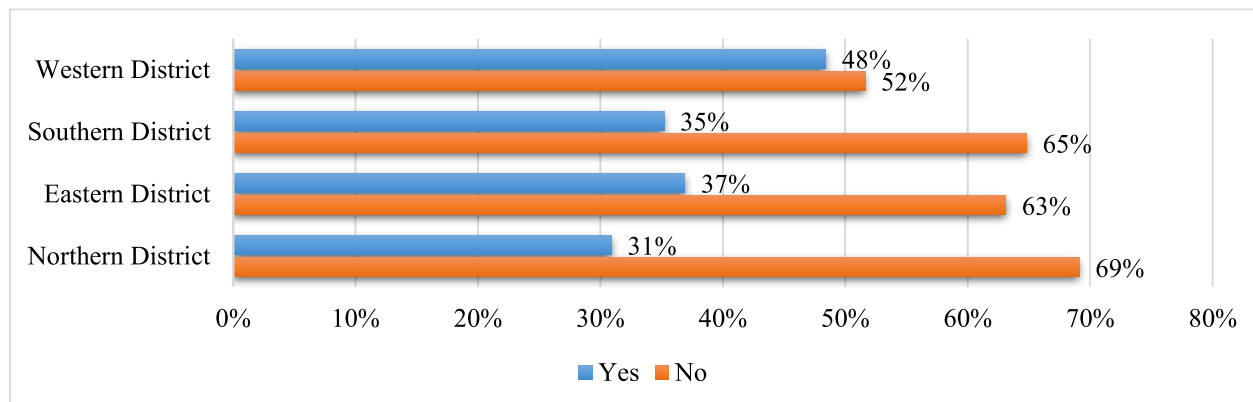
Public awareness is very important to promote new systems and practices. According to our survey, around 90% of the respondents were aware of the location of designated waste collection points and 10% of the respondents did not know the location of designated waste collection points. Knowing where designated waste collection points are is an important factor for public to dispose of their waste at the correct place. The majority of respondents (83%) could identify designated waste collection points by the municipal waste collection containers. Nine percent of respondents identified the locations by the pile of rubbish, 5% of respondents learned of designated waste collection points through announcements by the ward administration, and just 3% of the respondents learned of the location from a municipal sign.

Figure. 8 How do you know where the designated collection points are?



The majority of respondents (64%) reported that they know how to contact municipal waste collection services while around 32% of respondents were unaware of this. In the Northern District, 69% of respondents stated that they know how to contact municipal waste collection services, which was the highest rate, while only about 52% from the Western District knew. This was the lowest rate compared to the other Districts.

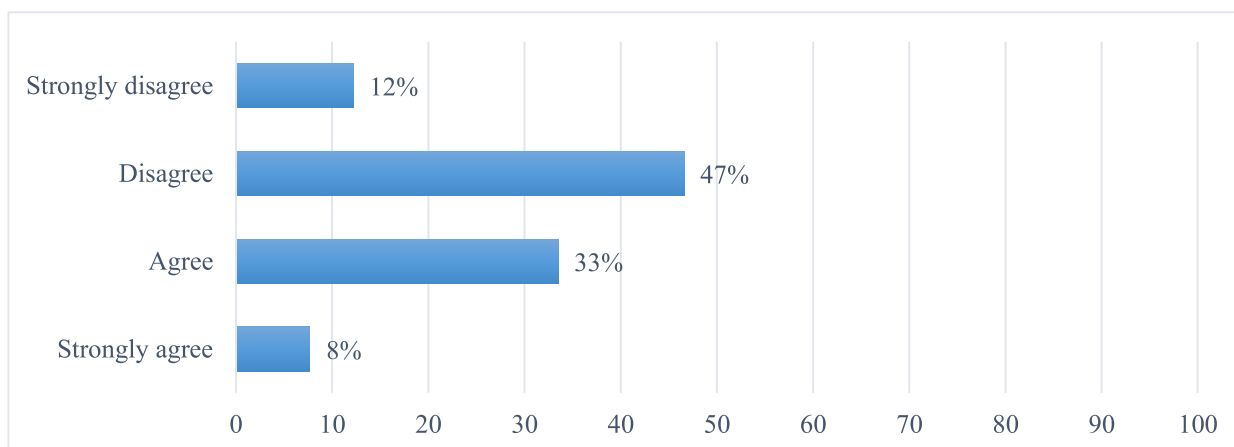
Figure.9 Do you know how to contact municipal waste collection services?



Waste Disposal in Public Areas

Fifty-nine percent of respondents disagreed (47%) or strongly disagreed (12%) with the statement that people tend to litter or drop rubbish in public spaces. Thirty-three percent of respondents agreed with the statement, and a minority (8%) strongly agreed that people tend to litter or drop rubbish in public places.

Figure. 10 Do people litter in public areas?

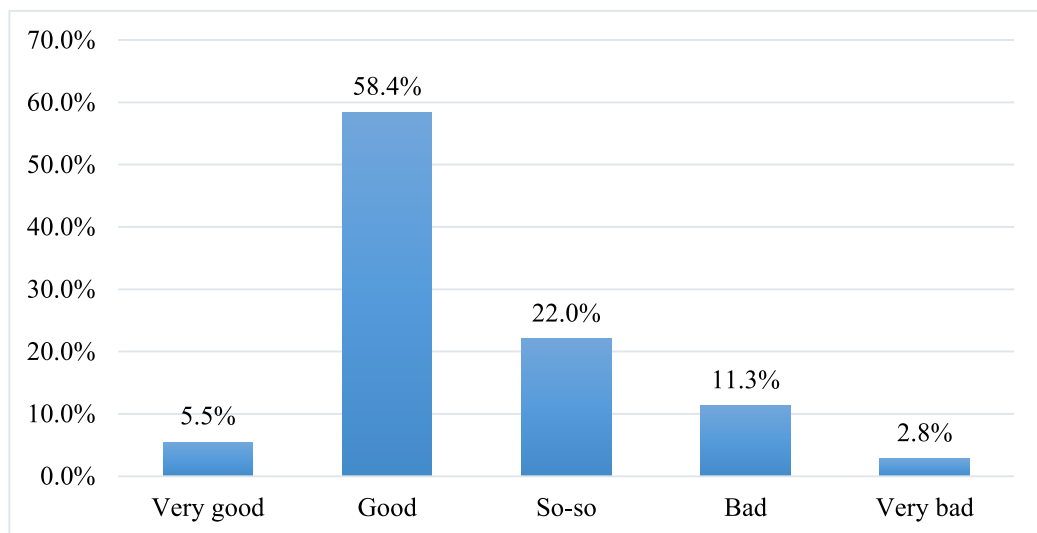


Quality and Performance of YCDC's Solid Waste Management

Public opinion

Sixty-four percent of the respondents asked to rate the waste collection services of YCDC reported that the quality and performance of YCDC on solid waste management was good. In contrast, 14% of the respondents believed that YCDC is not doing well.

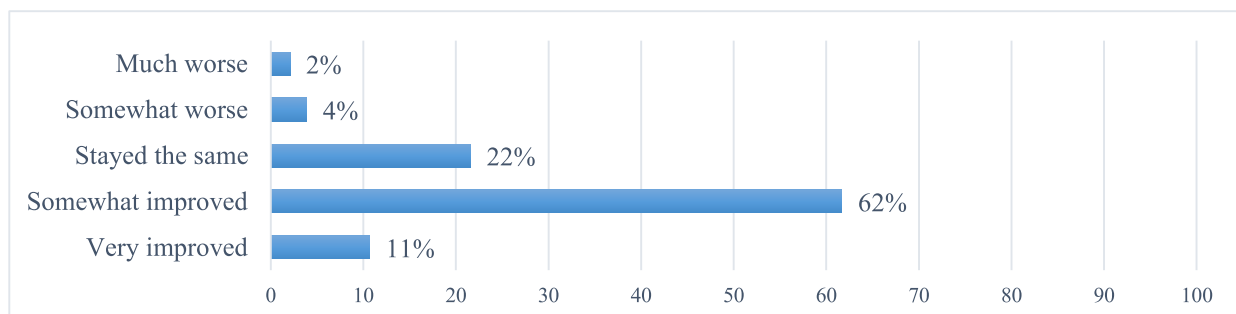
Figure. 11 How would you rate the quality and performance of YCDC on solid waste management?



Improvements

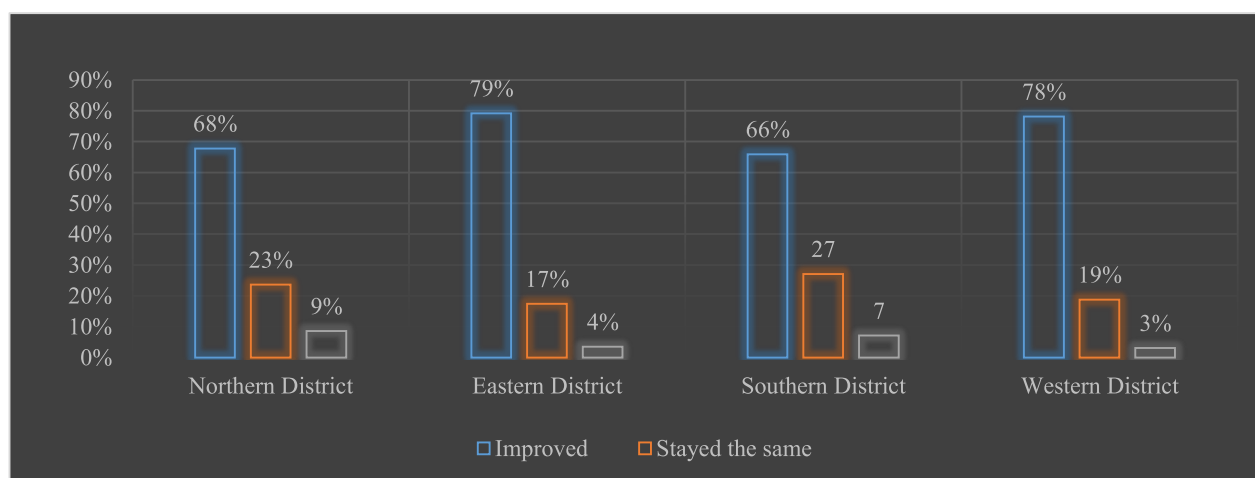
A majority of respondents (62%) reported that the quality of YCDC waste management has somewhat improved during the last two years, and 11% of respondents said that waste management has greatly improved. Only 6% of respondents said that the quality of YCDC waste management is decreasing. Specifically, it was also found that 22% of respondents reported that there was no improvement in the quality of Yangon's municipal waste services compared to the last two years.

Figure. 12 How would you rate the quality of YCDC waste services in the last two years?



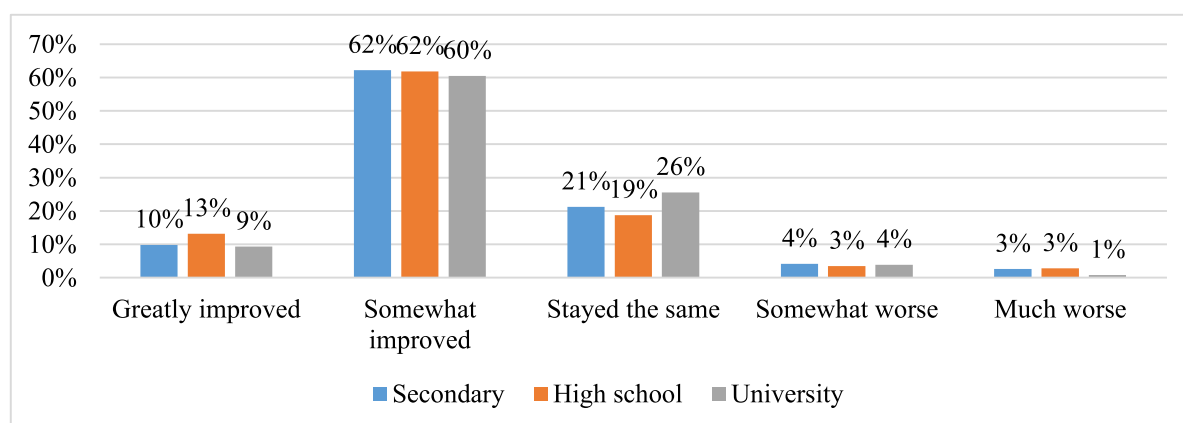
The opinions of respondents did not vary much between districts. A majority of respondents from the Eastern District (79%) and the Western District (78%) reported that the quality of YCDC’s solid waste management is improving compared to last two years, while 68% and 66% of respondents in the Northern District and the Southern District reported the same, respectively. It appears that services in the Western District and in the Eastern District have improved to a greater extent than the Northern and Southern Districts in the last two years. Therefore, we can assume that the majority of people living in the Western and Eastern Districts believe that the YCDC is trying to deliver better public services.

Figure.13 Public opinion on YCDC quality improvement by districts



A majority of all respondents reported that the quality of YCDC services has improved in the last two years. Interestingly, there was almost no difference in this response between education levels.

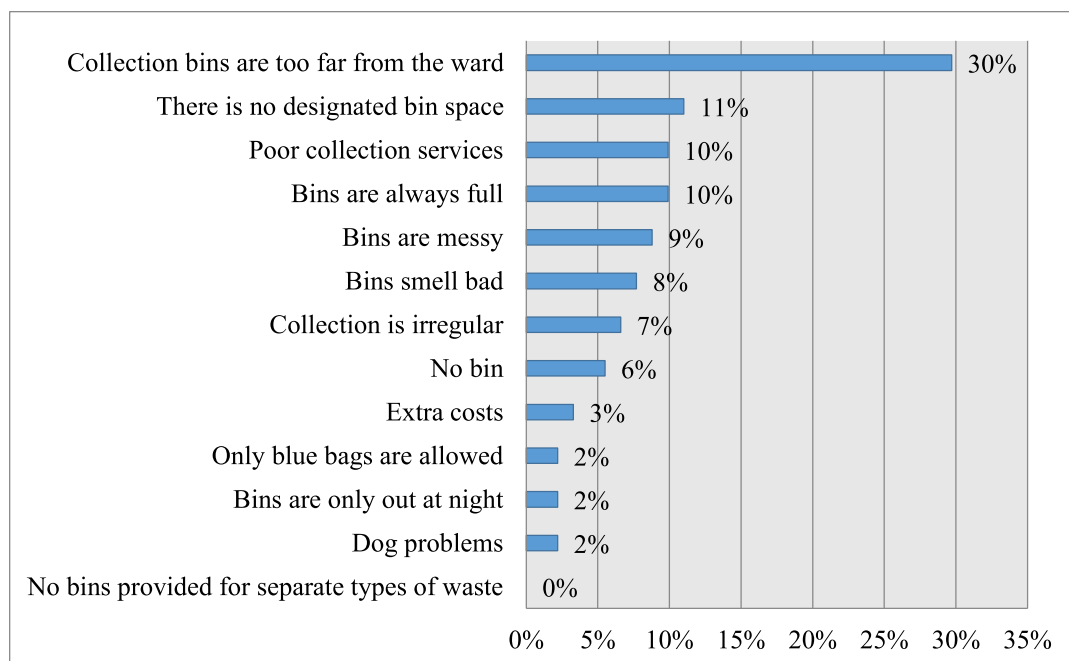
Figure.14 Public opinion on YCDC quality improvement by education levels



Common Problems in Daily Waste Disposal

Thirty percent of respondents reported that municipal waste disposal bins or containers were too far away from the ward. Some respondents (14%) had complaints like there is no specific place for the bins, no bins in some places, or no separate bins for different types of waste. Twenty-seven percent of respondents complained that bins are always full, and that trash-pickers who go through the trash often mess up the bins and release bad smells. In fact, 5% of respondents reported that they do not have access to any bins at all, which shows that YCDC must improve its bin-placing system or consider and investigate why no bins have been placed in some locations. On the other hand, 2% of respondents reported that there are some places where bins are only available at night. This means that people may be unwilling or afraid to dispose of their waste due to feelings of insecurity, exacerbated by stray dogs that tend to live around the bins. Some respondents reported that dead bodies of dogs scare them and produce a bad smell around the bins. Moreover, around 17% of respondents said that YCDC's collection services are poor. Around 7% of respondents said that collection services are very poor and irregular. These responses demonstrate discontent with YCDC's waste management services. Moreover, 2% of respondents reported that only blue bags are allowed to be placed in bins, and no other types of bags are allowed. This may lead to public complaints about the extra cost of waste disposal. Five percent of respondents complained about the extra cost for disposing of certain types of waste, such as pieces of wood, and leaves those are not normally accepted to dispose at the YCDC rubbish bin.

Figure. 15 Common problems or inconveniences in disposing of daily waste

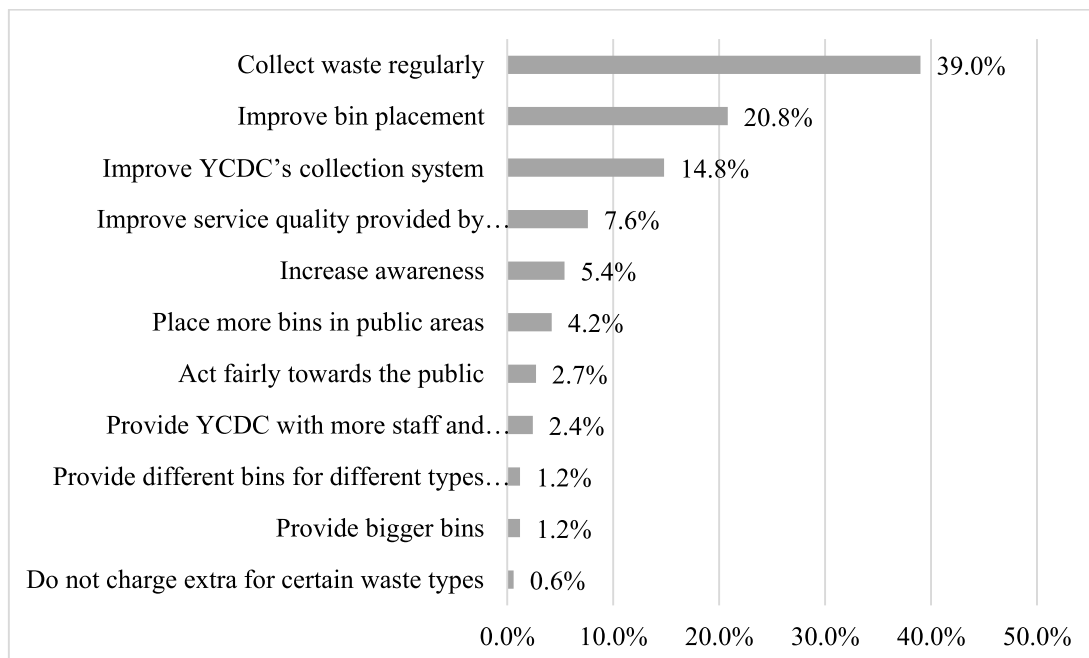


Public Expectations of YCDC Services

Public expectations of YCDC's services are also an important factor to consider. A majority of respondents (42%) said that they want YCDC's waste management system to be more systematic and better overall. Twenty-one percent of respondents want YCDC to apply a better bin-placing system, while 15% want YCDC to improve its waste collection system. A minority of respondents (4%) want YCDC to place more bins or waste containers in public areas and provide bins for different types of waste. These small numbers clearly show that public awareness of waste separation practices is very low. Therefore, YCDC should engage in additional campaigns and enforce proper waste separation practices, while also providing the infrastructure necessary to dispose of waste accordingly.

Around 13% of respondents wanted YCDC to provide better services to the public. Among the respondents who indicated this desire, 8% wanted YCDC staff to improve the quality of service, while 3% expected YCDC to act fairly towards the public. Two percent of respondents added that they want YCDC to increase the number of staff members and garbage collecting vehicles to provide better services. Interestingly, only a few respondents (1%) complained about the cost of waste disposal and said that they do not want YCDC to charge extra for collecting pieces of wood, branches, and similar items.

Figure. 16 How could YCDC improve its waste collection services?

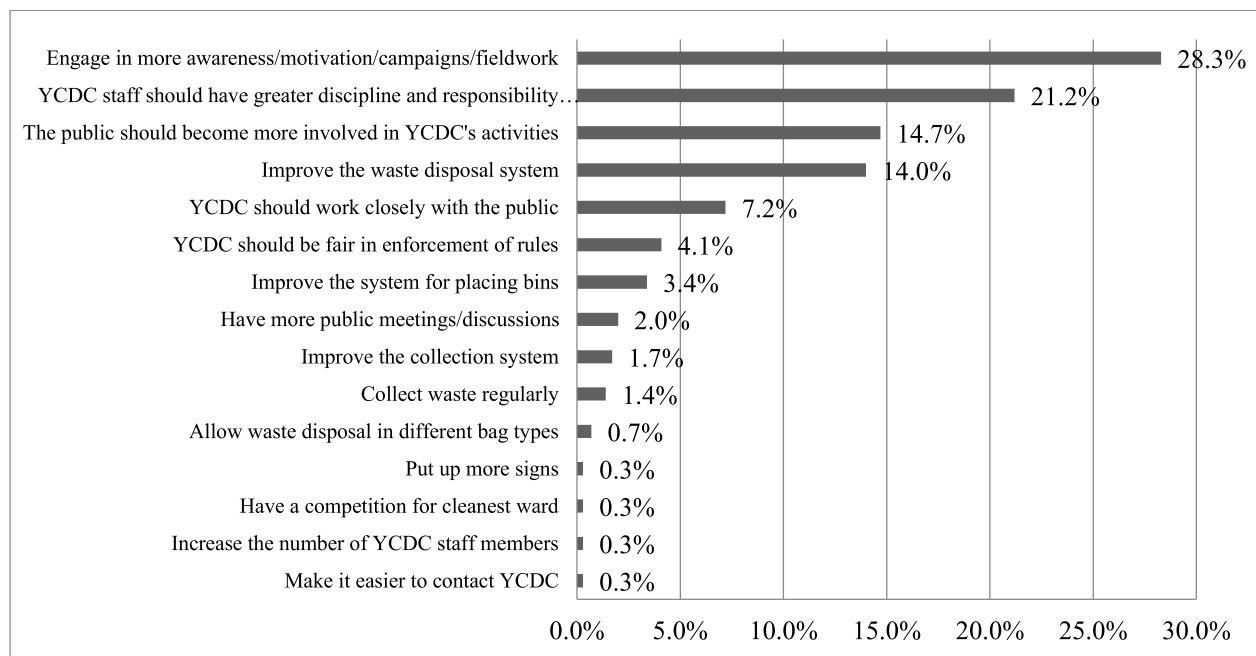


Public Suggestions on Improving YCDC Services

Public suggestions play a vital role in influencing YCDC to improve its waste management services. Twenty-eight percent of respondents suggested that YCDC should focus more on public awareness campaigns, by providing the public with motivation to dispose of waste properly and engaging in fieldwork. In addition, 21% of respondents suggested that YCDC should take more responsibility for the services it provides.

About 4% respondents suggested that the YCDC should be fair in its actions towards those who do not abide by the rules and laws, disposing of waste in public areas and other such violations. Interestingly, about 15% suggested that the public should willingly become involved in activities organized by the YCDC. On the other hand, 7% of respondents suggested that the YCDC should work closely with the public, to have more public meetings, have public competitions among wards for which is the cleanest, and collect waste regularly. Moreover, about 19% of respondents made suggestions on how YCDC might improve waste disposal and management. Some suggested that YCDC should provide a better means to contact its staff, a better disposal system, a better collection system, and a better system for placing bins. Only a few respondents suggested that YCDC should increase the number of its staff members, put up more signs, and allow bags of different colors to be used for waste disposal. Around 2% of respondents declined to answer.

Figure. 17 How can YCDC improve its services?



Conclusion and Recommendations

It is essential for YCDC to improve its waste management system and garbage collection services. Although a majority of the respondents to our survey believe that the city is clean, this opinion does not cover all districts. Respondents in the Southern District perceive Yangon City as less clean than respondents in the Western District, where people seem to be happiest with the cleanliness of the city. Therefore, it can be said that not all of the districts in Yangon are served equally, with some places receiving better services than others.

Public awareness of waste disposal practices and regulations is shaped by the frequency of daily waste disposal. The findings of this survey indicate that people in Yangon have overall good waste disposal practices, as most people dispose of their waste daily or once every two or three days.

However, according to the findings, waste separation practices are poor, as over 70% of people do not separate their waste. In general, individuals are likely to separate different types of trash. However, our survey also found that even if waste is separated, it is combined again during the disposal process, discouraging residents from paying much attention to proper waste separation.

Our survey revealed that there is ample room for YCDC to improve its waste management system. Many respondents suggested that YCDC should take more responsibility for the services it provides and become more involved in public waste management activities. Finally, increasing the number of staff members and other resources would go a long way towards improving the system. The recommendations of this study are as follow:

- Improper waste disposal behavior should be restricted by rules and regulations as well as effective enforcement to ensure improvement of waste collection services.
- The public's awareness of proper waste disposal should be raised and encouraged.
- To reduce the volume of waste, Yangon city should ban single-use plastic and create an efficient system for recycling waste
- Trash bins for waste separation should be made available, with separate collection containers for dry and wet waste as well as recyclable trash
- Trash bins and containers should be labeled with the contact information of YCDC
- Designated waste collection points should be easily accessible to everyone ■

Parks in Yangon: Accessible Public Parks for All

Another Development

Introduction

Public parks play a key role in the quality of urban communities, with benefits affecting climate impact regulation, branding, economic development, tourism, and the character and culture of a city. Not only do parks improve a city, they also are associated with an individual's wellbeing— physically, socially, emotionally, and mentally. The prevalence of public parks has been growing in cities all around the world.

In Yangon City, public parks were included in city planning during the colonial era; however, as the city's population and industry grew, public parks were disregarded. Yangon's public parks have become targets for a number of economic activities, with land converted for infrastructure and commercial purposes. The area allocated for parks in Yangon City has been reduced, and the parks have become more difficult to access due to economic challenges.

In this paper, the term “parks” is used to refer to public parks in Yangon City under the administration of the Yangon City Development Committee (YCDC). The paper aims to analyze the accessibility of public parks based on the data available. Through a literature review, we found that a number of papers used network or spatial analysis to examine park accessibility. However, this paper uses a subjective approach on time and GIS technology limitation. The term “accessibility” refers to the distribution of public parks and how they are accessible to urban residents.

Context

Global Context

In the global context, the number of public parks has increased due to their many social, environmental, and economic benefits. Research shows that parks improve general public health and enhance the psychological well-being of urban residents⁷; provide social interaction and social cohesion, aesthetics and recreation;

⁷ WHO. (2016). *Urban Green Spaces and Health* (Rep.). Copenhagen: WHO regional office for Europe.

improve air quality and climate regulation, groundwater recharging, air pollution filtering, etc.⁸; and provide fiscal benefits to municipal governments,⁹ creating a positive effect on residential property values.¹⁰

Politically, parks are also important to the promotion of a democratic society. They become a place for urban communities to conduct public meetings in the policy making process. They become a tool in enhancing social inclusiveness and cultural diversity to promote human and civil rights. Economically, urban green spaces are used in city branding. Cities with well-maintained public parks are able to attract more investment, both national and international. They also increase the surrounding property values.

On the other hand, city development requires tearing down trees and upheaving nature to build infrastructure and roads for the resident population. Additionally, rapid urbanization increases demand for commercial property and public housing, resulting in the decreased development of new public parks in city planning. In some cases, public parks have been created in the outskirts of the cities; however, they are difficult to travel to with little means of transportation.

What are parks?

Researchers define parks as open spaces that provide urban citizens with opportunities for recreation and interactions with nature. They improve the physical and mental health of individuals, strengthen urban communities, and make cities more attractive to live and work in.¹¹

In Myanmar, the concept of public parks is generally viewed from an aesthetic perspective. By name, a park is a combination of different types of plants or trees in a designated area. Therefore, public parks are defined as a place or area designated for the purpose of public rest, recreation, or assembly.

PERCEPTIONS OF THE CONDITIONS AND MANAGEMENT OF PARKS

Perceptions of the current conditions of parks

According to the MDRN survey, 45% of respondents stated there were not enough parks in Yangon City, while 28% said there were enough. When asked how easy it was to visit parks, 75% responded that it was

Retrieved

January 22, 2019, from ww.euro.who.int/__data/assets/pdf_file/0005/321971/Urban-green-spaces-and-health-reviewevidence.pdf?ua=1

⁸ Rakhshandehroo, Mehdi & Mohd Yusof, Mohd Johari & Mohd Tahir, Osman & Mohd YUNOS, Mohd Yazid. (2015). The Social Benefits of Urban Open Green Spaces: A Literature Review. *Management Research and Practice*. 7. 60-71.

⁹ *Environmental Fact Sheet: The Environmental Benefits of Green Spaces* [Brochure]. (n.d.). Retrieved January 22, 2019,

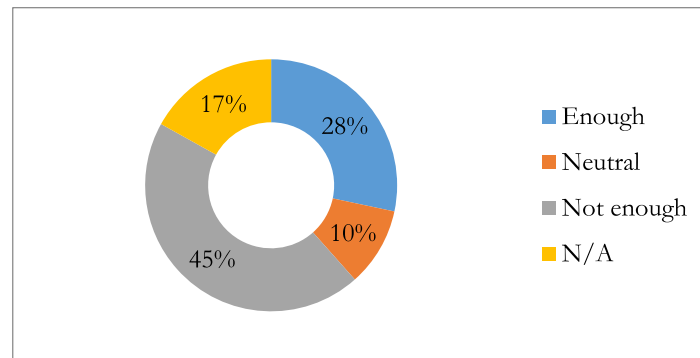
from <https://projectevergreen.org/wp-content/uploads/2013/07/EnvironmentalBenefitsofGreenSpace.pdf>

¹⁰ L., Shoup, & R., Ewing. (2010). *The Economic Benefits of Open Space, Recreation Facilities and Walkable Community Design* (Rep.). New Jersey: Princeton. Retrieved January 22, 2019, from https://activelivingresearch.org/sites/activelivingresearch.org/files/Synthesis_Shoup-Ewing_March2010_0.pdf

¹¹ DSouza, L. V. (2012). *Public perceptions of urban community park benefits: A study in Arlington, Texas* (Unpublished master's thesis).

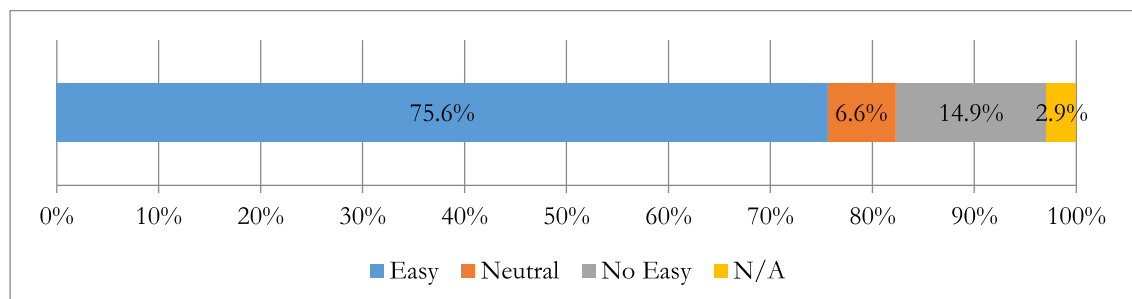
easy to visit them, but 15% reported that it was not easy to do so. When asked about the current conditions of parks in Yangon City, 74% of respondents commented that the conditions of parks were good, while 6.4% stated that they were poor. When asked about park safety, 58% of respondents expressed that they feel safe when visiting parks, while 20% of visitors did not feel safe.

Figure 1: Perceptions of the number of public parks in Yangon City



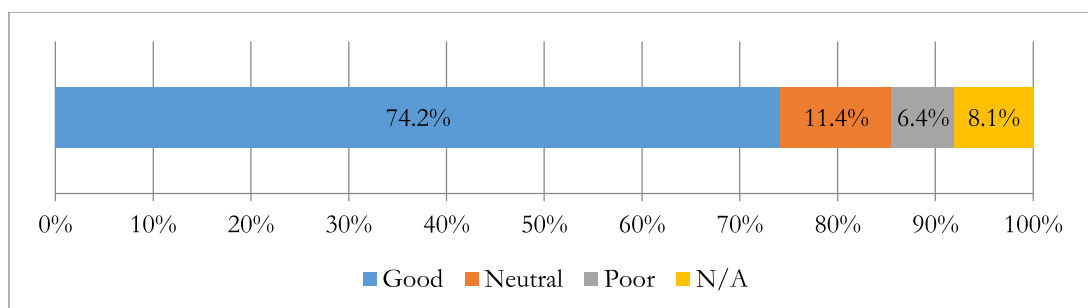
Source: MDRN Survey data, 2019

Figure 2: Perceptions of ease of visiting parks



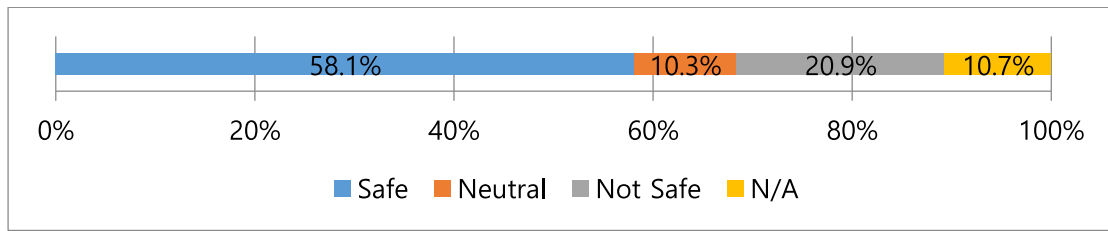
Source: MDRN Survey data, 2019

Figure 3: Perceptions of the general condition of parks



Source: MDRN Survey data, 2019

Figure 4: Perceptions of the safety of parks



Source: MDRN Survey data, 2019

Evaluations of park management by YCDC

The MDRN survey respondents were asked if they knew the organization responsible for the management of parks in Yangon. Nearly 58% of respondents stated that YCDC was responsible, while 9.2% answered the government, 8.4% reported the community and 0.6% said a private company.

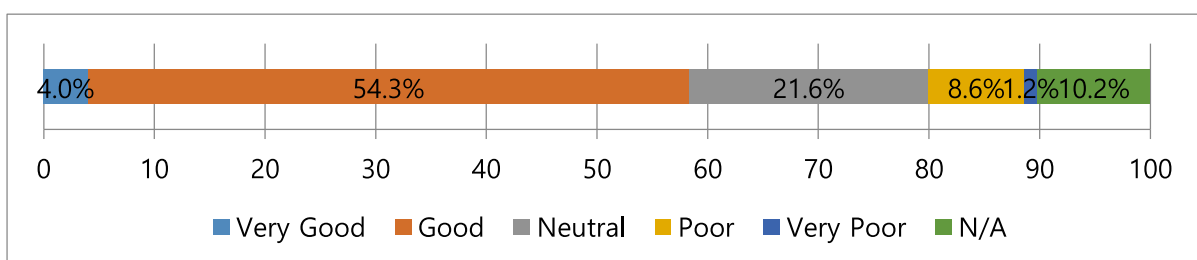
Table 1: Who is responsible for the management of parks?

Organization	Percent
YCDC	57.5%
Government	9.2%
Community	8.4%
Private Company	0.6%
Others	10.4%
N/A	13.8%
Total	100%

Source: MDRN Survey data, 2019

The survey results showed that the overall satisfaction of respondents with YCDC's park management was considerably high. Around 55% of respondents stated that YCDC's management was good and 4% reported it as very good, while 8.6% and 1.2% responded that it was poor and very poor respectively.

Figure 5: Perceptions of the current management of the parks by YCDC



Source: MDRN Survey data, 2019

RESIDENT USE OF PARKS

Reasons for and challenges of visiting parks

Over half of respondents (59%) reported they visited parks for recreation, 11% just for travel, and 17% for exercise as well as to use the playground and sporting facilities. Specifically, young people went to parks for recreation and to meet with friends, while older people came for recreation and exercise.

Table 2: Purposes of visiting parks

Purposes	Percent
Recreation	58.8%
Travel	11.4%
Exercise	10.6%
Meet friends	7.8%
Playground/Sport facilities	6.1%
Commercial	3.7%
Celebrations	1.6%
Total	100%

Source: MDRN survey data, 2019

When asked what challenges they faced in visiting parks, 59% said they did not have enough time to go. Further research might be necessary to unpack what the time limitations are on survey participants. Fifteen percent of respondents that health or old age posed a challenge to visiting parks, 8% of visitors stated they did not want to go to parks, and 7% said parks were too far to visit.

Table 3: Challenges of visiting parks

Challenges	Percent
No time	58.9%
Old Age/Health	15.3%
Don't want to go there	8.1%
Too far	7.2%
No one to go with	5.1%
Not enough money	2.5%
Crowded	1.7%
Messy	0.8%
No shady places	0.4%
Total	100%

Source: MDRN survey data, 2019

Access to Public Parks

The majority, 61% of respondents, said that they visited a park a few times per year, while 27% went monthly or two to three times a month, and 11% were daily and weekly visitors.

Table 4: How often do you visit a park?

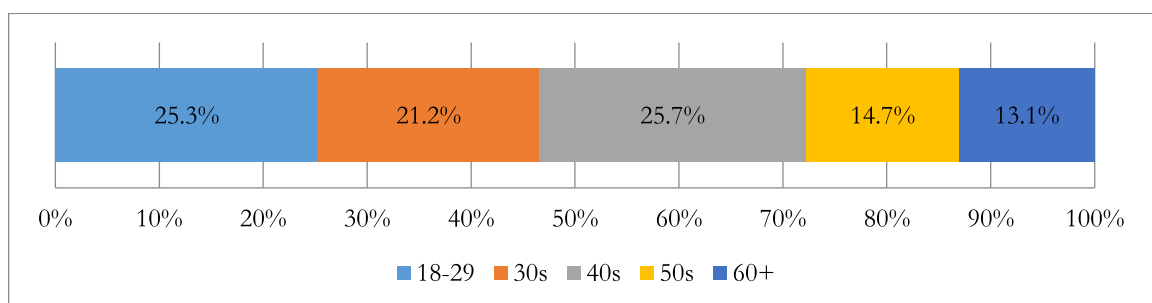
Frequency	Percent
Daily	3.3%
Weekly	8.1%
Monthly	14.6%
Twice or Thrice a month	12.6%
A few times per year	61%
Can't choose	0.4%
Total	100%

Source: MDRN survey data, 2019

There were no significant differences with regard to the gender of participants when it came to the frequency of park visitation. The survey showed that 52% visitors were male and 48% were female.

In terms of age, it was found that 26% of park users were 40-49 years old, followed by those between the ages of 18-29 (25%) and 30-39 (21%). Additionally, 13% of park users were over 60 years old.

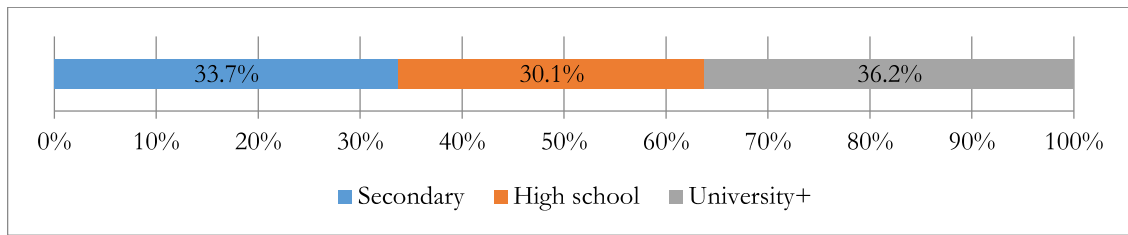
Figure 6: Frequency of visiting public parks by age group (percent)



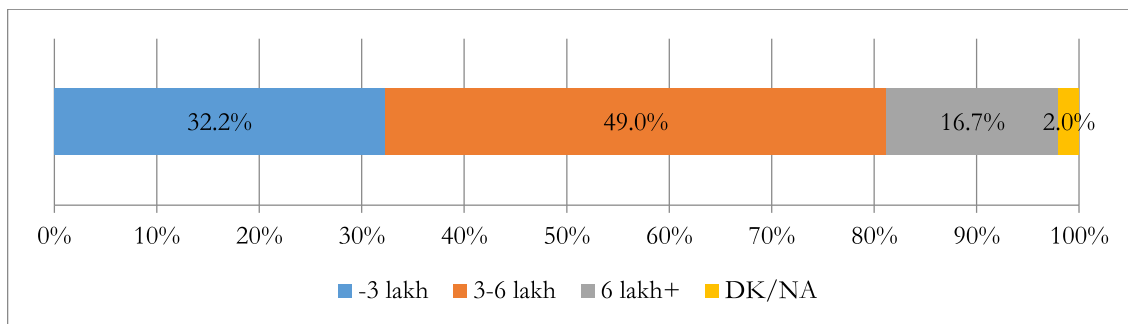
Source: MDRN survey data, 2019

No significant differences were observed in terms of the education levels of park visitors, but people with higher levels of education tended to have more access to public parks. Thirty-six percent of visitors were university graduates, followed by those who had a secondary education (34%) and those who had a high school education level (30%).

When income was considered as a factor, the survey found that 49% of park users had an income between 3-6 lakh kyat, 32% had an income of less than 3 lakh kyat, and 17% earned more than 6 lakh kyat.

Figure 7: Frequency of visiting parks by education level (percent)

Source: MDRN survey data, 2019

Figure 8: Frequency of visiting parks by income (percent)

Source: MDRN survey data, 2019

When asked about transportation to parks, more than half of respondents (55%) stated that they traveled to parks by walking or taking the bus (public transportation), while 37% drove cars or took taxis to parks. Fifty-seven percent of respondents stated that it took between half an hour and three hours to get to public parks, while 42% responded it took them less than half an hour. There was 1% of visitors who spent over three hours to visit parks.

Table 5: How do you get to the park?

Type of commute	Percent
Walking	22.8%
Bicycle	2.4%
Car	21.1%
Bus	32.1%
Train	0.8%
Taxi	15.4%
Motorcycle	3.3%
Others	2%
Total	100%

Source: MDRN survey data, 2019

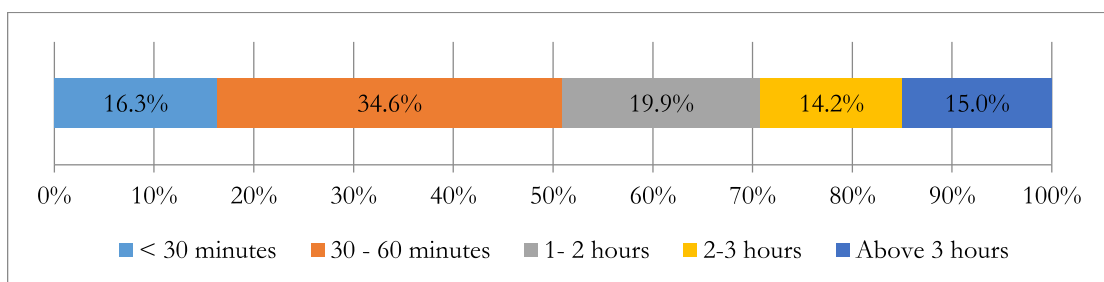
Table 6: How long does it take you to get to the park?

Duration	Percent
<30 minutes	42.3%
30- 60 minutes	33.7%
1 - 2 hours	20.7%
2 - 3 hours	2.4%
More than 3 hours	0.8%
Total	100%

Source: MDRN survey data, 2019

One third of the respondents said that they stayed in parks from 30 minutes to an hour; 20% replied they stayed from one to two hours; 16% stayed less than 30 minutes; and 15% and 14% stayed in a park for more than three hours or for two to three hours respectively.

Figure 9: How long do you stay in the park?



Source: MDRN survey data, 2019

CONCLUSION

The number of public parks in Yangon City does not meet the needs of its growing population. There is also an unequal distribution of parks among different townships. Therefore, it can be said that the existing number of public parks is insufficient to provide access to everyone. In the survey, the majority of respondents agreed with the previous statement. This can also be one of the reasons that the survey showed almost half of the total population had not visited public parks in the last three years, and the majority visited parks just a few times per year.

Access to public parks varied with age, education, and income to some extent. Those between the ages of 18-29 and 40-49 years old were found to be the main visitors of public parks. On the other hand, those who were elderly, over 60 years old, visited parks the least. University graduates and those with an income of 3-6 lakh were more likely to visit parks than others.

Taking the bus and walking were the main forms of transportation used to visit parks by respondents. Public transportation and a walkable environment would support the accessibility of public parks in Yangon.

It is worth noting that more than half of the visitors had to spend between half an hour and three hours just to get to a park.

Various age groups visited parks for different reasons. The majority of visitors came to parks for recreation; however, the younger groups also went to parks to meet up with friends and older groups went for exercise. These factors should be considered when developing new parks or redesigning existing ones. Moreover, it would be worth examining why people do not visit parks and what the underlying challenges are for them. This survey revealed a number of reasons: a) they did not have enough time to visit parks; b) they had age-related or health problems; c) they did not want to go parks; and d) parks were too far away to visit.

Finally, most people felt that it was easy and safe to go to parks and stated that the quality of parks was good. However, they demanded an increase in the number of public parks in Yangon City.

POLICY IMPLICATIONS

To ensure that parks are accessible to everyone, potential solutions include reducing the distance people have to travel to visit a park, increasing parklands, and accommodating the needs of elderly and disabled people.

Therefore, an overarching strategy should be developed to increase parklands.

Strategy is an important tool for urban planning, and aims to guide long-term planning for new parks and improve access to existing parks. A comprehensive strategy should commit to:

- Protecting existing public parks and ensuring they remain open to the public to be accessible to all;
- Redesigning existing parks to be more attractive and accessible to all ages and groups;
- Seeking out opportunities to increase parklands, particularly in areas where there is little to no park space;
- Considering the needs of different social groups, such as elderly and disabled people in developing new public parks;
- Creating parklands in accessible and walkable environments close to where people live, rather than in remote areas such as the city outskirts and suburbs.

In developing a strategy, there should be a collective vision of the needs and priorities of residents as well as consideration of the value and importance of public parks to a city. ■

Stray Dogs in Yangon

Open Myanmar Initiatives (OMI)

Introduction

Stray dogs can become a serious problem in public administration for the development of a city. Stray dogs can mostly be found in streets and public areas. They are waifs that may have been abandoned by their owners due to a number of reasons. Most stray dogs breed freely and have unknown owners. They cause numerous problems by barking, howling, fighting over mating, and attacks, and the smell of dog urine and feces can be very disturbing to people, especially pedestrians, in cities. Stray dog overpopulation occurs in cities where the city authorities assume that it is a minor problem with no need for a systematic and urgent solution.

As of 2018, the global stray dog population was estimated to be 900 million by some sources, while the World Health Organization (WHO) estimates it around 200 million. In Myanmar, the Livestock Breeding and Veterinary Department of the Ministry of Agriculture, Livestock and Irrigation stated in 2019 that there are 38 million dogs in the country, and 27 million of them are stray. This means that overall, 70% of dogs in Myanmar are stray dogs. The department estimated the number of stray dogs in the Yangon Municipal Area to be between 236,000 and 280,000. The Yangon City Development Committee (YCDC) stated the fertility of stray dogs ranges from 20% to 25%. In consideration of these statistics, it is essential to set up short-term and long-term policy to decrease the population of stray dogs living in streets and public areas of Yangon Municipal Area in order to control fertility.

This research paper reviews the opinions of city dwellers in Yangon city on the stray dog problem and the YCDC's approaches to resolving it. It also explores the numbers, causes, and impacts of stray dogs and aims to provide useful information not only for policy makers and planners but also the public.

Increasing Stray Dogs, Growing Worries

We conducted a public opinion survey in each district of Yangon to understand how common stray dogs are

in each of the areas governed by YCDC. Half of survey respondents stated that there are many stray dogs in the areas where they live. In the southern district, nearly three-quarters of respondents (71.1%) responded that there were many stray dogs in their area. While half of respondents from the northern district (50%) indicated that there were many stray dogs there, 37.8% said there were not many. In the eastern and western districts, more than 50% of respondents indicated there were many stray dogs where they live (Fig 1).

We asked how the population of stray dogs now compared to two years ago (increase or decrease). In the southern, eastern and western districts, most respondents stated that the number of stray dogs had increased over the last two years. In contrast, the majority of respondents who live in the northern district said that the number of stray dogs had decreased in the same time period. Over half of respondents (52.8%) from the southern district responded that there had been an increase in the number of stray dogs in their area, which was the highest rate among all four districts (Fig 2).

The large number of stray dogs shows that stray dogs are a serious public administration problem in Yangon. The number of stray dogs is increasing over time. Stray dogs are a threat to public safety, and people are concerned about this trend for a number of reasons.

Fig. 1 How many stray dogs are in your district?

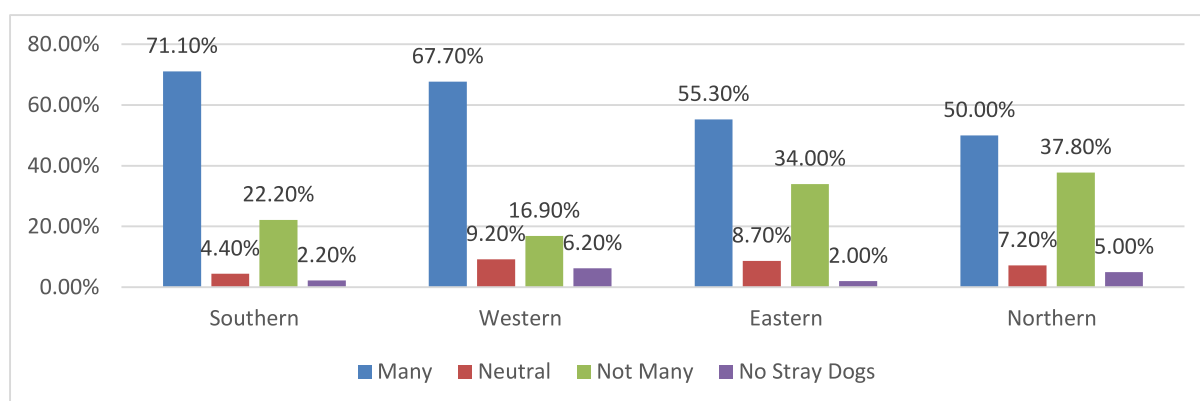
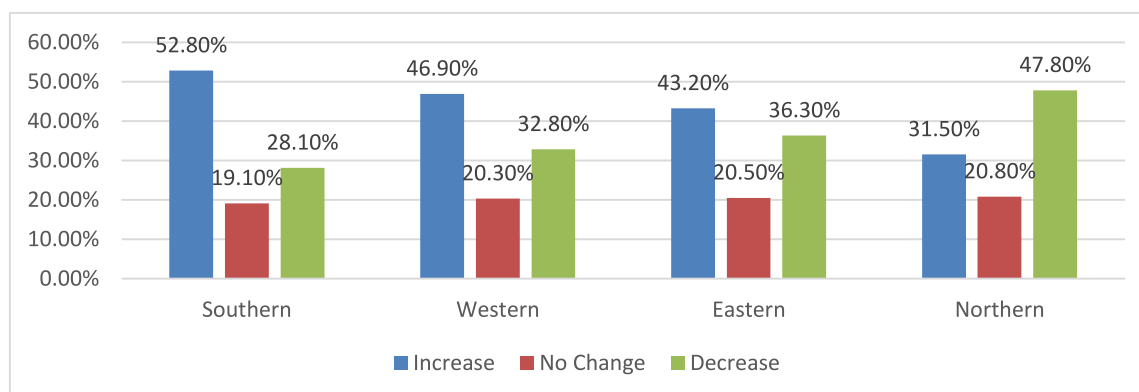


Fig. 2. Has the number of stray dogs increased over the last two years in your district?



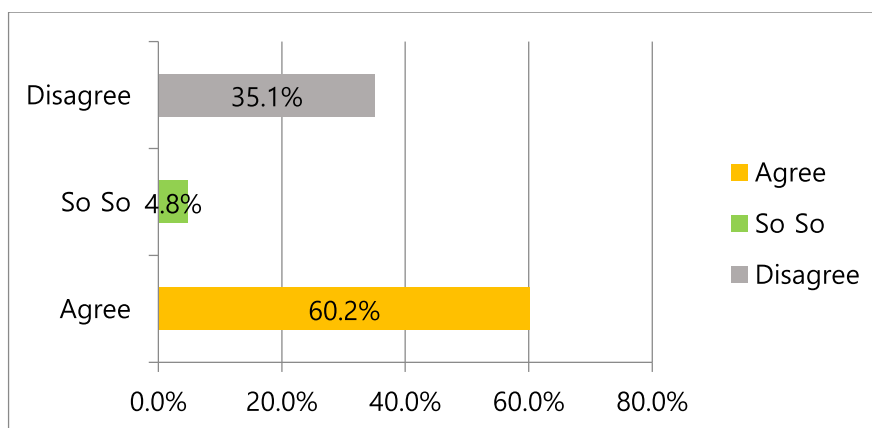
Threats (disruption) from stray dogs

We asked in the survey how respondents felt about the number of stray dogs in the areas where they live. In response, 73% of those surveyed stated that stray dogs are bad whereas 12.4% of respondents answered it is good. Around 15% of respondents had no idea how to respond to this question. The data demonstrates that the majority of Yangon residents are not happy about the presence of stray dogs in the city.

Noise

Stray dogs have many negative impacts on both the environment and public health. Many stray dogs roam at night. Stray dogs are noisy and disruptive. When dogs howl at night, it can be very disturbing to the residents nearby. Our survey revealed that 60.2% of respondents found the noise caused by stray dogs disruptive.

Fig. 3 Do you find the noise caused by stray dogs disruptive?

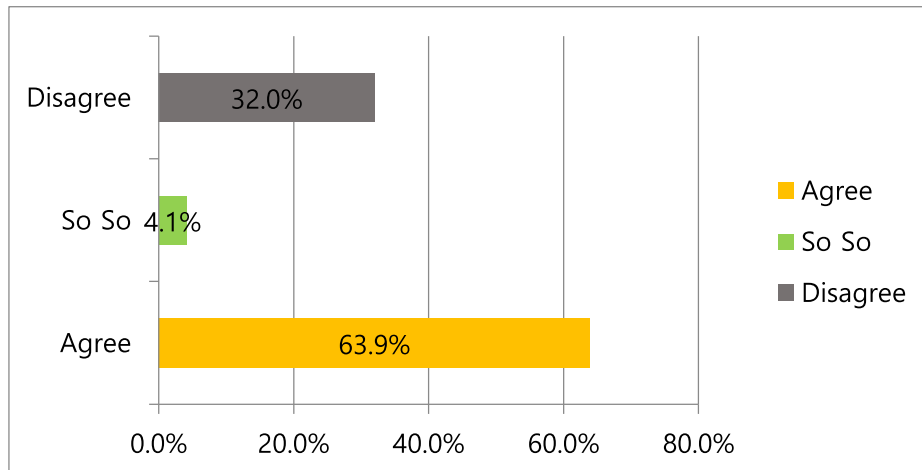


Disturbing for pedestrians

Stray dogs tend to lay in the street, which can bother pedestrians. When asked if stray dogs were bothersome to pedestrians, 63.9% of respondents answered affirmatively, while 32% said that they were not bothered by the dogs. When responses were broken down by district, it was found that more than 20% of respondents in the southern district felt that stray dogs don't cause a disruption.

We also categorized the responses to this question by gender and employment, which showed that 65.7% of men and 62% of women felt that stray dogs in the street rarely bothered pedestrians. In addition, most government officers, dependents, and retired staff answered that the stray dogs were not disruptive to pedestrians.

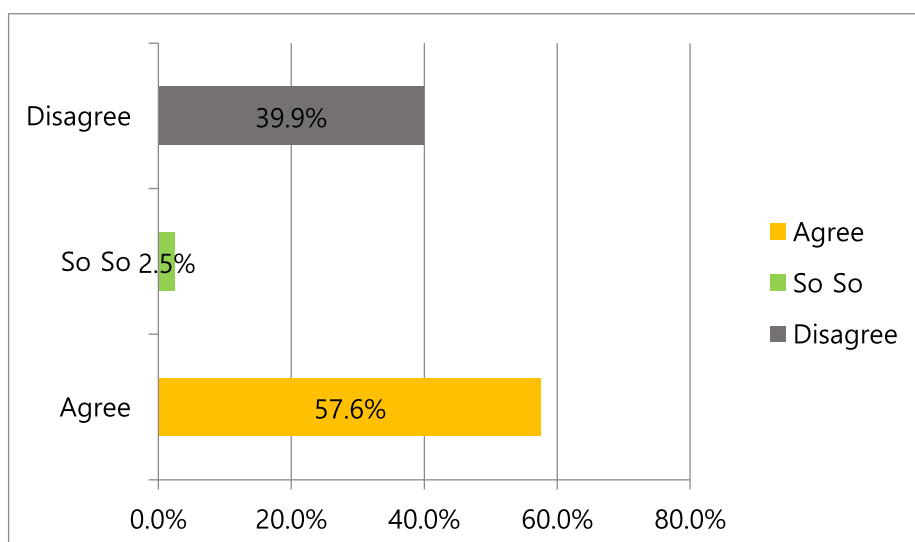
Fig. 4 Are stray dogs bothersome to pedestrians?



Filth and smell

Stray dogs have become a threat to public health. Stray dogs can spread various diseases, and are absolutely dirty because there is no one to clean them. The filth and smell of stray dogs can affect our daily lives. When we asked Yangon residents if they felt the filth and smell of stray dogs were a problem, 57.6% of respondents answered affirmatively while 39.9% answered that it was rarely an issue. When the responses were divided by district, we found that the residents of the southern district were most bothered by these issues (63.3%) while residents of the northern district were bothered the least (53.9%). Regardless, more than half of respondents in all districts felt that the filth and smell of stray dogs was a problem.

Fig. 5 Are the filth and smell of stray dogs a problem?

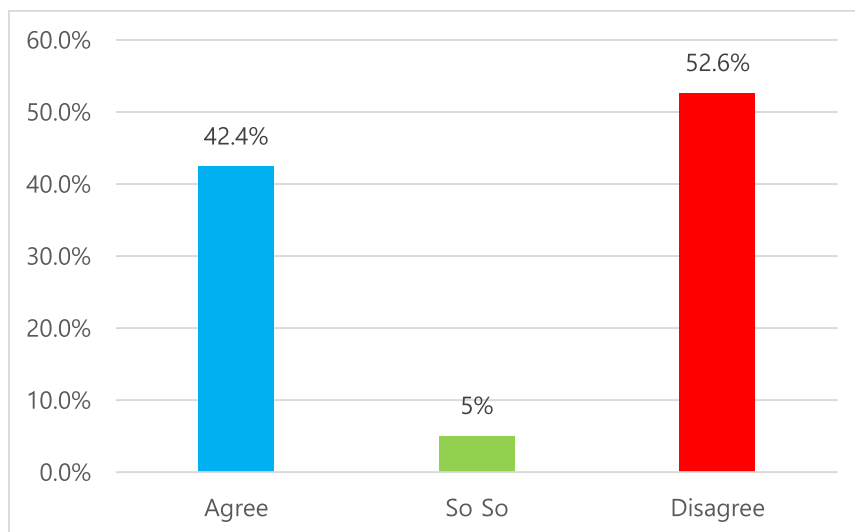


Food scraps

Many people leave food on the streets for stray dogs every day, but they don't clean up the scraps left behind. The food scraps left on the streets by stray dogs dirty the environment and can also cause issues for the residents who live nearby. We asked two questions to find out how many people feed stray dogs in the city and what the general opinion was on feeding stray dogs (good or bad). We found that 47.6% of total respondents fed stray dogs in their areas, and that half of our survey participants believed that feeding stray dogs is good.

When asked whether they were bothered by the food leftovers from stray dogs, 42.4% of respondents said it was a problem, while 52.6% answered there was no issue. Five percent of respondents said that it was normal for them. Residents in the northern district were more likely to indicate that food leftovers on the street were a problem, whereas respondents from the others three districts were more likely to indicate that the food scraps left behind were not an issue.

Fig. 6 Do the food scraps left behind by stray dogs cause a problem for you?



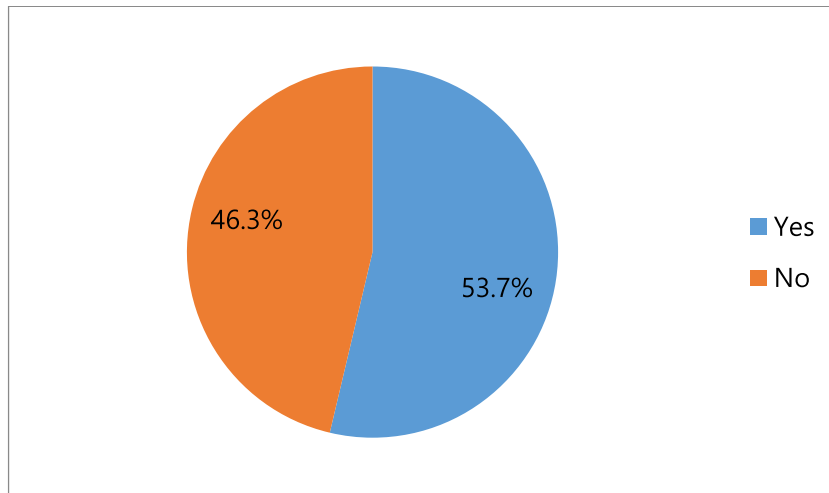
Threats from stray dogs

The overpopulation of stray dogs can pose a risk and cause problems in society. Stray dogs may unexpectedly fight people when they run in the street. Sometime, stray dogs fight with each other, which has the potential to spill over and injure people as well. Some stray dogs are aggressive and can attack people in packs. However, dog bites and dog attacks can also occur when dogs are fighting amongst themselves and pedestrians. Dog bites can be dangerous and spread rabies. We asked respondents about their experiences relating to these dangers posed stray dogs. More than half of respondents (53.7%) said that they have experienced threat or attack from stray dogs, while 46.3% had not.

When responses were divided by district, we found that a large number of respondents from the

southern district had bad experiences with stray dogs. At the same time, the majority of respondents from the northern district had not. The survey also found that 55.6% of men and 51.5% of women had not experienced any threats or attacks from stray dogs.

Fig. 7 Have you ever been threatened or attacked by a stray dog?

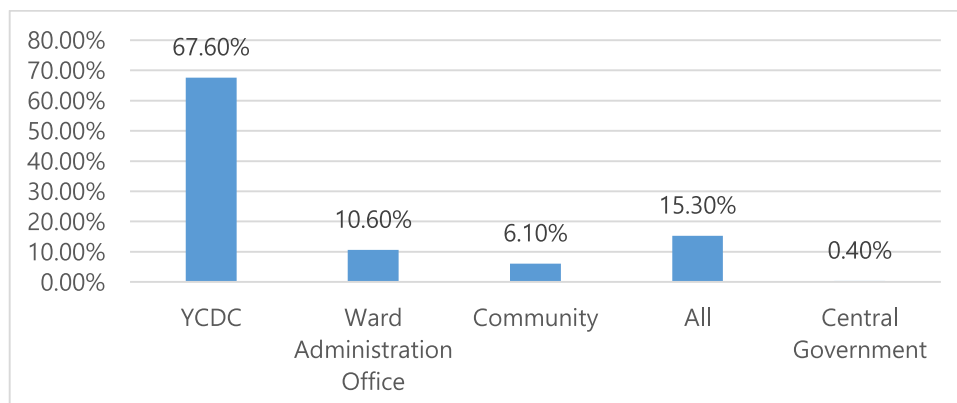


Controlling the problem of stray dogs

Whose responsibility is it?

This question in the survey aimed to gauge what respondents knew about which organizations were responsible of solving the problem of stray dogs. More than half of respondents (67.6%) responded that it is the responsibility of YCDC to solve the problem. Around 11% of respondents indicated that the ward administration office was responsible, 6.1% responded that it was the community's responsibility, 0.4% responded the central government was responsible, and the remainder (15.3%) responded that all of these were jointly responsible for solving the problem of stray dogs.

Fig. 8 Who is responsible for solving the stray dog problem?



Assessments of YCDC's management of stray dogs

The following survey questions aimed to understand public opinion on YCDC's operation and control system for stray dogs. A large majority of respondents (82%) answered that they had some experience with YCDC's operation and maintenance system for stray dogs, while the remaining 18% did not. When responses were broken down by district, we found that 86.2% of respondents from the western district had some experience with the system, which was a higher rate than other districts.

Although 82% of respondents stated that they had some experience with YCDC's operation and maintenance system for stray dogs, only 48.8% indicated that they had ever witnessed the system in action directly. The remaining 51.2% of respondents said that they had never witnessed the system in operation. Around 60% of respondents from the eastern district answered that they had never witnessed the system in action, which was the highest rate among all districts.

When respondents who had direct experience with YCDC's system were asked more specifically about their experiences, 63.5% of respondents said that they had witnessed YCDC feeding poison to stray dogs while 4.2% said they had witnessed YCDC officials taking dogs off the street to be spayed or neutered and another 4.2% had witnessed dogs being taken to the animal control center. The remaining 28.1% had not witnessed either method in action (Fig.9).

The Yangon City Development Committee (YCDC) is the organization responsible for handling stray dogs. Therefore, we asked the survey respondents how they would rate YCDC's performance. About 47% of respondents rated YCDC's performance as good, 25.9% rated their performance as bad, and the remaining 26.9% of respondents rated their performance as average (Fig. 10).

Respondents from the southern district generally rated YCDC's performance highly, while most respondents from the western district gave YCDC's performance a bad rating. Half of women surveyed and more than half of the civil servants surveyed rated YCDC's performance as good.

Fig. 9 What methods have you seen YCDC use to control stray dogs?

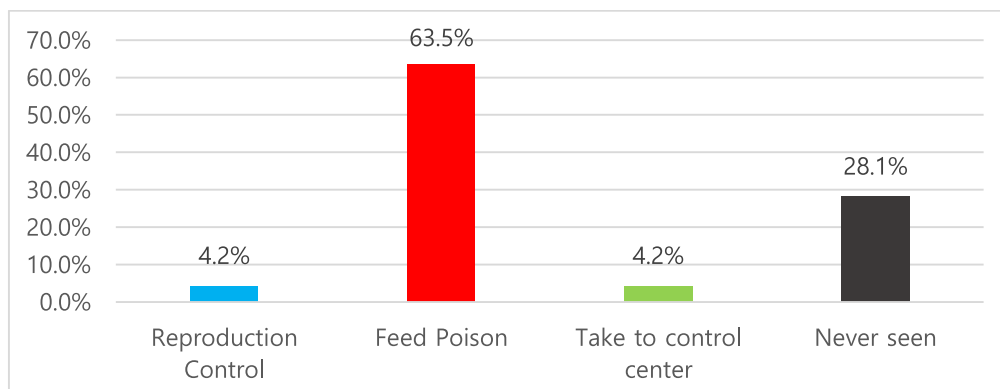
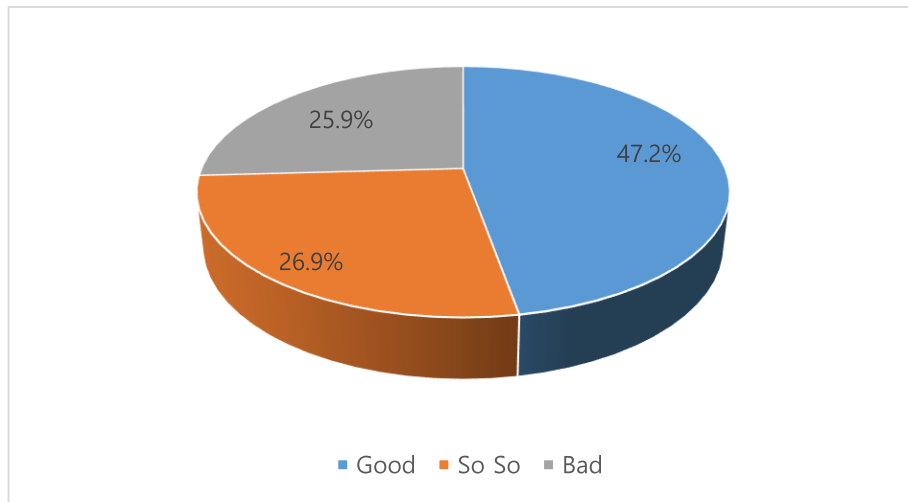


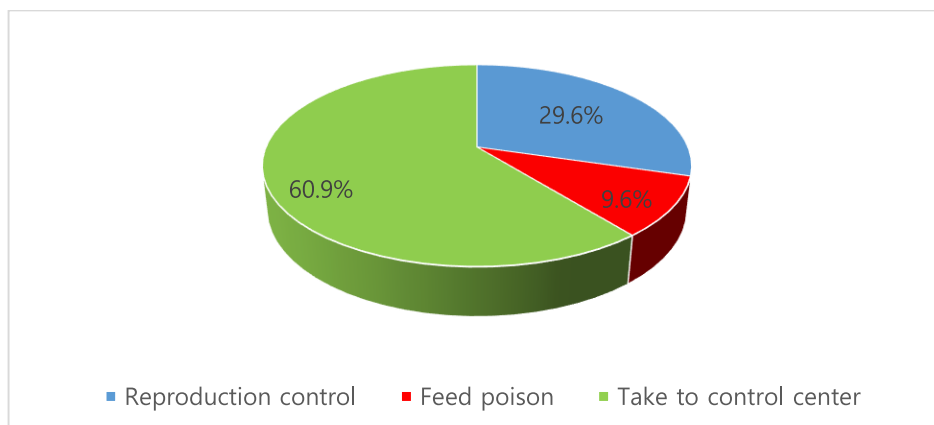
Fig. 10 How would you rank YCDC's performance on the control of stray dogs?



How to control stray dogs

YCDC's primary method of controlling and maintaining the stray dog population has thus far been by feeding them poison, but our survey revealed that most people do not approve of this method. This may make it difficult for YCDC to obtain the participation of the public in reducing the population of stray dogs. We asked respondents what methods they suggested YCDC use to control and maintain the stray dog population. About 61% of respondents suggested that YCDC take them to the control center, while 29.6% suggested YCDC spay or neuter them. The remaining 9.6% of respondents suggested that YCDC should continue to feed them poison.

Fig 11. How should YCDC control the stray dog population?



Conclusion

As Yangon city has developed, the overpopulation of stray dogs has become one of the main problems for Yangon City Development Committee (YCDC) to solve urgently. With the weakness of the current system in controlling the spread of stray dogs, the safety of city residents is threatened. The majority of people know that YCDC is responsible for solving the problem of stray dogs and are satisfied with the committee's performance. If cooperation between the YCDC and the public improves, it can be effective in controlling and maintaining the population of stray dogs. People prefer that YCDC exercise population control by taking the dogs to the control center. YCDC can build more support for its efforts by cooperating and holding discussions with those who are concerned with the control methods used. Stray dogs have negative impacts on public health and business, and the increasing stray dog population in a city can interfere with daily life. The smell of dog urine and dog feces may also negatively affect street food vendors. For this reason, YCDC should mainly focus on dealing with the dogs in the spaces near the market and street vendors.

The available methods for population control are killing, taking the dogs to the control center, and spaying or neutering the animals. Up to this point in time, YCDC has primarily practiced the method of feeding stray dogs poison, but most people do not approve of this control method. This method is not effective to solve the stray dog problem in our society. Most people suggested that YCDC should take the stray dogs to the control center. While this solution may be effective, it is also an expensive one due to the sheer number of stray dogs. This solution requires people, land space, and facilities. Spaying and neutering also require a huge amount of money. In consideration of these factors, it is clear that the problem of stray dogs cannot be solved easily and urgently, and YCDC needs a long-term plan to solve this problem. Enacting a registration process can be effective in controlling and maintaining the stray dog population. YCDC should also provide and support private shelters. YCDC needs specific plans, budgets, technologies, and trained workers to effectively deal with this problem. YCDC should mainly focus on increasing public participation by cooperating with international organizations, non-government organizations, dog lovers, and the public on awareness programs. If the government and everyone can unite, the problem of stray dogs in Yangon can be resolved. Thus, we recommend that YCDC devote a greater amount of energy to solving the problem of stray dogs, which is an important part of urban development. ■

Public Opinion of the Markets

Yangon School of Political Science (YSPS)

Introduction

Markets play a crucial role in the development of people's lives in a country. They can improve living standards and provide essential goods and services for urban residents. The population of Yangon is increasing significantly. In 1983, there were 1,302,462 people in Yangon, which has increased rapidly to 5,243,989 in 2017. In order to provide sufficient goods and services for this increasing population, markets are very important in our daily lives. Markets need to provide fresh, healthy, and clean food to the public, and there is a need to manage these markets effectively and efficiently. Responsibility, accountability, and transparency in Yangon City Development Committee (YCDC) management affects the service and quality of markets in the Yangon region.

People want better services provided by public markets such as a safe environment, healthy food, and so on. People are currently facing many problems relating to the markets in Yangon and YCDC's management in the public administration sector. This paper specifically aims to explore public opinion of the markets.

Survey Methodology and Limitations

This study is only based on the general public opinion about markets under the administration of the YCDC. In this quantitative research, the sampling design is based on four-step probability sampling. The sample size is 485 adults aged 18 and above in the Yangon Municipal area. MDRN assigned trained supervisors from its member organizations and enumerators chosen through interviews. Each survey was done in a face-to-face interview, and the survey was conducted from April 3, 2019 to April 12, 2019. As the data collected is not objective, and the opinions of some specific groups such as sellers, shopkeepers, and YCDC officials were excluded from this research, the findings focus solely on the general opinion of respondents.

The Role of YCDC in Managing the Markets

In general, there are four types of markets: municipal-run markets, private markets, street stalls, and illegal street markets. In Yangon, there are 178 markets under the Yangon City Development Committee, and YCDC divides the municipal markets into the four types A, B, C and D. YCDC is the primary administrator of these public markets and manages these markets under Articles 29 and 30 of the Yangon City Development Committee Law (2018). The law guarantees that YCDC's management shall raise the development of Yangon city and the living standard of its people. It also states that YCDC will guarantee accountability, responsibility, transparency, and people-centered management.

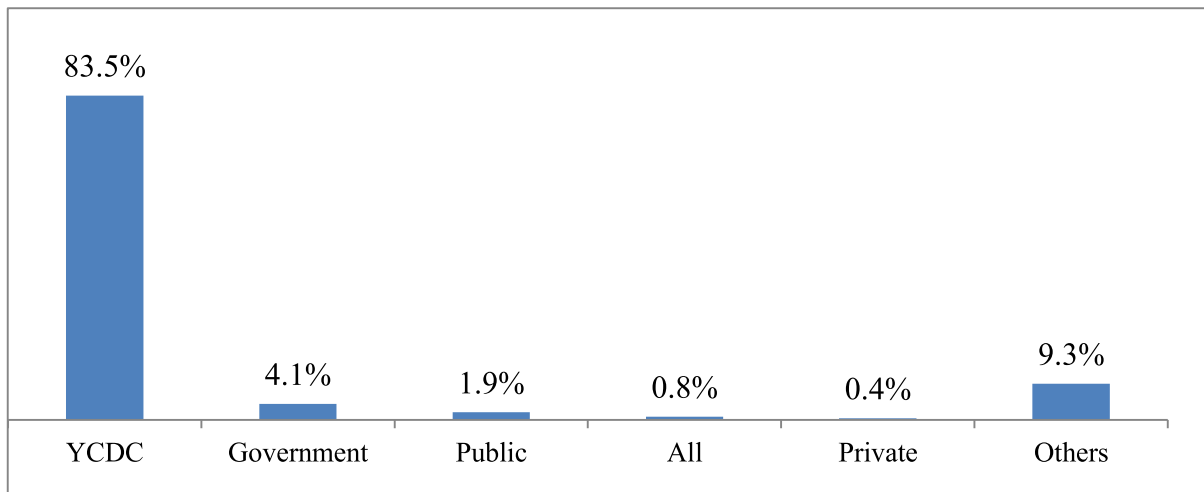
Functions of the YCDC Market Department

The Yangon City Development Committee has the responsibility to manage the markets and support communication between markets and urban residents. The designated functions of the department are as follows:

- (a) Maintain the right to revoke the leases of markets shops/stalls in the municipal area that have violated regulations and allow the persons who have been officially transferred ownership to manage the shop.
- (b) Supervise market regulations and take action against those who have broken the rules.
- (c) Issue market stall tax bills and coupons, and supervise bill collection of the market stalls.
- (d) Systematically maintain and supervise the security and cleanliness of the markets.
- (e) Keep in order the blueprints of the shop plans, records, and data about work related to the markets.
- (f) Maintain and repair the shops in the market and the office of the market superintendent in terms of the water supply, electricity supply, and toilet fees.
- (g) Create markets and posts for hawkers.

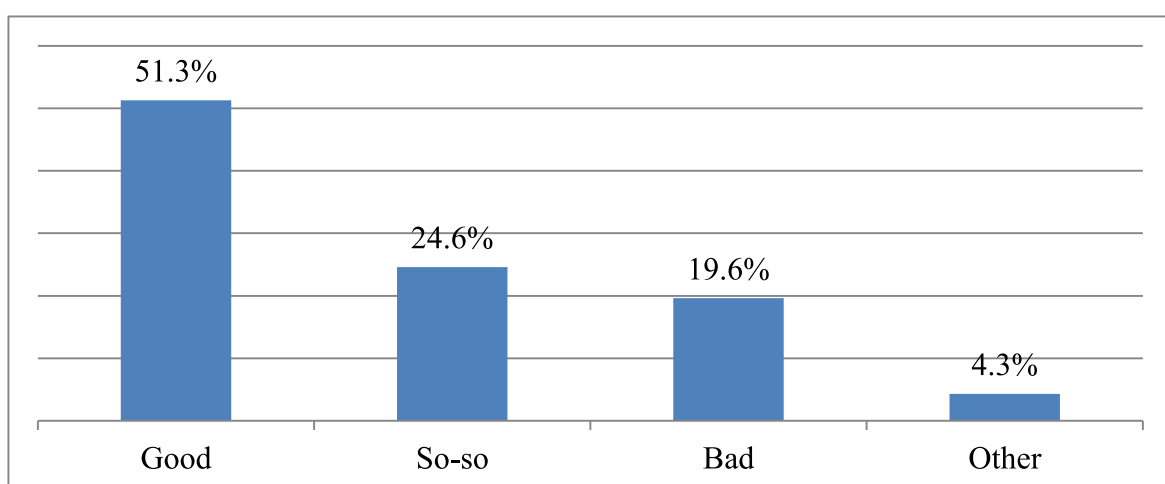
YCDC Administration of Markets

The management of markets is very important to the public administration sector, and YCDC is the major governmental organization in charge of managing these markets. General public knowledge of YCDC administration can be seen in the following table (1).

Table 1. YCDC Administration of markets (Source: MDRN survey, 2019)

We first asked respondents who they believed was responsible for managing the markets. This table shows that 83.5% of survey participants answered that YCDC is responsible for managing the markets, while 4.1% said that the central government has is responsible for managing the markets. Of the remainder, 2% percent said the public is responsible, while 0.8% said all organizations, 0.4% said private, and the remaining 9.3% selected other organizations as responsible for management of the markets.

According to the survey data, 51.3% of participants thought that the administration of YCDC was good, 24.6% answered that the administration of YCDC was neither good nor bad, 19.6% replied that it was bad, and 4.3% of the remaining respondents answered other relevant answers. The rating of YCDC administration on markets can be seen in the following table (2).

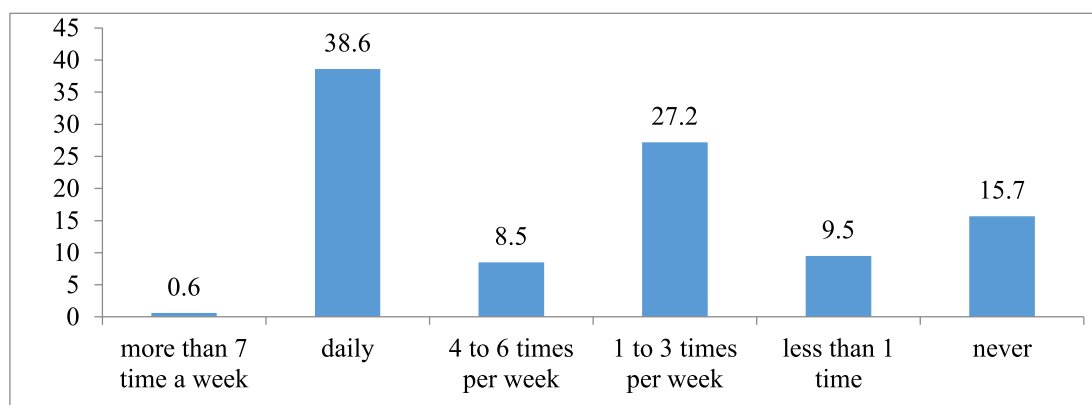
Table (2) Public opinion of YCDC Administration

(Source: MDRN survey, 2019)

Findings

In Table (3) it shows that 38.6 percent of people of the sample population go to the market daily, 8.5 percent goes to the market 4 to 6 times per week, 27.2 percent of them goes to the market 1 to 3 times per week, 9.5 percent go less than once per week, and the remaining 15.7 percent never go to the market. The frequencies of people who go to the market a certain number of times per week can be seen in the following figure (3).

Table (3) the frequencies of people who go to the market per week



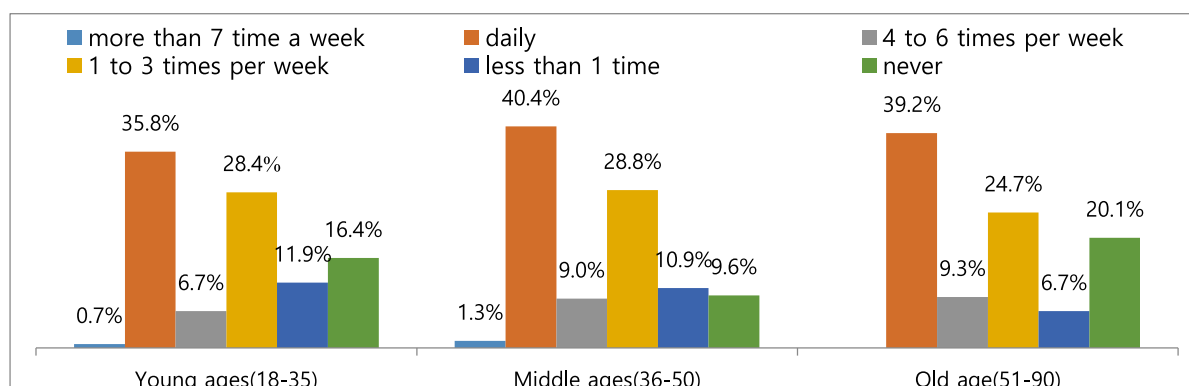
(Source: MDRN survey, 2019)

Cross tabulation between age and gender on how often people visit the market

1. Age

The survey data shows that the habits of people who go to the market are not directly related to age. Everyone needs to go to the markets and many people go to the market every day. The percentages of how frequently people go the market can be seen in the following table grouped by age.

Table 4. How often do you go to the market? (by age)

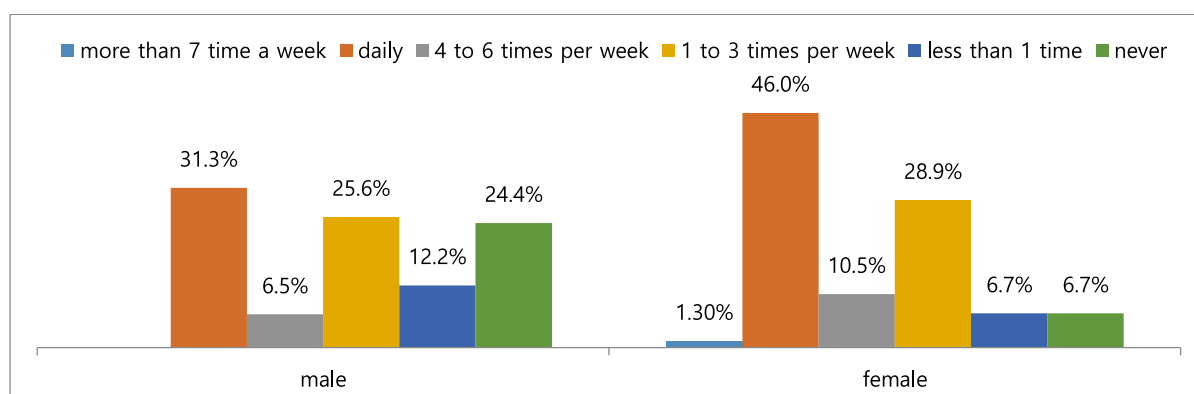


(Source: MDRN survey, 2019)

2. Gender

The data below shows the cross tabulation between how often people visit the market and gender. Around 31% of men go to the market daily, 6.5% of men go four to six times per week, 25.6% go one to three times per week, 12.2% go less than once per week, and the remaining 24.4% never go to the market. In comparison, 46% of women go to the market daily, 10.5% go four to six times per week, 28.9% go one to three times per week, 6.7% go less than once per week, and the remaining 6.7% of female participants never go to the market. This can be seen in the table below.

Table 5. How often do you go to the market? (by gender)

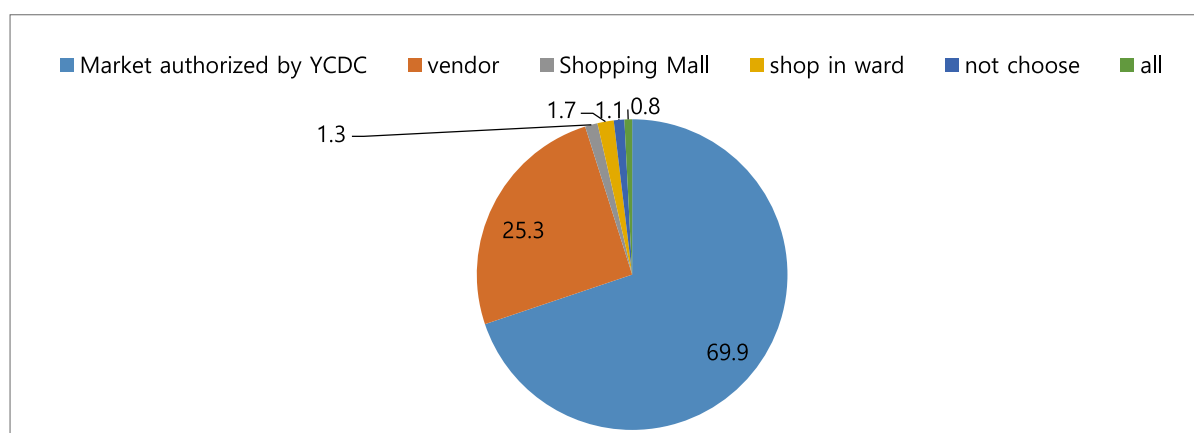


(Source: MDRN survey, 2019)

Types of markets

According to the survey data, 69.9 percent of markets are authorized by the YCDC, 25.3 percent are owned by individual vendors, 1.3 percent are shopping malls, and 1.7 percent are shops in the wards. The data shows that the markets authorized by the YCDC make up the greater portion of the markets in Yangon, and the public opinions of these markets are very important. The types of markets can be seen in the following table.

Table 6. Types of Markets

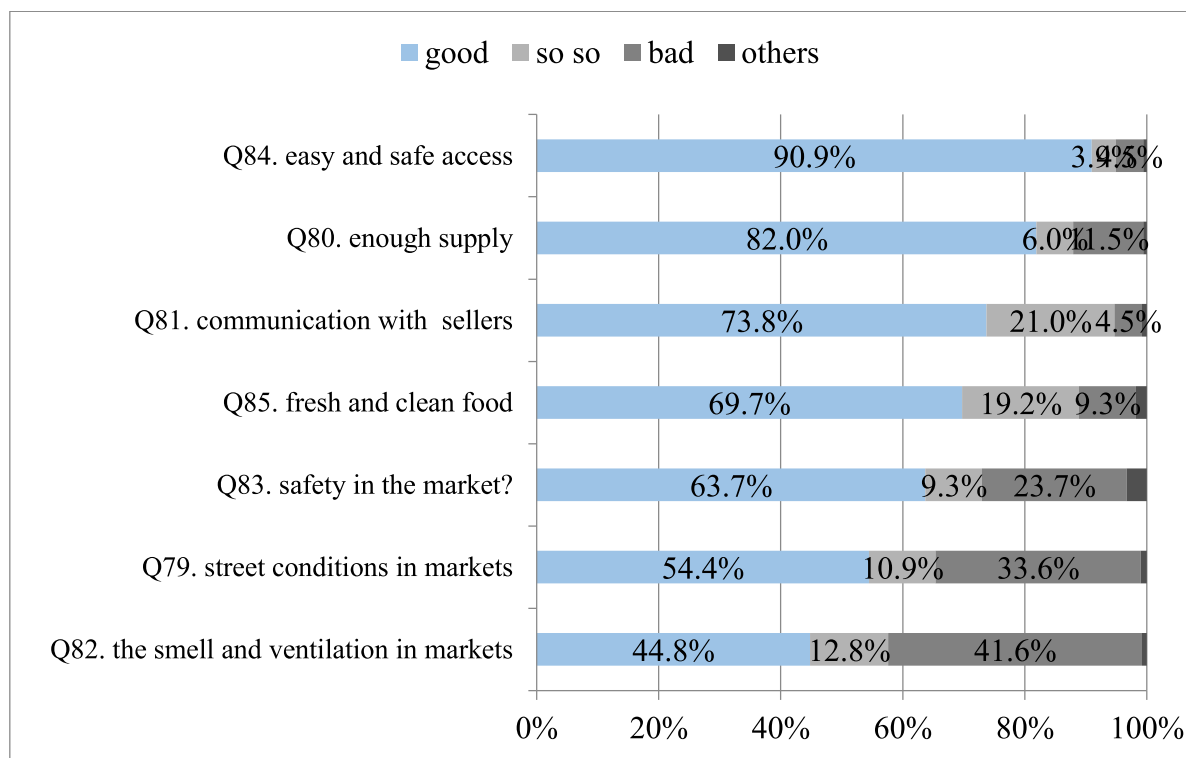


(Source: MDRN survey, 2019)

General Assessment of the Markets

In the survey, we asked about some aspects of market quality such as safe and easy access, adequate supply of goods, communication with sellers, fresh and clean food, safety, street conditions, and the smell and quality of ventilation in the markets. When asked whether access to markets was safe and easy, 90.9% of respondents answered yes, 3.9% responded somewhat, and 4.5% said no. In response to the question about whether markets had an adequate supply of goods, 82.0% said yes, 6.0% said somewhat adequate, and 11.5% answered no. When respondents were asked about the quality of their communication with sellers, 73.8% said that it was good, 21% said it was neither good nor bad, and the remaining 4.5% replied that it was bad. In response to the question about whether the markets had “fresh and clean food,” 69.7% said yes, 19.2% said it was so-so, and 9.3% of respondents answered no. Regarding market safety, 63.7% of respondents stated that it was good, 9.3% said it was neither good nor bad, and the remaining 23.7% indicated that the markets were unsafe. When asked about the condition of the streets in the markets, 54.4% of respondents said that it was good, 10.9% indicated that it was neither good nor bad, and the remaining 33.6% said that it was bad. In response to the question about the smell and quality of ventilation in the markets, 44.8% of respondents said that it was good, 12.8% indicated it was neither good nor bad, and 41.6% responded that it was bad. The high percentage of respondents who answered negatively to these questions shows that the government authorities need to maintain these conditions by establishing better policies.

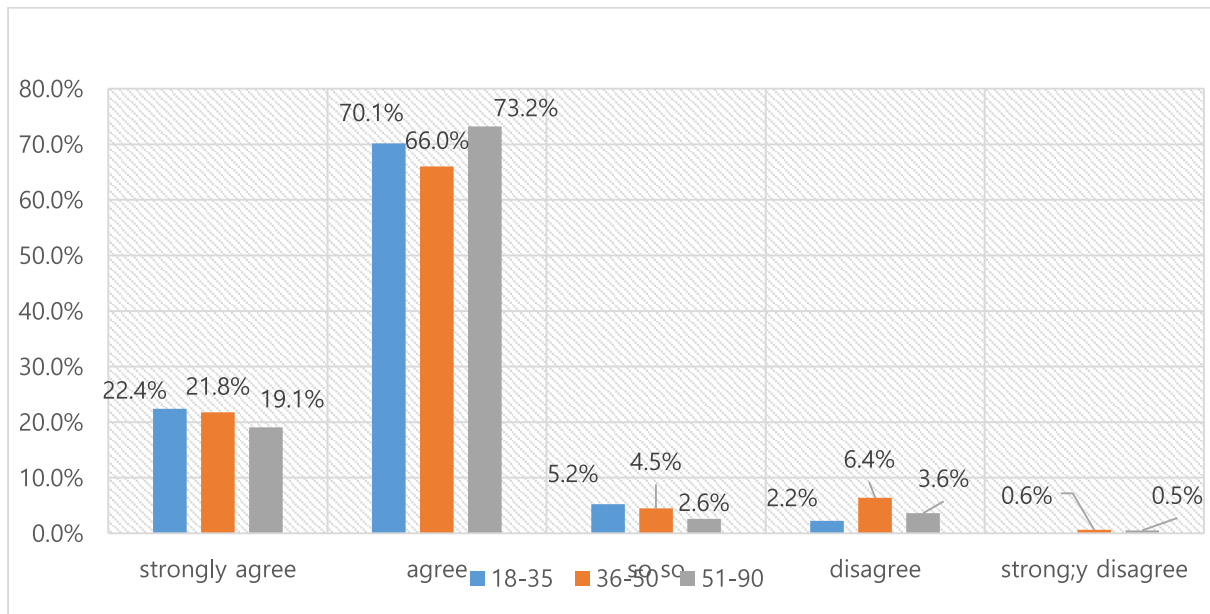
Table 7. General assessment of the markets



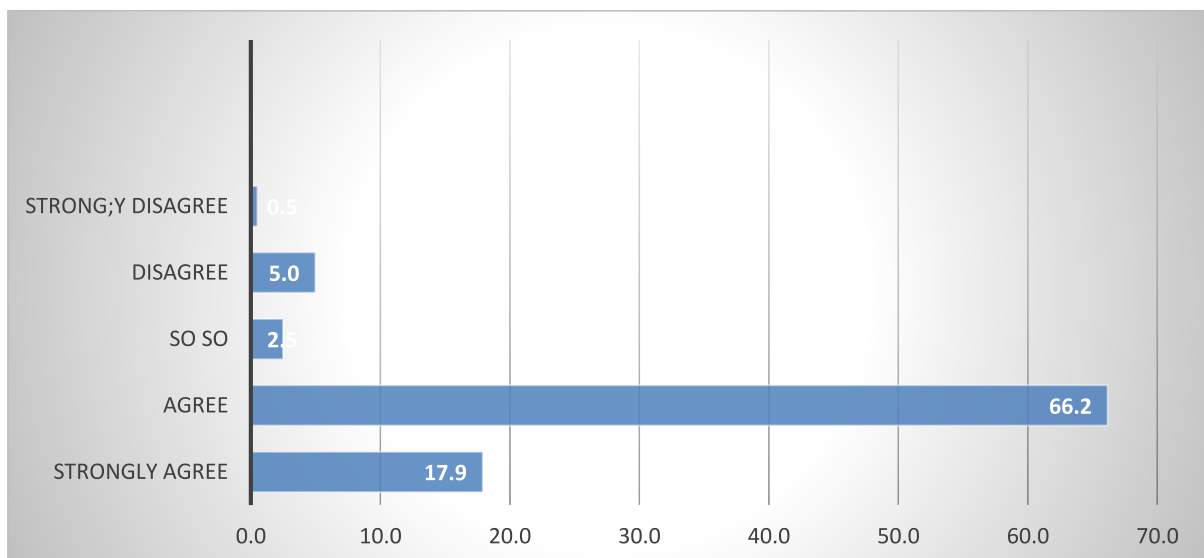
(Source: MDRN survey, 2019)

Further analysis of responses to the question regarding whether people could safely and easily access markets by age showed that all age groups surveyed responded positively to this question: 70.1% between ages 18-35, 66% between ages 36-50, and 73.2% between ages 51-90 answered **agree** to the question “Can you go to the market safely and easily?”

Table. 8 Can you go to the market safely and easily? (by age)



Likewise, when we analyzed the responses of daily users of the markets to this same question, we found that 17.9% of respondents strongly agreed, 66.2% of respondents agreed and just 5% disagreed.



According to the survey results, respondents were quite positive with regard to most of the questions asked. Similarly, when daily market-goers were asked if they can buy everything they want from the market, 61% of daily users agreed and 14.9% strongly agreed. Just 9% disagreed and only 1% strongly disagreed.

Table. 10 Is the food supply at the markets adequate?

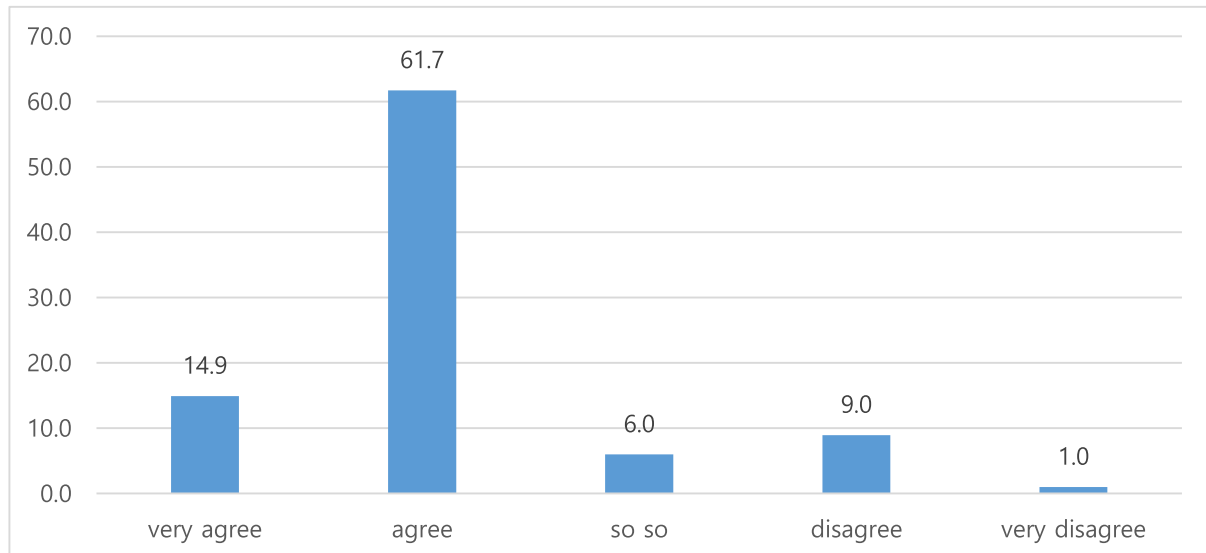
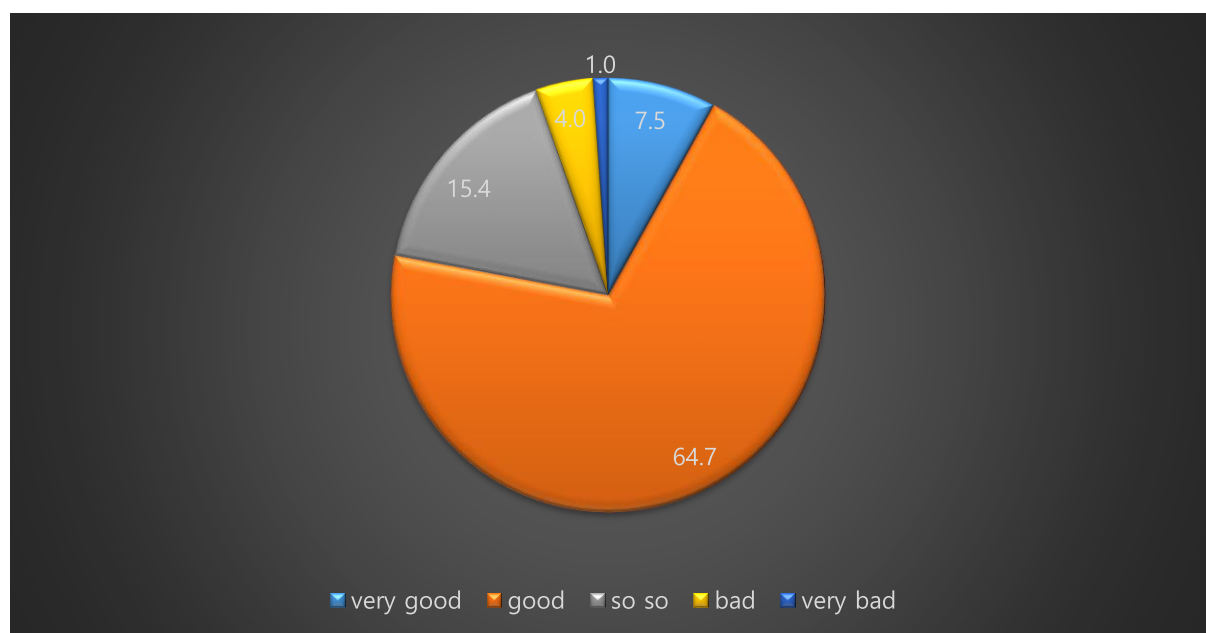


Table 11 shows that daily market users felt that communication with sellers was generally good. In response to our question, 7.5% replied that communication was very good, 64.7% said that it was good, 4.1% said that it was bad, and 1% said that it was very bad.

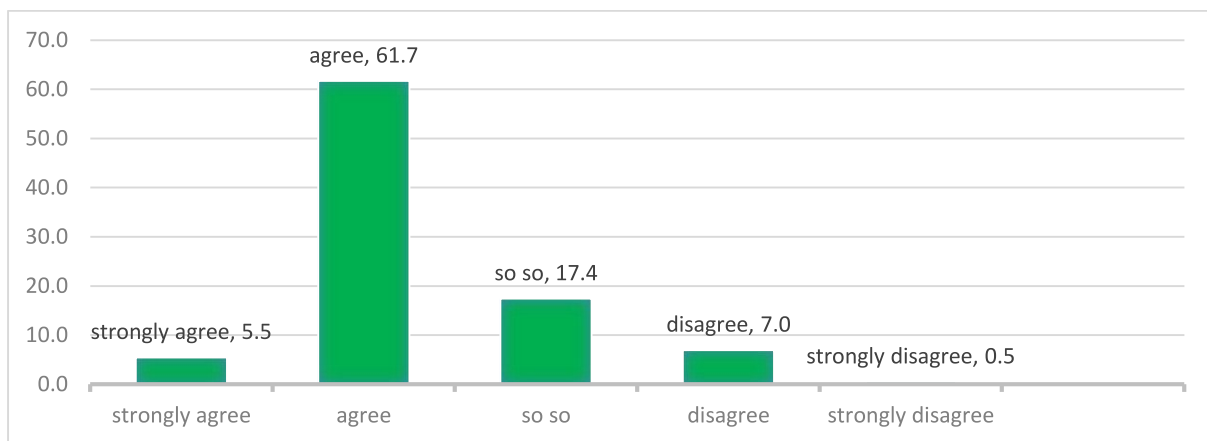
Table. 11 How would you rate communication with the sellers? (Daily Users)



Food hygiene in the markets

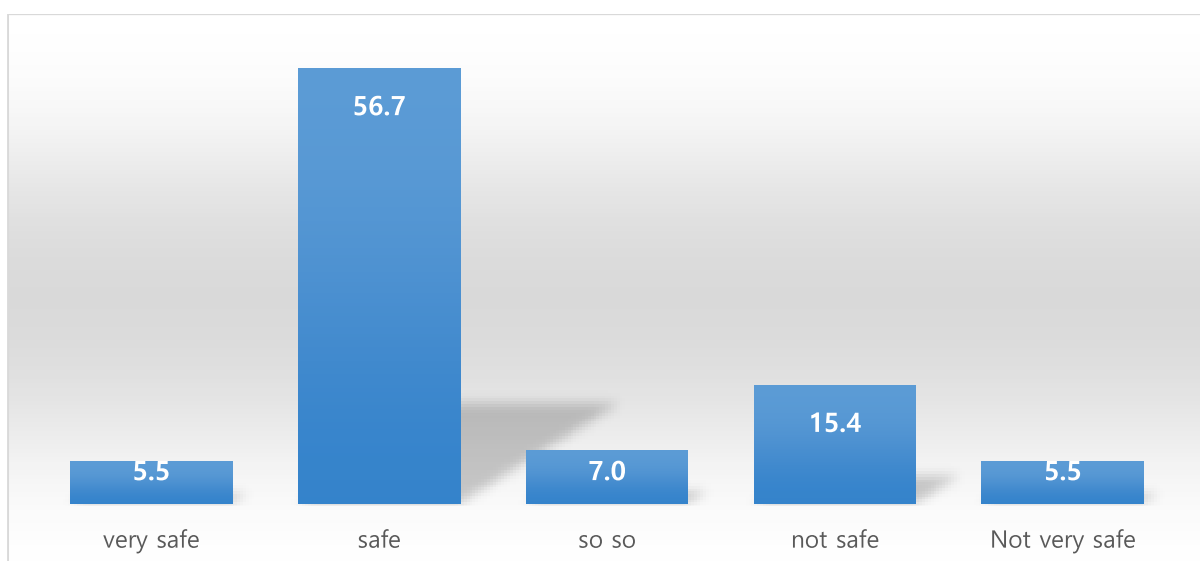
Foods sold in the markets should be healthy for the public. To evaluate whether this was the case, our survey asked the question “Is the food sold in the markets fresh and clean?.” Table 7 above shows the responses of all survey participants to this question. When we analyzed the opinion of daily market users on food hygiene, we found that 5.5% of daily users strongly agreed that the food available was fresh and clean, 61.7 agreed, 17.4 somewhat agreed, while just 7% disagreed and 0.5% strongly agreed (see table 12).

Table 12. Is the food sold in the markets you usually go to fresh and clean? (daily users)



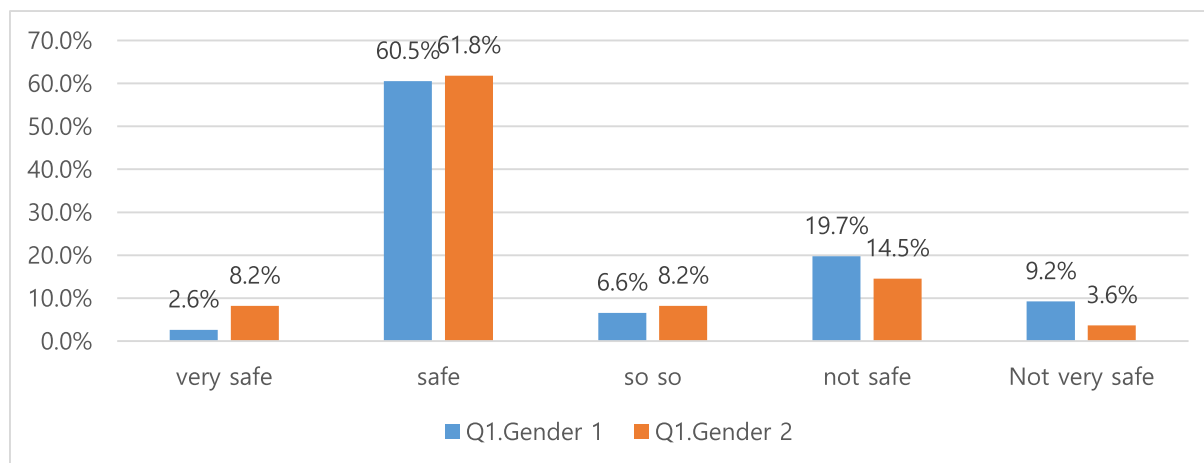
When we analyzed the opinion of daily market users regarding how safe the markets are, 5.5% of respondents said that they were very safe, 56.7% said they were safe, 7% said they were neither safe nor unsafe, 15.4% said they were not safe and 5.5% said they were very unsafe (see table 13).

Table 13. Is the Market Safe? (daily users)



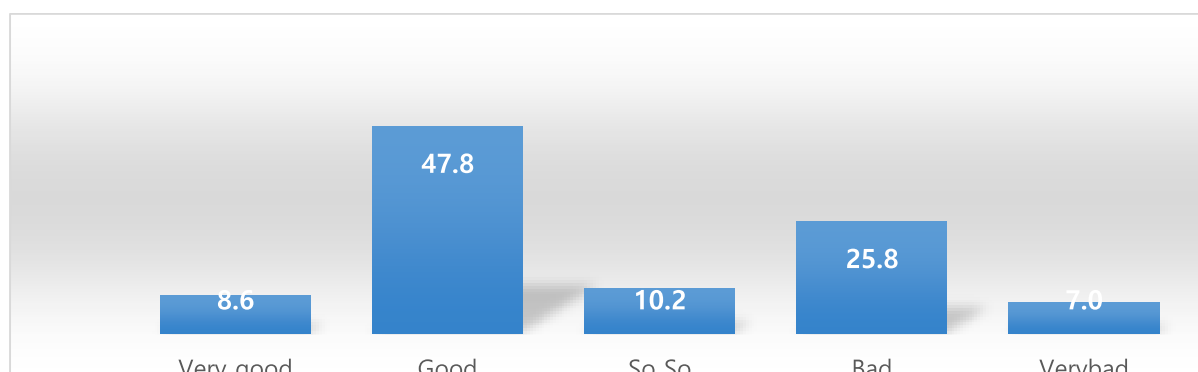
When daily market user opinions of how safe they feel in the markets were further analyzed by gender, we found that both genders felt relatively safe, with 63.1% of male respondents and 70% of female respondents indicating they felt safe. At the same time, 28.9% male and 18.1% female respondents felt unsafe (see table 14).

Table 14. How safe do you feel in the market? (crosstabulation of daily users by gender)



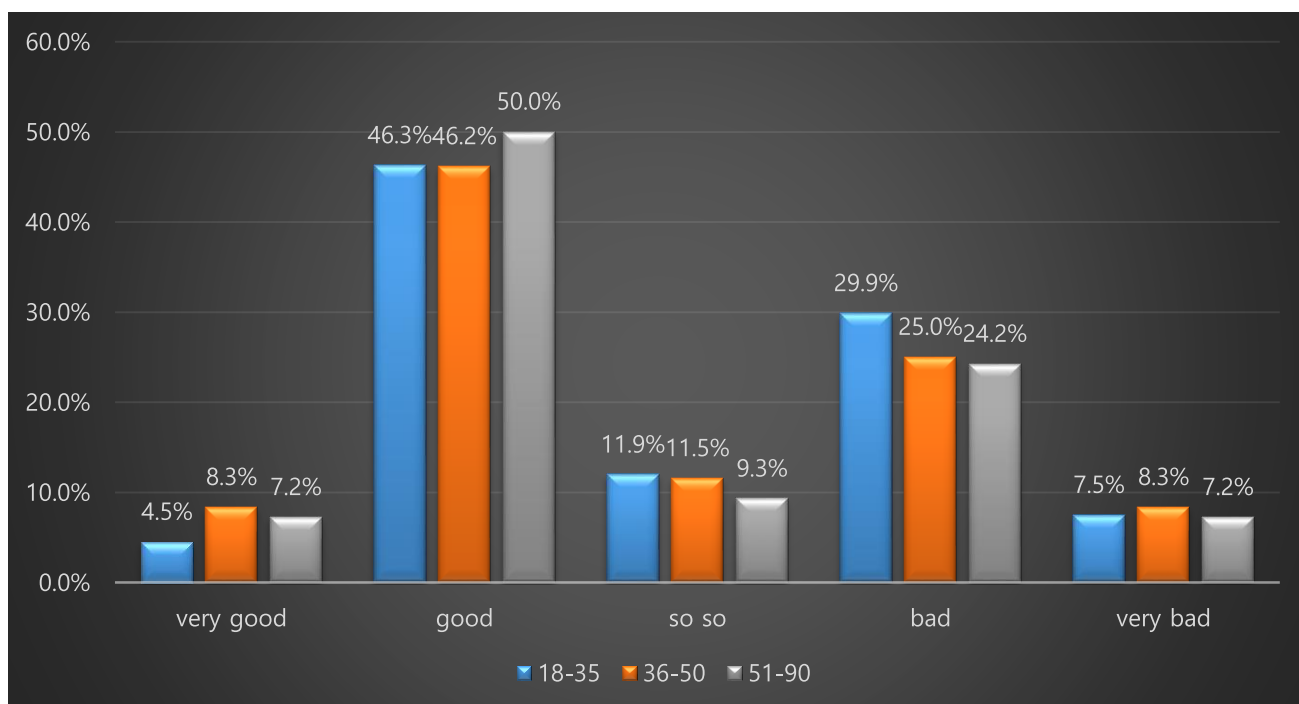
The overall survey results on the condition of the streets in the markets showed that all market-goers had a generally positive opinion of the street conditions in the markets, and the opinions of daily market users was no different. As shown in table 15 below, 56.4% of daily users felt that the conditions of the streets in the markets were good, but 10.2% said they were so-so and 32.8% said they were bad.

Table 15. How would you rate the conditions of the streets in the markets? (daily users)



When the opinions of daily users on the conditions of the streets in the markets were further broken down by age, 4.5% of those between 18-35, 8.3% of those between 36-50, and 7.2% of those between 51-90 said they were very good. About 46% of those between 36-50, 46.2% of those between 36-50, and 50% of those between 51 and 90 said they were good, while 29.9% of those between 18-35, 25% of those between 36-50 and 24.2% of those between 51-90 said they were bad. Just 7.5% of those between 18-35, 8.5% of those between 36-50 and 7.2% of those between 51-90 said they were very bad.

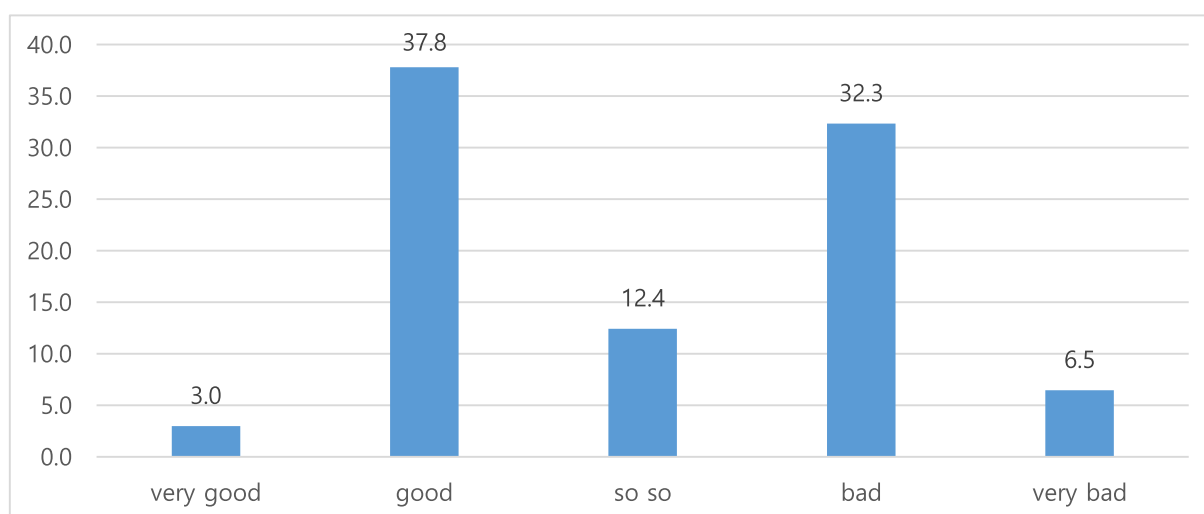
Table 16. How would you rate the conditions of the streets in the markets?
(cross tabulation by daily users and age group)



Smell and quality of ventilation in the markets

According to the survey data, 40.8% of respondents who are daily market-goers said that the smell and quality of ventilation in the markets was good or very good, while 38.8% said it was bad or very bad, and 12.4% said it was neither good nor bad.

Table 17. How would you rate the smell and quality of ventilation in the markets? (daily users)



General Discussion on Findings

In general, the findings were quite good and most of the public opinion on the markets was positive. Based on the results of the survey, middle-aged and older people usually go to market daily and both groups think that YCDC is doing a good job in managing the markets. One interesting finding is that both female and male respondents had similar habits and frequencies of going to the markets.

The responses to the questions on street conditions and the smell and quality of ventilation of the markets were mixed and it was difficult to evaluate the actual situations of markets in Yangon based on these survey findings. This survey showed that around 25% of people feel that they are not safe in the markets. In the survey, many people responded that they could get fresh and healthy food from the markets; therefore, public opinion about the food hygiene of vendors in these markets is quite positive.

According to the results of the survey, many people (85.3%) believe that YCDC is responsible for managing the markets. The next important fact that we learned is that 51.3% of the survey population answered that YCDC administration of the markets is good.

Recommendations and Conclusions

Based on the results of the survey, there should be cooperation between YCDC, respective government departments, health officials, Members of Parliament and civil society organizations (CSOs) on the issues of market cleanliness, air quality, infrastructure integrity, and food safety. It is important to increase the coordination between organizations, government offices, and YCDC for the further development of the markets. It is also important to establish a public access center to facilitate better public participation in the improvement of the markets. To obtain healthy, fresh, and clean food, a public awareness campaign should be made to inform the public and stakeholders on the relationship between public health and market hygiene.

In conclusion, YCDC, governmental organizations, CSOs and NGOs should promote better public awareness and involvement in market hygiene and food safety as they are directly related to public health and daily life. ■

References

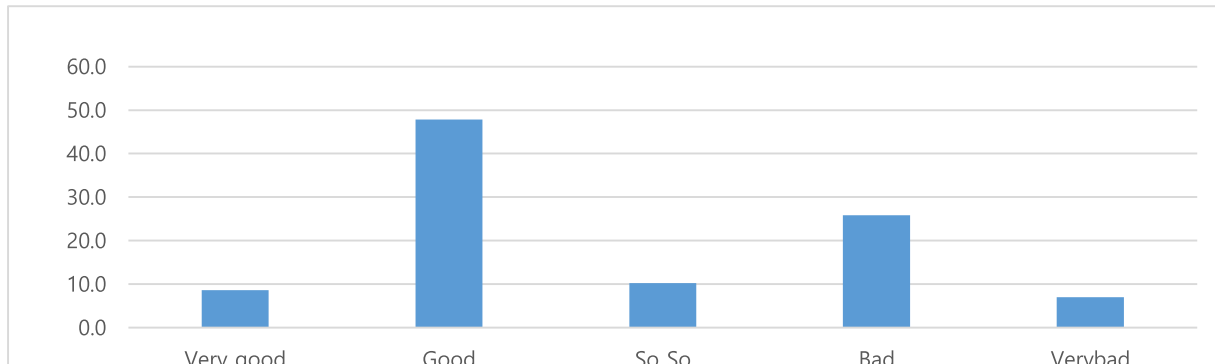
2014 Census

Yangon City Development Committee Law (2018)

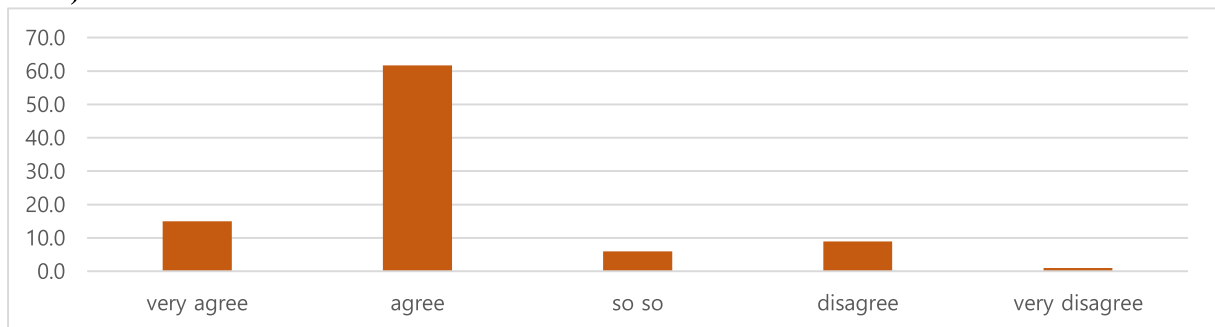
Yangon City Development Committee website

Appendix

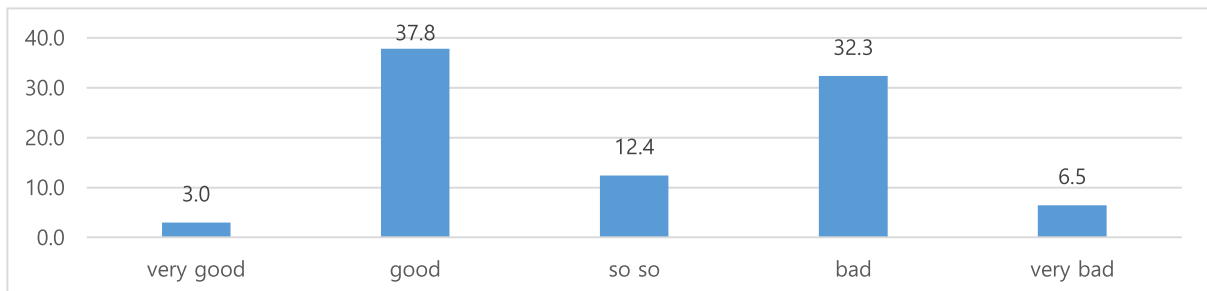
Appendix 1. Street Condition in the Market by Daily Users



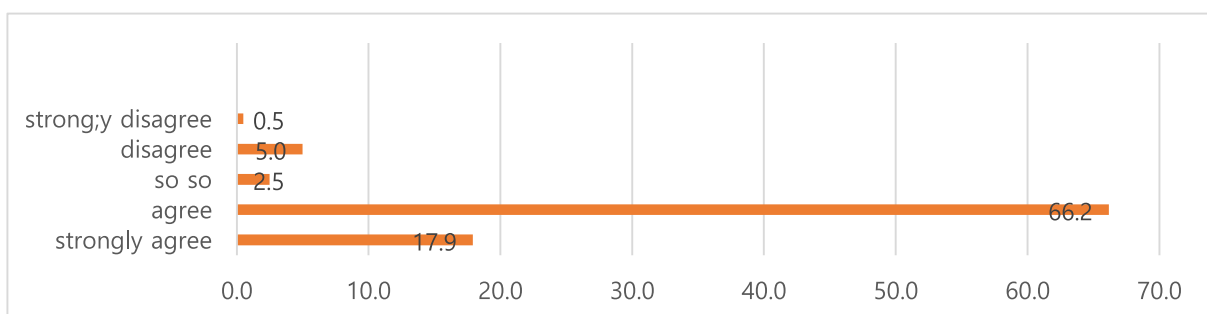
Appendix 2. [Q80] Can you buy everything you want from the market that you usually go to? (daily users)



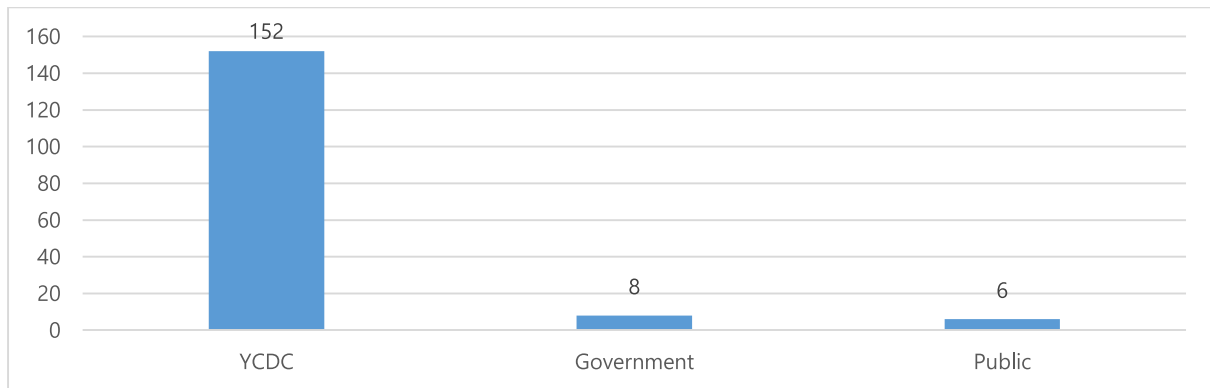
Appendix 3. [Q82] How would you rate the smell and quality of ventilation in markets? (daily users)



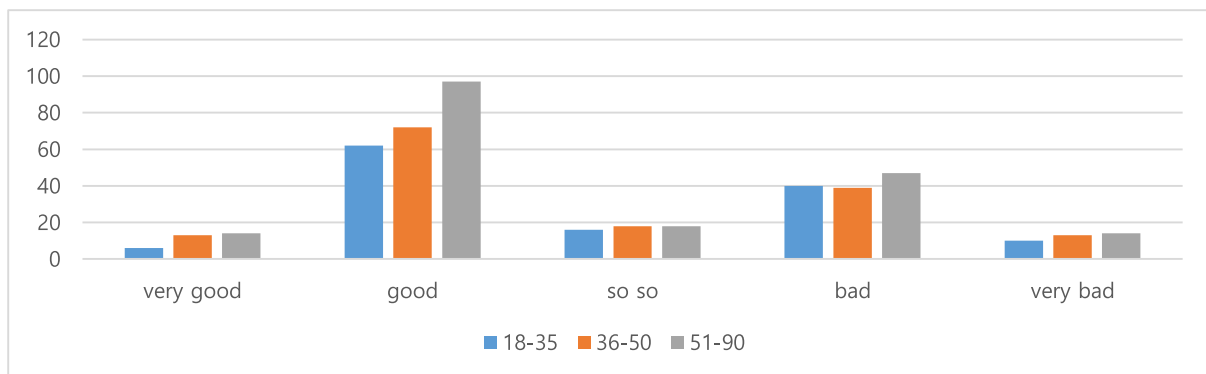
Appendix 4. [Q84] Can you go to the market safely and easily? (daily users)



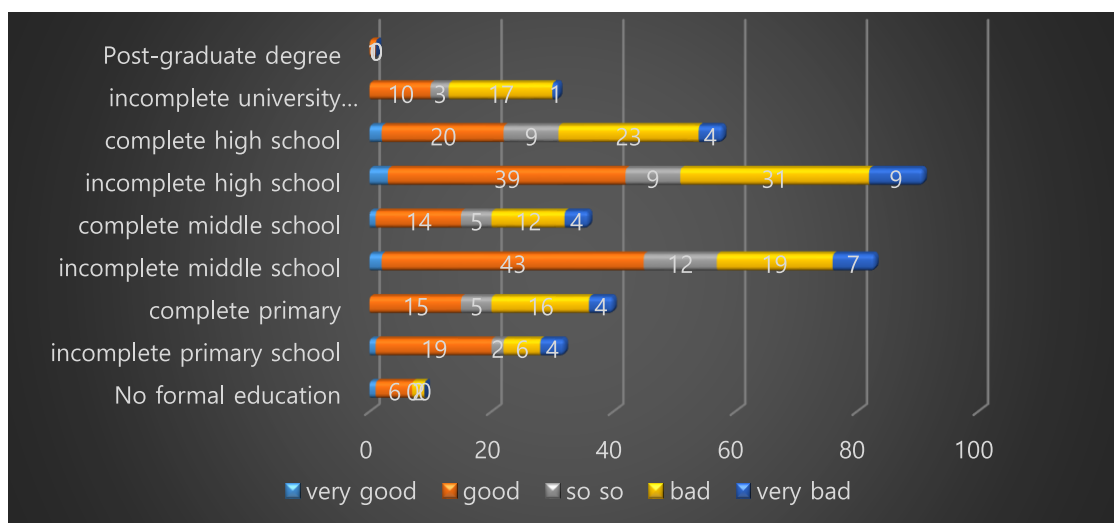
Appendix 5. [Q86] Who should be responsible for managing the markets? (daily users)



Appendix 6. [Q79] How would you rate the condition of the streets in the markets? (crosstabulation by age)



Appendix 7. [Q82] How would you rate the smell and quality of ventilation in the markets? (crosstabulation by education level)



Public Opinion Survey on YCDC Taxation

Salween Institute for Public Policy (SIPP)

Introduction

In 2014 and 2015, Yangon City and Mandalay City respectively held city development committee elections. Yangon City Development Committee (YCDC) comprises seven committee members, four of whom are elected. Under the supervision of this committee, 12 district-level and 99 township-level committee members run city development affairs. It plays a crucial role in services delivery to the biggest city in Myanmar. Yangon, the largest commercial city of Myanmar with an estimated population of 7.3 million, is experiencing rapid urbanization and accelerated development. Yangon City Development Committee (YCDC) is one of the local government organizations involved in this urbanization and development. As a municipal organization, the YCDC provides services with the tax it collects. At the same time, YCDC is a decentralized institution that pursues its own sources of revenue.

After March 31, 2019, YCDC formed a new committee and structural members. The new structure of the committee will change many procedures and policies in their upcoming activities. When this occurs, it will be critical to know the opinions of the residents of Yangon in order to improve the performance and services of YCDC. As the most decentralized institution both in terms of responsibilities and financial authority, YCDC needs to know public opinion regarding taxation. From a financial perspective, YCDC also needs to improve the systems it uses to collect tax and persuade the public to support the improvement of their services and performance. Thus, this survey data was collected to learn about public opinion with regard to taxation. Several types of taxes are paid by Yangon residents, and this article describes their opinion of these taxes.

Why is Taxation Important?

YCDC is one of the local government authorities in the Yangon Region and has the most decentralized features in terms of financial authority and responsibilities. YCDC is the institution which has the most

revenue, with its revenue accounting for almost 68% of each fiscal year in the Yangon region.¹² Taxation plays a crucial role in the provision of social services and public goods as the collected tax revenue is spent delivering such goods and services.

This paper is set out into three sections. The first section explores the taxation knowledge of the survey respondents, and opinions and knowledge of taxation are reflected here. The second section of this paper examines which groups pay the most in taxes and also what kind of taxes are paid by respondents. The third and final section offers some basic, overall opinions from survey respondents on taxation.

Objectives of the Research

The primary objectives of the survey are as follows:

- To understand the knowledge of residents regarding the taxes collected by YCDC.
- To encourage YCDC officers to raise public awareness on taxation.
- To assess the satisfaction of residents in Yangon.

The survey unearthed some considerable findings. The correlation between distinct groups (divided by work, age, sex, and education) and answers are quite important for policy makers and research groups. Thus, some of the correlations found are also presented.

Methodology and Sampling Process

The research was conducted using quantitative methods and by collecting public opinion surveys of Yangon residents. This opinion survey covered 485 respondents, and systematic sampling was used after randomly organizing the population size. The sampling process is detailed as follows.

The Myanmar Democracy Research Network (MDRN) followed the methods in the table for every single level. Therefore, this survey used suitable step-by-step methods. The sampling process was implemented with technical support from Hankook Research.

Layers	Method
Township	PPS
Ward	PPS
House	Systematic Sampling (Interval 10 houses)
House	Kish Grid

Research Areas and Survey Duration

This sample size, which comprised 33 townships in areas governed by Yangon City Development Committee,

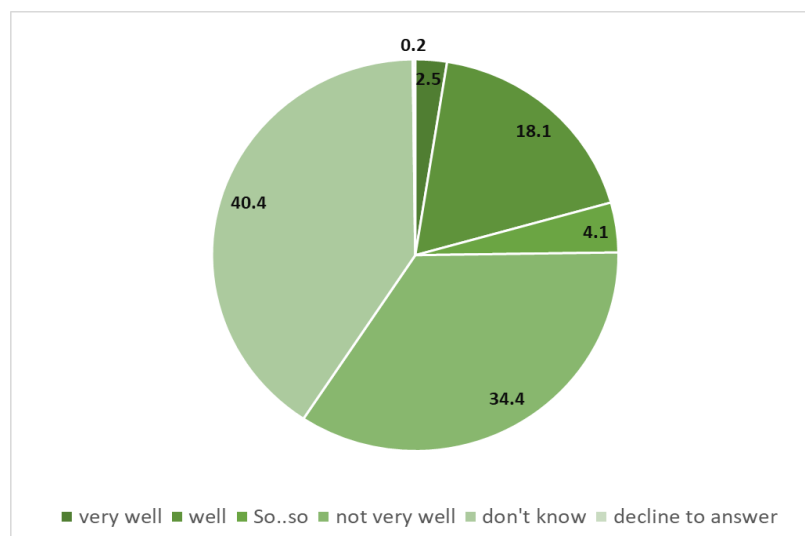
¹²https://themimu.info/sites/themimu.info/files/documents/Highlights_Local_Governance_Mapping_Yangon_UNDP_Feb2015.pdf

and the data were collected in April 2019. However, the social services only covered in (26) townships and (7) townships are still far from the services due to beyond YCDC's capacities.

Knowledge of the Respondents

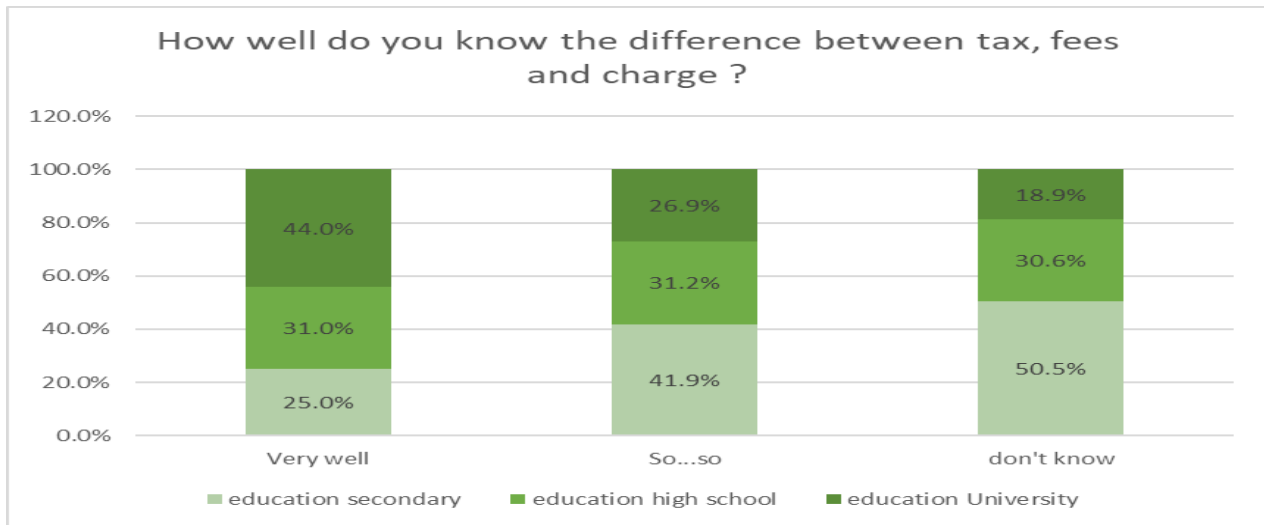
This section mainly focuses on four questions. Respondents were asked various questions to assess their knowledge of the differences between fees, taxes, and charges. The interviewers also assessed the sources of this tax information. Respondents also answered questions about why taxes are collected and about their rights as a taxpayer. Overall, significant findings show that few people can distinguish between taxes, charges, and fees. The survey also found that many respondents are confused about why they pay taxes. One notable finding was that most respondents assumed that they pay tax just for administrative costs, and only a few answered that taxes were collected to fund services. The survey also found that YCDC was the most informative source regarding taxation. In addition, it was found that many taxpayers were unaware of rights such as their right to be reimbursed. Other correlated facts are also presented in this section.

FIG 1.1 How well do you know the difference between tax, fees, and charges?



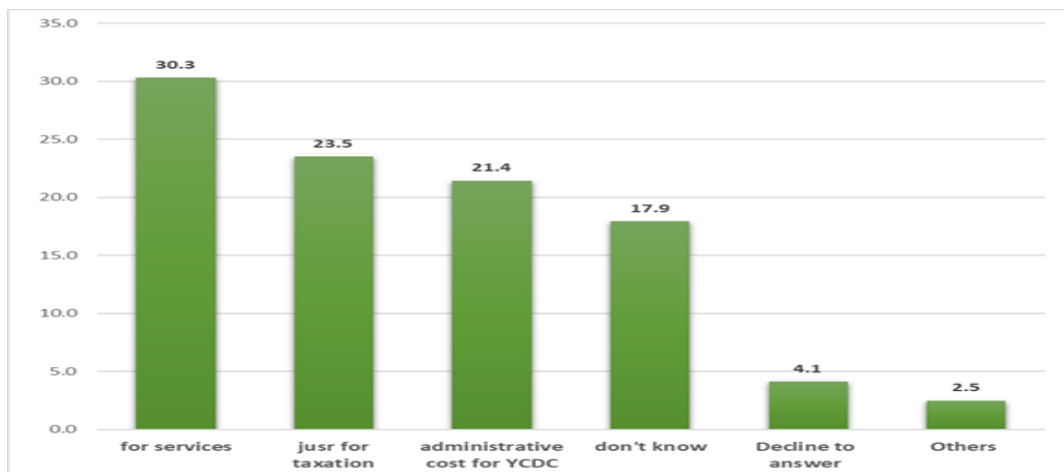
A minority of respondents (2.5%) answered that they know the difference between taxes, fees, and charges very well, and the third largest number of respondents (18.1) stated that they know the difference well. However, the first and second largest number of respondents fell into the categories of "not knowing" the difference. Overall, more than 70% of the respondents were unclear on the difference between these three things.

FIG 1.2 Correlation between educational background and knowledge about taxation



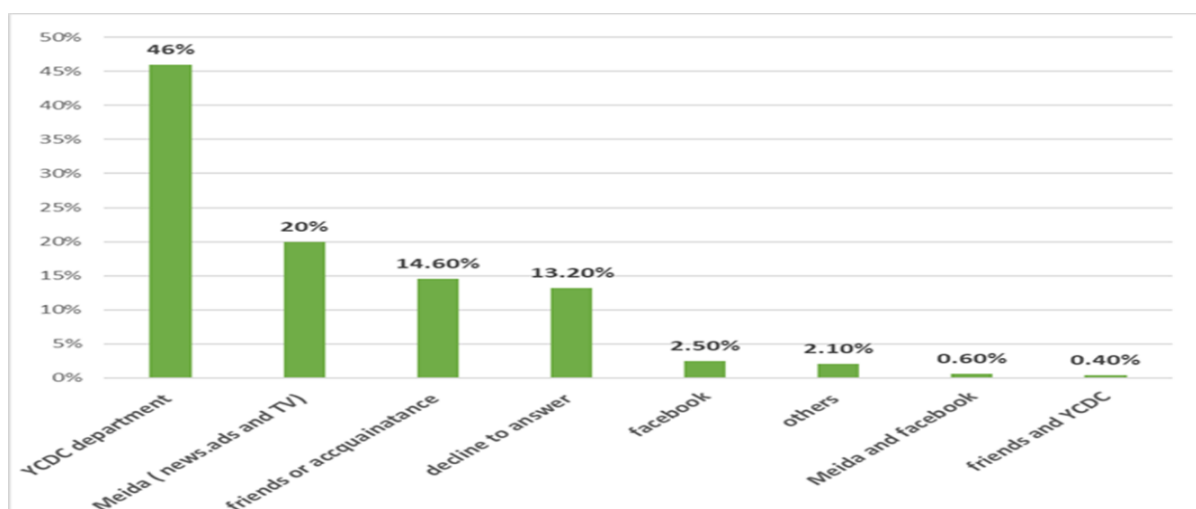
The survey found that education correlates strongly to certain factors. This graph shows that educational background has an important relationship with knowledge about taxation. The percentage of respondents (44%) who answered that they knew the differences between charges, fees, and taxes "very well" were mostly university educated, and half of the respondents (50%) who answered "don't know" had only finished secondary education.

FIG 1.3 What is the main reason residents pay taxes, fees, and charges?



The survey showed that respondents do not have clear knowledge of the main reasons that residents pay taxes, fees, and charges. Only 30% of respondents answered they pay taxes, fees, and charges to fund public services provided by the government. Nearly 45% of respondents answered that taxes are paid just to cover government spending. This fact highlighted that the view of respondents about taxation is not particularly positive.

FIG 1.4 Where do you get your knowledge about paying taxes, fees, and charges?



YCDC is the biggest source communicating tax information. According to the survey, residents of Yangon get information about taxes from several sources. However, YCDC was the biggest and most obvious information source. The second and third largest response rates combined were still lower than YCDC.

The age of the respondents and the information sources of taxation were also found to be correlated. According to the table below, most young people between the ages of 18 and 30 years old got their information about taxation from social media sites such as Facebook while most people over 30 got their information from YCDC. Based on these results, it could be a good idea for YCDC to use social media as a platform to increase Yangon resident knowledge about taxation.

FIG 1.5 Information Sources of Taxation (by age)

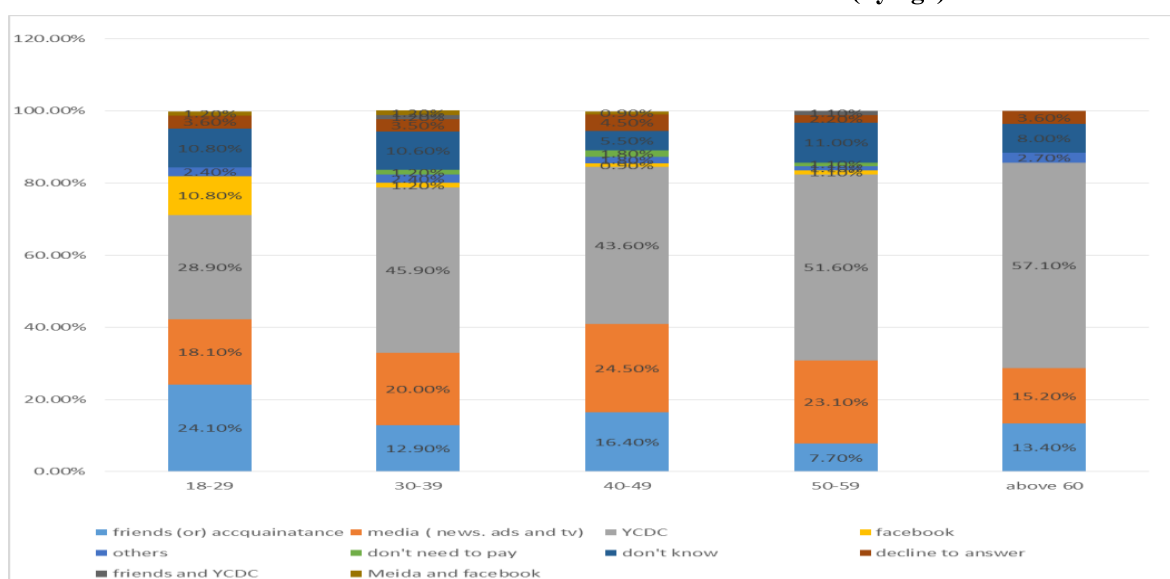
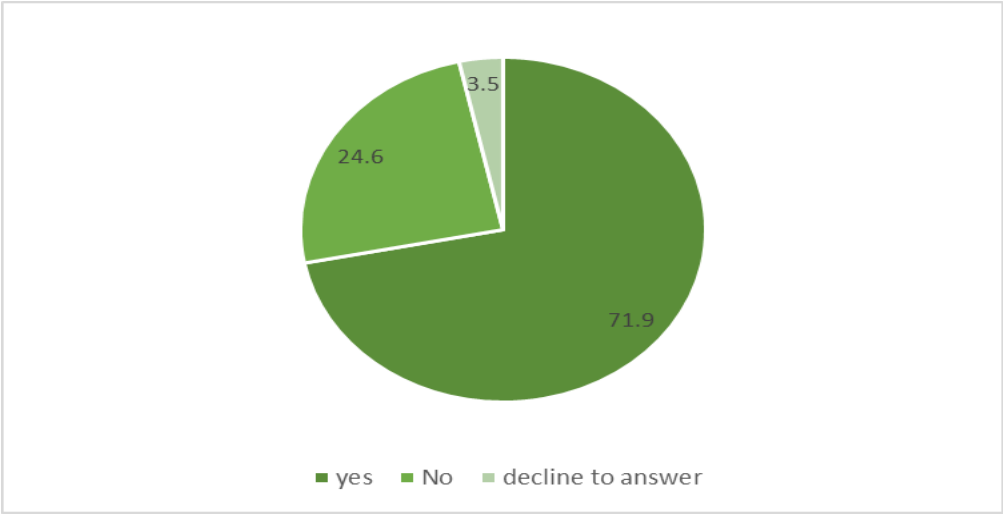


FIG 1.6 Do you know that you have a right to reimbursement or a reduced tax rate?

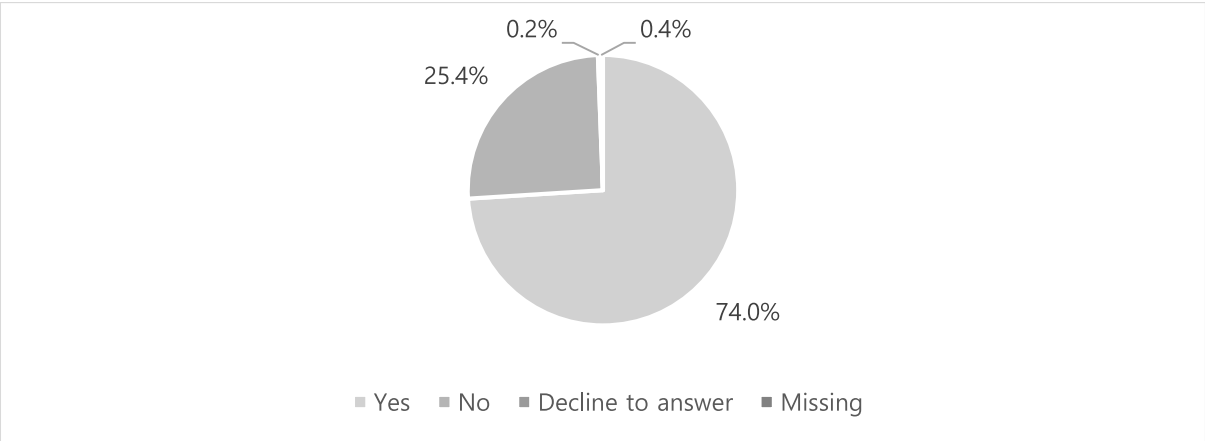


Most respondents do not know their rights. According to procedural taxation laws, taxpayers can claim reimbursements for incidents such as burning, grabbing, and damage from natural disasters. This graph shows that 83.5 % of the survey respondents were unaware of their right to do this.

Tax Collection

When we asked about tax collection, our questions mainly focused on what kinds of taxes, fees, and charges the survey respondents pay on a daily, monthly, and annual basis. The following charts also distinguish who pays what taxes by dividing our respondents and the taxes they pay according to the type of job they have.

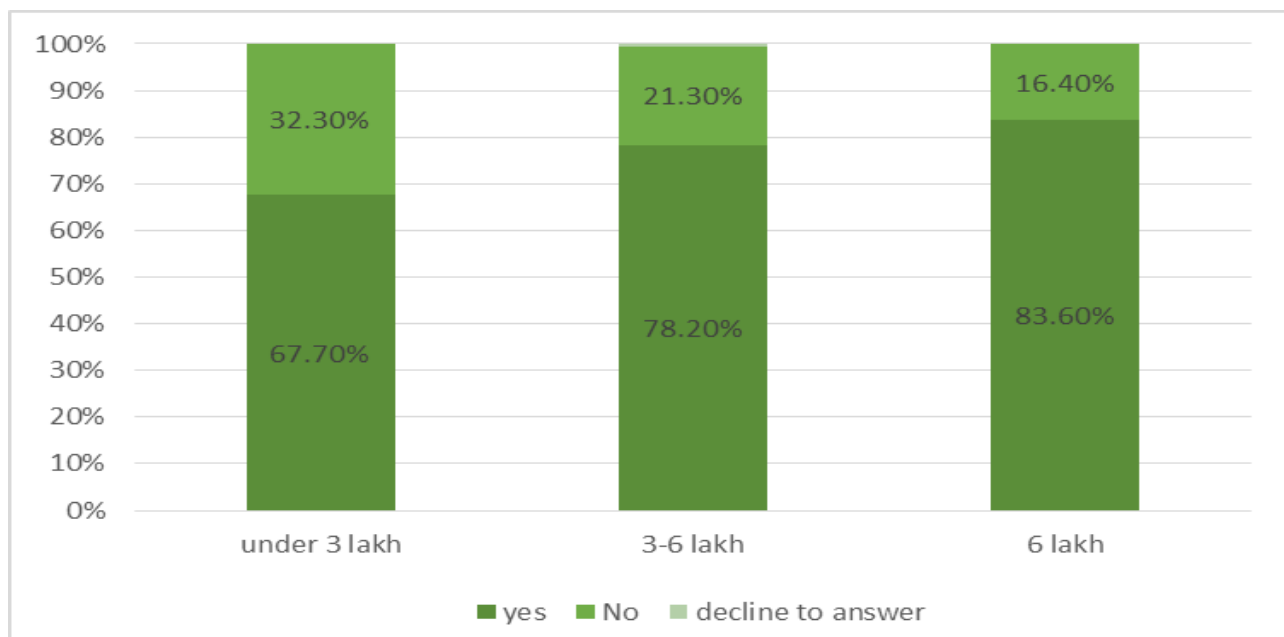
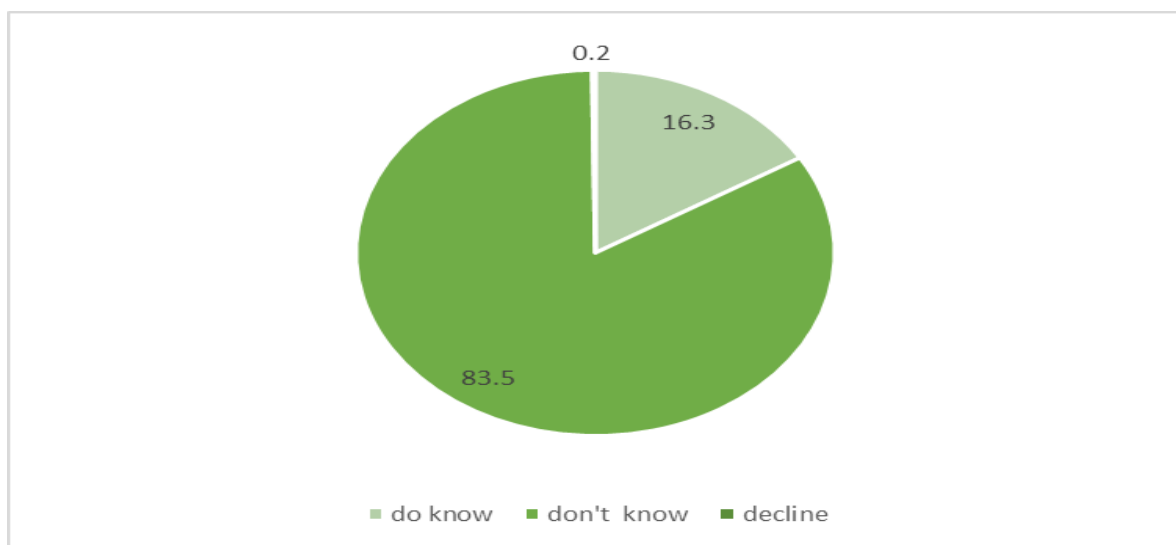
FIG 2.1 Do you pay any monthly taxes to YCDC?



Monthly taxes are collected via payments for services such as sewage, electricity, water supply, and so on. Most respondents paid monthly taxes. Still, 24.6% of the respondents stated that they do not pay any taxes, and some of these indicated that their circumstances prevented them from paying. Around 4% of respondents declined to answer this question.

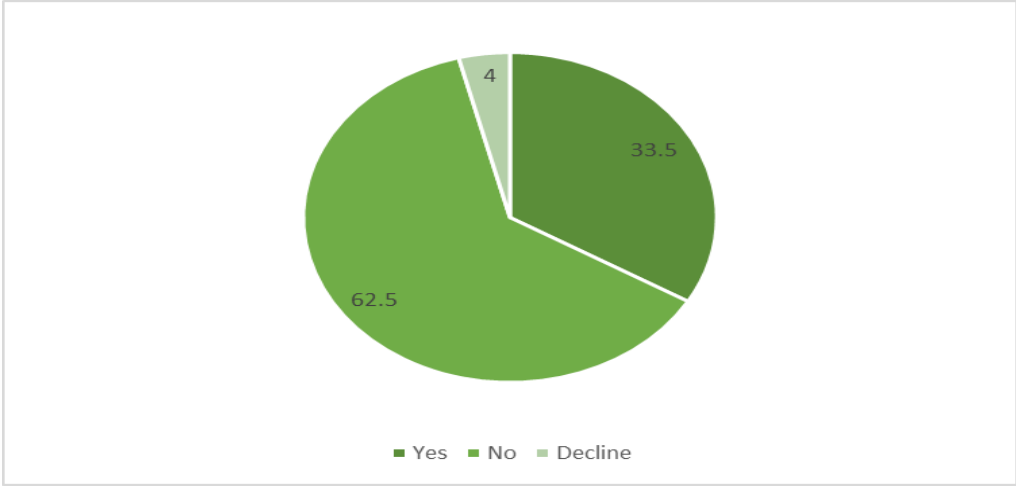
The majority of taxes respondents paid were for land, garbage, and electricity. The survey did not find any relationship between the type of work taxpayers engaged in and whether or not their taxes were paid. All of the respondents (workers, non-workers, and business owners) consistently pay their monthly taxes, and which can be seen in the following table.

FIG 2.2 Correlation between income groups and monthly taxes paid



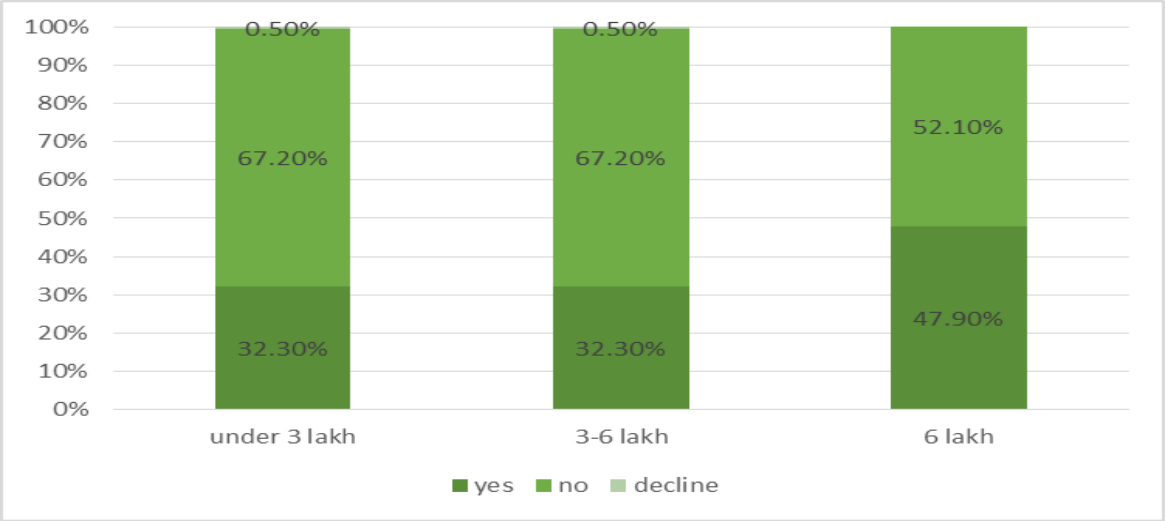
This graph shows that the Yangon City tax system is progressive, meaning those who earn more money pay more in taxes. Our survey also demonstrated that residents with income over 6 lakh are more willing to pay their taxes than those with lower incomes.

FIG 2.3 Do you pay any annual taxes to YCDC?



More than half of respondents did not pay annual taxes. This chart clearly shows that the majority of respondents did not pay any annual taxes to YCDC. Who paid seemed to depend on the area they lived in and the regulatory capacity of the YCDC. These taxes clearly require more effective regulation.

FIG 2.4 Correlation between income groups and annual taxes paid

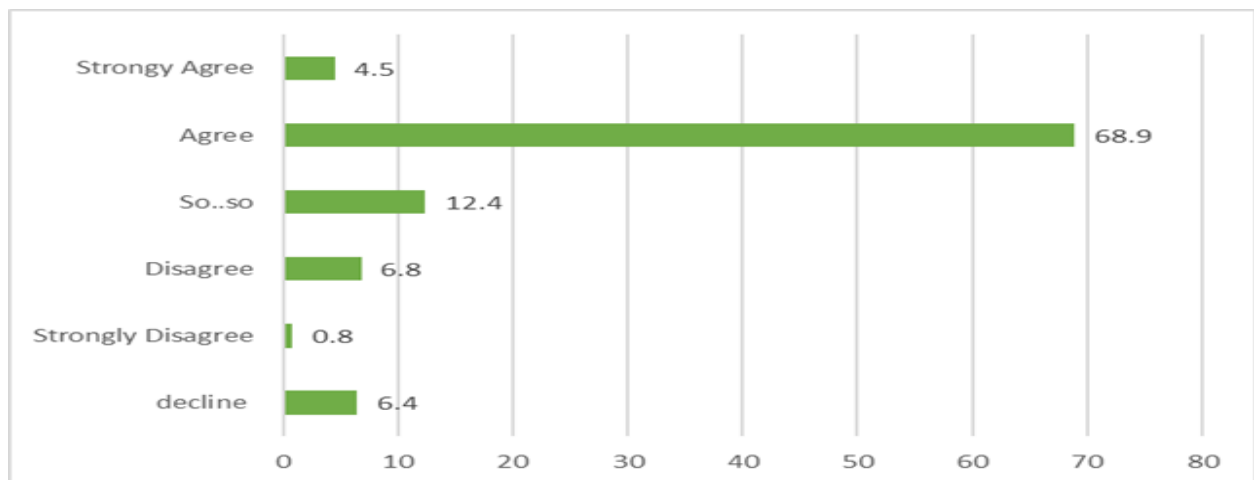


There are many types of monthly taxes. Among them, the land tax was the most expensive monthly tax paid by respondents. This data also shows that most respondents with higher incomes are likely to pay more taxes to YCDC while less taxes are paid by respondents with lower incomes.

Satisfaction of the Respondents

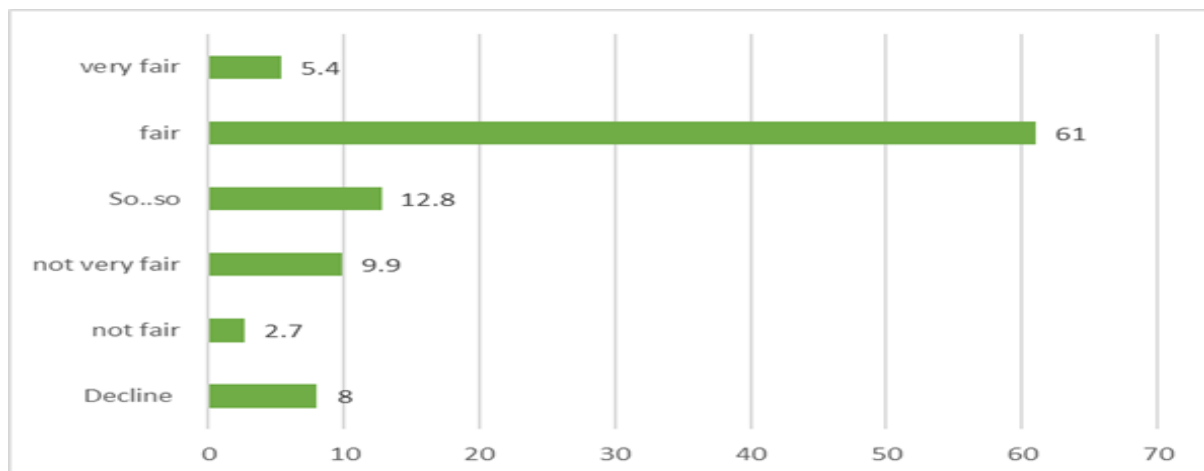
We also asked questions targeted towards assessing the satisfaction of Yangon residents over the YCDC taxation system. Our survey found that residents find the taxes affordable and most of the respondents were satisfied with the tax rate. They do not feel that living in the city comes with an undue tax burden. This is an important point for tax collectors to note as they consider regulation.

FIG 3.1 Are the taxes, fees, and charges you pay fair?



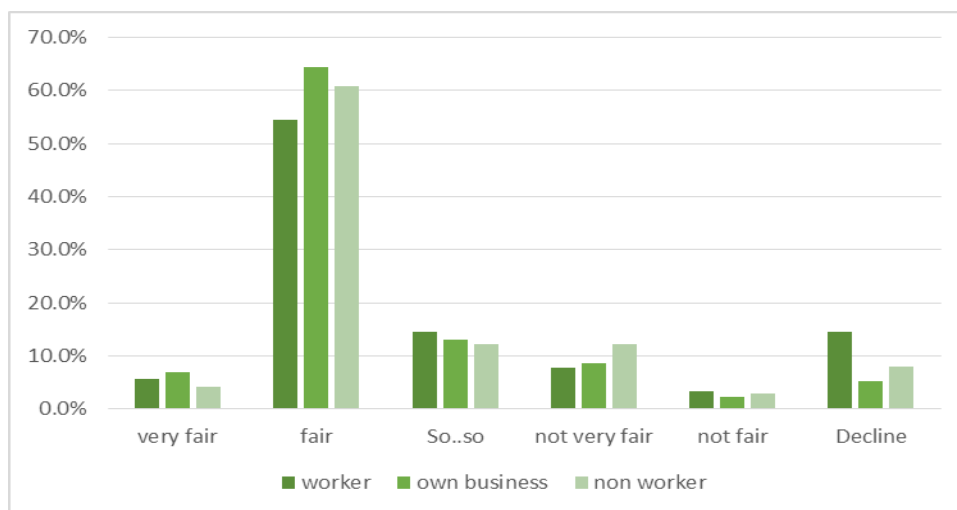
Nearly 75% of the respondents agreed that YCDC taxes, fees, and charges are reasonable and affordable. While some respondents disagreed with the present taxation rates, the number who did so amounted to less than 20% of the residents surveyed. This data shows that the majority of respondents do not view their current taxes negatively or feel that they are a burden.

FIG 3.2 Are the taxes, fees, and charges you pay reasonable for your income?



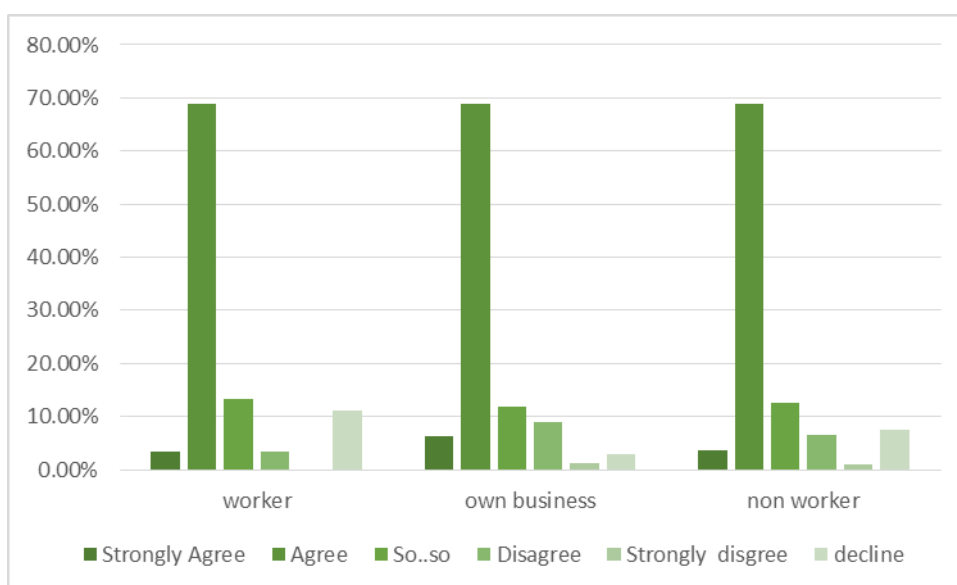
The majority of respondents said that their tax rates were fair for their income. More than 60% of the respondents took a positive view of YCDC's tax rate for their income, although 12.8% of respondents failed to give a clear answer. This data confirms again that most respondents were satisfied with the present taxation system.

FIG 3.3 Satisfaction and job type



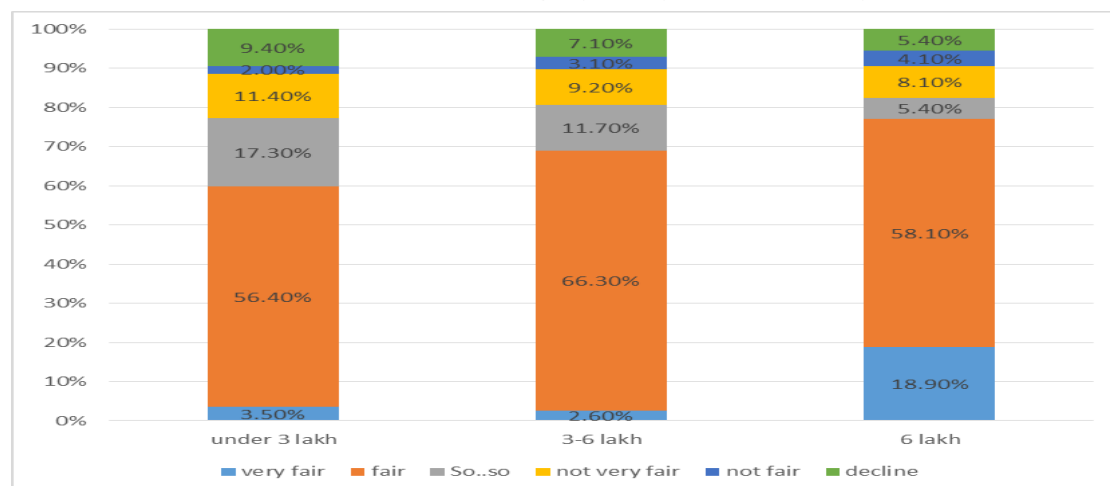
Respondents were satisfied with the current taxation rates. More than half of the survey respondents (66.4 %) said that the taxation rate imposed by YCDC is fair. Just under 10% of respondents said that it was "not fair." This data leads us to conclude that the majority of respondents were satisfied with YCDC's taxation rates.

Fig. 3.4 Tax fairness and type of job held



Most respondents agreed that YCDC taxes are levied at a reasonable and affordable rate. When these responses were broken down by type of job, these answers did not change.

FIG 3.5 Are the taxes, fees, and charges you pay reasonable for your income?



According to this table, most of the respondents with higher incomes said that the tax rates were affordable and that their opinion of taxes was quite positive. In other words, they would not be likely to object to tax reform in the future if YCDC could provide better services for them.

Analysis of the Findings

In this public opinion survey, we found that 70% of the respondents were not particularly interested in taxation. At the same time, most of the respondents surveyed (over 60%) said they did not mind paying all of the current taxes because the current rates are affordable. Hence, the survey demonstrated that residents are quite satisfied with the current rate of taxation, and if better services are provided, the residents are willing to pay more.

Through these results, the YCDC can increase the tax rate to provide better services to all of the townships under their administration, since YCDC still could not cover all the townships in Yangon. These results can provide a partial foundation for tax reform in the future.

Promoting the Accountability of YCDC

What does accountability mean in the case of YCDC taxation? As mentioned earlier, in terms of financial power, YCDC is regarded as the most decentralized institution compared to other local governments in States and Regions in Myanmar. Thus, the YCDC is accountable for its autonomy and at the same time, its

responsibility for taxation. Annually, YCDC publishes a public financial report of how much money it received from taxation and its expenditures. However, there is no clarification on which amount of money are spent on which social services as there are many social services which are delivered. Hence, there is no transparency in terms of how the budget is actually spent.

Moreover, there is corruption in the institutions as the amount of money shown in this report as having been spent is not truly reflected in the implementation. According to some officials who did not want their names to be mentioned, there is still internal corruption which has held on from previous governments. This is why the YCDC financial report does not provide a truly transparent account of its expenditures.

In order to increase YCDC's accountability, we have to figure out the challenges and opportunities at the same time. The biggest challenge seems to be that the residents don't know which tax is spent for which social service, which could lead to increased corruption. Unless corruption is reduced, there will never be better social services no matter how much revenue the YCDC receives.

Last but not least, YCDC needs to improve their public communication channels to increase the amount of tax knowledge among younger age groups. At the same time, the public should know how YCDC spends their money. One of the more troubling results of the survey was the finding that most taxpayers do not know about conditional reimbursement or their right to ask for certain tax reductions or exemptions. Without this knowledge, they are much more likely to pay a higher amount of tax, resulting in an increase of regional revenue. Lastly, resident perspectives on the current tax rates were quite positive, and hence the YCDC's tax base should be broadly managed for the growth of revenue and improved economic situation in the Yangon region. ■

Public Opinion Survey on Water Distribution System of YCDC

Sandhi Governance Institute

Introduction

Yangon, located in the middle of lower Myanmar, has a population of more than 7.3 million people according to the 2014 census. The Yangon City Development Committee (YCDC), which has existed as a municipal committee since colonial times, covers 33 out of the 45 townships of Yangon. As the population density in Yangon increases, so does the demand for water, which means that providing a sufficient water supply is a major challenge for Yangon. Population growth and economic development can also be directly affected by the water demand.

YCDC supplies the city with water from Gyobu, Phyugyi, Hlawga, Ngamoeyek (First Phase), Ngamoeyek (Second Phase) reservoirs and operates 442 tube wells. YCDC provides 27 MGD of water from Gyobu, 54 MGD from Phyugyi, 14 MGD from Hlawga, 45 MGD from Ngamoeyek (First Phase), 45 MGD from Ngamoeyek (Second Phase) and 20 MGD from the YCDC-owned tube well daily in Yangon¹³, but people still lack water. YCDC supplies enough water for just 38% of the households in Yangon¹⁴. It seems that although YCDC distributes water to cover all 33 townships, most wards do not receive water access from YCDC because of various reasons. This study will give an overview of the current situation of water usage; examine the water supply system of YCDC; provide suggestions to YCDC for the implementation of an improved public water supply system; and help in understanding public opinion and the level of satisfaction that residents have with the YCDC water distribution system in Yangon.

Our survey was divided to cover both households which are using water from YCDC and those which are not using water from YCDC. The survey was conducted on 485 households located in 16 townships among the 46 townships under the YCDC by using the probability proportional to size sampling (PPS) method. Of the households surveyed, 212 receive water from YCDC and 270 households do not. There

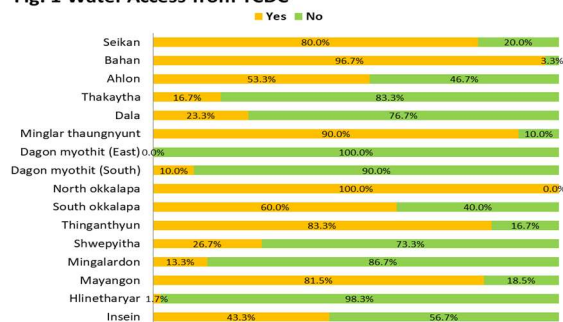
¹³ YCDC Website <https://www.ycdc.gov.mm>

¹⁴ Access to Clean and Safe Water in Yangon by Another Development (August 2018, Research Report)

were three missing values when we analyzed the data. The results were analyzed separately by distinguishing the households which are reached from those which are not reached by the YCDC water supply.

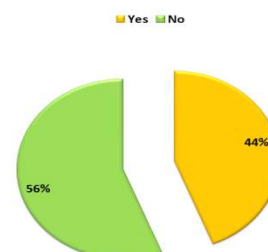
Accessibility and Quality of Water Service

Fig. 1 Water Access from YCDC



Source MDRN Survey Data, 2019

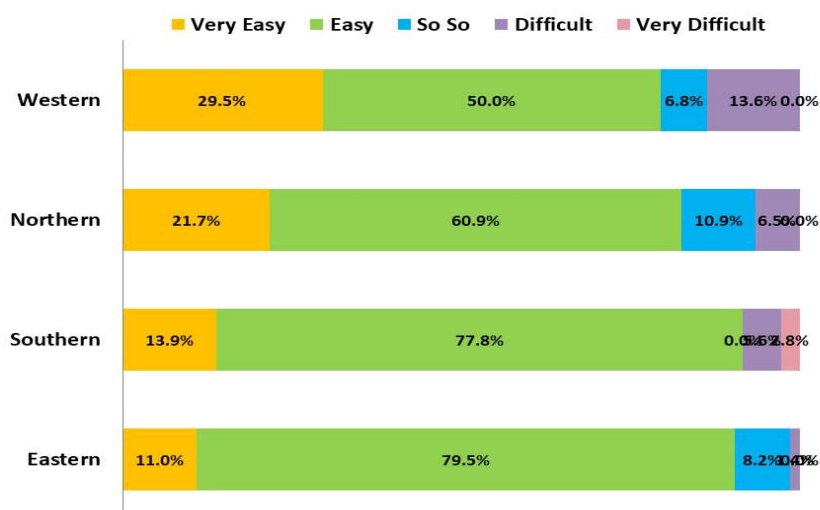
Fig. 2 Water Access from YCDC



Source MDRN Survey Data, 2019

The survey results were based on questions asked with relation to four main categories: accessibility and the quality of water service, cost and payment of services, evaluation of and satisfaction with YCDC services, and policy implications. The respondents were divided into two groups: those who receive water from YCDC and those who do not. The results showed that 56% of respondents are using water from YCDC to meet their daily needs while 44% of respondents obtain water from other sources.

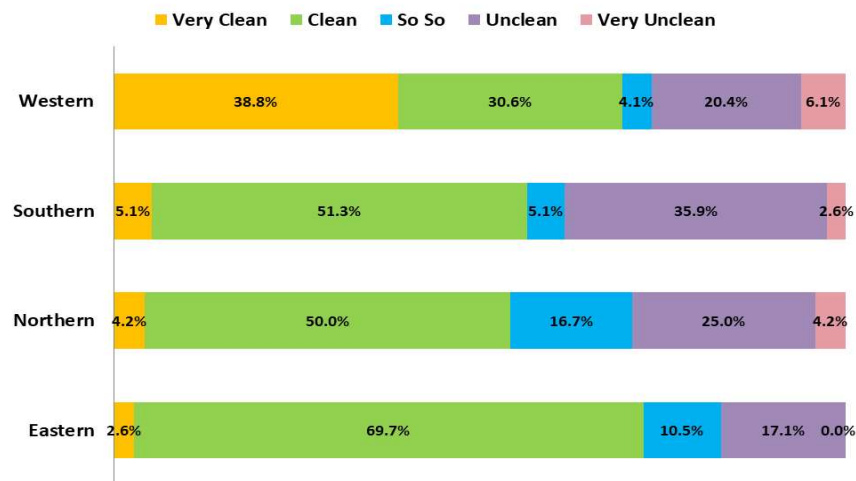
Fig. 3 How easy is it to install the water meter from YCDC?



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

Over 90% of respondents in the eastern, southern and northern districts of Yangon said that the water meters from YCDC are easy or very easy to install. In the western district, there was a lower positive response rate, with 80% of respondents stating that the water meters are easy to install. Around 13% of respondents in the western district said that the water meters from YCDC are not easy to install.

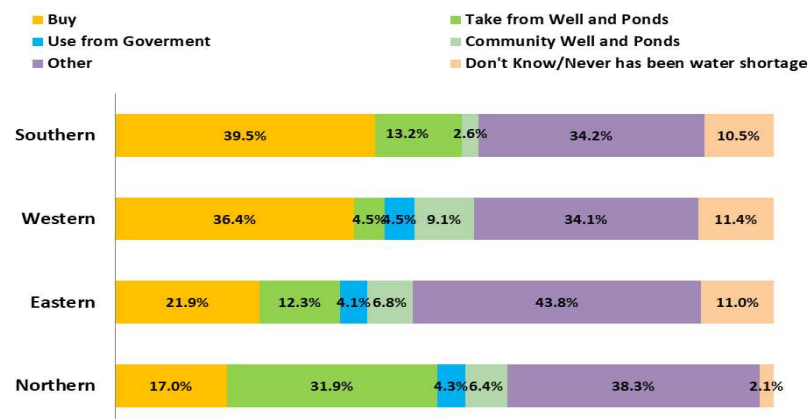
Fig. 4 How clean do you think the water is from YCDC?



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

Almost 70% of all respondents in the four districts of Yangon believed that the water from YCDC is clean. Least satisfied were respondents in the southern district, where 35% of respondents thought that the water from YCDC is not clean.

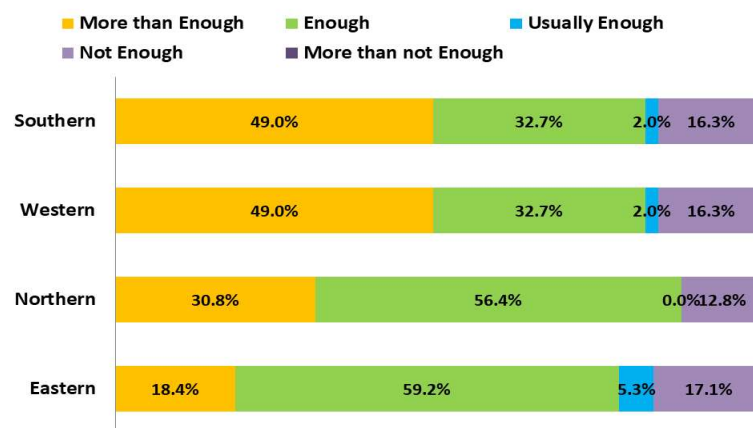
Fig. 5 If there is a water shortage in the supply from YCDC, how do you get water in your home?



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

During water shortages, 39% of respondents in the southern district and 36.4% of respondents in western district said that they purchase water from private businesses. About 32% of respondents in the northern district said that they take water from wells and ponds in their community. In every district, more than 34% of respondents answered that they get water from "other sources." They mentioned that if a water shortage is announced in the media they will store enough water to last them through the shortage.

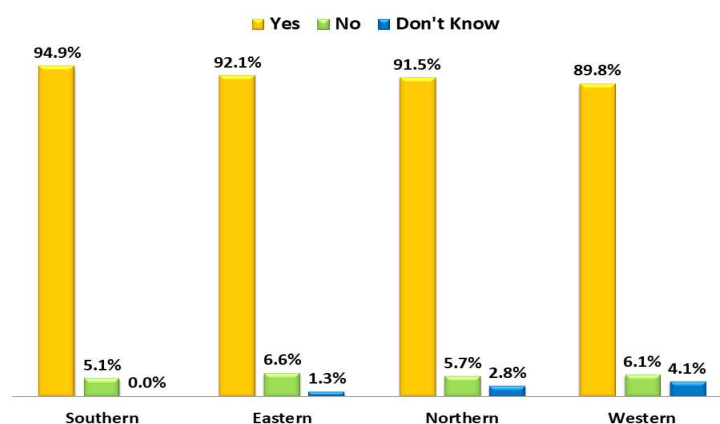
Fig. 6 Is the water from YCDC sufficient to use in your home?



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

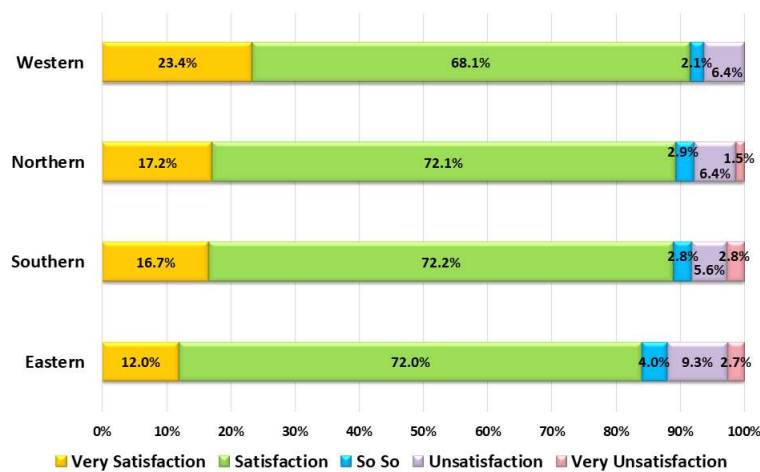
More than 70% of the respondents who used the water from YCDC in the four districts of Yangon reported that the water from YCDC is sufficient for their home use. In every district, between 17% and 13% of respondents said that the amount of water provided was not sufficient for their home use.

Fig. 7 Do YCDC collect the water charges regularly?



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

Fig. 8 Are you satisfied with the water access provided by YCDC and the rates charged?

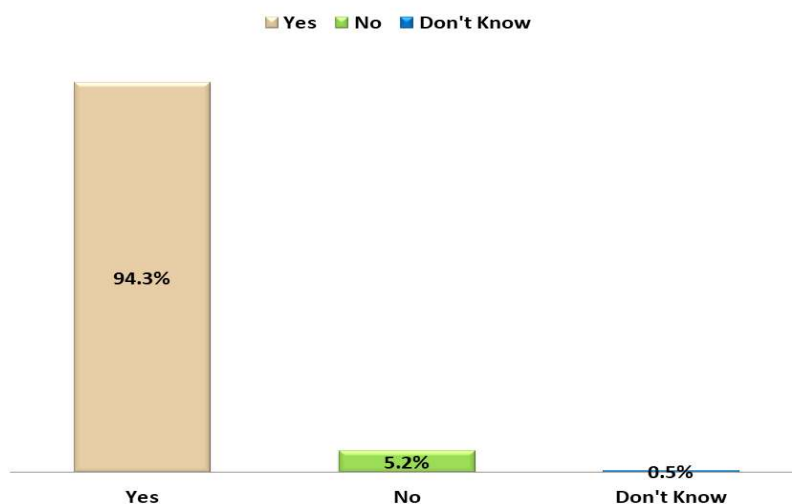


Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

When asked about the collection of water charges, almost 90% of respondents said that YCDC collected water charges regularly, and that they were satisfied with the water access provided by YCDC as well as the rates that were charged for the water.

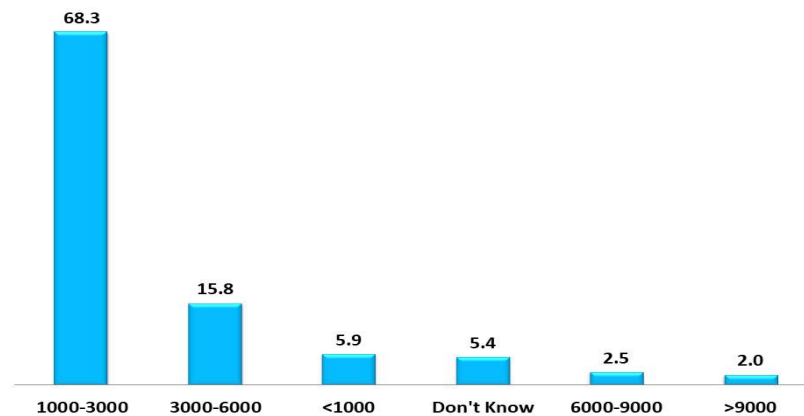
Cost and Payment of Service

Fig. 9 Do you pay the water charges to YCDC?



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

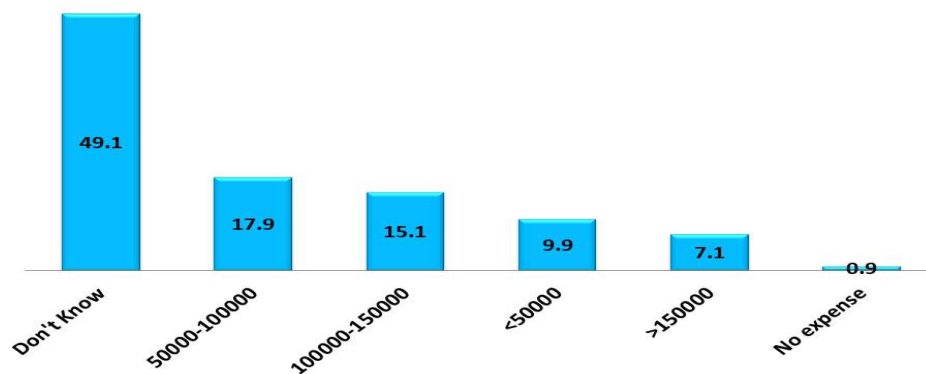
**Fig. 10 How much do you pay the water charges in monthly?
(Unit: MMK)**



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

Almost all respondents paid water charges to the YCDC. Sixty-eight percent of respondents had monthly costs of between 1000 and 3000 kyat. Fifteen percent of respondents paid between 3000 and 6000 kyat. Only a minority of respondents paid more than that: 2.5% respondents paid between 6000 and 9000 kyat for monthly water charges and just 2% paid more than 9000 kyat.

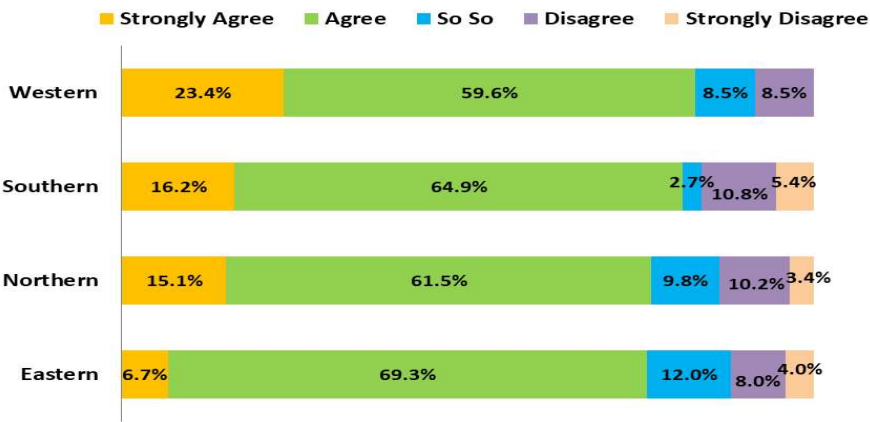
Fig. 11 How much does is cost the water meter installation fees from YCDC? (Unit: MMK)



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

When asked about the cost of water meter installation, half of respondents stated that they didn't know how much it costs to have a YCDC water meter installed. Of those that did know, 18% of respondents said that they had to pay between 50,000 and 100,000 kyat for water meter installation. Fifteen percent of respondents answered that they paid between 100,000 kyat and 150,000 kyat, while 7% of respondents paid more than 150,000 kyat for water meter installation fees to YCDC.

Fig. 12 Are you willing to pay more for water if YCDC can guarantee provision of a sufficient amount of clean water?

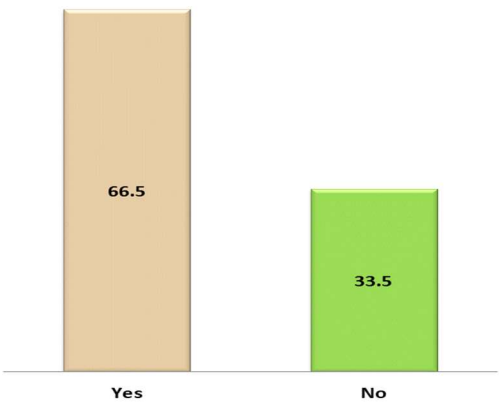


Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

Generally, respondents were receptive to the idea of paying more in water charges if YCDC would distribute a sufficient amount of clean water. Almost 80% of respondents who used the water from YCDC in the western and southern districts agreed that they would be willing to pay more for water if YCDC would distribute clean and sufficient water in their townships or wards, while 70% in the northern and eastern districts said that they would be willing to do so.

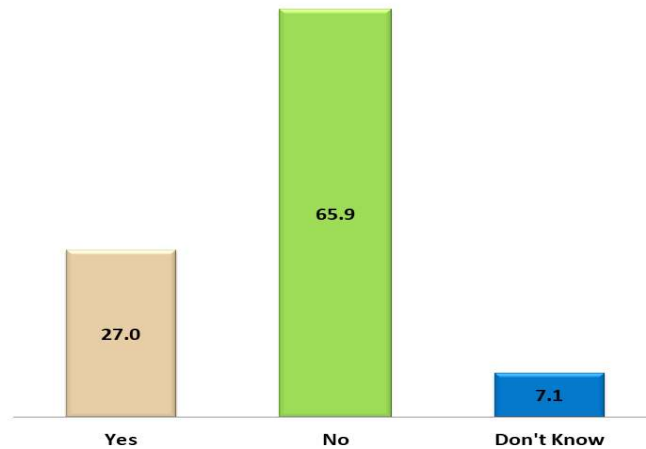
Evaluation of and Satisfaction with YCDC Services

Fig. 13 Does YCDC repair ruined water pipelines if people inform them of a problem?



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

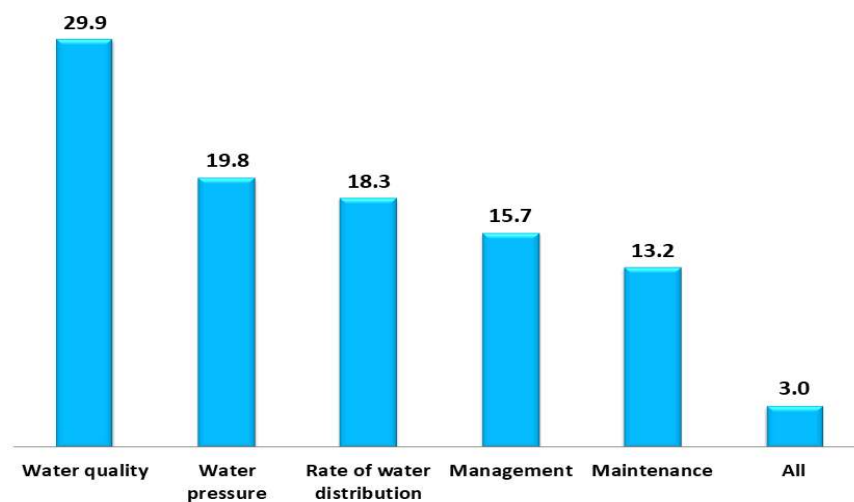
Fig. 14 Do you think YCDC performs regular water pipeline maintenance?"



Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

The survey results showed that although 66% of respondents said that YCDC repaired broken pipelines if people informed them of damage, 65% of respondents said that they did not perform any regular water pipeline maintenance.

Fig. 15 What areas does YCDC need to improve in terms of water distribution?



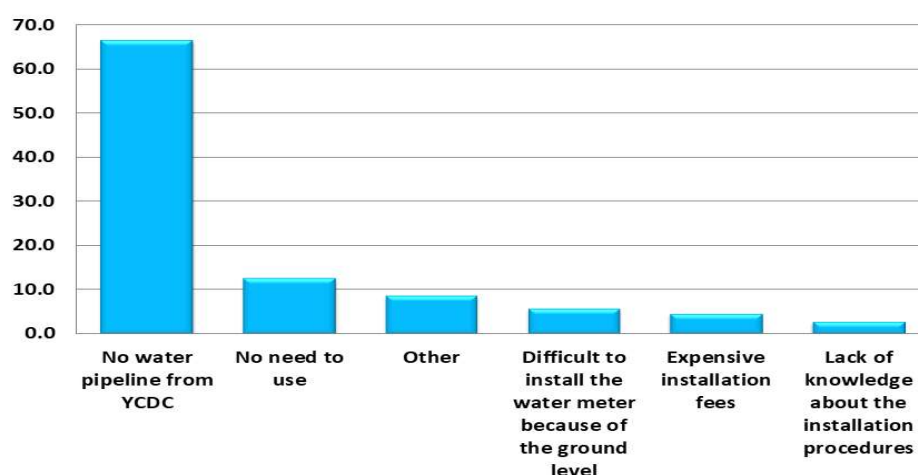
Source MDRN Survey Data, 2019 (485 respondents in total, 212 respondents in distribution area)

When asked how YCDC's water distribution could be improved, nearly 30% of respondents said that the water quality from YCDC should be improved. Nearly 20% of respondents said that YCDC should improve water pressure and the rate of water distribution. Over 15% of respondents wanted YCDC to improve overall

management, while 13% of respondents wanted YCDC to improve in terms of maintenance. A few respondents (3%) said that YCDC should improve their services in all aspects.

We also analyzed the data given by the 273 households which do not use the water provided by YCDC.

Fig. 16 If you have not used the water from YCDC, Why?



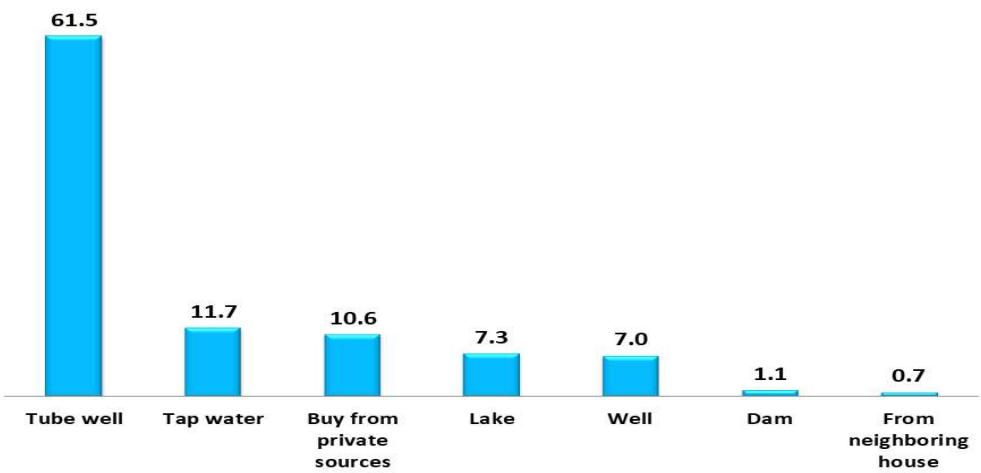
Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

No water pipeline from YCDC	66.3
No need to use	12.6
Other	8.5
Difficult to install the water meter because of the ground level	5.6
Expensive installation fees	4.4
Lack of knowledge about the installation procedures	2.6

Table 1: Reasons why respondents do not use water provided by YCDC

Among the respondents who did not use water from YCDC, 60% said that they did not do so because there was no water pipeline from YCDC in their ward. Thirteen percent of respondents stated that they do not need to use the water from YCDC because they use the water from their own tube well; 5% of respondents stated that it is difficult to install the water meter because of the ground level, and 4% responded that the installation fees are too expensive. Two percent did not know what the installation procedures were to get water from YCDC.

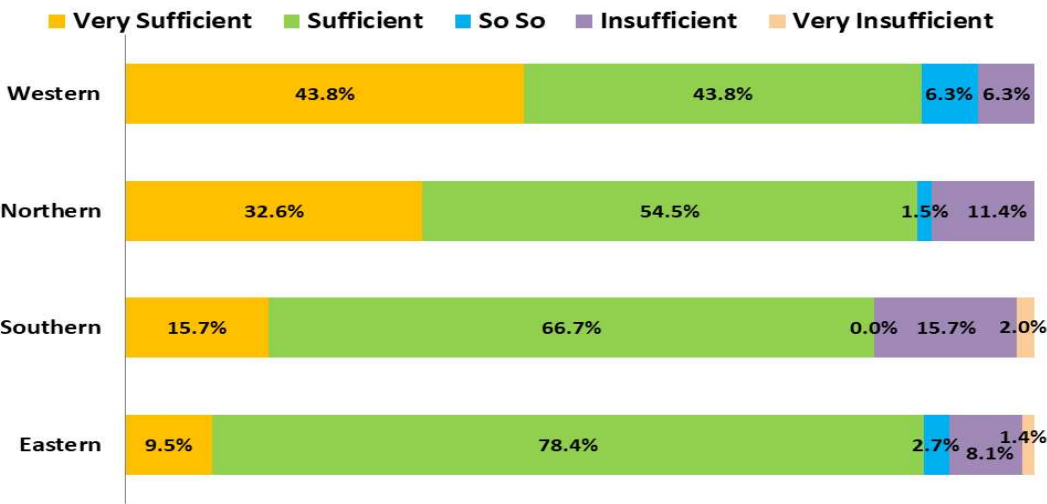
Fig. 17 If you have not used the water from YCDC, you get it from...



Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

Among the respondents who did not use water from YCDC, more than 61% of respondents explained that they used the water from tube wells. Almost 10% of respondents said that they use tap water and another 10% of respondents said that they buy from private water distributors. Fourteen percent of respondents said that they got their water from either lakes or wells, while 1% of respondents collected their water from dams.

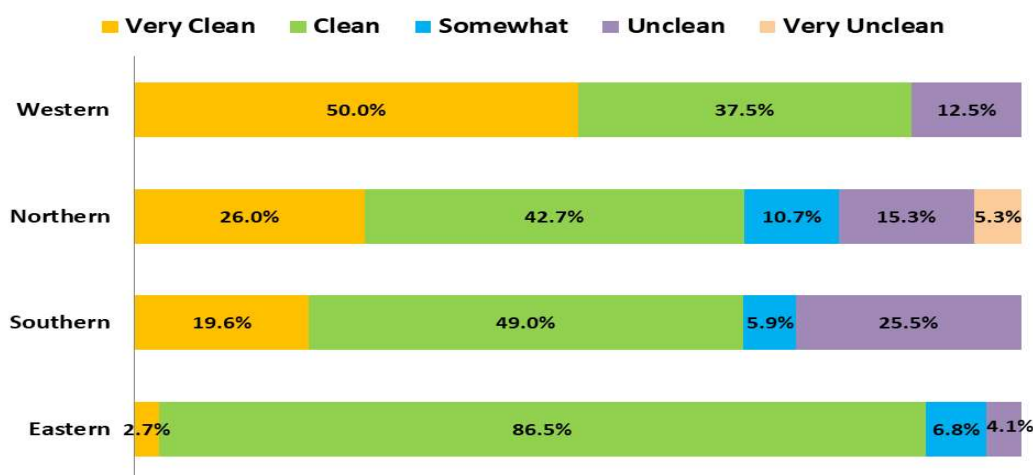
Fig. 18 If you have not used the water from YCDC, is the water you use in current sufficient?



Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

More than 80% of the respondents that did not use water from YCDC stated that the water they are currently using is sufficient or more than sufficient. In the northern and southern districts, more than 10% of respondents said that the water they were currently using is insufficient for their daily needs.

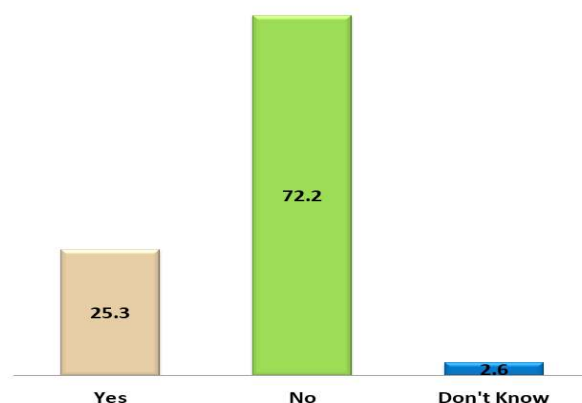
Fig. 19 If you haven't used the water provided by YCDC, do you think that your current water supply is clean?"



Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

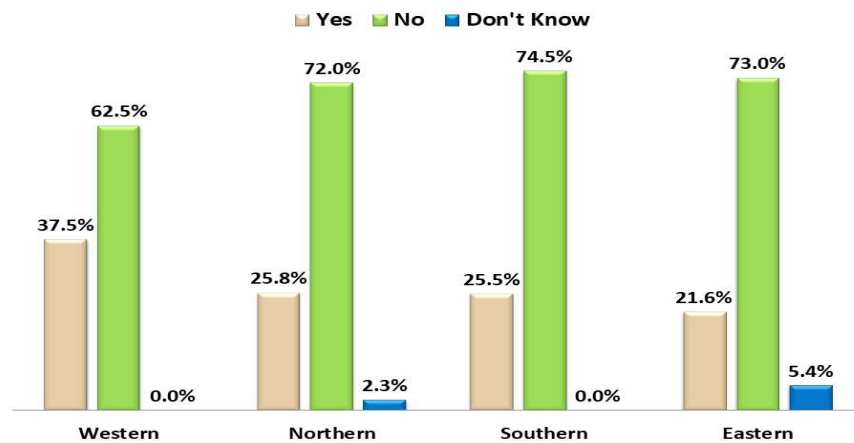
More than 80% of respondents in the eastern and western districts and more than 60% of respondents in the northern and southern districts thought that the water they currently use is clean. However, more than 20% of respondents in the northern and southern districts believed that their water supply was unclean.

Fig. 20 Does YCDC supply water to your township or ward?



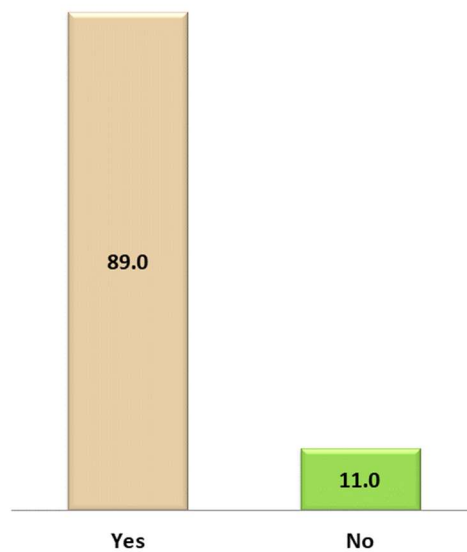
Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

Fig. 21 Does YCDC supply water to your township or ward?"



Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

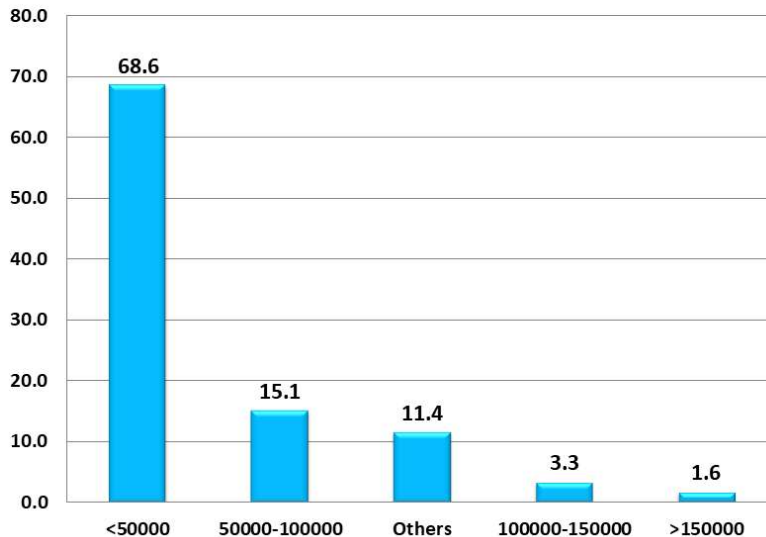
Fig. 22 Do you think it would be better if YCDC supplied water to your township or ward?



Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

When asked if YCDC supplied water to their township or ward, more than 72% of respondents answered that YCDC did not supply any water to their wards. Only 25% of respondents indicated that YCDC supplied water to their wards. An overwhelming majority (90%) of respondents believed that if YCDC were to supply water to their townships or wards, it would better meet their daily water needs.

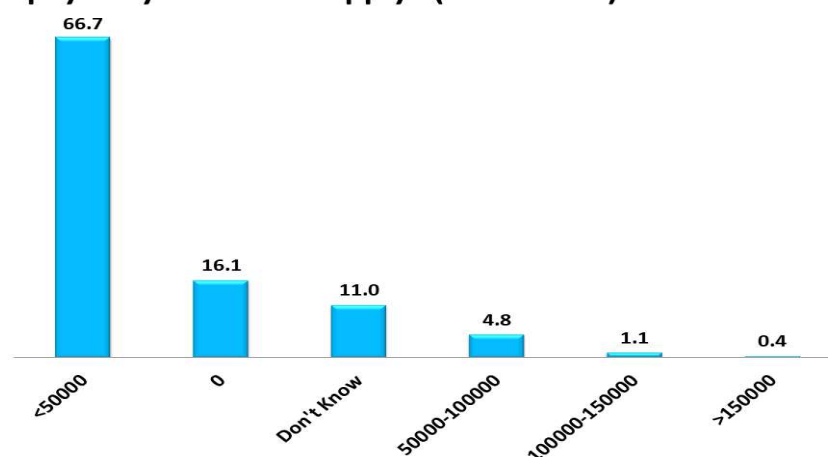
Fig. 23 If YCDC were to supply water to your township or ward, how much could you afford to pay to install a water meter? (Unit: MMK)



Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

When respondents were asked how much they could afford to pay for YCDC water meter installation, almost 70% of respondents said that they would be able to pay less than 50,000 kyat for water meter installation. Only 15% of respondents said that they could afford to pay between kyat 50,000 kyat and 100,000 kyat for water meter installation. Few respondents could afford to pay more to install a water meter.

Fig. 24 If you do not receive water from YCDC, how much do you pay for your water supply? (Unit: MMK)



Source MDRN Survey Data, 2019 (485 respondents in total, 273 respondents in non-distribution area)

When respondents who did not receive water from YCDC were asked how much they paid for their water, more than 66.7% said that they spent more than 5,000 kyat on water per month. Sixteen percent of respondents said they did not pay any fees, and 11% of respondents answered that they don't know how much they pay for water. Just 5% of respondents spent between 50,000 and 100,000 kyat per month.

Conclusions and Policy Implications

Water distribution is essential for the people who live in Yangon. Currently, more than half of the respondents of our survey do not use the water services provided by YCDC, but there are variations among districts. The respondents who use the water from YCDC said that it is easy to install a water meter, but most respondents who do not use water from YCDC said that there were no water pipelines from YCDC in their wards, and indicated that they could afford the water meter installation fees.

Although water installation was not perceived as difficult by the respondents who do use the water from YCDC, many did not know how much they paid in water meter installation fees. They said that they were willing to pay more for water if they could get a clean and sufficient supply from YCDC.

Moreover, although YCDC performs repairs of water pipelines if they are notified of a problem, most respondents thought that YCDC did not perform regular maintenance on its water pipelines. Most respondents thought that water quality should be improved.

To be more effective and to improve access to its water distribution services, YCDC should develop better strategies and planning for public services. Therefore, based on the findings of this survey, the strategies that should be implemented are:

- Extension of water pipelines to the outskirts of city areas
- Provision of clean water at a fair price
- Full collection of water charges
- Improve maintenance of the water distribution system infrastructure
- Improve the management of the water distribution system

Moreover, YCDC should develop strategies that can enable it to meet the public service needs of residents, and should prioritize the needs of the public. ■

Appendix

Overview of Methodologies	
Sampling	four-step probability sampling
Sample size	485 adults, aged 18 years and old in Yangon
Method	Face-to-Face
Survey period	2019.4~
Margin of error	±4.45 percent at the 95% confidence level
Survey organization	Myanmar Democracy Research Network
Advisor for methodologies	Hankook Research Company, South Korea

Layers	Method
Township (16 townships were selected among 46 townships)	Probability Proportional to Size Sampling (PPS)
Ward (83 wards were selected among 733)	Probability Proportional to Size Sampling (PPS)
House (about 6 houses per ward)	Systematic Random Sampling (Interval 10 houses)
Respondents	Kish Grid

Abbreviations

YCDC	Yangon City Development Committee
MGD	Million Gallons/Day
MDRN	Myanmar Democracy Research Network
PPS	Probability Proportional to Size Sampling

The Perceptions of Yangon City Residents of Streets and Streets Lights

Yone Kyi Yar

Introduction

Rapid urbanization is a big challenge for Myanmar, and the government, Parliament, and municipal organizations are working hard to plan systematic and sustainable urban development. The respective authorities and policy makers prescribe rules and procedures for urban planning and implementation, which shape the urban life of residents in both the short and long term. However, in Myanmar, authorities have in the past disregarded participation of residents and their opinions in urban planning processes and on other issues due to the authoritarian nature of the prior regime. Under the current democratic regime, government officials have begun to assess and emphasize public opinions and perspectives in the policy process. In democratic systems, public opinions and experiences comprise a vital part of policy making and the policy implementation process. The perspectives of residents in a particular area reflect the real situation on the ground of that place, and so citizen perspectives and experiences of their urban lives, which are a key aspect in managing urban planning and urban development, should always be explored and recorded.

Democratic governments are also accountable to their citizens for the policies they implement and how they implement them. Governments should reflect the priorities and needs of their citizens (International Budget Partnership, 2012). The Yangon City Development Committee (YCDC) provides urban services within its city limits. Those urban services should be aligned with citizen needs. In the 2017 and 2018 City Life surveys, residents remarked that Yangon is headed in the right direction with continuous infrastructure and road development. Residents also prioritize budget allocation to the improvement of road conditions (The Asia Foundation, 2017 and 2018). Streets are one of the key aspects of the development indices of a city or a town.

At the same time, streets are public spaces and should be for everyone to assess. Particularly in Yangon, which has a high volume of traffic congestion, streets are loaded with cars, yet ordinary people who walk along the streets should have good access to them as well. Citizens should be able to enjoy a pleasant atmosphere when walking along or using the streets. In addition to the streets, the public is concerned with

other related infrastructure. Streets and related infrastructure are essential components that every urban authority should emphasize.

The main focuses of this study are as follows:

1. To explore the perception of residents of streets and street lights in Yangon City.
2. To provide evidence to YCDC for better urban planning through the perceptions of Yangon City residents.

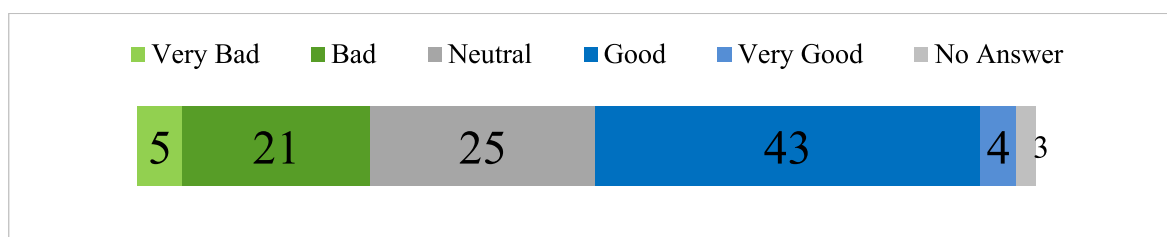
Yone Kyi Yar worked as part of the Myanmar Democracy Research Network (MDRN) in conducting the survey “Citizen Perceptions of Yangon City’s Public Services” in April 2019, and the results from this survey are presented in this report. The MDRN survey was conducted using four-step probability sampling. With a 95% confidence level and a margin of error of (+/-) 4.45, the data was collected from 485 adults (aged 18 years and older) in Yangon via face-to-face interviews.

Key Findings

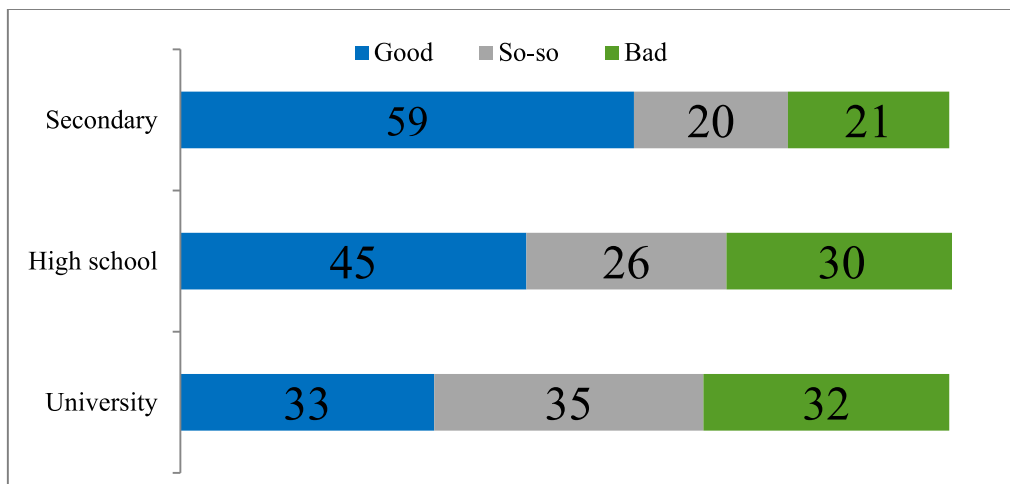
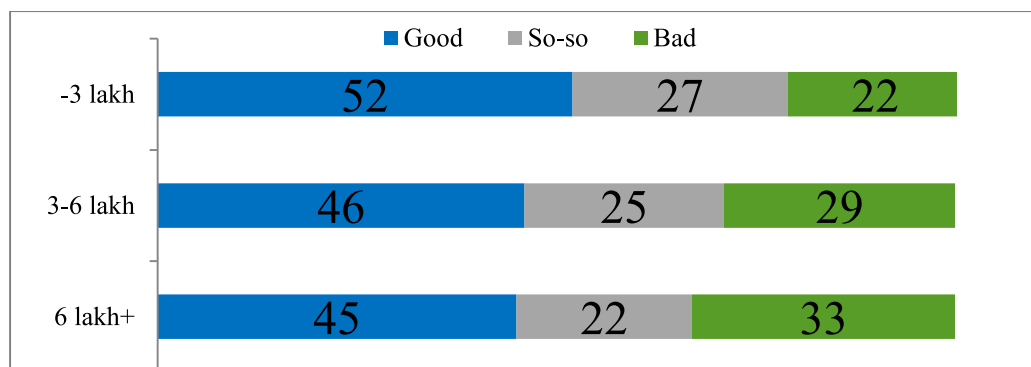
Overall Rating

This section presents the overall public opinion rating of YCDC’s street and street light administration in the city. It was found that overall public opinion ratings of street and street light administration were low. Forty-three percent of respondents rated YCDC street administration as good, and 4% of respondents rated it as very good. A total of 47% of Yangon residents generally gave a positive rating to YCDC’s street and street light administration. On the other hand, 26% of respondents rated street and street light administration as bad and 25% of respondents gave a neutral response.

Fig. 1 How would you rate the administration of street and street lights by YCDC?



The ratings of street and street light administration were analyzed according to the characteristics of the respondents. It was found that a higher level of education corresponded to a lower overall rating. Further, individuals who had a higher income level were more likely to give a negative overall rating of street and street light administration. However, there was no significant difference found among the four major districts surveyed when the data was cross-tabulated with districts and overall ratings.

Fig. 2 Overall ratings of street and street light administration (by education)**Fig. 3 Overall ratings of street and street light administration****Fig. 4 Overall ratings of street and street light administration (by district)**

Perceptions of Street Cleanliness and Quality

This section presents the perception of Yangon residents on street cleanliness— their perceptions of YCDC street services, street cleanliness, and street quality. In general, it was found that the public opinion of street cleanliness was nearly evenly split between positive and negative. In response to the statement “Yangon City Development Committee (YCDC) cleans almost all the streets in the city every day,” 48% of the respondents gave a positive answer, while 42% of the respondents gave a negative response. Likewise, in response to “Almost all the streets in the city are clean (there is no rubbish or betel spit on the street),” the opinion of respondents was nearly identical to that of the previous statement. Citizen perceptions of street cleanliness were analyzed according to district. Although the significance level was not particularly distinct, those in the southern district had the most negative response to the statement “YCDC cleans almost all the streets in the city every day” compared to the other groups. Likewise, nearly half of southerners and northerners disagreed with the statement “Almost all the streets in the city are clean.”

Fig. 5 Overall ratings of street cleanliness

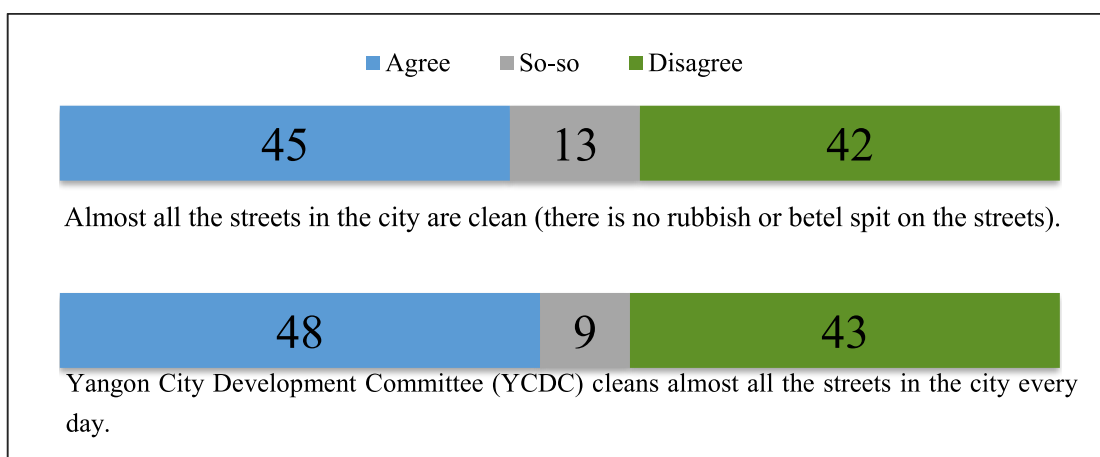


Fig. 6 YCDC cleans almost all the streets in the city every day (by district)

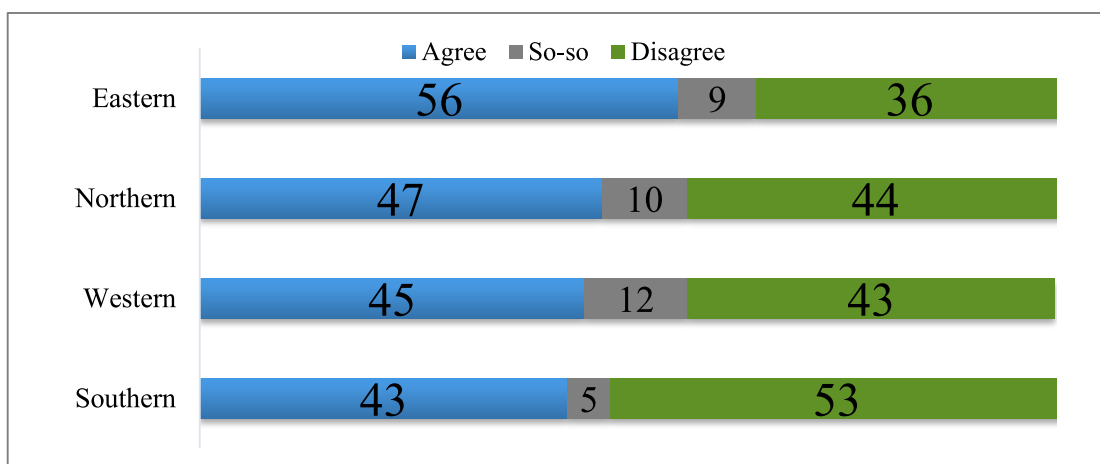
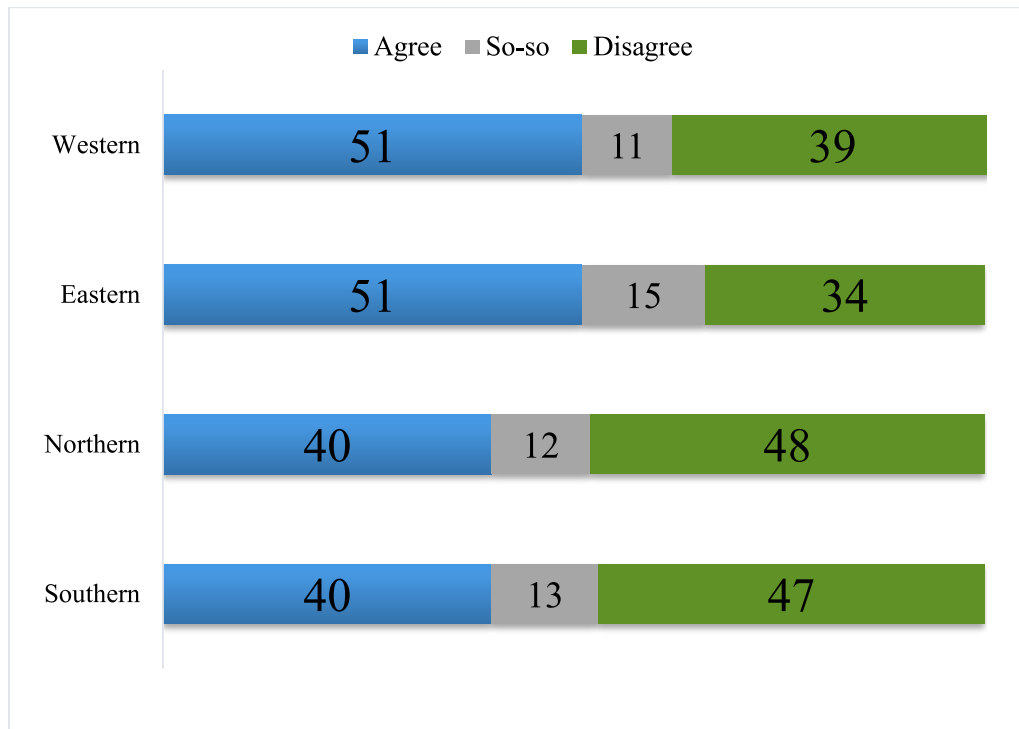
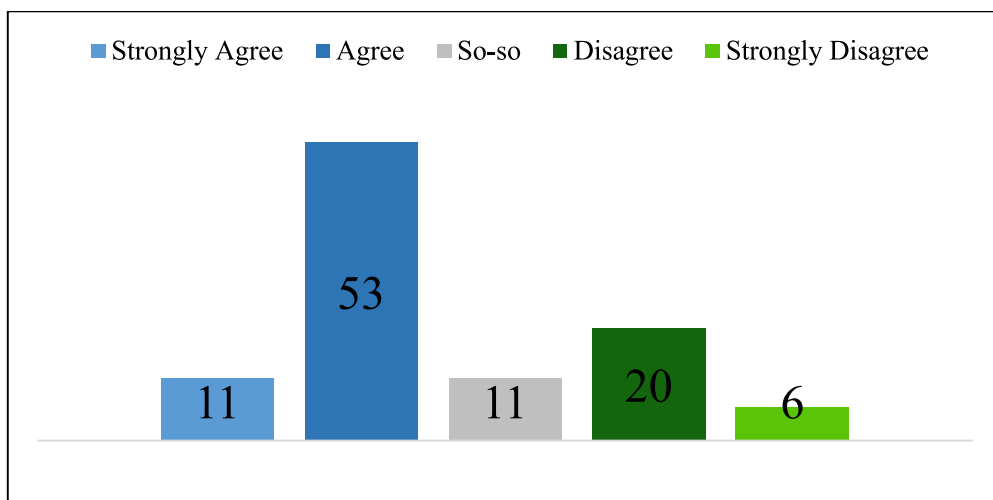


Fig. 7 Almost all the streets in the city are clean (by district)

In contrast to the divided opinions of street cleanliness, survey respondents generally had a positive consensus on street quality. When Yangon residents were asked how much they agree with the statement “The quality of most streets in the city is good (there are no rough places),” 53% of the respondents strongly agreed and 11% agreed. A total of 64% of the respondents said that they agreed with the statement that general street quality is good.

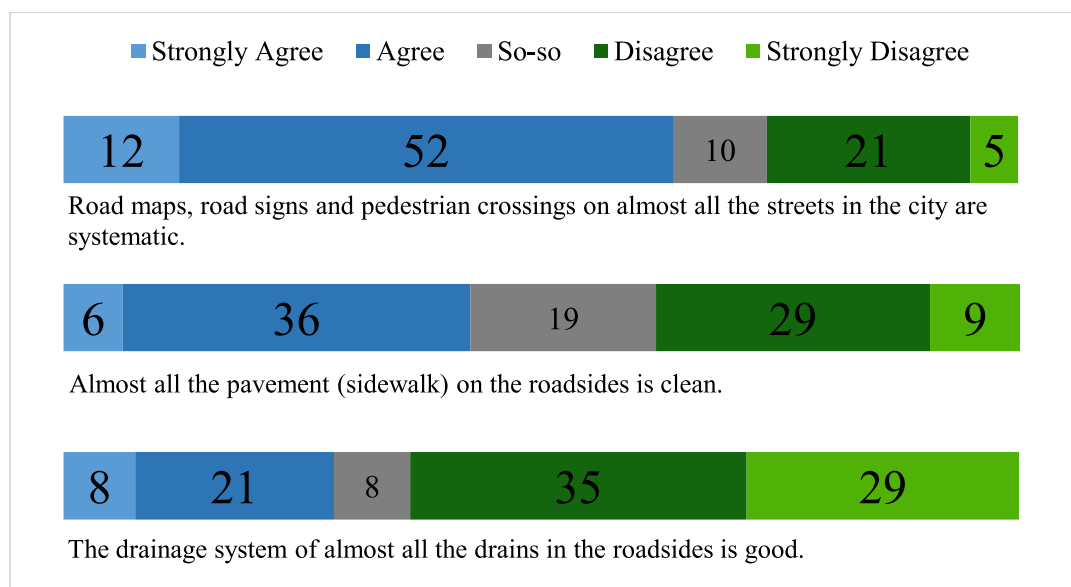
Fig. 8 The quality of most streets in the city is good (there are no rough places)

Perceptions of Street-related Infrastructure

This section presents public opinion of street-related infrastructure— the drainage system, sidewalks and road maps, signs, and pedestrian crossings. Flooding was the largest concern with regard to this type of infrastructure. People felt more positively about the cleanliness of the pavement with regard to drainage system. Furthermore, respondents were generally positive about road maps, road signs, and pedestrian crossings as compared to their opinions of the quality of other street-related infrastructure.

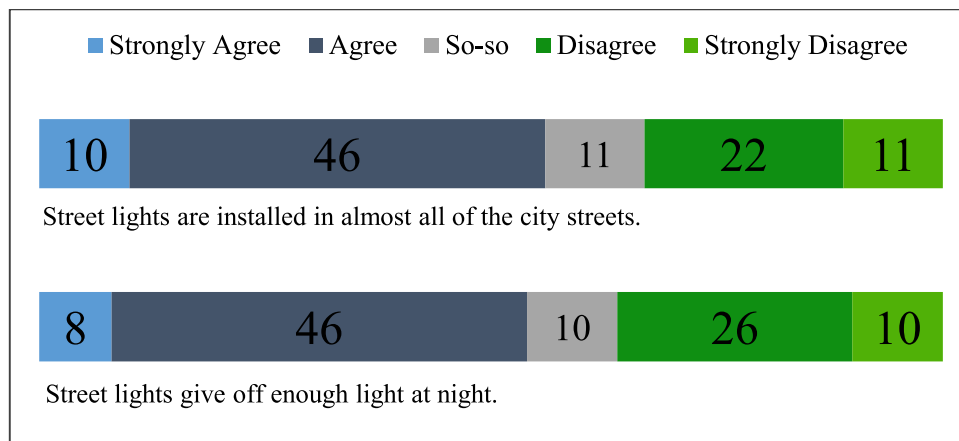
When respondents were asked to agree or disagree with the statement “The drainage system of almost all the drains in the roadsides is good,” a total of 35% of respondents strongly disagreed and 29% disagreed. Therefore, a total 64% indicated a negative opinion of roadside drainage systems. Similar to resident perceptions of street cleanliness, in response to the statement “Almost all the pavement (sidewalk) on the roadsides is clean,” public perception was balanced between positive and negative, with a slight skew towards positive. In addition, 64% of respondents reported that road maps, road signs, and pedestrian crossings on almost all the streets in the city were systematic.

Fig. 9 Public opinion of street-related infrastructure

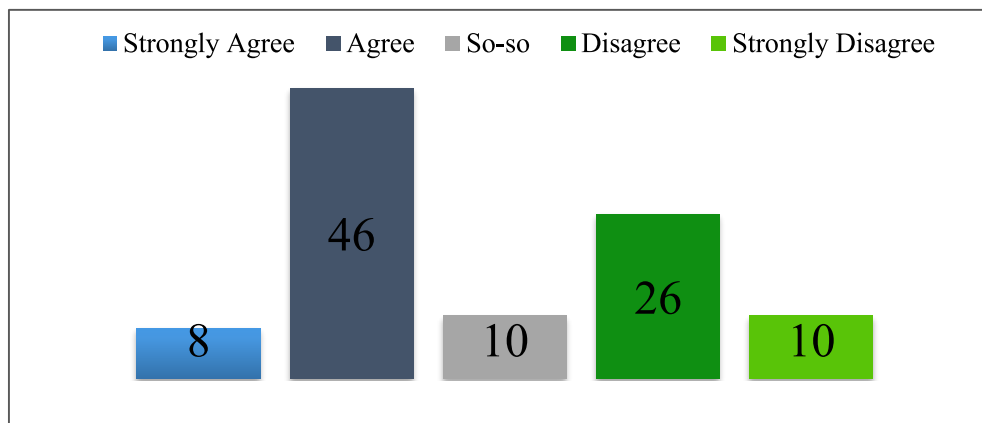


Perceptions of Street Lights

This section presents public opinion of YCDC street lights with regard to whether there is a sufficient number of street lights and whether they give off enough light. It was found that public opinion of street lights was generally positive. Fifty-six percent of respondents agreed that street lights are installed on almost all the city streets, and 54% also agreed that street lights give enough light at night. Over 30% of respondents reported that there are not enough street lights and stated that they do not give off a sufficient amount of light. One thing to be considered and analyzed is how different users experience street light services.

Fig. 10 Public opinion of street lights

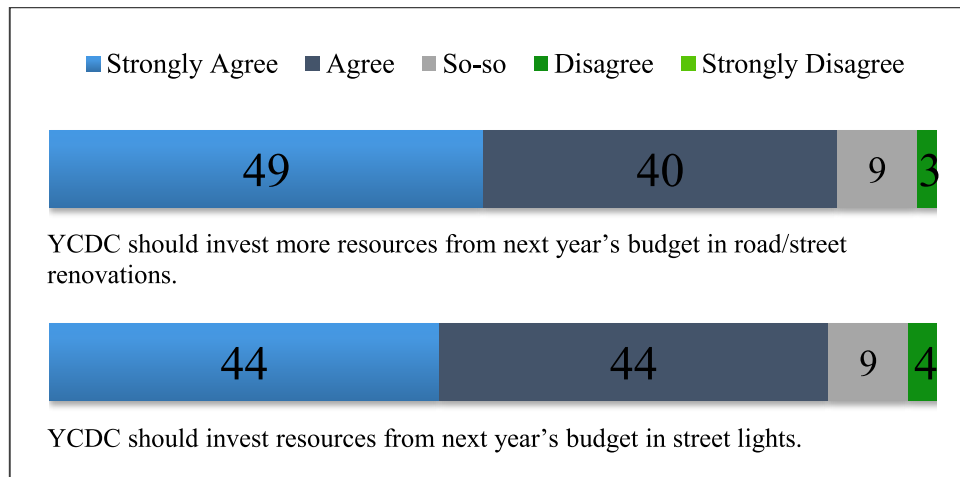
It was considered that the safety of the city at night is connected to street lights. Therefore, when the statement “I feel safe when walking alone at night” was proposed to the residents, there was mostly a positive response, with the exception of one-third of the respondents who reported that they do not feel safe when walking alone at night.

Fig. 11 I feel safe when walking alone at night

Perceptions of Taxes and Use of Revenues on Streets and Street Lights

This section presents public perceptions of the current taxation of streets and street lights and revenue distribution by YCDC, as well as the perception of residents on potential revenue mobilization. Public opinion was unanimous on the need for increased YCDC spending on street renovation and street lights in next year’s budget. Nearly 90% total respondents wanted to invest more resources in road/street renovations and street lights for next year’s budget.

Fig. 12 Public opinion of YCDC's resource allocation



However, it was found that respondents were not particularly willing to pay more taxes. The percentage of respondents who wanted to pay more taxes was less than half, and the non-response rate was significantly high for statements such as “I would pay more vehicle tax if a higher tax amount was required to prepare and build new roads” and “I would pay more street light tax (property tax) if a higher tax amount was required to get more street lighting.” Nearly one-third of total respondents did not answer when asked if they would pay more vehicle taxes, and 22% of respondents did not answer when asked if they would pay more street light taxes (property tax). Specifically, most low-income individuals responded “no answer” to this question. Higher-income individuals seemed to be willing to pay more taxes for roads and street renovations, but not for more street lights.

Fig. 13 Willingness of residents to pay more taxes for streets and street lights

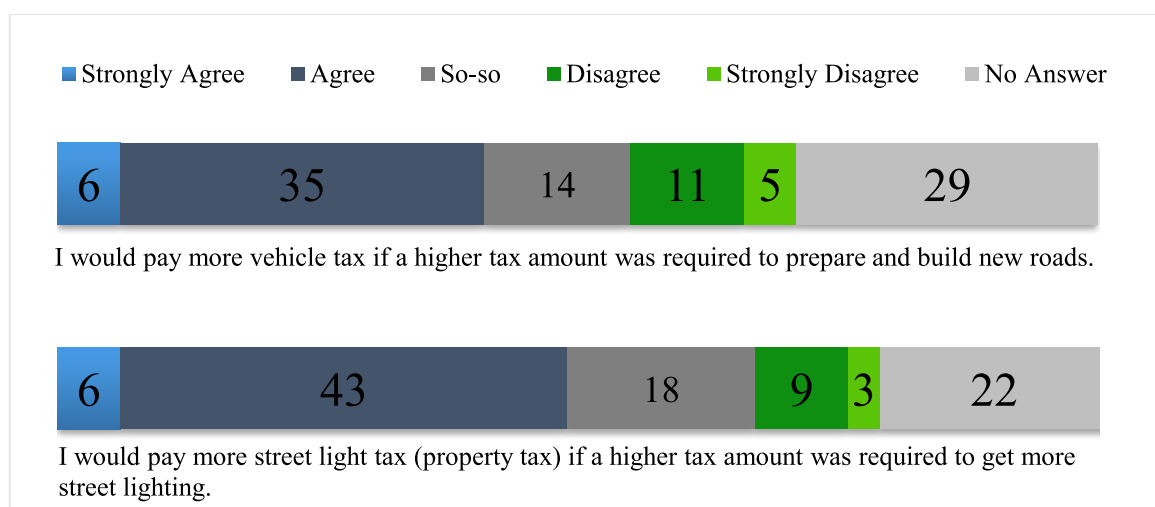
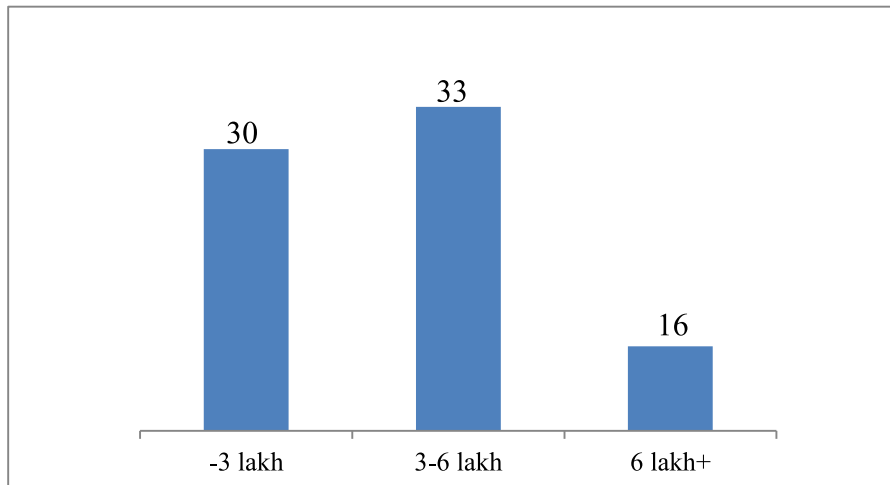
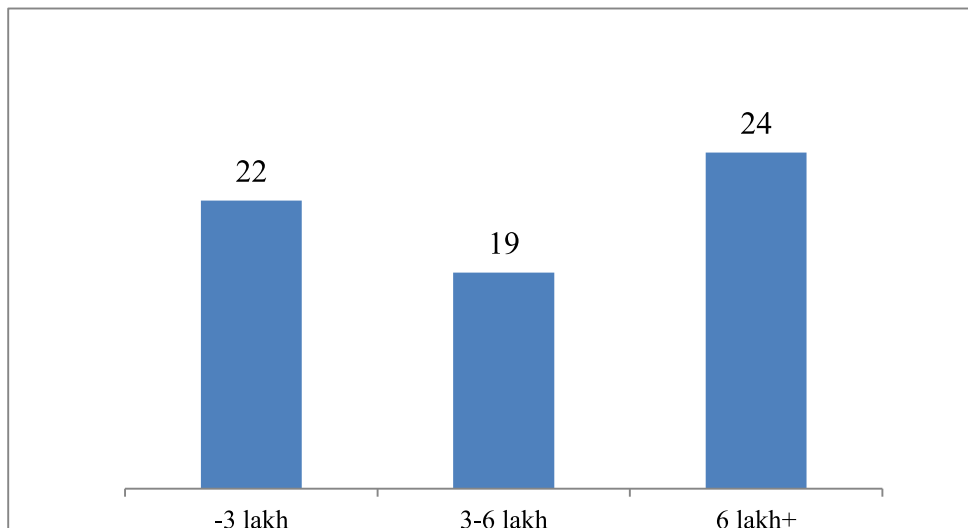


Fig. 14 Non-response rate for paying more vehicle taxes based on income level**Fig. 15 Non-response rate for paying more property taxes based on income level**

Discussion and Recommendations

This section presents some recommendations based on the public opinions collected from the survey. First, public opinion of the current status of street cleanliness was generally moderate. Although there is a general consensus that the quality of streets is good, people still see street flooding as a big problem. It was found that people want more revenue allocated to maintain and build new streets. However, there is not a great deal of willingness to pay more in taxes to generate such revenue.

Second, public opinion was generally positive regarding street lights. However, citizens felt unsafe with an insufficient number of street lights. People want more revenue to be used to install new street lights. Further, while citizens understand the need to pay more taxes if more revenue to install additional street

lights is required, their willingness to pay is not strong, similar to street taxes. Third, public opinion of the overall rating of the administration of streets and street lights is weak, and still fails to reach a positive majority.

To conclude, evidence of public perceptions acquired through scientific surveys should be considered in policy making for better urban planning. YCDC should be more aware of both the positive and negative perceptions of residents of the current status of streets and street lights. Furthermore, YCDC needs to target the specific issues brought up in the survey with better policy solutions, specifically increasing expenditures on streets and street lights. YCDC should also be aware that citizens are not sufficiently willing to pay taxes such that an additional tax would be a potentially uncontroversial avenue through which to mobilize revenues. ■

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Myanmar and Yangon Governance Assessment: Using Importance-Performance Analysis (IPA)

Hanwool Jeong (Hankook Research)
Younghyun Lee (East Asia Institute)

Introduction

The quality of public services not only affects the quality of citizen lives, but also trust in institutions. It is particularly urgent in less developed new democracies to develop human capital, establish public infrastructure, and enhance the quality of public services to increase the quality of life, and these have emerged as critical challenges when it comes to assessing local governance (Lim, 2010). In Myanmar, even before the transfer of power, the transfer of responsibility for providing public services and making effective improvements were seen as vital tasks (Myanmar Times 2014).

Using the survey results of the 2019 MDRN Survey, this paper assesses the trust in political institutions in Myanmar and how citizens perceive the importance and performance of 14 core duties/responsibilities¹⁵ that the Yangon City Development Committee (YCDC) has. This paper aims to review the correlation between the current assessments of YCDC policies and the level of trust in YCDC using Importance-Performance Analysis.

¹⁵ Duties and Responsibilities of YCDC

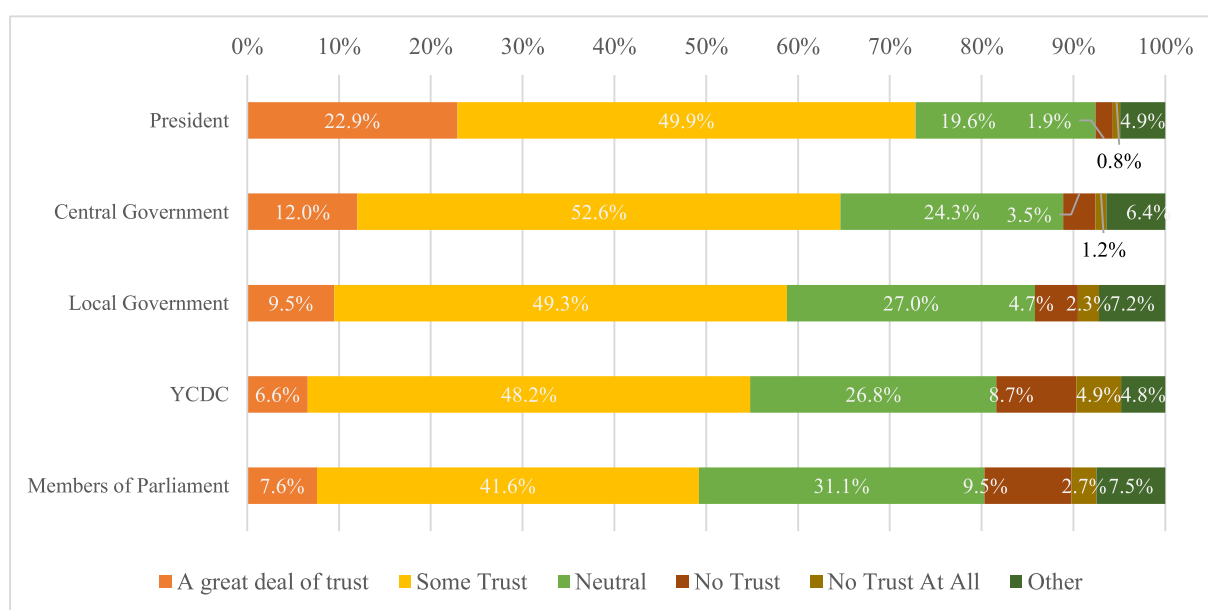
1. Drawing and implementing land policies, administration of lands, developing and enforcing planning controls, protection of heritage buildings, regulation of construction sites
2. Construction and maintenance of parks, gardens, playgrounds, and recreation centers
3. Promoting events and exhibitions to enhance the work of YCDC
4. Providing parking spaces for vehicles and reducing traffic congestion
5. Construction, maintenance, upgrading, and administration of markets
6. Regulation, control, and healthcare for animals and pets, including the inspection of meat and fishery markets and supervision of slaughter houses
7. Practice of environmental protection and waste management, including the collection and treatment of waste, management of landfills, and prevention of water and air pollution
8. Regulation and issuance of licenses for ferryboats and supervision of ferry businesses
9. Licensing and regulation of trading warehouses and pawn shops
10. Ensuring the safety of the citizens through the prevention of natural disasters and management of the fire services
11. Issuance of licenses regarding slow-moving vehicles such as tricycle rickshaws
12. Provision of water supply and sanitary systems
13. Supervision of cemeteries and incinerators, and overseeing the land use of cemetery compounds
14. Other beneficial municipal works, such as environmental services

Myanmar/Yangon Governance Assessment: Trust in Institutions

Highest Trust in President Win Myint but lowest trust in Parliament

The survey asked respondents to rate how much trust they had in governmental institutions: the president, the central government, local governments, the legislature, and YCDC. According to the survey, the citizens of Yangon had the greatest trust in their president with 72.8% (“great deal of trust” and “some trust”), followed by the national government (64.6%), local government (58.8%), and YCDC (54.8%). The institution that had the least credibility was Parliament, with less than half of the respondents indicating they had some or a great deal of trust (49.2%) in MPs.

Figure 1. Trust in Institutions in Myanmar



Regardless of sex, age, region, education, and income, about 70% of citizens of Yangon trust in the president [Appendix 1]. Trust in the central government was high overall as well. However, sex, age, region, education and income were found to impact the degree of trust that each citizen placed in YCDC. Specifically, YCDC had more support from citizens residing in the Eastern (66%) or Southern regions (54%), those with middle-level income (54%) or low income (58%), and those who had a relatively low level of education (64%). Citizens with higher levels of education and income placed less trust in the two institutions. Lower levels of trust in YCDC were particularly prevalent among citizens in their 40s (47%), those who lived in Western district (46%), those with high income (43%) and those with higher levels of education (42%) [Appendix 2]. It is noticeable that there was no particular difference between the sexes (male 53.3%, female 56.5%) on trust in YCDC. This trend was similar to the levels of trust expressed in local government [Appendix 3] and in members of parliament [Appendix 4]. People in their 50s and those who live in the Eastern district had a higher level of trust in the central government than other survey respondents. However, people with higher

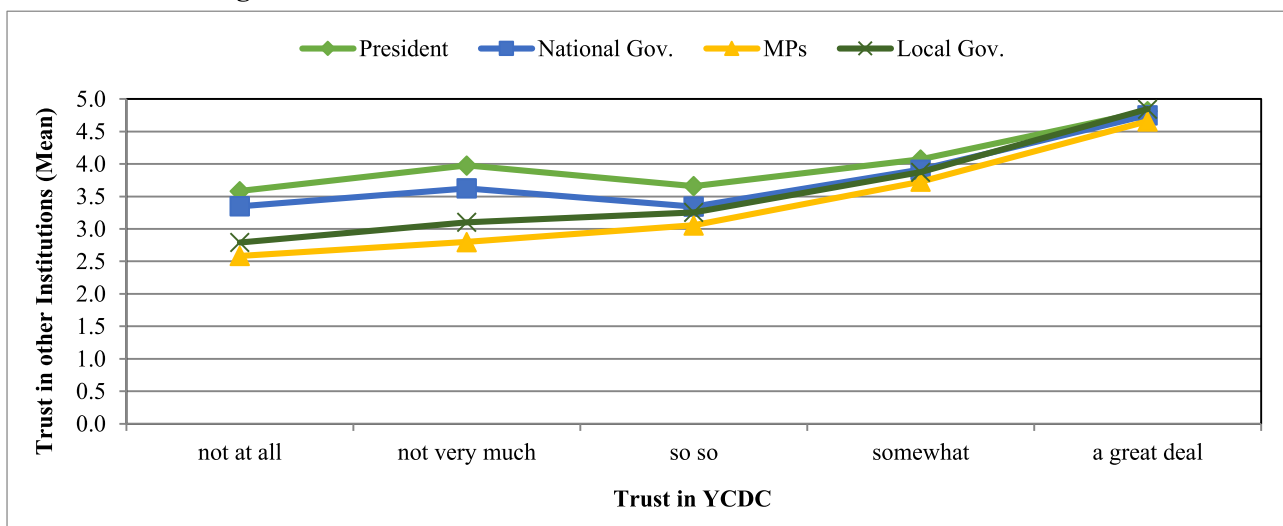
incomes expressed the lowest level of trust in the central government.

It may be a positive sign that people with lower levels of income and education have a higher degree of trust in YCDC than other citizens. Public services are a public resource, and these groups are more likely to need the services provided by YCDC than residents with higher incomes and more education. However, the degree of trust in YCDC in general is low when compared to the level of trust citizens appear to have in the central government. This area needs further study. In addition, it is noteworthy that trust in YCDC was much more polarized than trust in the president.

Positive Correlations between Trust in YCDC and Trust in other Major Institutions

As seen in the graph below, trust in YCDC is mutually influenced by trust in other institutions. The average of responses from the survey demonstrated that there exists a positive correlation between trust in YCDC and trust in other institutions. The survey asked respondents to give each institution a rating between 1 (do not trust at all) to 5 (trust a great deal). This graph also indicates that the trust of citizens in YCDC greatly influences their trust in the Parliament and the local governments.

Figure 2. Correlation between Trust in YCDC and Trust in other Institutions



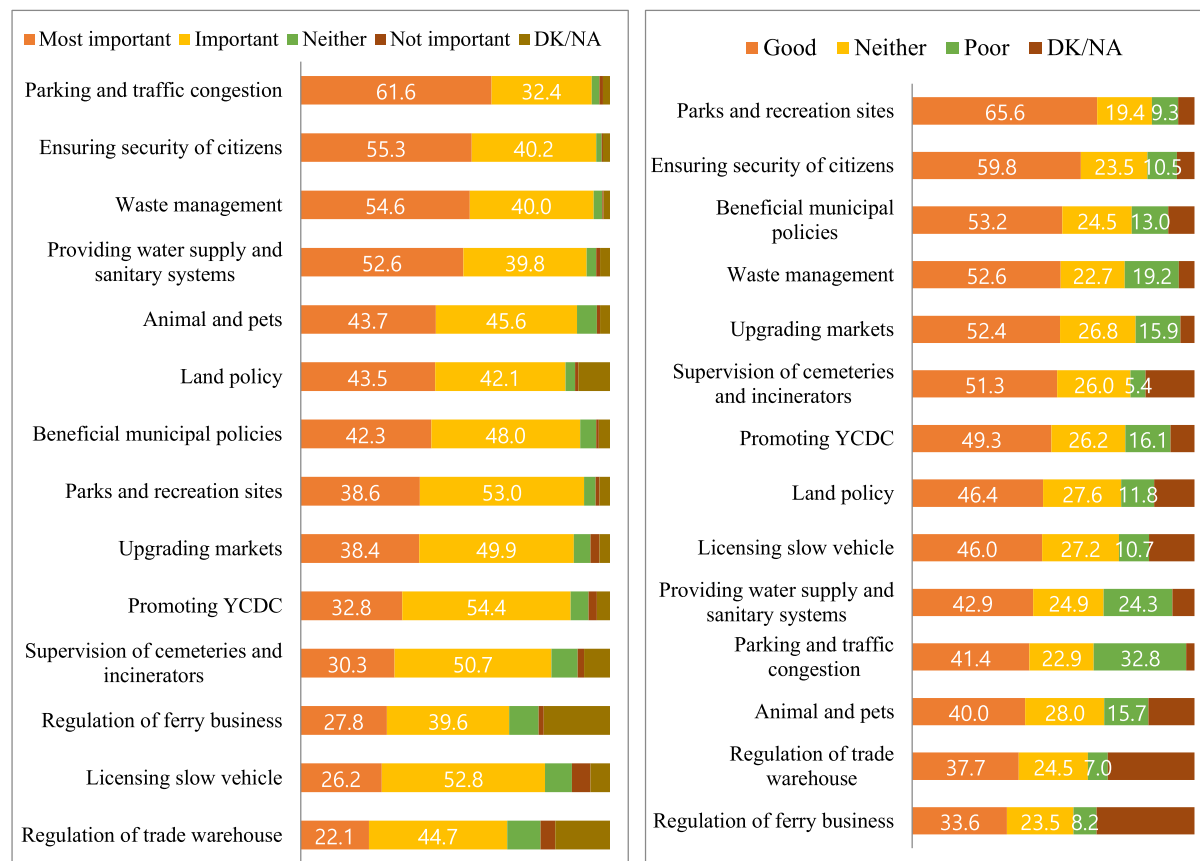
Analyzing the Current Duties and Responsibilities of YCDC Using IPA

Importance and Performance of the 14 Duties and Responsibilities of YCDC

The survey asked respondents to assess the importance of the 14 core duties/responsibilities of the YCDC. Parking and traffic congestion was regarded as the most important responsibility (61.6%), followed by ensuring the security of citizens (55.3%), waste management (54.6%), and the provision of water and sanitary systems (52.6%). Less than half of respondents answered that animals and pets (43.7%), land policy (43.5%), beneficial municipal policies (42.3%), and parks and recreation sites (38.6%) were their top priority. Survey respondents gave lower priority to the duties of supervision of cemeteries and crematoriums (30.0%),

regulation of ferry businesses (27.8%), licensing slow vehicles (26.2%) and the regulation of goods warehouses (Figure 3).

Figure 3. Importance (left) and Performance (right) of 14 YCDC Core Duties and Responsibilities



YCDC citizens were also asked to evaluate the performance of YCDC in executing its duties and responsibilities by ranking each as either “good,” “neutral,” or “poor.” YCDC was most highly rated for its parks and recreation site (65.6%) services, followed by ensuring the security of citizens (59.8%), beneficial municipal policies (53.2%), and waste management (52.6%). YCDC regulation of ferry businesses (33.6%) and regulation of goods warehouses (37.7%) was not rated very highly in comparison.

Importance Policy Analysis (IPA) Frame

Importance-performance analysis is an analytical technique that assesses the importance and satisfaction of particular policies and services and examines possible strategies to improve performance for each policy. Any policy that is considered “high importance” and receives a “positive” evaluation can be a benchmark for other policies, while if a certain policy is highly important and receives a poor performance rating, it should be urgently targeted. Policies which are ranked as being of low importance and which receive a positive evaluation do not require adjustment, while less important and poorly rated policies should be preemptively targeted for improvement. This paper will analyze the importance and performance of YCDC’s duties and responsibilities using the results of the opinion survey and will conduct IPA to give policy

suggestions.

Figure 4. IPA Frame

Performance		Importance (Priority)	
		Low	High
Evaluation	Positive	(-,+) Status Quo	(+,+) Benchmarking
	Negative	(-,-) Preemptive Targeting	(+,-) Urgent Targeting

Results

Using the IPA frame, two policies—ensuring the security of citizens and waste management —were set as benchmarks for YCDC’s public services. Using the same frame, beneficial municipal policies, parks and recreation sites, and supervision of cemeteries and crematoriums were identified as in need of urgent targeting. Congestion and water management can remain at the status quo for the time being. Services which fall under the preemptive targeting category might not be urgent and need to be dealt with immediately, but once these services are considered important, they may become targets for urgent improvement.

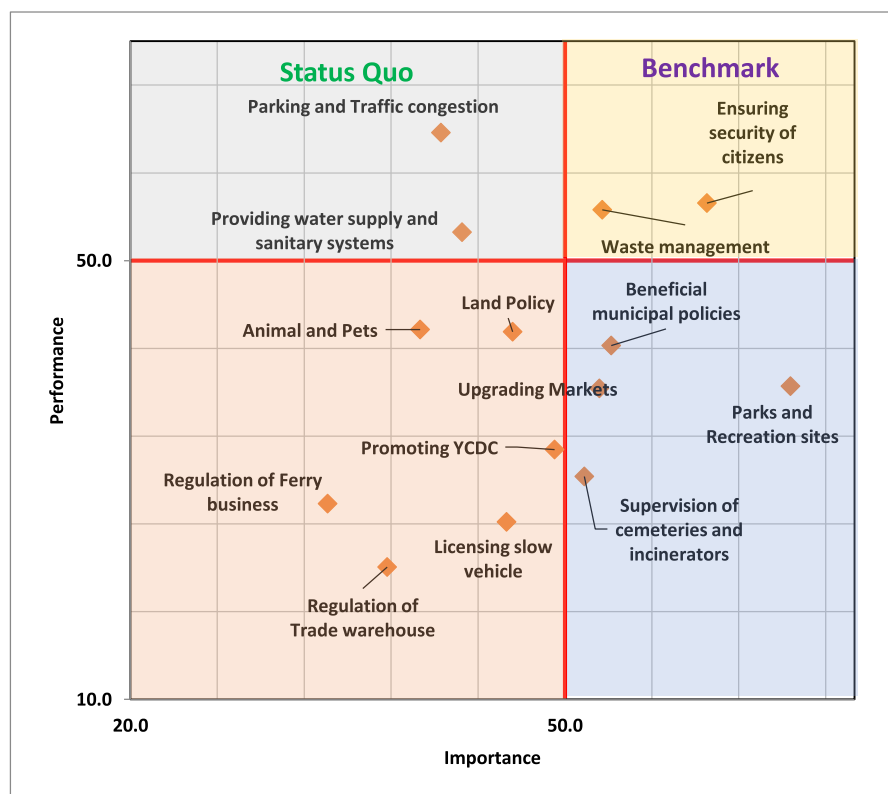


Figure 5. IPA of 14 YCDC Core Duties and Responsibilities

Evaluation of and Trust in YCDC

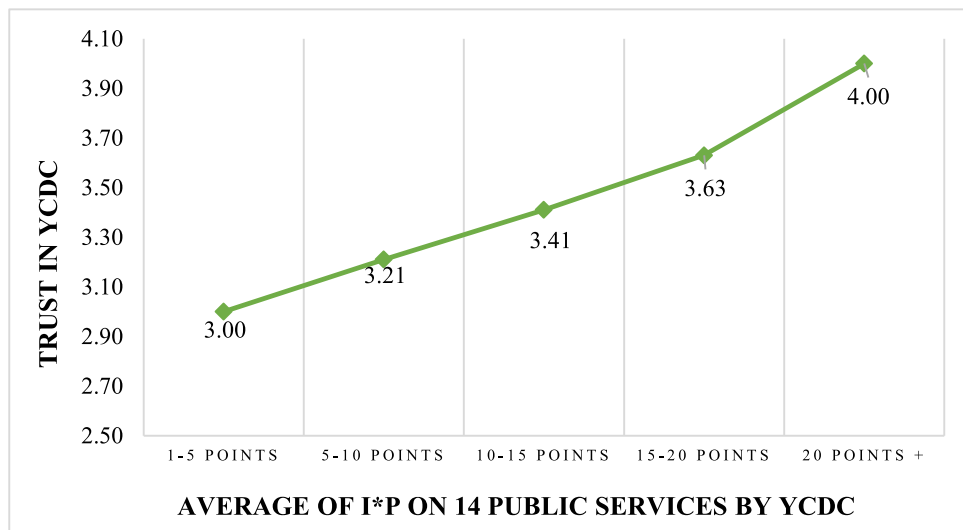
In order to observe the correlation between the citizen evaluations of YCDC’s public services and trust in

YCDC, we quantified the two categorical variables—level of importance (I) and level of performance (P). Both variables were ranked in ascending order from 0 to 5. The overall civic evaluation of YCDC’s public services was then calculated by multiplying the respective I and P values as shown below:

$$\text{Evaluation of YCDC's Public Services} = I_{\text{Level of Importance}} * P_{\text{Level of Performance}}$$

After these values were calculated, the evaluation of YCDC’s public services was graphed in correlation with the level of trust that citizens have in YCDC’s governance, which was also ranked in ascending order from 0 to 5. As indicated by the final results, those who assessed the quality of YCDC’s public services more highly also tended to have a higher level of trust in YCDC. It can be concluded that improving the quality of public services provided by YCDC will contribute to elevating trust in YCDC, as well as in other political institutions as the two factors were found to be correlated.

Figure 6. Correlation between Evaluation of YCDC and Trust in YCDC



YCDC: What Should the Next Step Be?

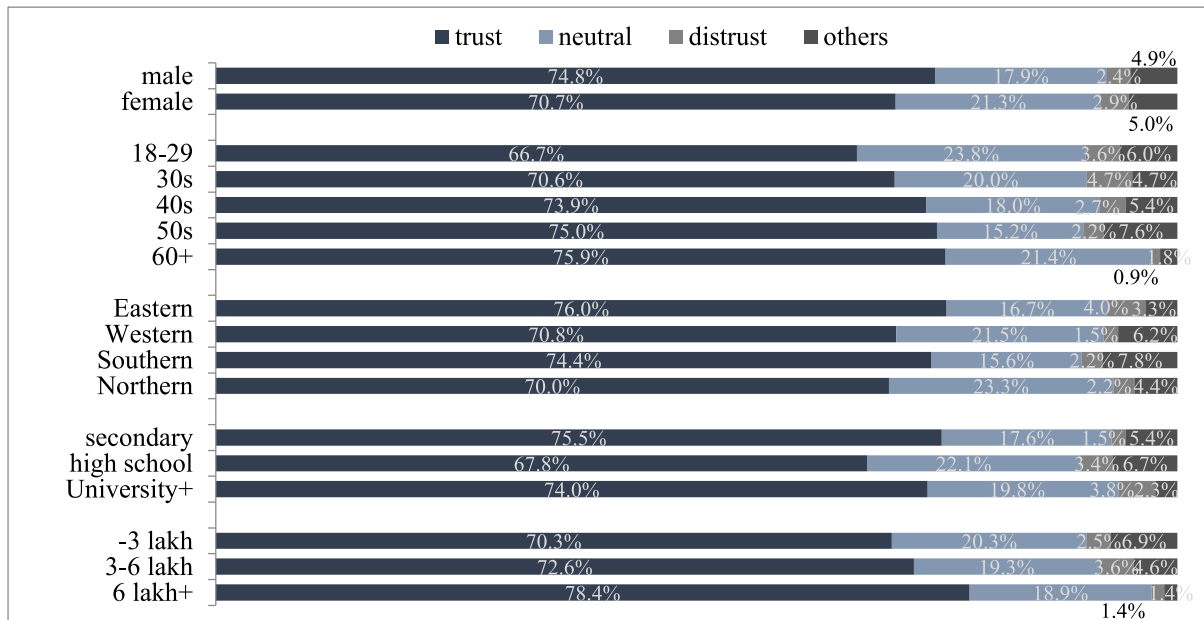
The level of trust in YCDC revealed by the survey allows us to conclude that the current performance of YCDC is fairly good. However, the finding that trust in YCDC is lower overall compared to other institutions indicates that there is some room for improvement. YCDC should focus more on satisfying its citizens with the public services that it provides in order to gain more trust as an institution. Among YCDC’s 14 major duties and responsibilities, only four were rated as being performed well. Two services that were rated as both important and well-implemented: benchmarking were “ensuring security” and “waste management”. “Parks and recreational sites,” which was rated as the most important service YCDC provides, fell into the “urgent targeting” category. YCDC should prioritize and focus more on those services which fell into the categories of “preemptive targeting” and “urgent targeting” in this survey. ■

References

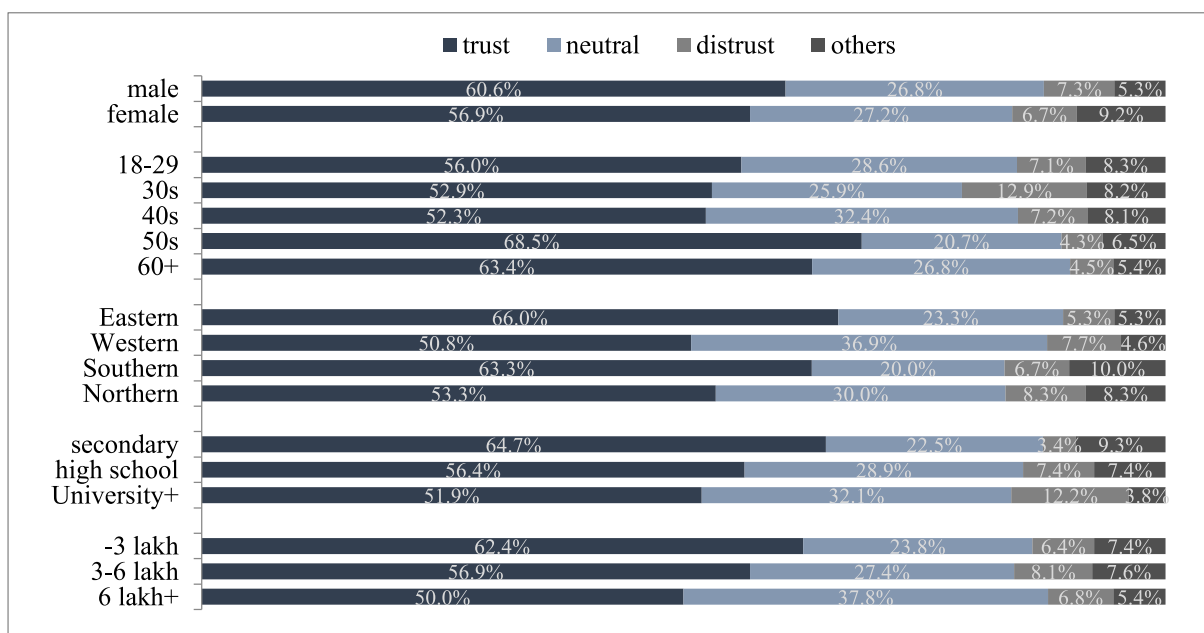
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Appendix

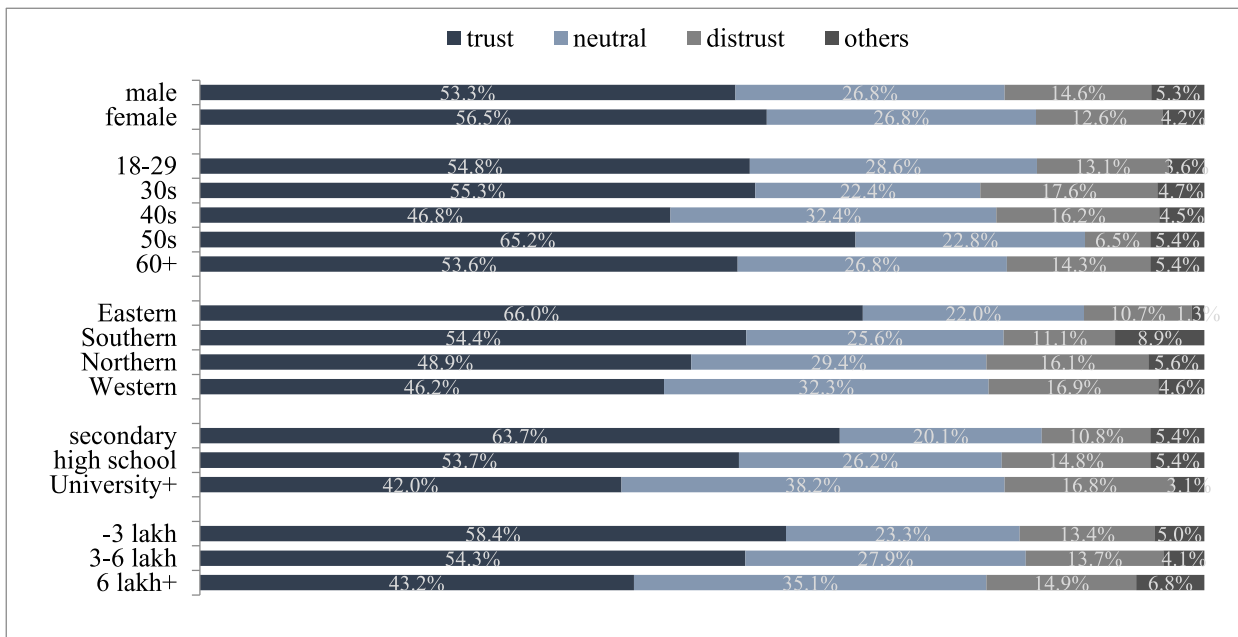
Appendix 1. Trust in the President



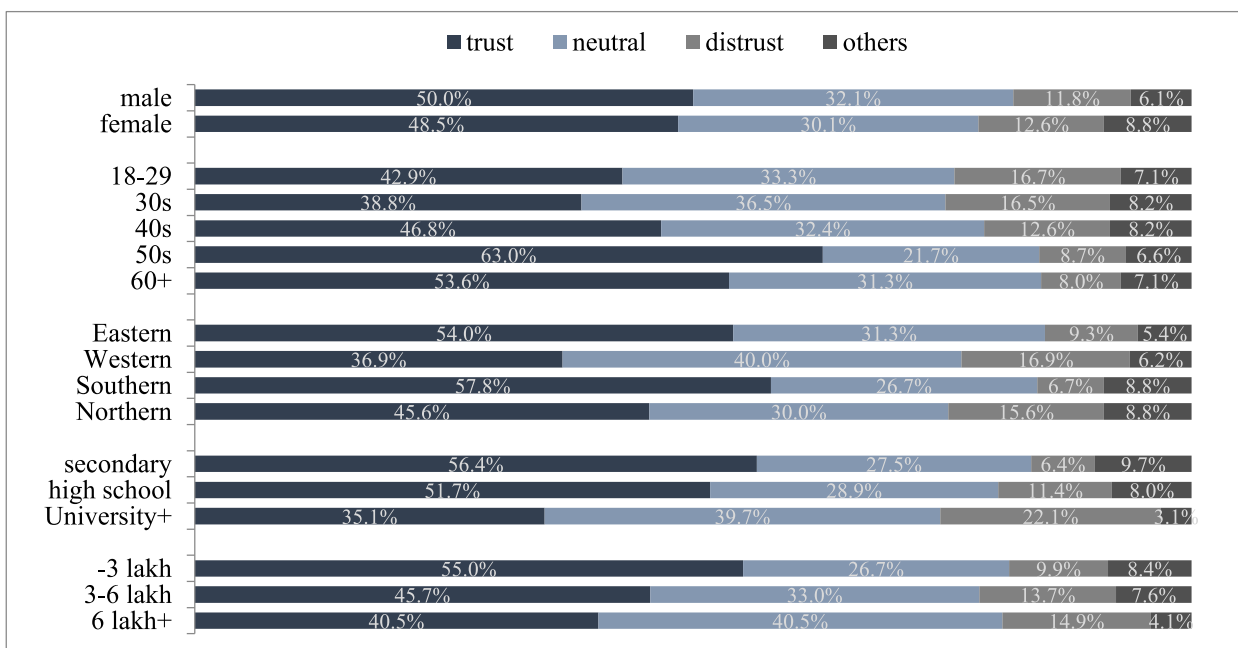
Appendix 2. Trust in YCDC



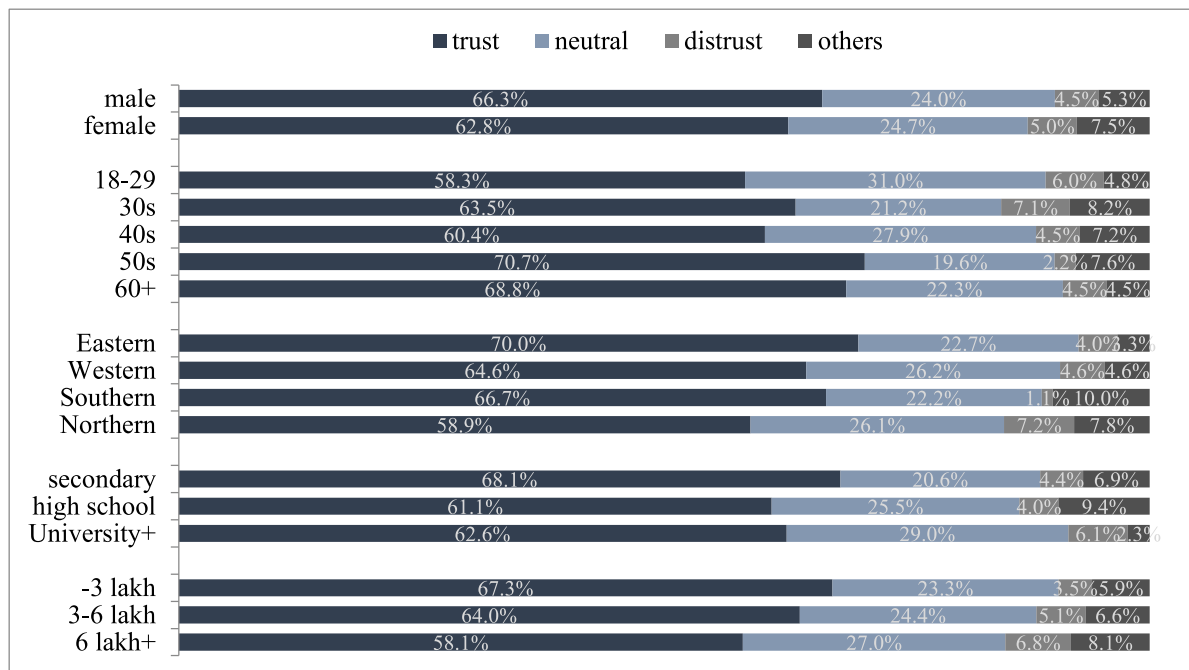
Appendix 3. Trust in Local Government



Appendix 4. Trust in Members of Parliament



Appendix 5. Trust in Central Government



2019 MDRN Survey: Databooks and Questionnaires

Citizen Perception on Yangon City's Public Services:

2019 MDRN Survey



In Cooperation with:
East Asia Institute

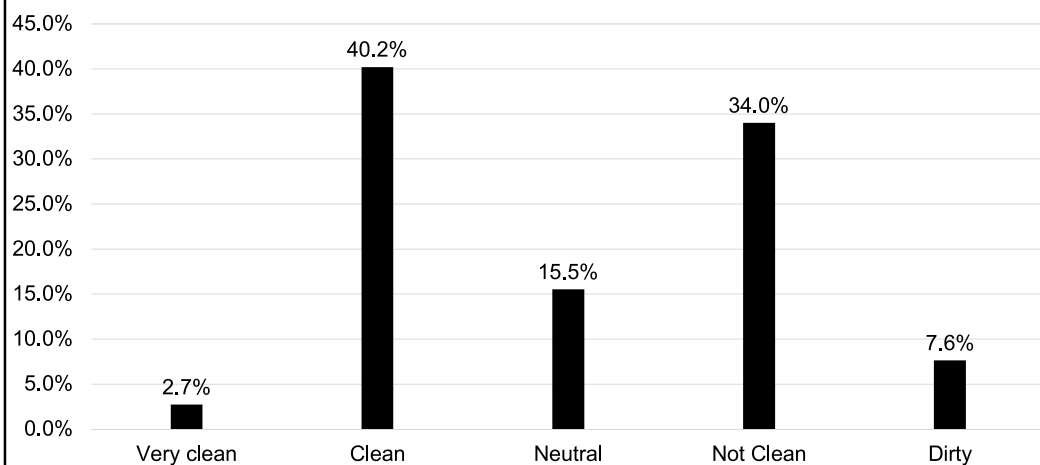


Public Opinion on
Waste Collection and
Management

Naushawng
Development Institute
(NDI)

Environment Cleanliness

Q 9. In your opinion, how would you rate the cleanliness of the environment you live in?

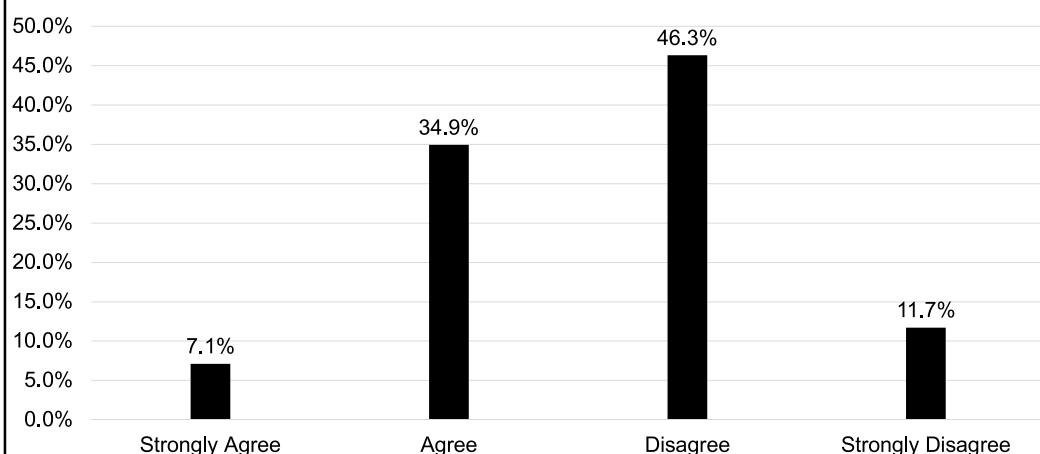


Very clean	Clean	Neutral	Not clean	Dirty
2.7%	40.2%	15.5%	34.0%	7.6%

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Littering Occurrence

Q 10. How much do you agree with following sentence "In our environment, people tend to litter or drop rubbish in public spaces"?

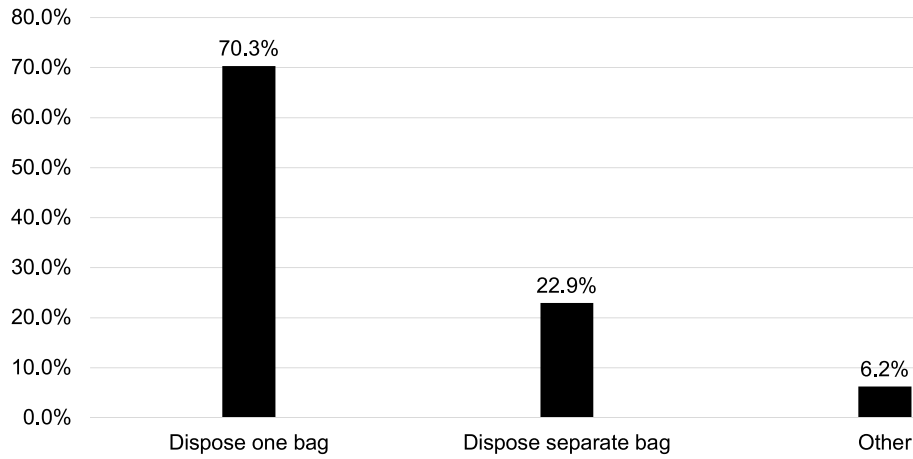


Strongly Agree	Agree	Disagree	Strongly Disagree
7.1%	34.9%	46.3%	11.7%

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Disposal Bag Usage

Q 11. How do you dispose of your daily waste?

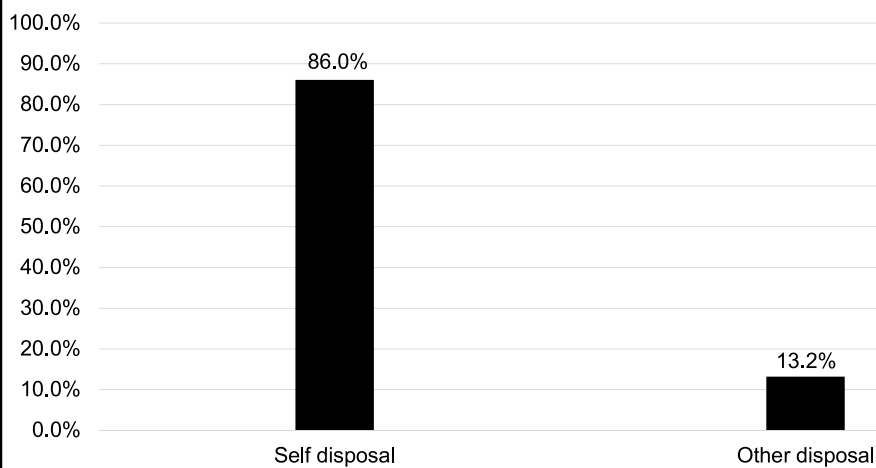


Dispose one bag	Dispose separate bag	Other
70.3%	22.9%	6.2%

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Waste Disposal Method

Q 11. How do you dispose of your daily waste?

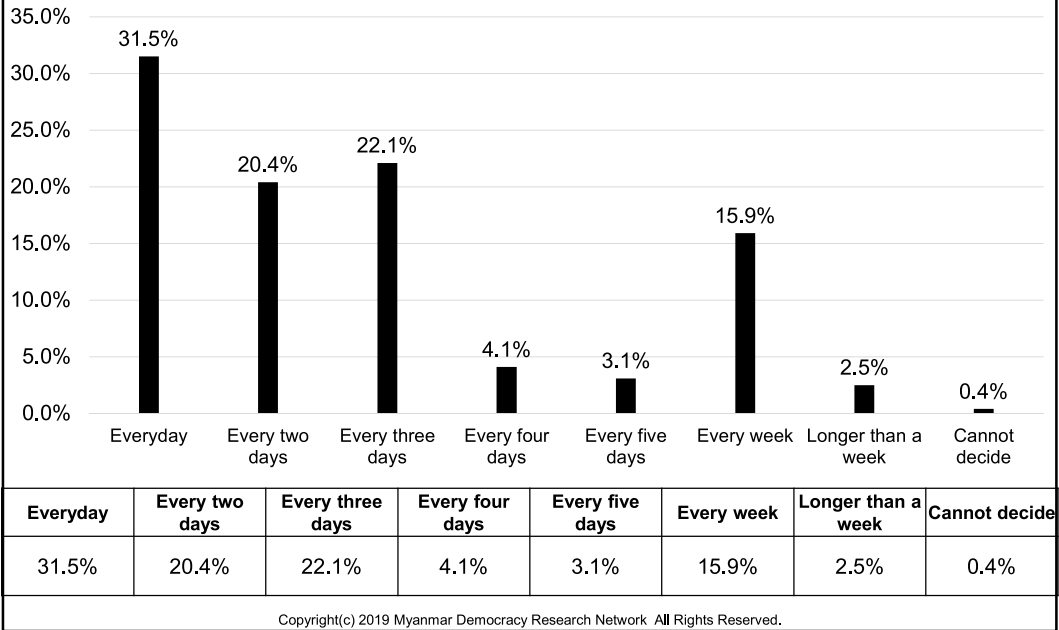


Self disposal	Other disposal
86.0%	13.2%

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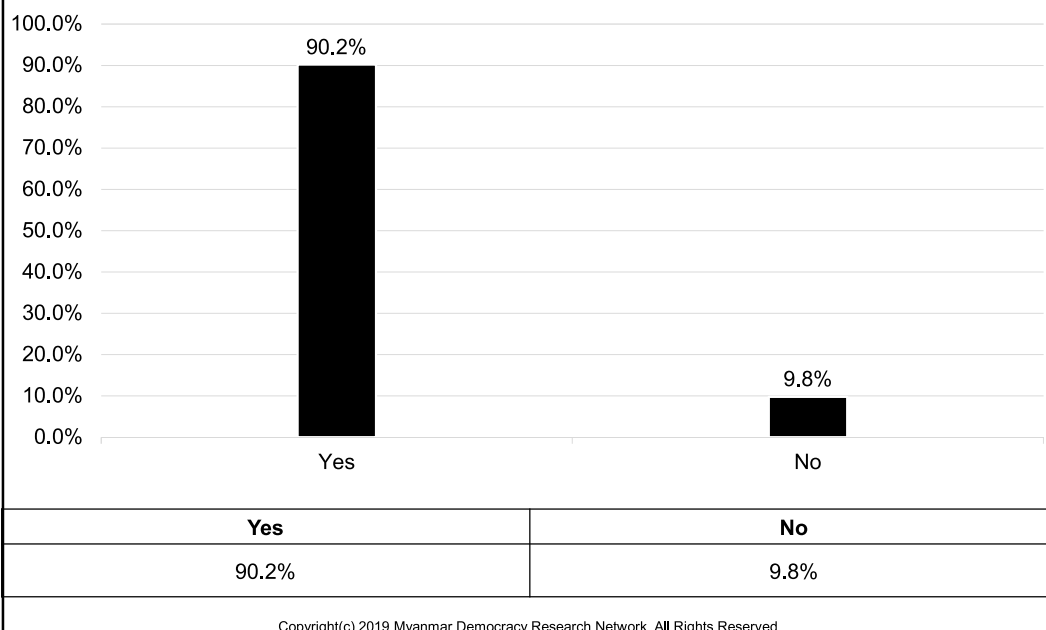
Waste Disposal Frequency

Q 13. how frequent do you have to dispose of your daily waste?



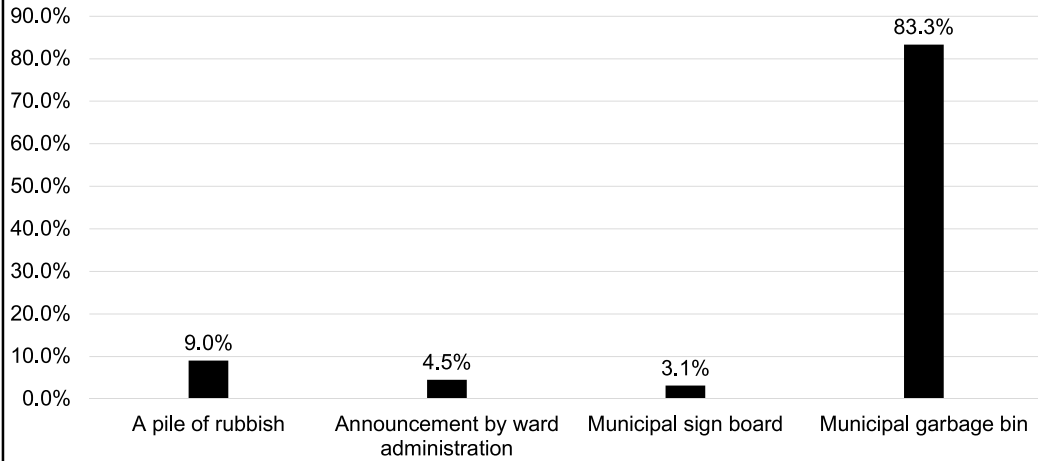
Waste Collection Point

Q 14. Do you know where the designated waste collection point is from your home?



Waste Collection Location

Q 15. Where do you believe your designated waste collection point is located?

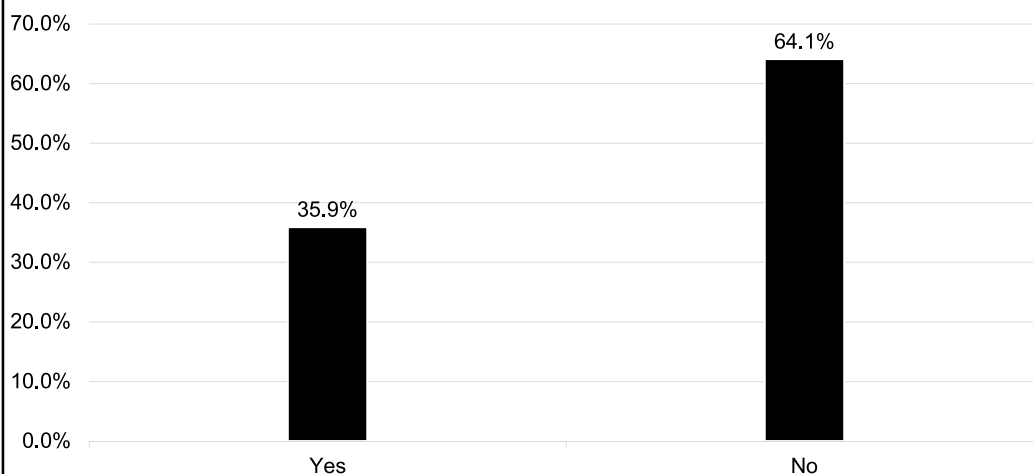


A pile of rubbish	Announcement by ward administration	Municipal sign board	Municipal garbage bin
9.0%	4.5%	3.1%	83.3%

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Waste Collection Contact

Q 16. Did you know you can contact the municipality for their waste collection services?

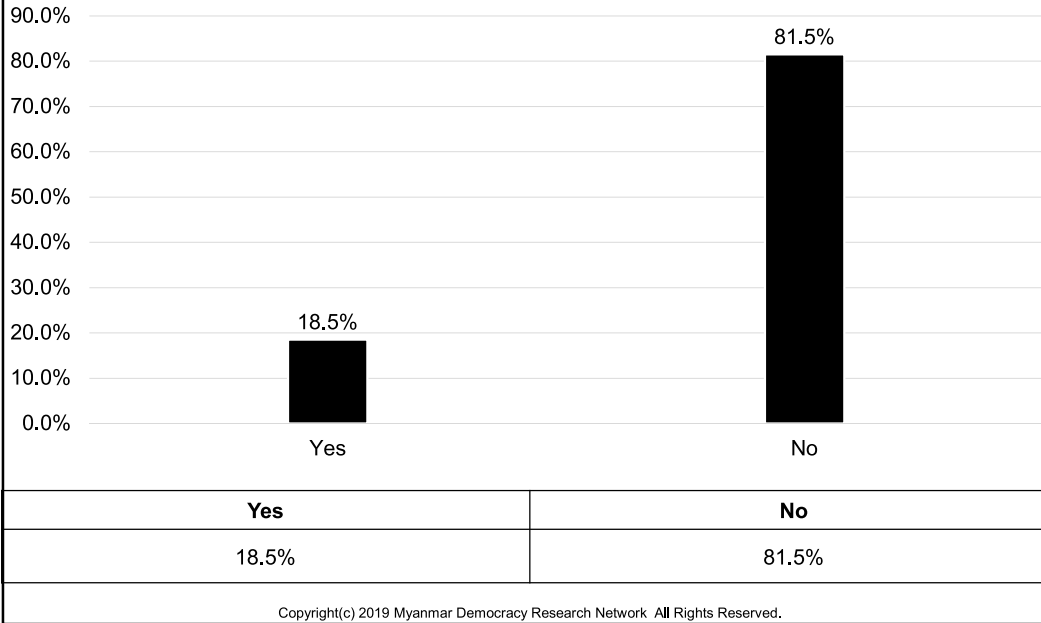


Yes	No
35.9%	64.1%

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Waste Collection Problems

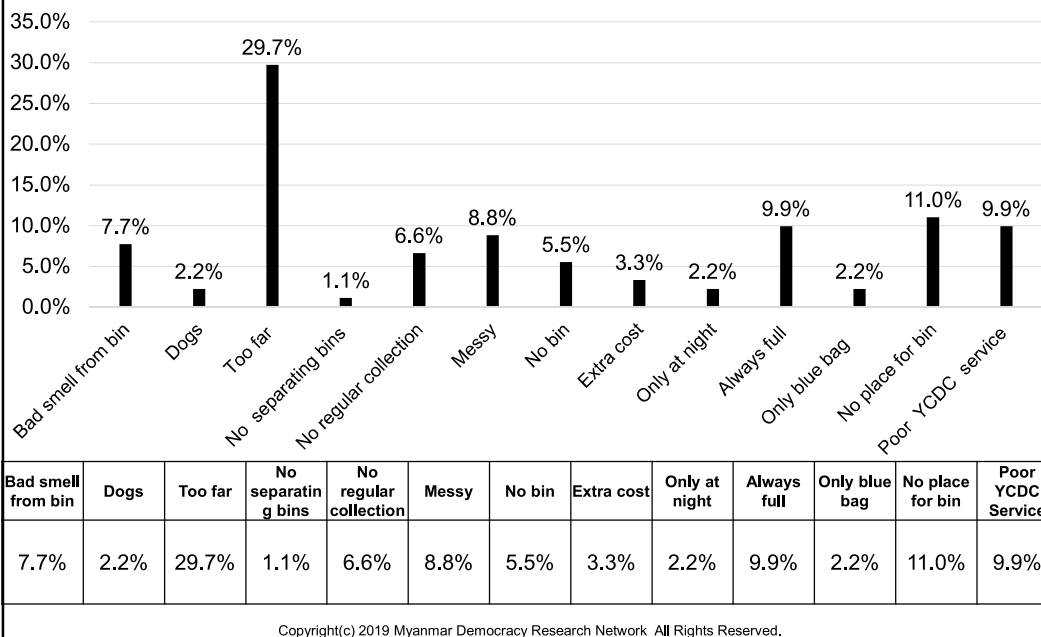
Q 17. Do you have any problems or inconveniences when you dispose at your designated waste collection point?



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Waste Collection Problems

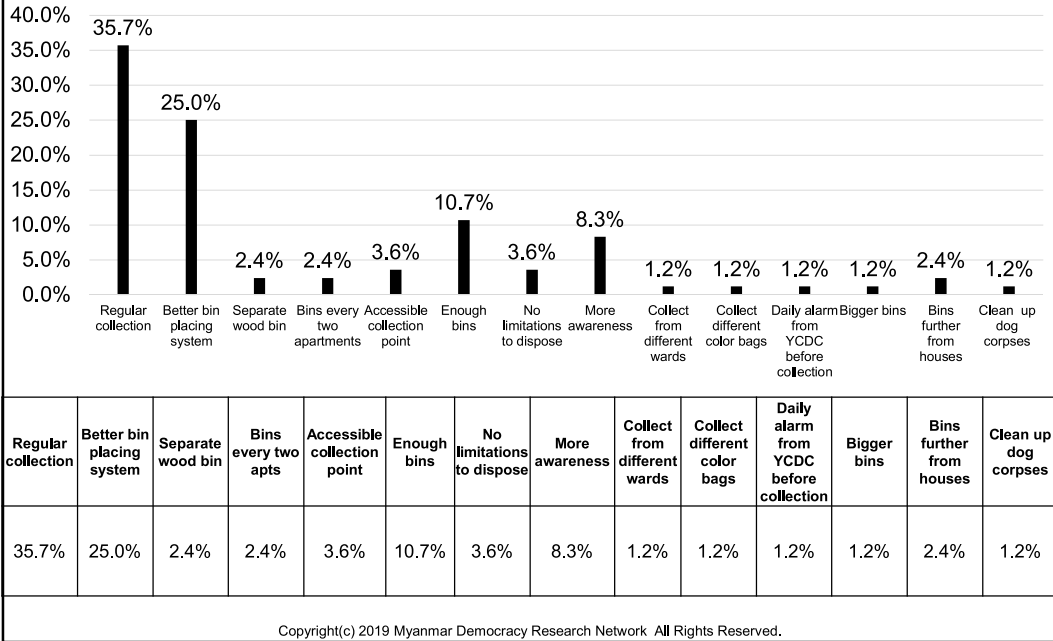
Q 18. What kind of problems/inconveniences do you face when disposing waste at your designated collection point?



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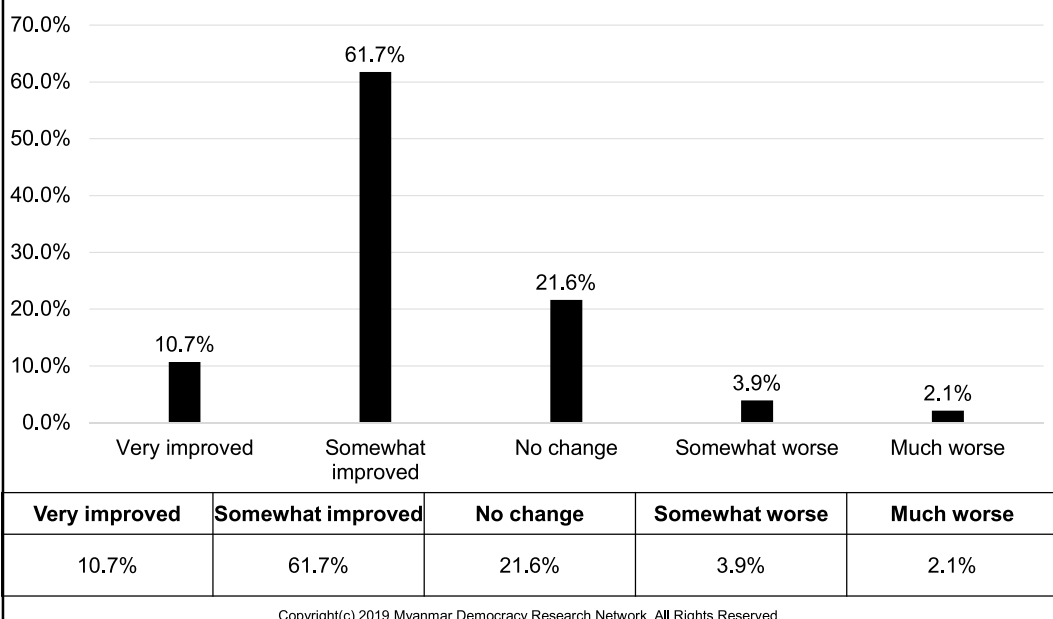
Waste Collection Solutions

Q 19. What would be the best solution to fix the problems faced when disposing waste at collection points?



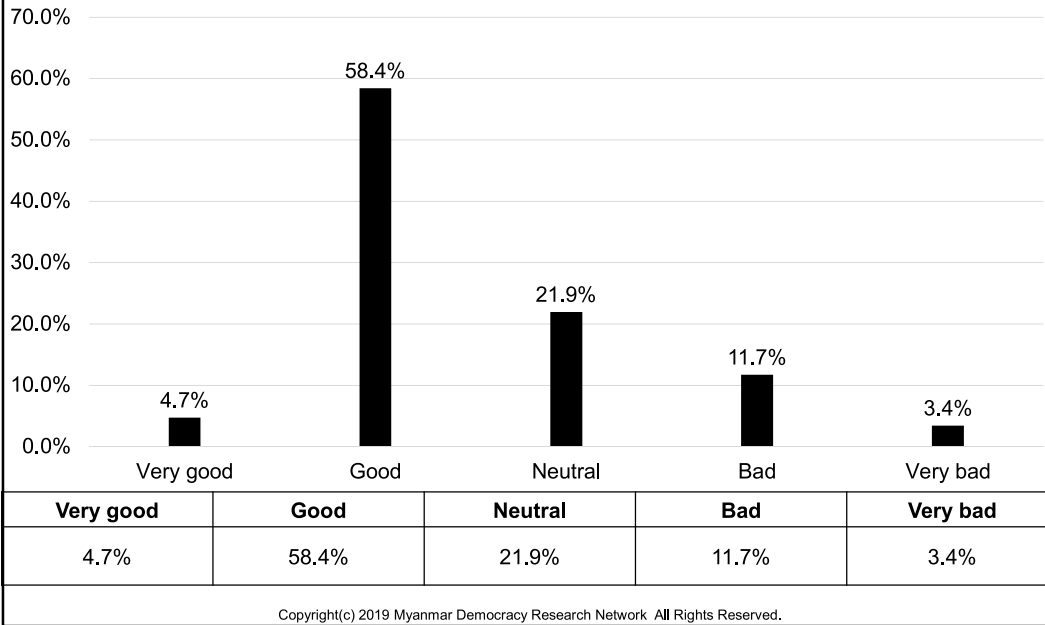
Quality Change of Municipal Services

Q 20. In your opinion, how would you rate the current quality of services by Yangon Municipal compared to the last two years?



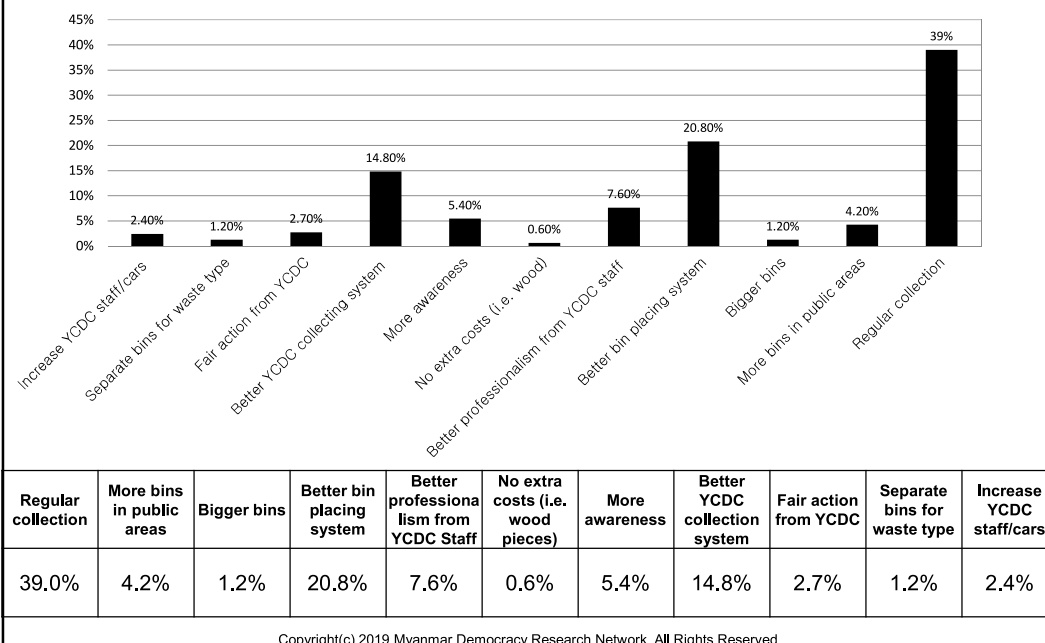
Quality of Municipal Services

Q 21. Please rank the quality of the waste collection service of Yangon Municipal.



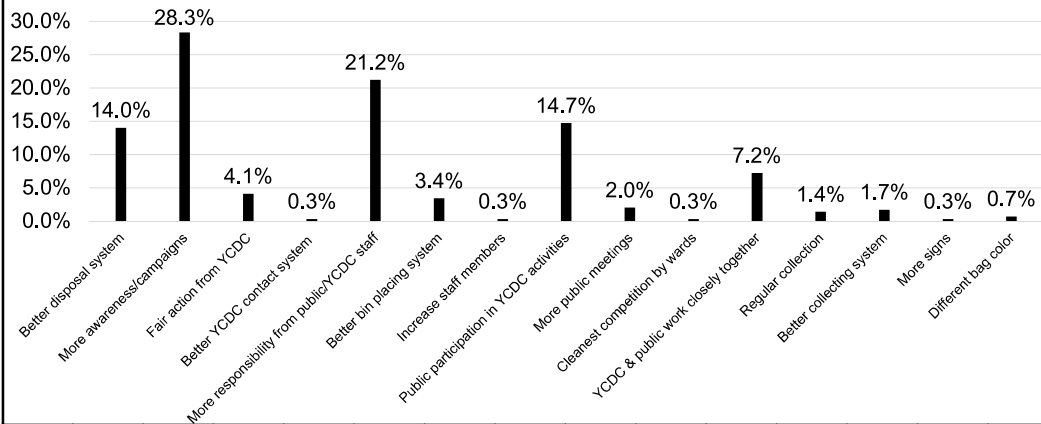
Waste Collection Quality Solutions

Q 22. What is the most simple and powerful solution to improve Yangon Municipal's quality of waste collection services?



Public Cooperation on Waste

Q 23. What solution do you suggest to empower public cooperation regarding waste to work towards a cleaner city?



Better disposal system	More awareness campaigns	Fair action from YCDC	Better YCDC contact system	More responsibility from public/YCDC staff	Better bin placing system	Increase staff members	Public participation in YCDC activities	More public meetings	Cleanest competition by wards	YCDC & public work closely together	Regular collection	Better collecting system	More signs	Different bag color
14.0%	28.3%	4.1%	0.3%	21.2%	3.4%	0.3%	14.7%	2.0%	0.3%	7.2%	1.4%	1.7%	0.3%	0.7%

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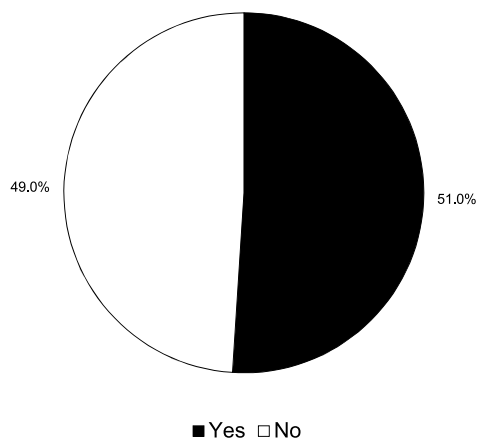
Access to Public Parks in Yangon City

Another Development (AD)

Park Visit

Q 24. Did you visit a park in the last three years?

(N = 485)

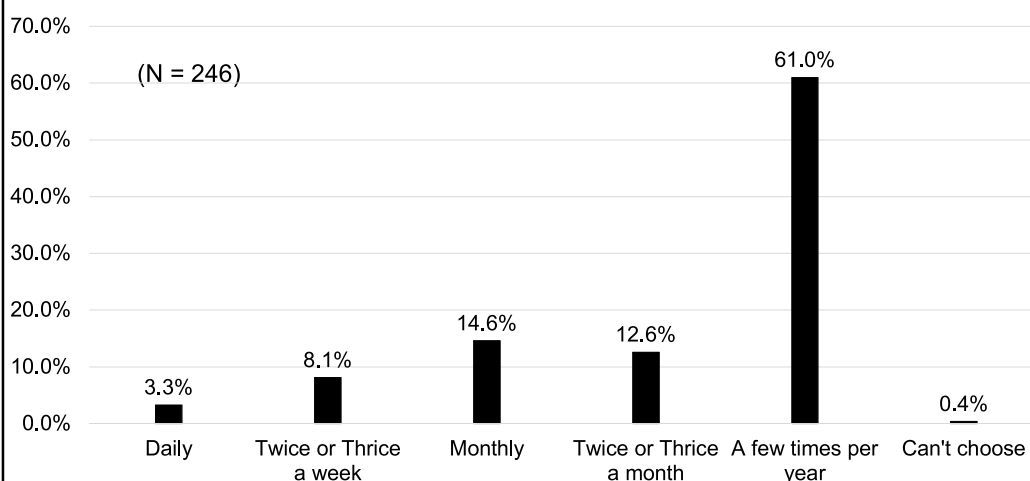


Yes	No
51.0%	49.0%

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Park Visit Frequency

Q 25. How often do you visit parks?

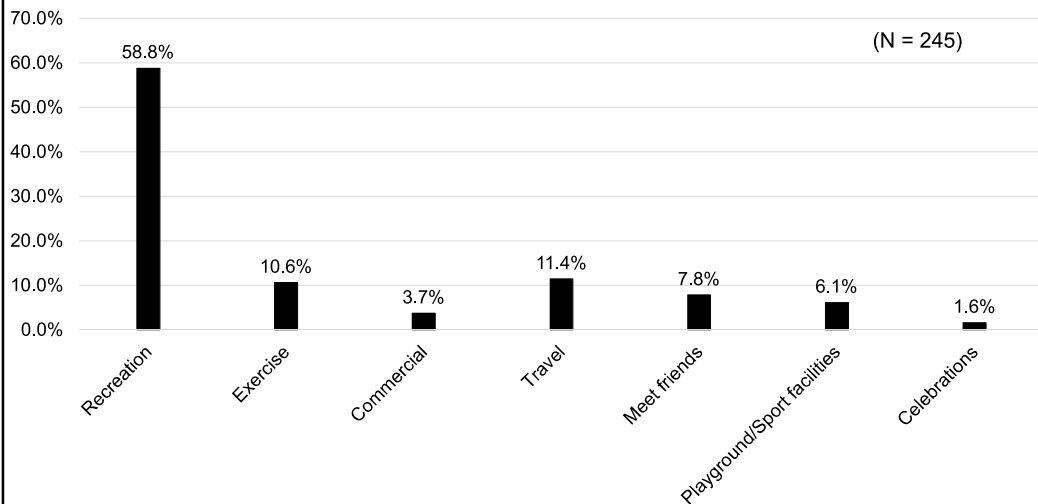


Daily	Twice or Thrice a week	Monthly	Twice or Thrice a month	A few times per year	Can't choose
3.3%	8.1%	14.6%	12.6%	61.0%	0.4%

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Park Visit Purpose

Q 26. Why do you visit parks?

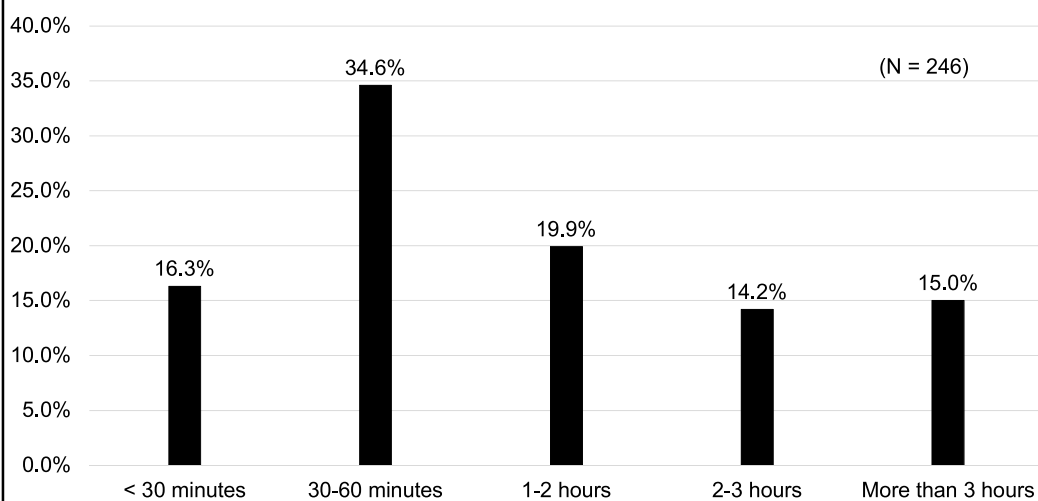


Recreation	Exercise	Commercial	Travel	Meet friends	Playground/Sport facilities	Celebrations
58.8%	10.6%	3.7%	11.4%	7.8%	6.1%	1.6%

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Park Visit Length

Q 27. How long do you usually stay in a park on a typical day?

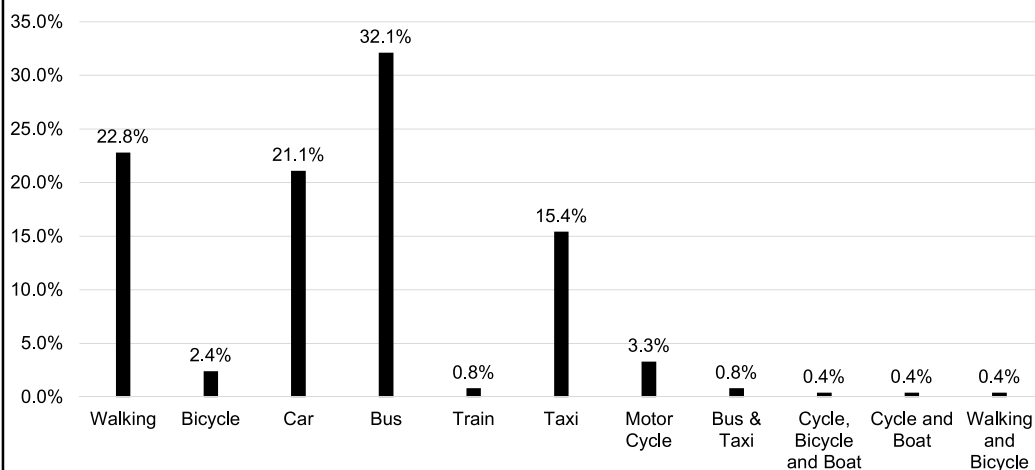


< 30 minutes	30-60 minutes	1-2 hours	2-3 hours	More than 3 hours
16.3%	34.6%	19.9%	14.2%	15.0%

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Means of Transportation to Park

Q 29. How do you usually get to a park?

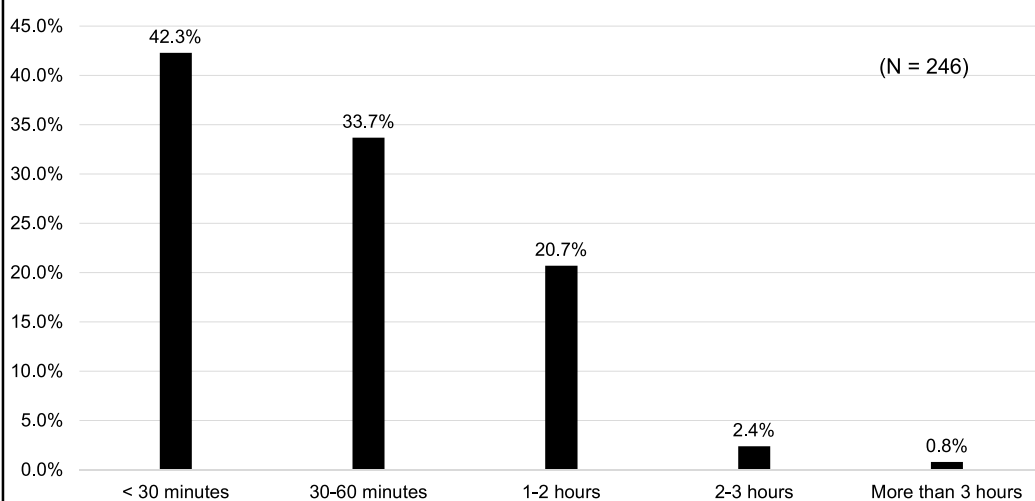


Walking	Bicycle	Car	Bus	Train	Taxi	Motorcycle	Bus & Taxi	Cycle, Bicycle, and Boat	Cycle and Boat	Walking and Bicycle
22.8%	2.4%	21.1%	32.1%	0.8%	15.4%	3.3%	0.8%	0.4%	0.4%	0.4%

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Transportation Length to Park

Q 30. How long does it take to travel to a park?

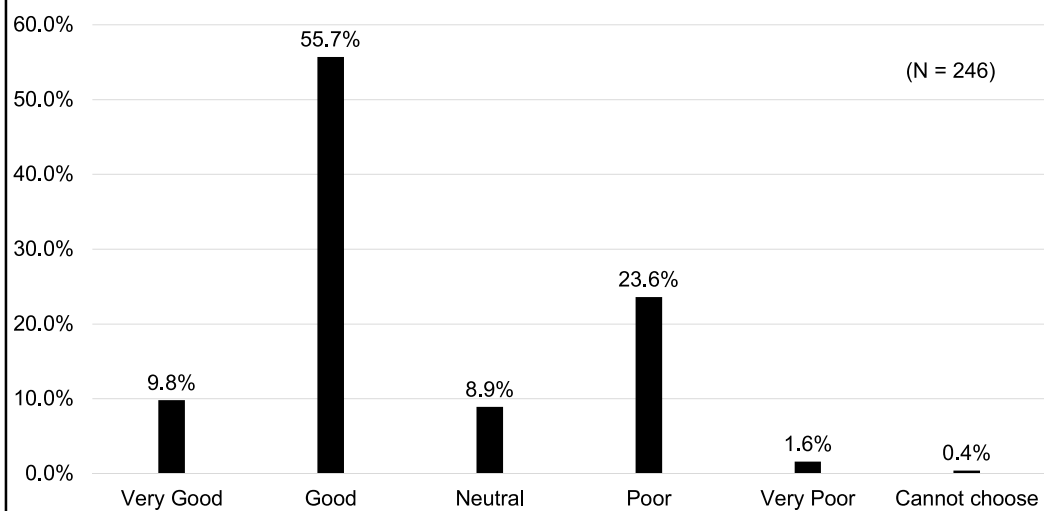


< 30 minutes	30-60 minutes	1-2 hours	2-3 hours	More than 3 hours
42.3%	33.7%	20.7%	2.4%	0.8%

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Quality of Park Facilities

Q 34. How would you rate the facilities in the parks?

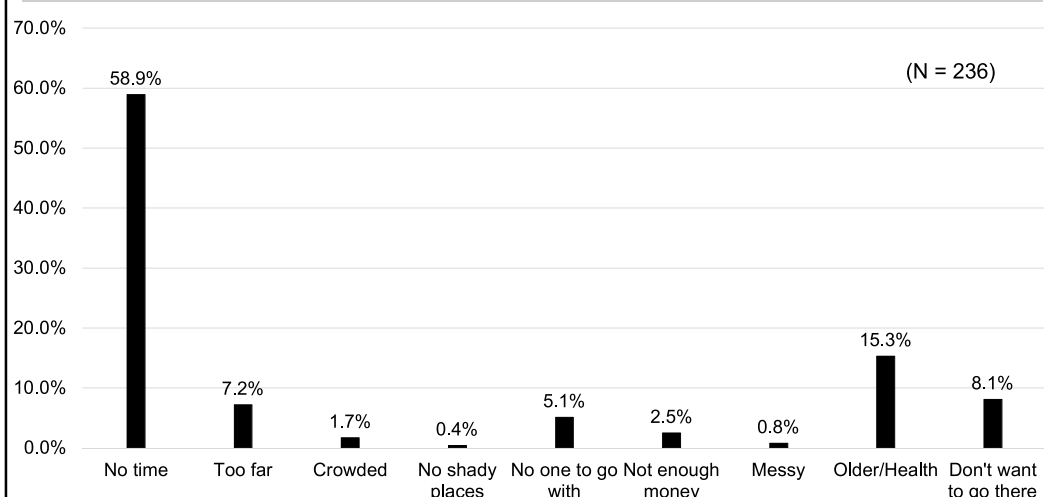


Very Good	Good	Neutral	Poor	Very Poor	Cannot choose
9.8%	55.7%	8.9%	23.6%	1.6%	0.4%

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Park Avoidance Reason

Q 31. For what reasons do you not visit the parks?

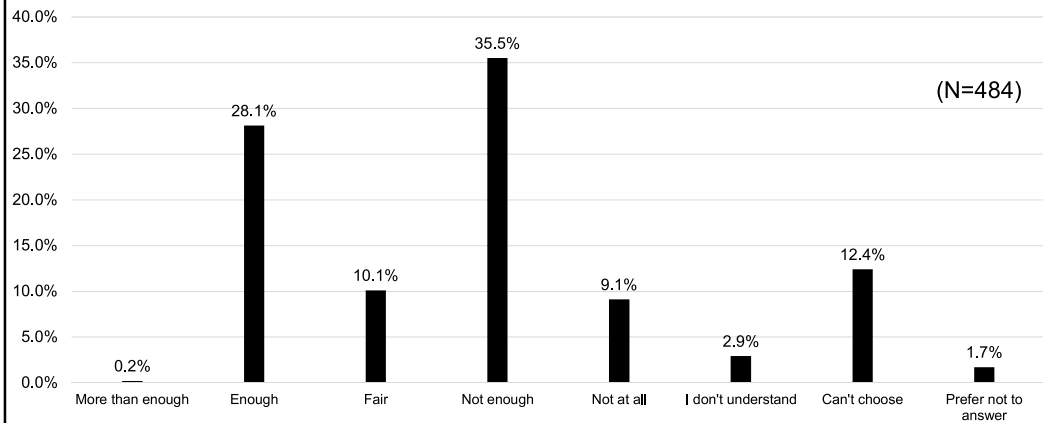


No time	Too far	Crowded	No shady places	No one to go with	Not enough money	Messy	Older/Health	Don't want to go there
58.9%	7.2%	1.7%	0.4%	5.1%	2.5%	0.8%	15.3%	8.1%

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Park Number Satisfaction

Q 32. Based on Yangon's size, what do you think about the number of parks?

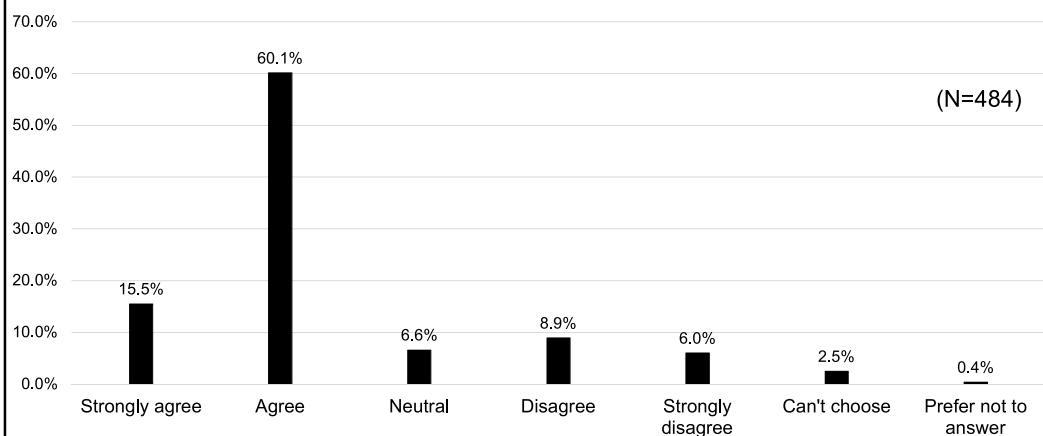


More than enough	Enough	Fair	Not enough	Not at all	I don't understand	Can't choose	Prefer not to answer
0.2%	28.1%	10.1%	35.5%	9.1%	2.9%	12.4%	1.7%

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Park Accessibility

Q 28. Is it easy for you to get to a park?

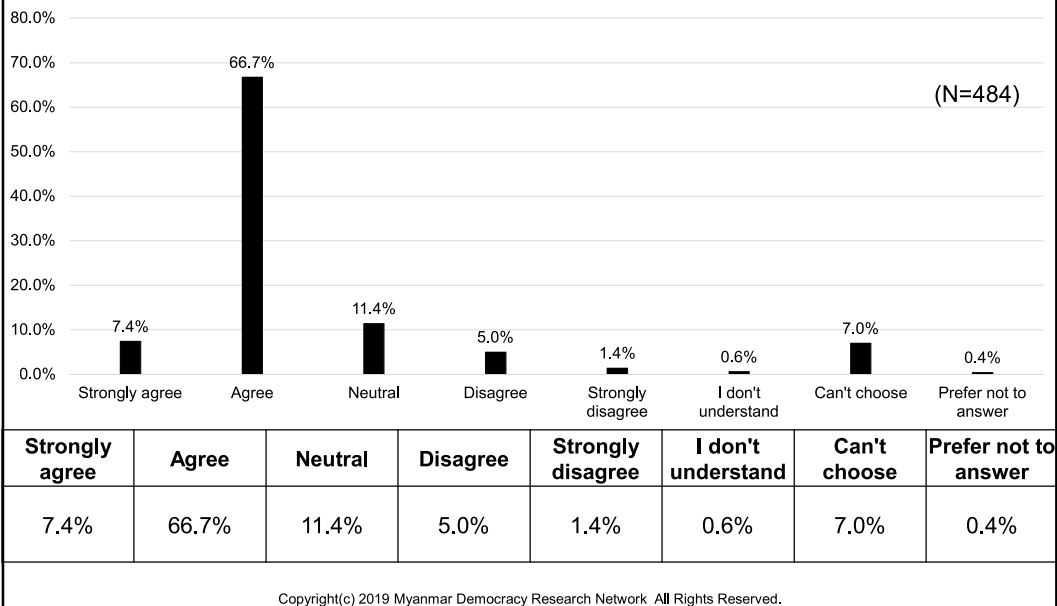


Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Can't choose	Prefer not to answer
15.5%	60.1%	6.6%	8.9%	6.0%	2.5%	0.4%

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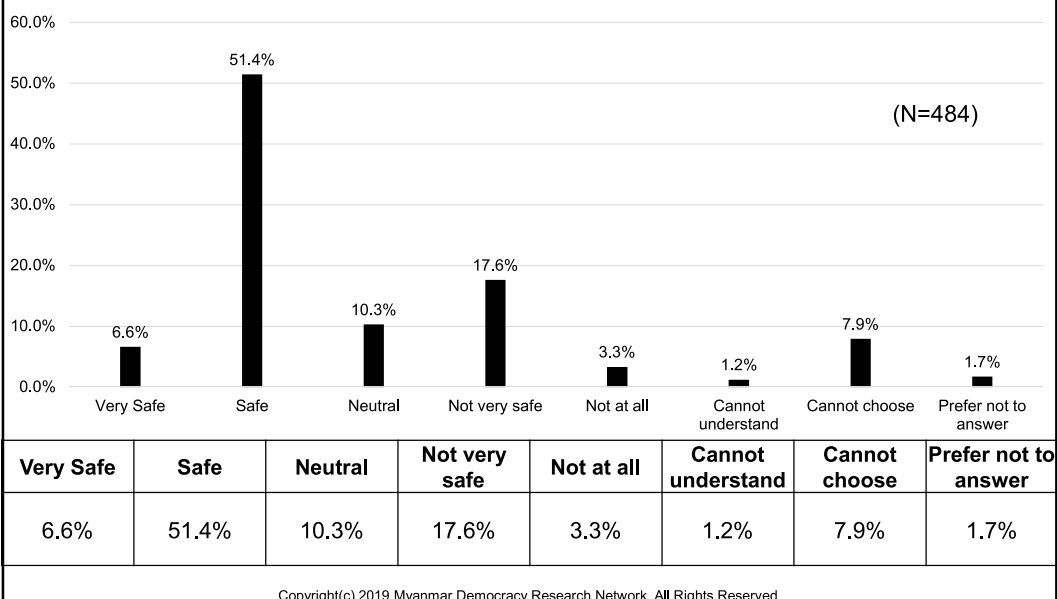
Perception of Park Condition

Q 33. Please rate how much you agree with following sentence "Generally, the condition of parks in Yangon is good."



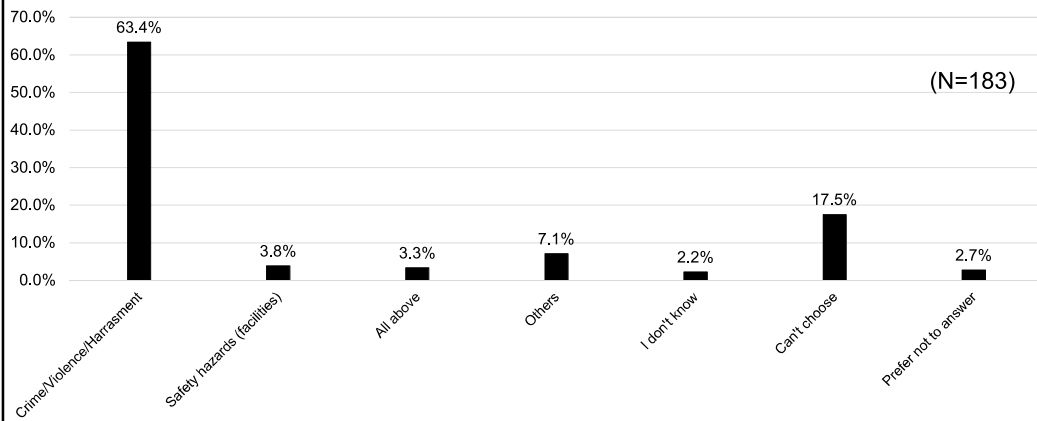
Park Safety

Q 35. How safe do you feel in parks?



Reasons for Feeling Unsafe

Q 36. If you don't feel safe, why?

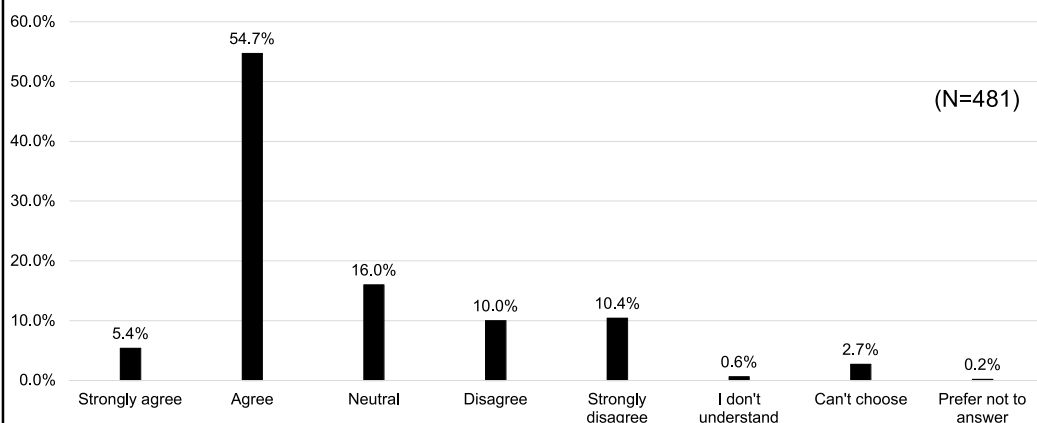


Crime/Violence/Harrasment	Safety hazards (facilities)	All above	Others	I don't know	Can't choose	Prefer not to answer
63.4%	3.8%	3.3%	7.1%	2.2%	17.5%	2.7%

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Willingness to Volunteer

Q 37. Please rate how much you agree with following sentence "I can volunteer for the improvement of parks in Yangon."

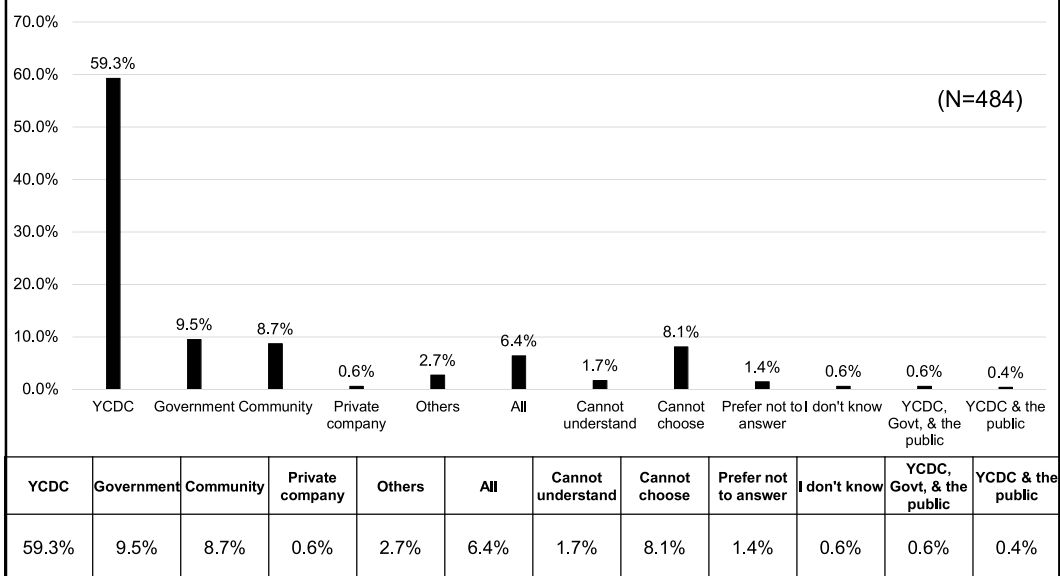


Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I don't understand	Can't choose	Prefer not to answer
5.4%	54.7%	16.0%	10.0%	10.4%	0.6%	2.7%	0.2%

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Knowledge of Park Management Responsibility

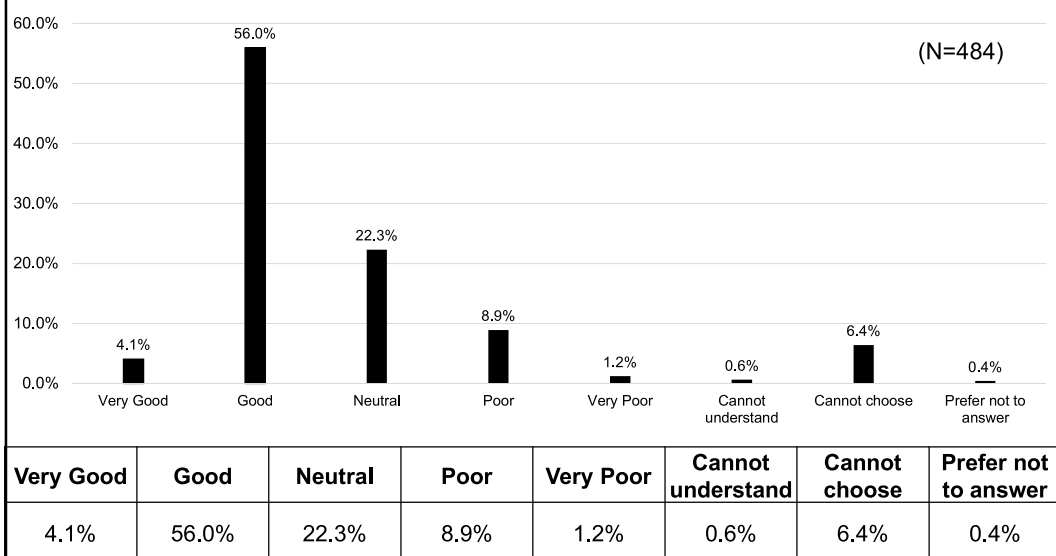
Q 38. Who is responsible for the management of parks in Yangon?



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Opinions on Park Management

Q 39. Current management of parks is...



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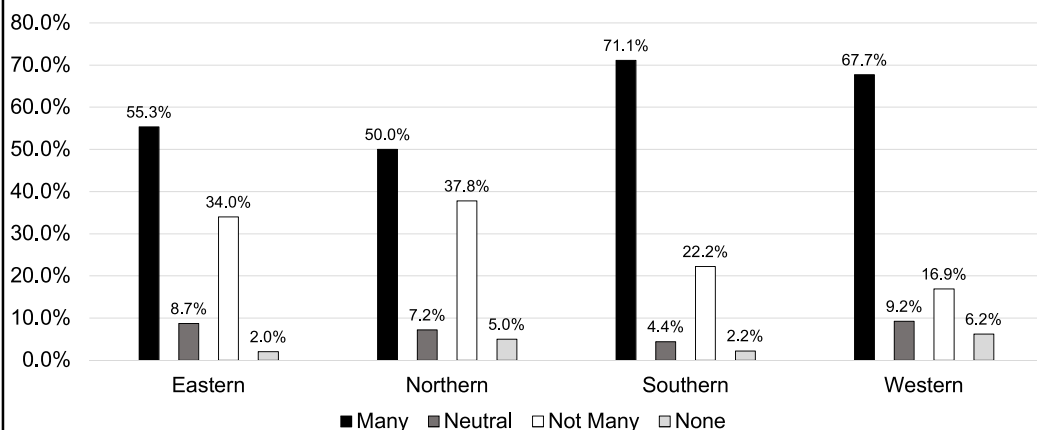


Stray Dogs in Yangon

Open Myanmar Initiative (OMI)

Estimated Number of Stray Dogs

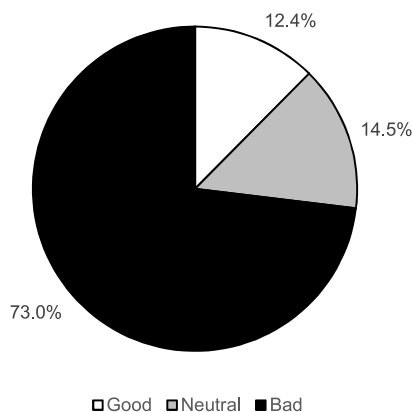
Q 43. How many stray dogs are in your district?



District	Many	Neutral	Not Many	None
Eastern	55.3%	8.7%	34.0%	2.0%
Northern	50.0%	7.2%	37.8%	5.0%
Southern	71.1%	4.4%	22.2%	2.2%
Western	67.7%	9.2%	16.9%	6.2%

Opinion of Stray Dogs

Q 44. What is your opinion of stray dogs in your area?

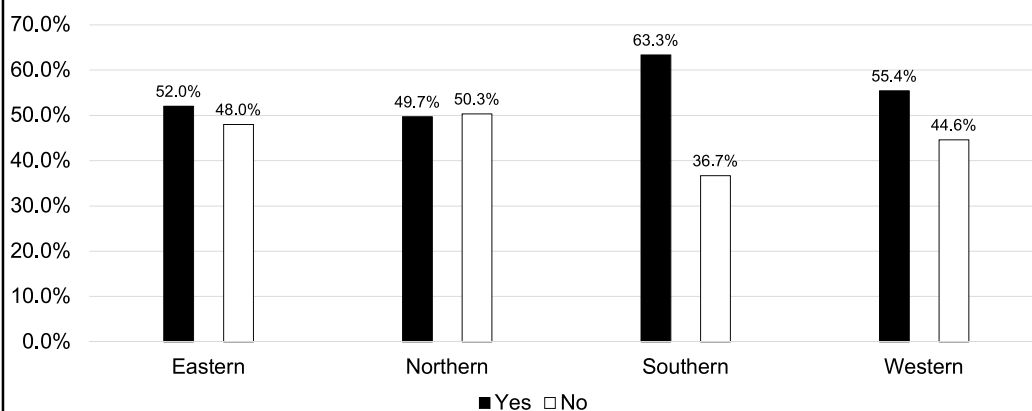


Good	Neutral	Bad
12.4%	14.5%	73.0%

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Experience of Dog Attacks

Q 40. Do you have any experiences of dog attacks?

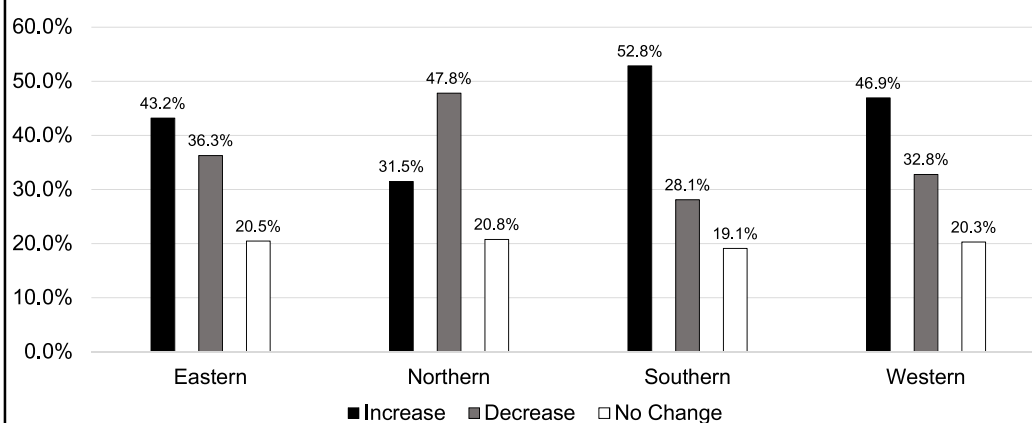


District	Yes	No
Eastern	52.0%	48.0%
Northern	49.7%	50.3%
Southern	63.3%	36.7%
Western	55.4%	44.6%

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Estimations of Dog Population Change

Q 52. Do you think the number of stray dogs will increase compared to the last two years?

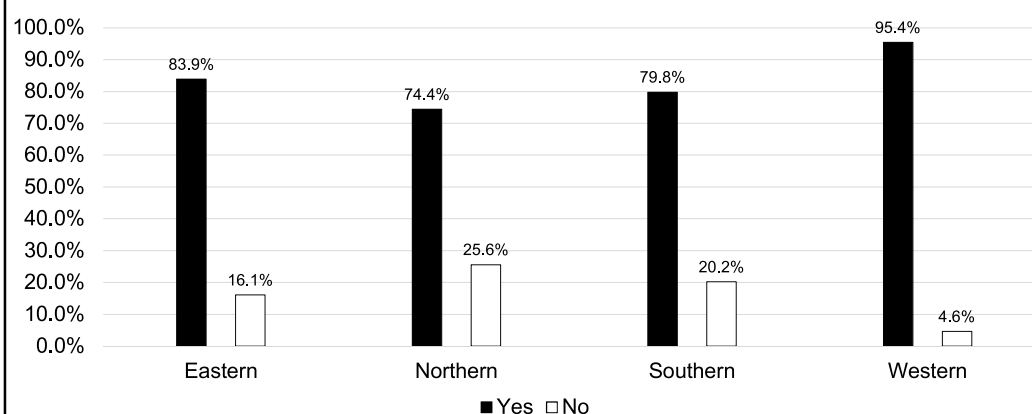


District	Increase	Decrease	No Change
Eastern	43.2%	36.3%	20.5%
Northern	31.5%	47.8%	20.8%
Southern	52.8%	28.1%	19.1%
Western	46.9%	32.8%	20.3%

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Knowledge of Dog Control Measures

Q 53. Do you know who has the responsibility to solve problems related to stray dogs?

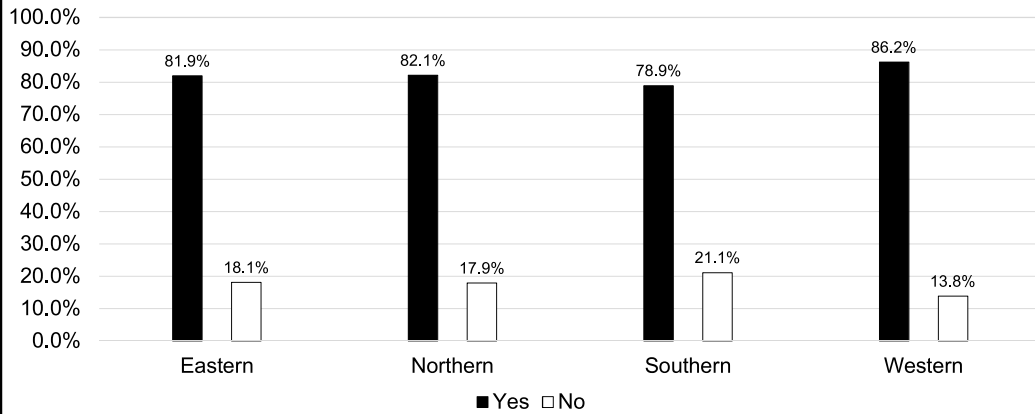


District	Yes	No
Eastern	83.9%	16.1%
Northern	74.4%	25.6%
Southern	79.8%	20.2%
Western	95.4%	4.6%

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Impressions of YCDC Responsibility

Q 54. Have you heard that YCDC is responsible for the control of stray dogs?

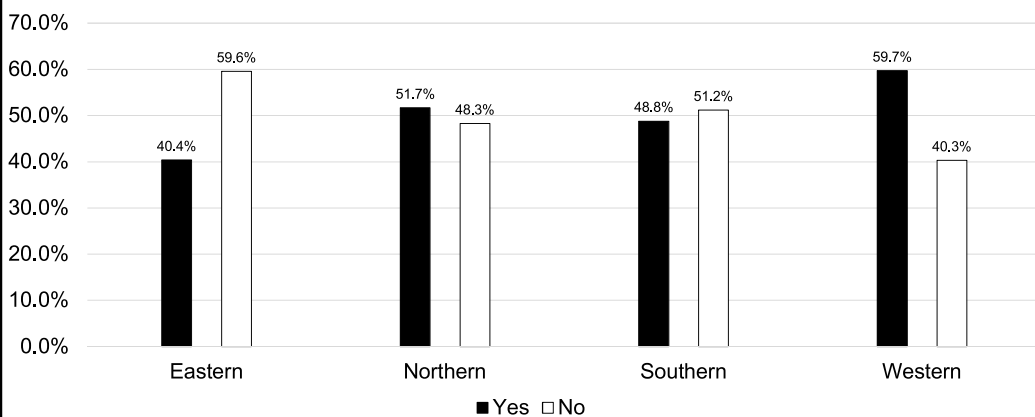


District	Yes	No
Eastern	81.9%	18.1%
Northern	82.1%	17.9%
Southern	78.9%	21.1%
Western	86.2%	13.8%

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Observation of Dog Control

Q 55. Have you personally seen YCDC carry out dog control?

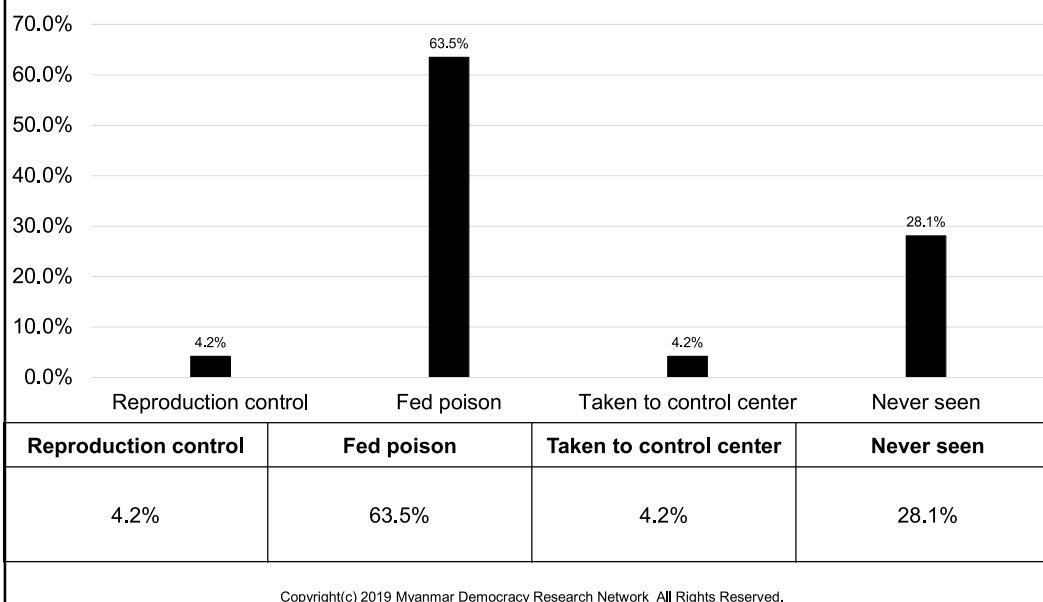


District	Yes	No
Eastern	40.4%	59.6%
Northern	51.7%	48.3%
Southern	48.8%	51.2%
Western	59.7%	40.3%

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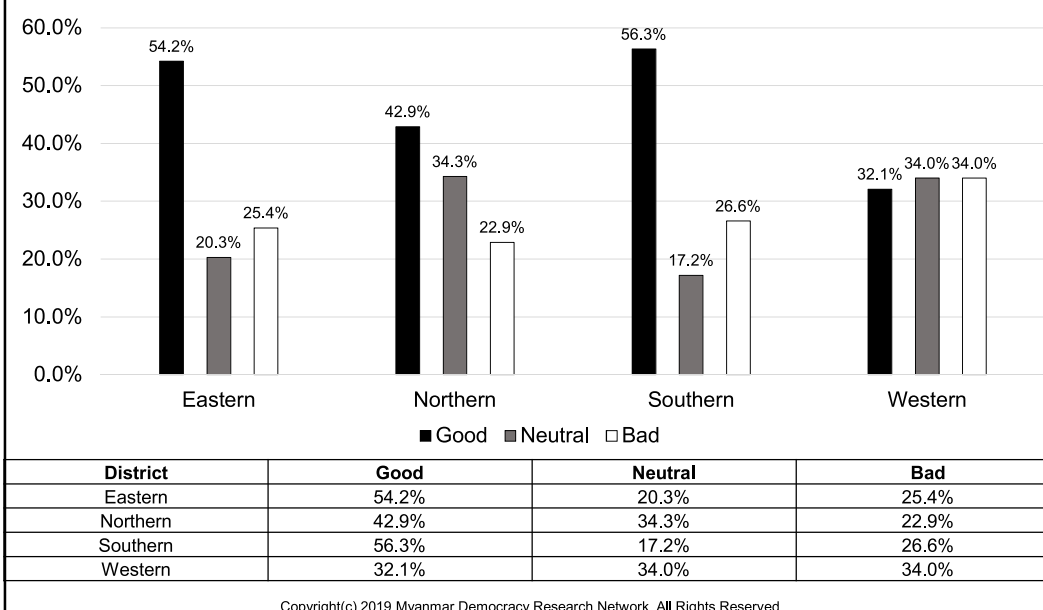
Observations of Dog Control Methods

Q 56. Which methods of dog control have you witnessed?



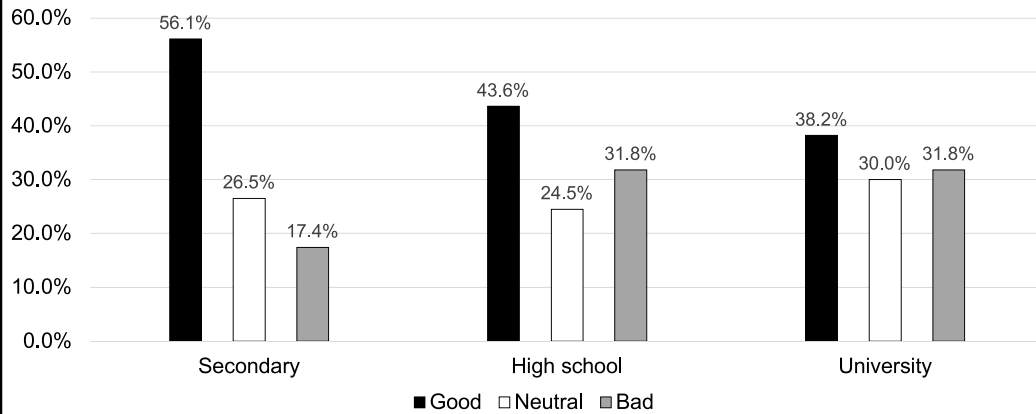
YCDC Performance Evaluation by District

Q 57. What is your opinion on YCDC's handling of stray dogs?



YCDC Performance Evaluation by Education Level

Q 57. What is your opinion on YCDC's handling of stray dogs?

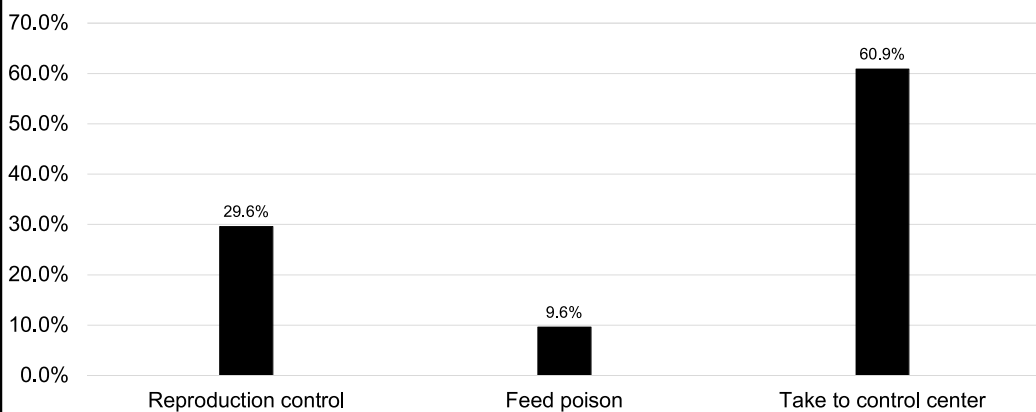


Level of education	Good	Neutral	Bad
Secondary	56.1%	26.5%	17.4%
High school	43.6%	24.5%	31.8%
University	38.2%	30.0%	31.8%

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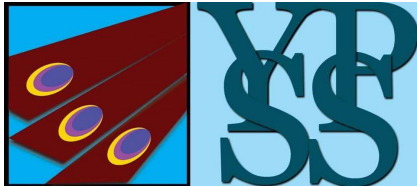
Preferred Methods of Dog Control

Q 58. What do you think is the best way for YCDC to control the dog population?



Reproduction control	Feed poison	Take to control center
29.6%	9.6%	60.9%

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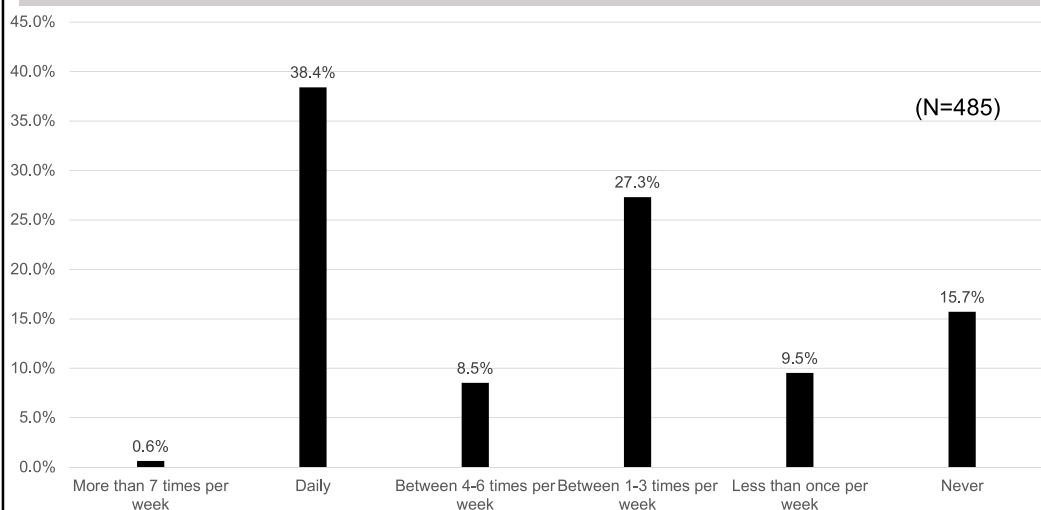


Markets in Yangon City

Yangon School of Political Science (YSPS)

Market Visits Per Week

Q 60. How many times do you go to the market to buy something in a week?

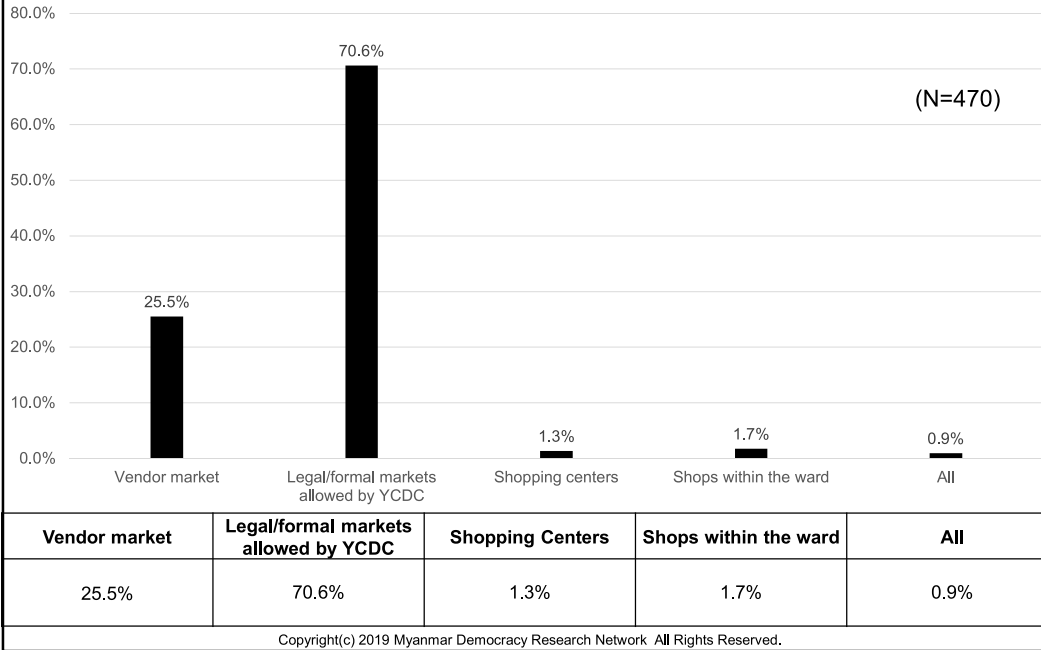


More than 7 times per week	Daily	Between 4-6 times per week	Between 1-3 times per week	Less than once per week	Never
0.6%	38.4%	8.5%	27.3%	9.5%	15.7%

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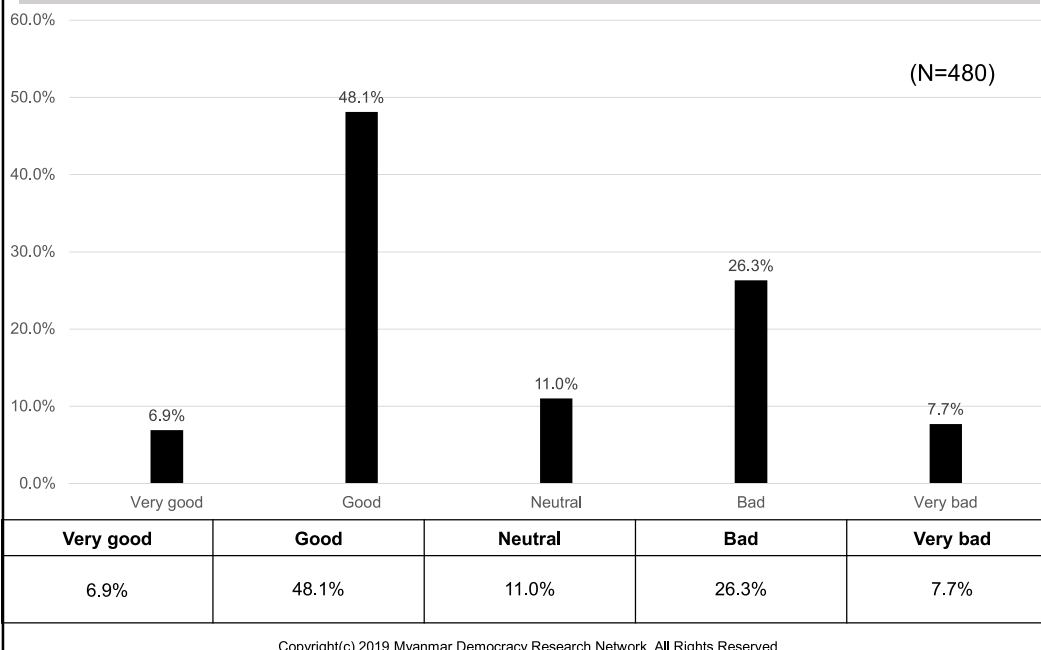
Market Type

Q 61. What types of markets do you usually go to?



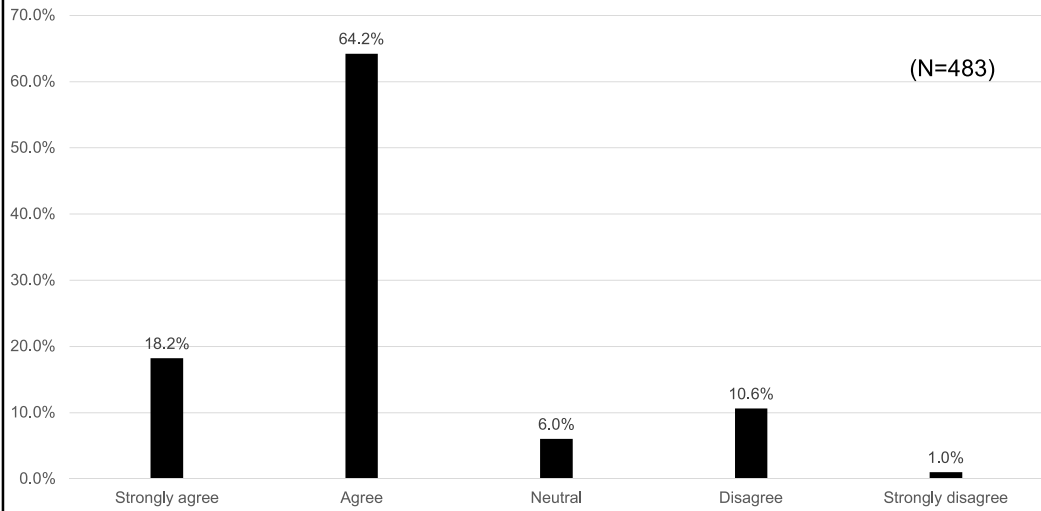
Market Street Condition

Q 62. How would you rate the street conditions of the markets?



Market Product Availability

Q 63. How much do you agree that you can buy everything you want from your usual market?

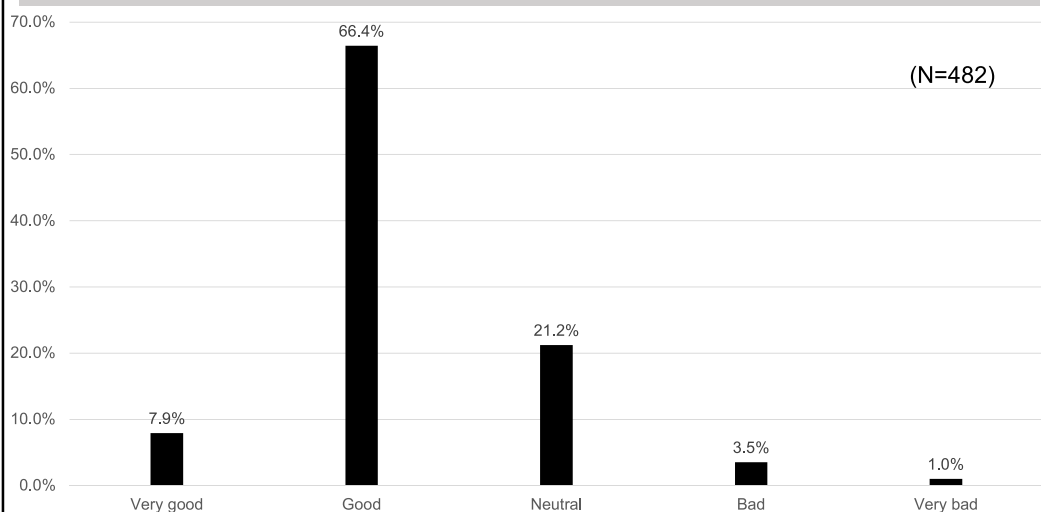


Strongly agree	Agree	Neutral	Disagree	Strongly disagree
18.2%	64.2%	6.0%	10.6%	1.0%

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Market Seller Communication

Q 64. How would you rate the communication with the sellers?

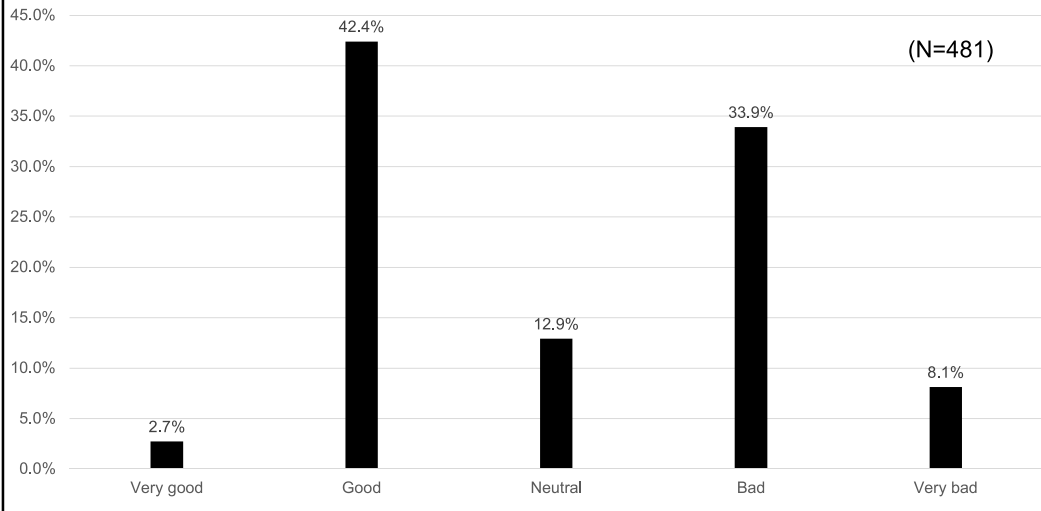


Very good	Good	Neutral	Bad	Very bad
7.9%	66.4%	21.2%	3.5%	1.0%

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Market Smell & Ventilation

Q 65. How would you rate the smell and ventilation in the markets?

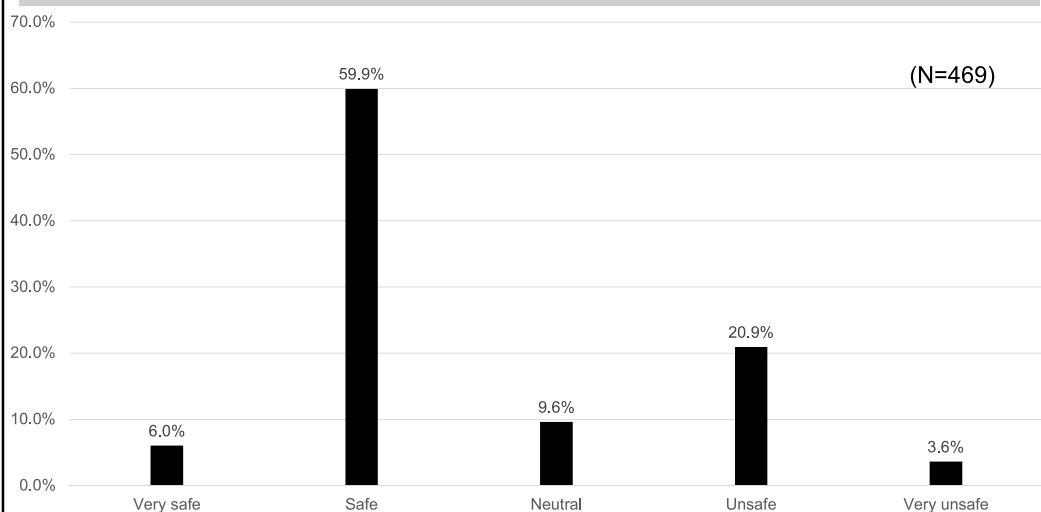


Very good	Good	Neutral	Bad	Very bad
2.7%	42.4%	12.9%	33.9%	8.1%

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Market Safety

Q 67. How safe do you feel in the markets?

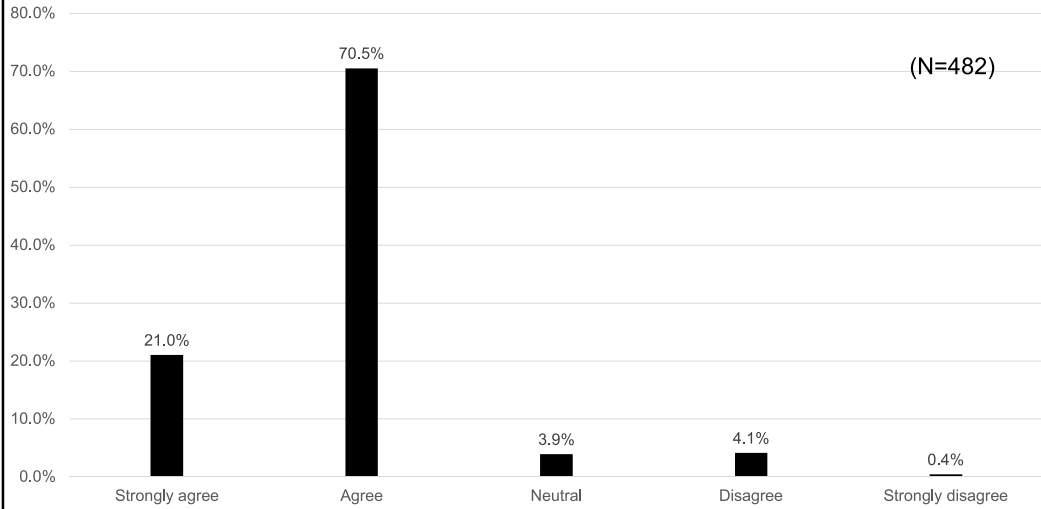


Very safe	Safe	Neutral	Unsafe	Very unsafe
6.0%	59.9%	9.6%	20.9%	3.6%

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Market Trip Safety

Q 68. How much do you agree that you can go to the markets easily and safely?

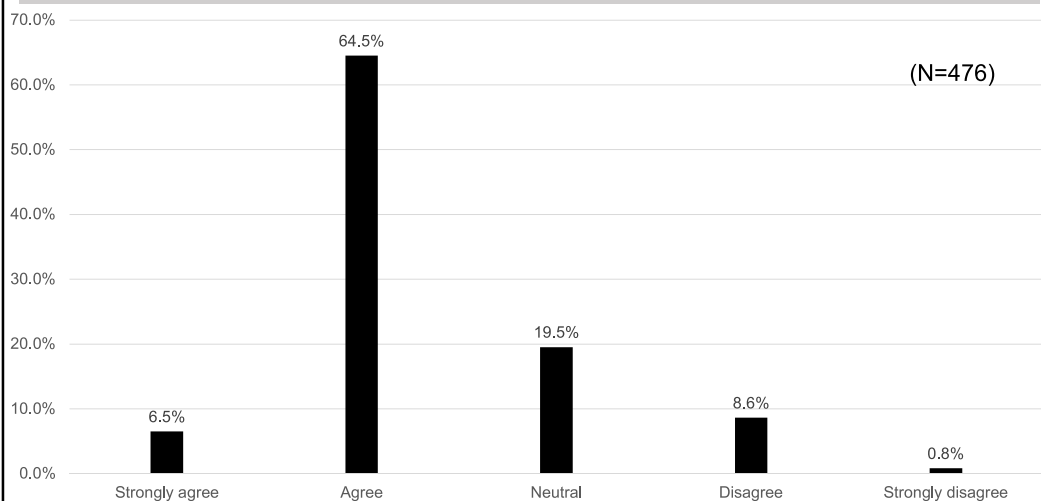


Strongly agree	Agree	Neutral	Disagree	Strongly disagree
21.0%	70.5%	3.9%	4.1%	0.4%

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Market Produce Quality

Q 69. How much do you agree that the foods sold in the markets are fresh and clean?

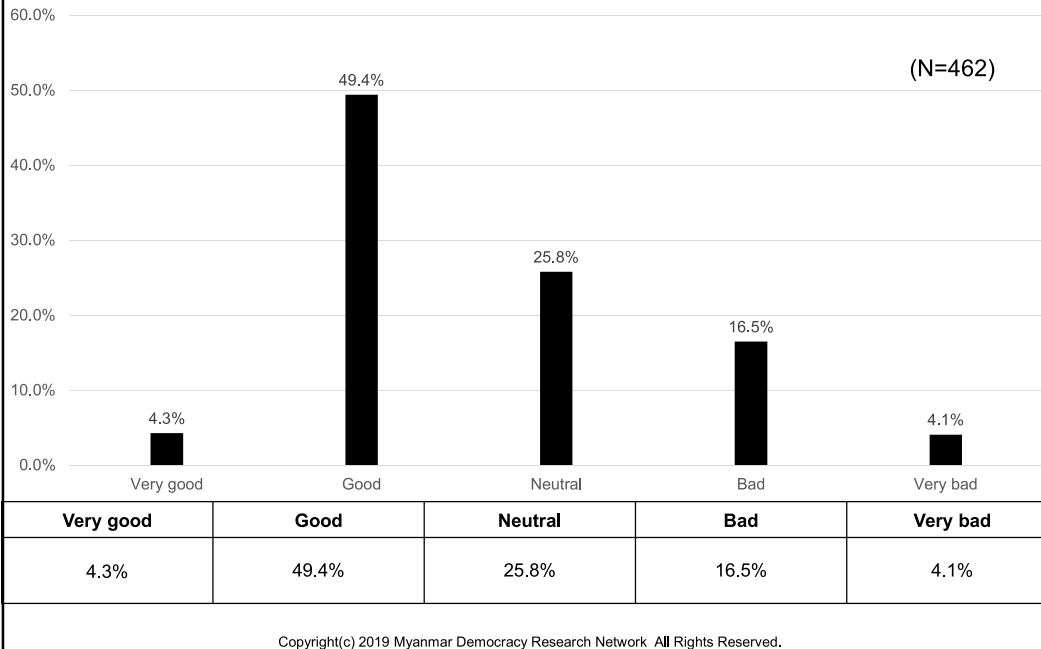


Strongly agree	Agree	Neutral	Disagree	Strongly disagree
6.5%	64.5%	19.5%	8.6%	0.8%

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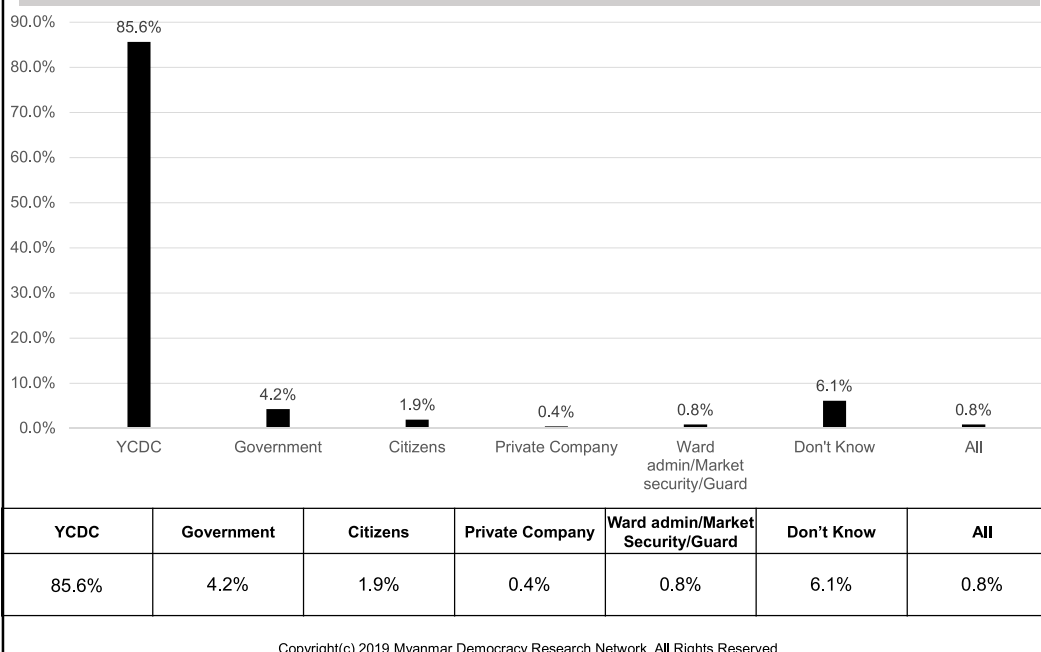
YCDC Market Administration

Q 71. How would you rate the administration of YCDC on markets?



Market Management Responsibility

Q 72. Who do you think should have the responsibility to manage the markets?



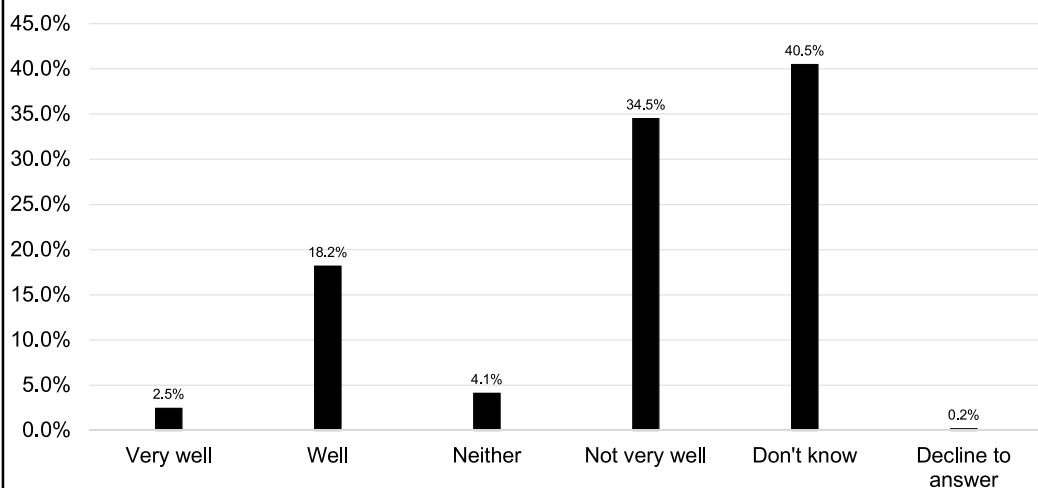


YCDC Taxes

Salween Institute
for Public Policy
(SIPP)

Taxes, Fees, and Charges Knowledge

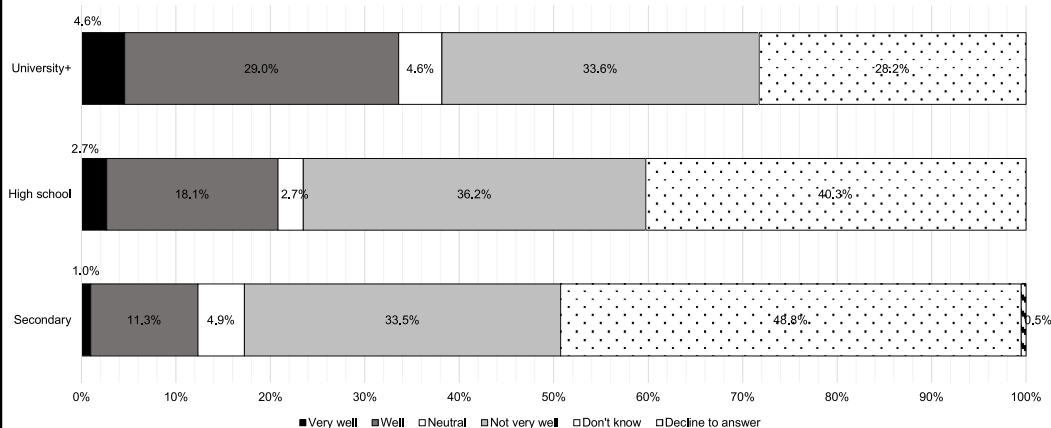
Q 73. How well do you know the difference between tax, fees, and charges?



Very well	Well	Neither	Not very well	Don't know	Decline to Answer
2.5%	18.2%	4.1%	34.5%	40.5%	0.2%

Taxes, Fees, and Expenses Knowledge

Q 73. How well do you know the difference between tax, fees, and charges?

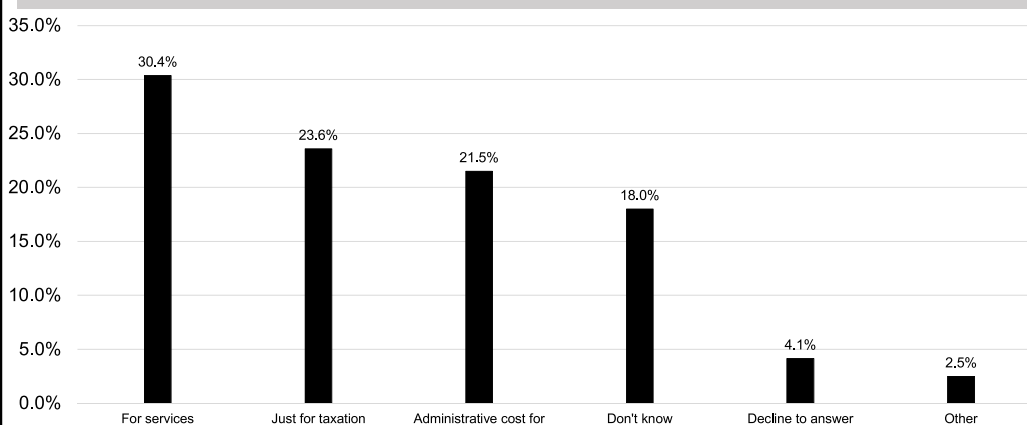


District	Very well	Well	Neither	Not very well	Don't know	Decline to answer
Secondary	1.0%	11.3%	4.9%	33.5%	48.8%	0.5%
High school	2.7%	18.1%	2.7%	36.2%	40.3%	0.0%
University+	4.6%	29.0%	4.6%	33.6%	28.2%	0.0%

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Taxes, Fees, and Expenses Reasons

Q 74. What do you think is the main reason for paying taxes, fees, and expenses?

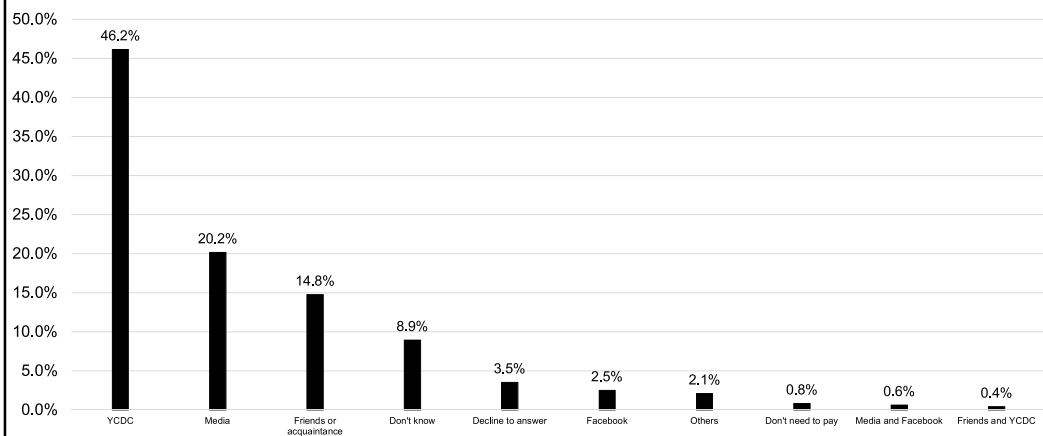


For services	Just for taxation	Administrative cost for YCDC	Don't know	Decline to answer	Other
30.4%	23.6%	21.5%	18.0%	4.1%	2.5%

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Information on Expenses

Q 75. What are the main sources of information on paying taxes, fees, and expenses?

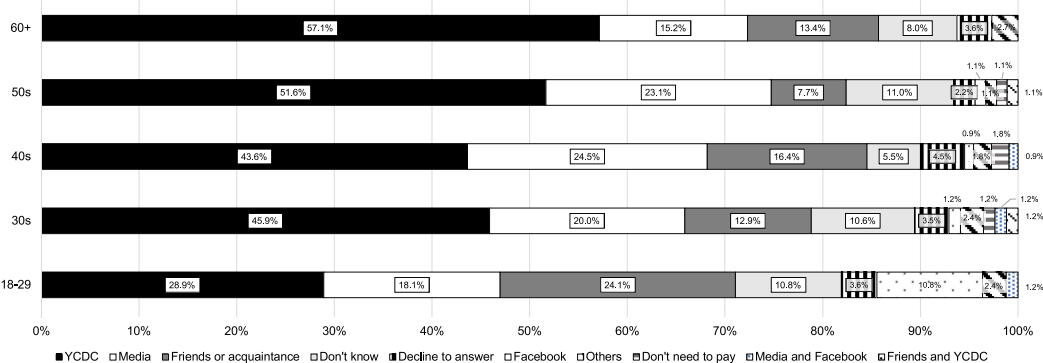


YCDC	Media	Friends or Acquaintance	Don't know	Decline to answer	Facebook	Others	Don't need to pay	Media and Facebook	Friends and YCDC
46.2%	20.2%	14.8%	8.9%	3.5%	2.5%	2.1%	0.8%	0.6%	0.4%

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Information on Expenses

Q 75. What are the main sources of information on paying taxes, fees, and expenses?

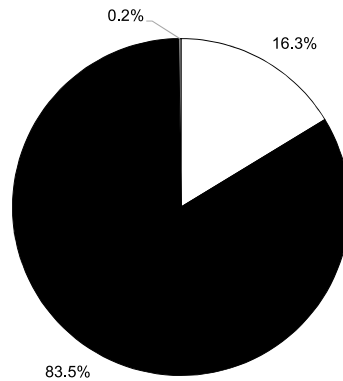


Age	YCDC	Media	Friends or Acquaintance	Don't know	Decline to answer	Facebook	Others	Don't need to pay	Media and Facebook	Friends and YCDC
18-29	28.9%	18.1%	24.1%	10.8%	3.6%	10.8%	2.4%	0.0%	1.2%	0.0%
30s	45.9%	20.0%	12.9%	10.6%	3.5%	1.2%	2.4%	1.2%	1.2%	1.2%
40s	43.6%	24.5%	16.4%	5.5%	4.5%	0.9%	1.8%	1.8%	0.9%	0.0%
50s	51.6%	23.1%	7.7%	11.0%	2.2%	1.1%	1.1%	1.1%	0.0%	1.1%
60+	57.1%	15.2%	13.4%	8.0%	3.6%	0.0%	2.7%	0.0%	0.0%	0.0%

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Right to Reimbursement

Q 76. Did you know you have the right to a reduced tax rate or reimbursement?



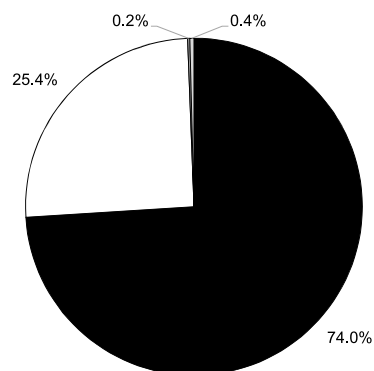
□ Yes ■ No ▒ Decline to answer

Yes	No	Decline to answer
16.3%	83.5%	0.2%

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Monthly YCDC Taxes

Q 78. Are you paying any monthly taxes to YCDC?



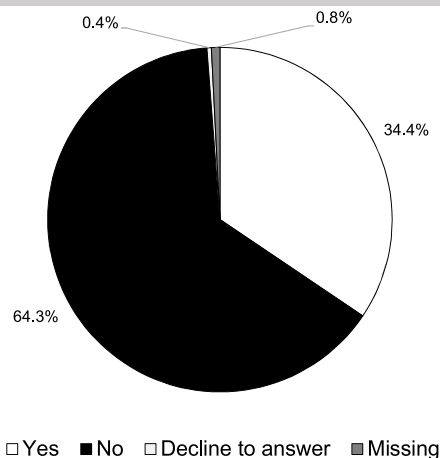
■ Yes □ No ▒ Decline to answer ▒ Missing

Yes	No	Decline to answer	Missing
74.0%	25.4%	0.2%	0.4%

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Annual YCDC Taxes

Q 80. Are you paying any annual taxes to YCDC?

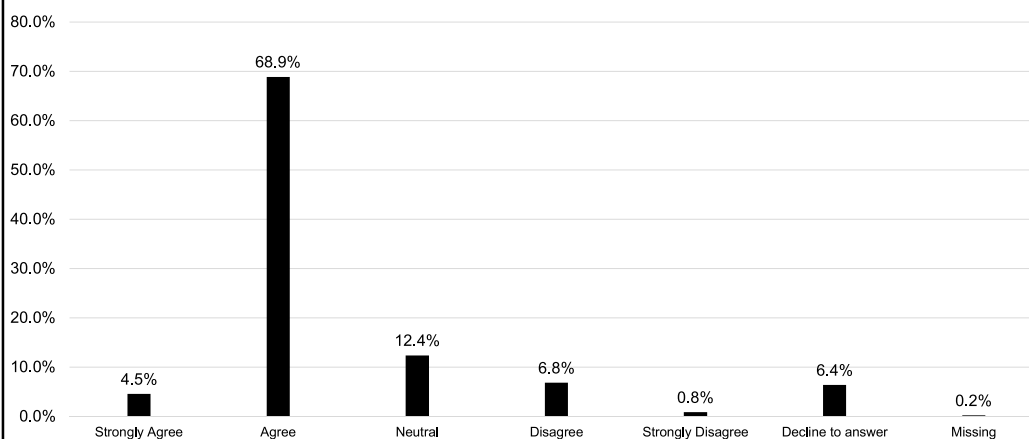


Yes	No	Decline to answer	Missing
34.4%	64.3%	0.4%	0.8%

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Taxes, Fees, and Expenses Affordability

Q 86. Please rate how much you agree with the statement "It is reasonable and affordable to pay taxes, fees, and expenses."

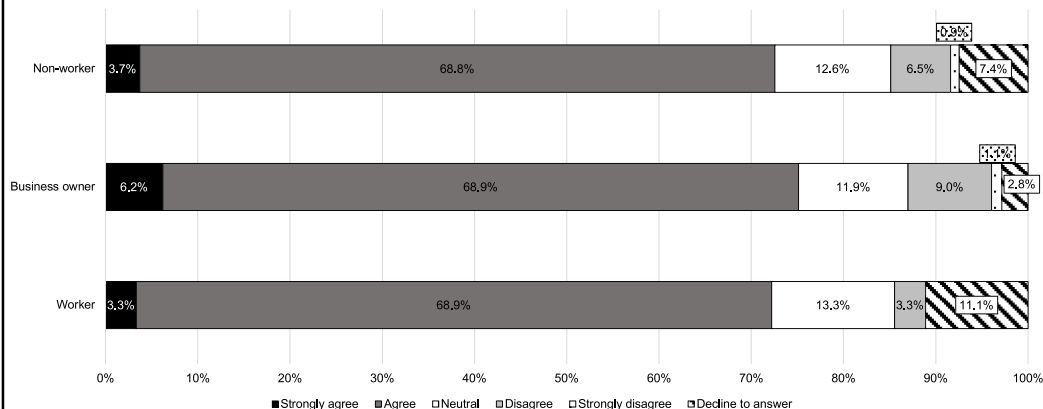


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Decline to answer	Missing
4.5%	68.9%	12.4%	6.8%	0.8%	6.4%	0.2%

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Tax Affordability Based on Occupation

Q 86. Please rate how much you agree with the statement "It is reasonable and affordable to pay taxes, fees, and expenses."

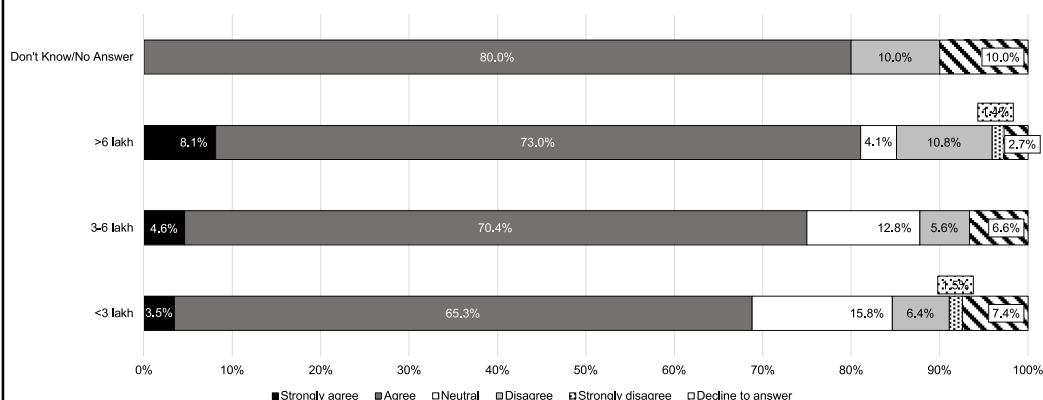


Position	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Decline to answer
Worker	3.3%	68.9%	13.3%	3.3%	0.0%	11.1%
Business owner	6.2%	68.9%	11.9%	9.0%	1.1%	2.8%
Non-worker	3.7%	68.8%	12.6%	6.5%	0.9%	7.4%

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Tax Affordability Based on Income

Q 86. Please rate how much you agree with the statement "It is reasonable and affordable to pay taxes, fees, and expenses."

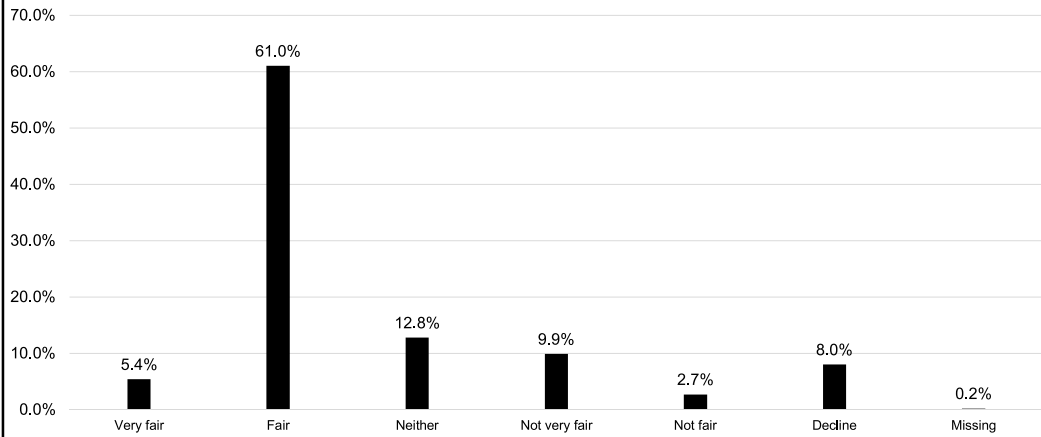


	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Decline to answer
<3 lakh	3.5%	65.3%	15.8%	6.4%	1.5%	7.4%
3-6 lakh	4.6%	70.4%	12.8%	5.6%	0.0%	6.6%
>6 lakh	8.1%	73.0%	4.1%	10.8%	1.4%	2.7%
Don't Know/No Answer	0.0%	80.0%	0.0%	10.0%	0.0%	10.0%

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Taxes, Fees, and Expenses Fairness

Q 87. Do you believe it is fair to pay taxes, fees, and expenses on your income?

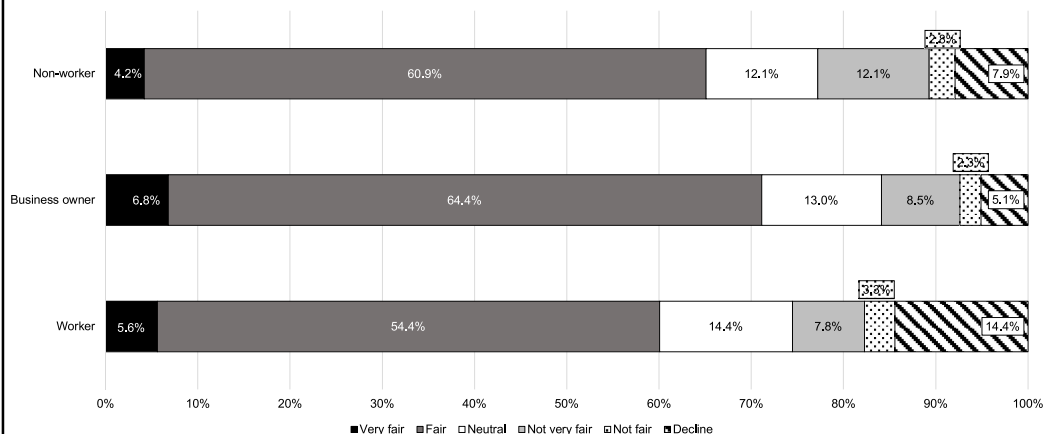


Very fair	Fair	Neither	Not very fair	Not fair	Decline to answer	Missing
5.4%	61.0%	12.8%	9.9%	2.7%	8.0%	0.2%

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Taxes Fairness Based on Occupation

Q 112. Do you believe it is fair to pay taxes, fees, and expenses on your income?

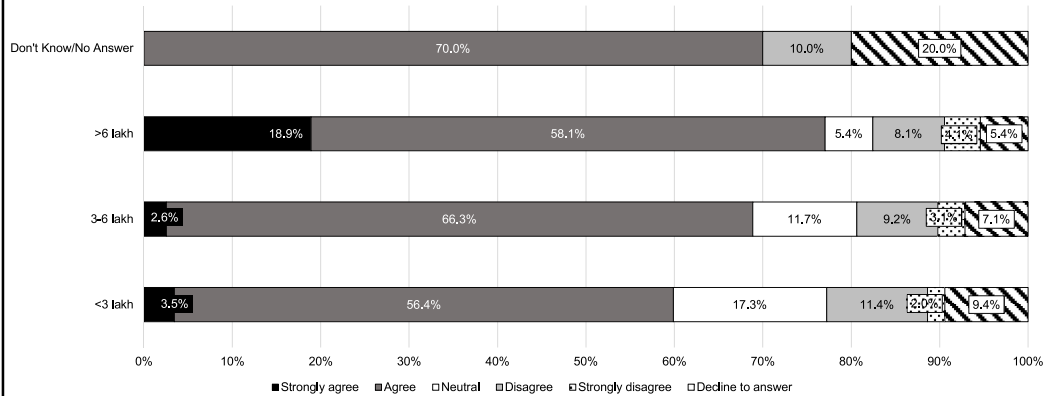


	Very fair	Fair	Neither	Not very fair	Not fair	Decline to answer
Worker	5.6%	54.4%	14.4%	7.8%	3.3%	14.4%
Business Owner	6.8%	64.4%	13.0%	8.5%	2.3%	5.1%
Non-worker	4.2%	60.9%	12.1%	12.1%	2.8%	7.9%

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Tax Fairness Based on Income

Q 112. Do you believe it is fair to pay taxes, fees, and expenses on your income?



	Very fair	Fair	Neither	Not very fair	Not fair	Decline to answer
<3 lakh	3.5%	56.4%	17.3%	11.4%	2.0%	9.4%
3-6 lakh	2.6%	66.3%	11.7%	9.2%	3.1%	7.1%
>6 lakh	18.9%	58.1%	5.4%	8.1%	4.1%	5.4%
Don't Know/No Answer	0.0%	70.0%	0.0%	10.0%	0.0%	20.0%

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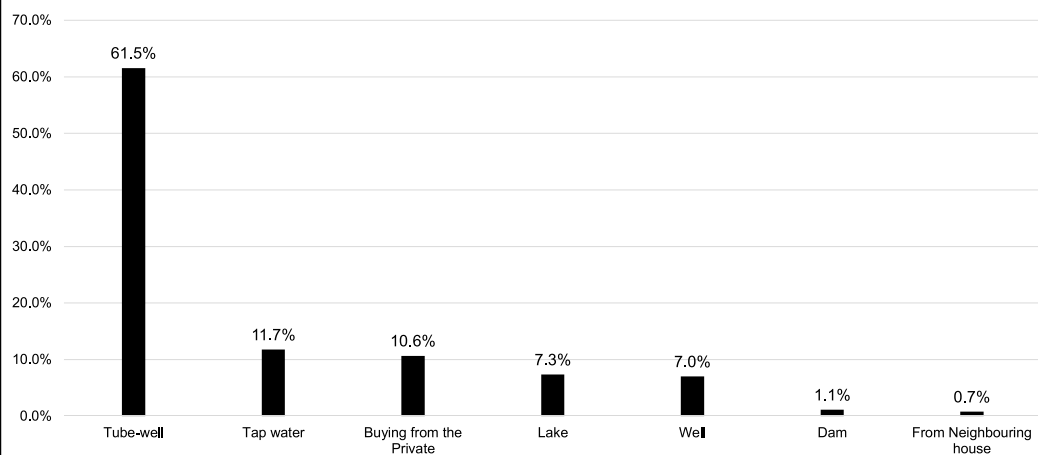


**Water Distribution
System of YCDC and
Current Situation of
Water Usage**

**Sandhi Governance
Institute**

Alternative to YCDC Water Sources

Q 88. If you have not used the water from YCDC, you get it from...

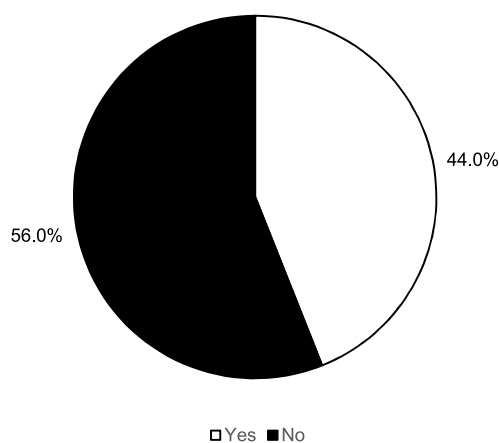


Tube-well	Tap water	Buying from the Private	Lake	Well	Dam	From Neighbouring house
61.5%	11.7%	10.6%	7.3%	7.0%	1.1%	0.7%

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Water Use from YCDC

Q 89. Do you use the water distributed by YCDC in your home?

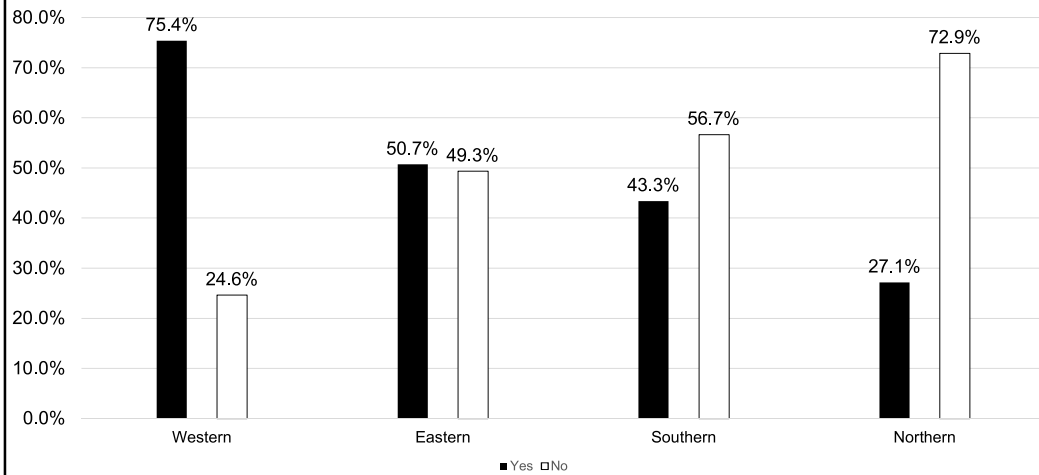


Yes	No
44.0%	56.0%

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Water Use from YCDC

Q 89. Do you use the water distributed by YCDC in your home?



District	Yes	No
Western	75.4%	24.6%
Eastern	50.7%	49.3%
Southern	43.3%	56.7%
Northern	27.1%	72.9%

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Attitude towards Potential YCDC Water Distribution

Q 90: Do you think your daily water usage would be better if YCDC distributed water in your township/ward?

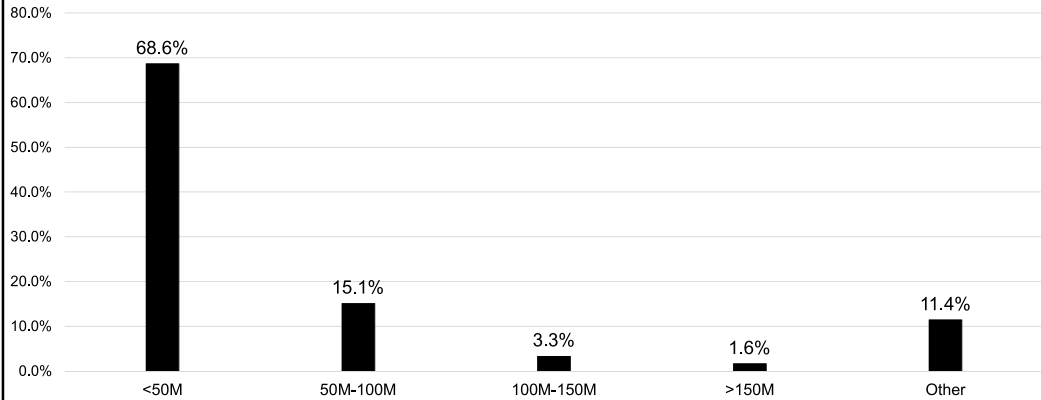


Yes	No
89%	11%

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Overall Meter Affordability

Q 91: If YCDC distributed water in your township/ward, how much would you be able to pay for the meter?

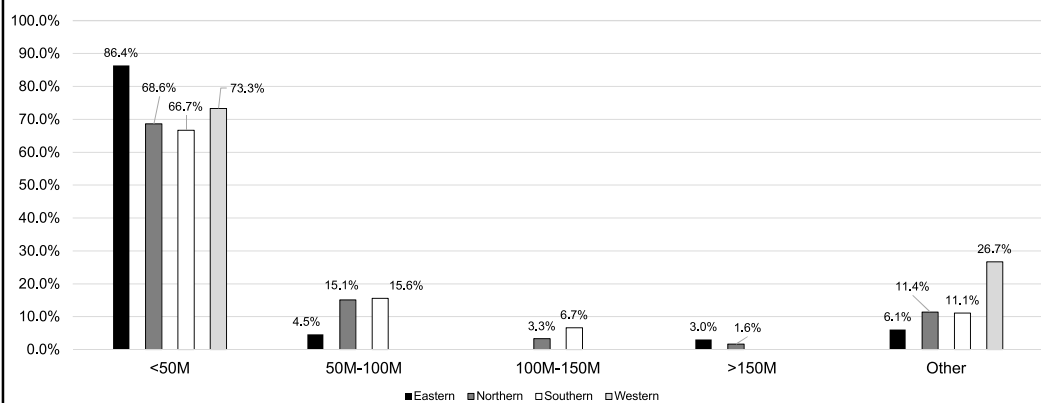


<50M	50M-100M	100M-150M	>150M	Other
68.6%	15.1%	3.3%	1.6%	11.4%

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Meter Affordability by District

Q 91: If YCDC distributed water in your township/ward, how much would you be able to pay for the meter?

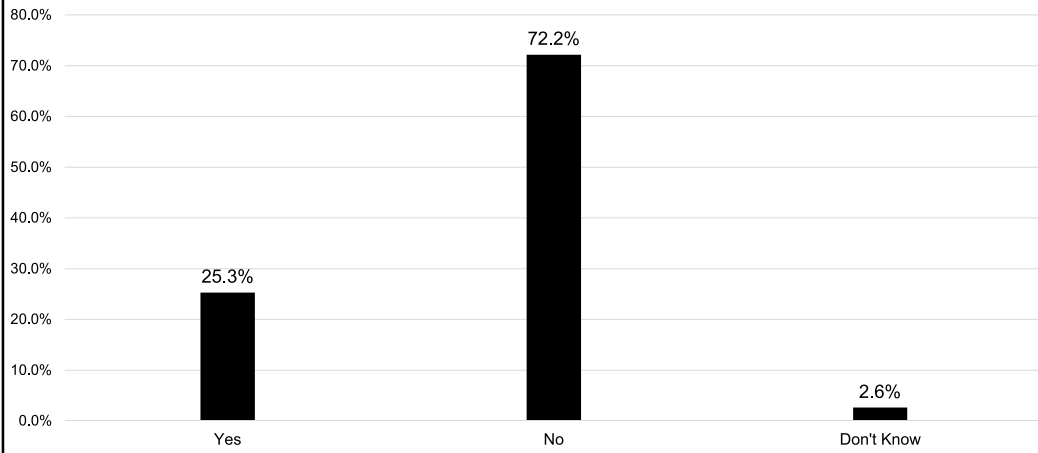


District	<50M	50M-100M	100M-150M	>150M	Other
Eastern	86.4%	4.5%	0.0%	3.0%	6.1%
Northern	68.6%	15.1%	3.3%	1.6%	11.4%
Southern	66.7%	15.6%	6.7%	0.0%	11.1%
Western	73.3%	0.0%	0.0%	0.0%	26.7%

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YCDC Water Distribution

Q 92. Does YCDC distribute water in your township or ward?

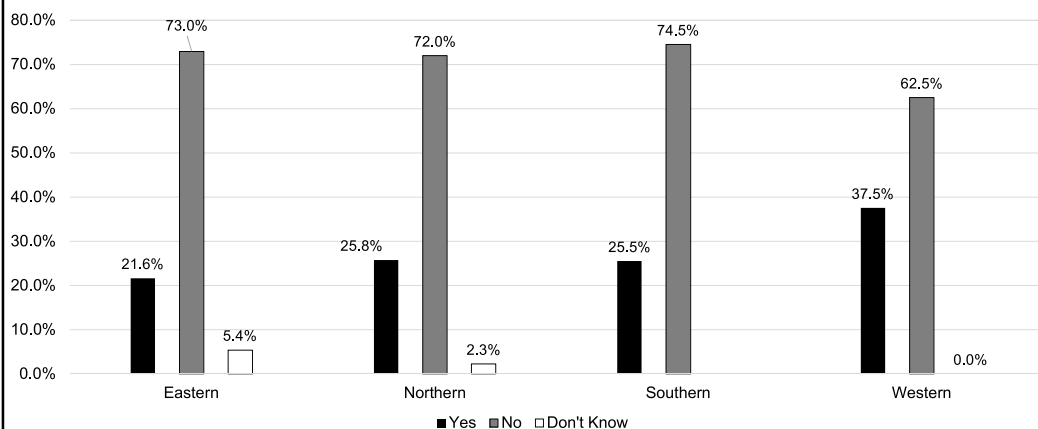


Yes	No	Don't know
25.3%	72.2%	2.6%

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YCDC Water Distribution by District

Q 92. Does YCDC distribute water in your township or ward?

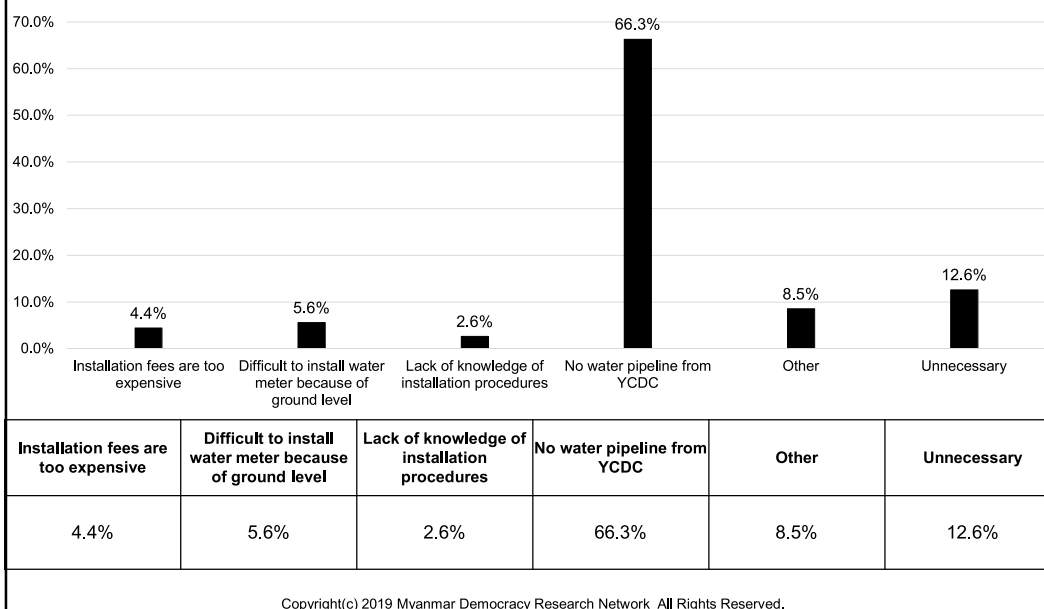


District	Yes	No	Don't Know
Eastern	21.6%	73.0%	5.4%
Northern	25.8%	72.0%	2.3%
Southern	25.5%	74.5%	0.0%
Western	37.5%	62.5%	0.0%

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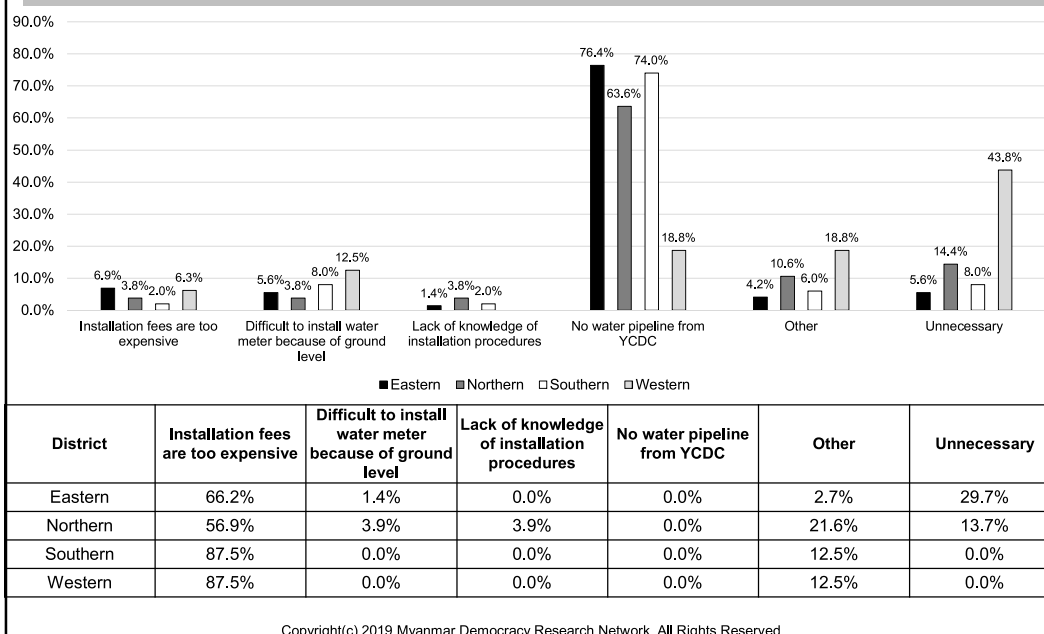
Alternatives to YCDC Water Reasons

Q 93. If you have not used the water from YCDC, for what reason?



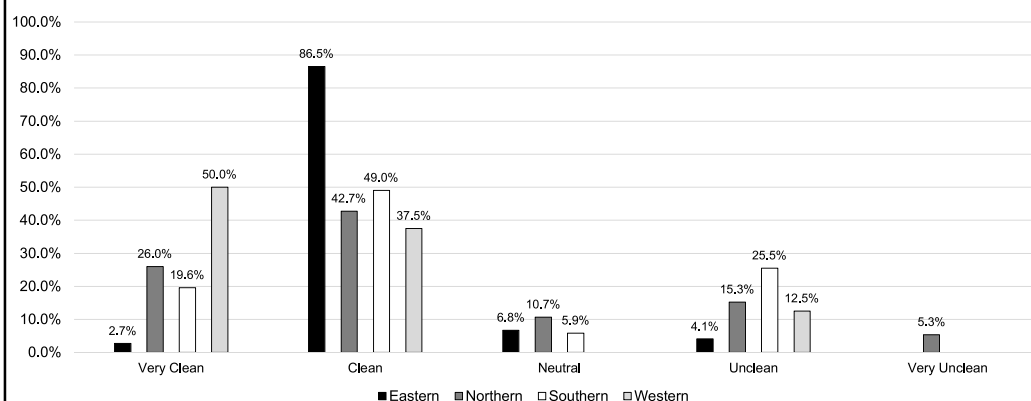
Alternatives to YCDC Water Reasons

Q 93. If you have not used the water from YCDC, for what reason?



Alternatives to YCDC Water Cleanliness

Q 95. If you have not used water from YCDC, how clean is the water you are currently using?

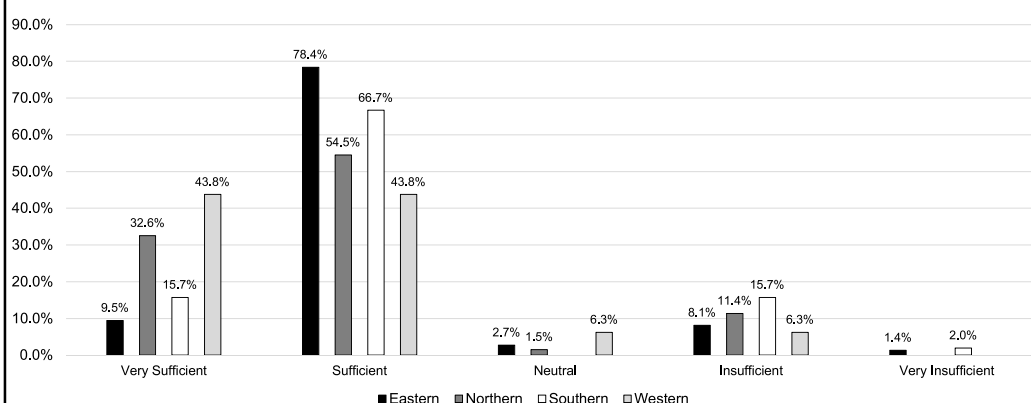


District	Very Clean	Clean	Neutral	Unclean	Very Unclean
Eastern	2.7%	86.5%	6.8%	4.1%	0.0%
Northern	26.0%	42.7%	10.7%	15.3%	5.3%
Southern	19.6%	49.0%	5.9%	25.5%	0.0%
Western	50.0%	37.5%	0.0%	12.5%	0.0%

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Alternatives to YCDC Water Sufficiency

Q 95. If you have not used water from YCDC, how sufficient is the water you are currently using?

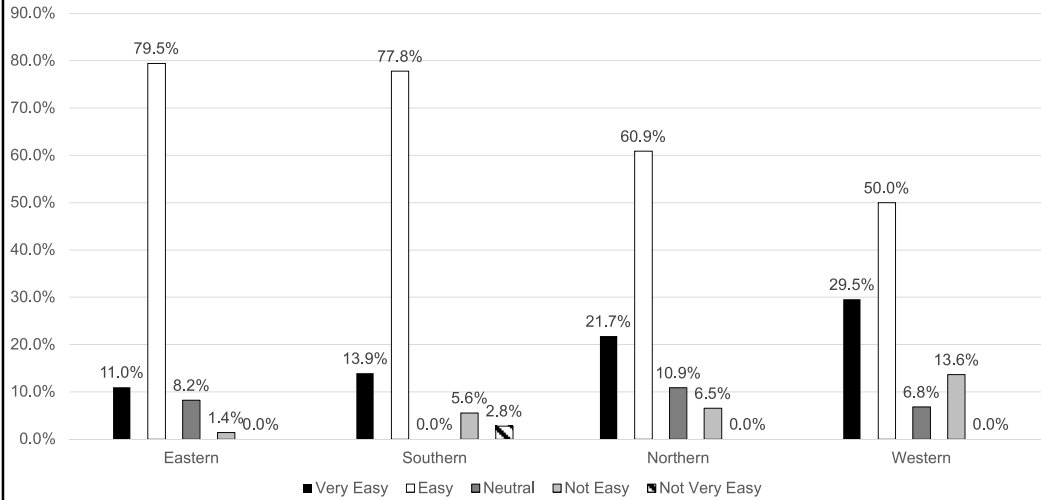


District	Very Sufficient	Sufficient	Neutral	Insufficient	Very Insufficient
Eastern	9.5%	78.4%	2.7%	8.1%	1.4%
Northern	32.6%	54.5%	1.5%	11.4%	0.0%
Southern	15.7%	66.7%	0.0%	15.7%	2.0%
Western	43.8%	43.8%	6.3%	6.3%	0.0%

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YCDC Water Meter Installation

Q 96. How easy is it to install the water meter from YCDC?

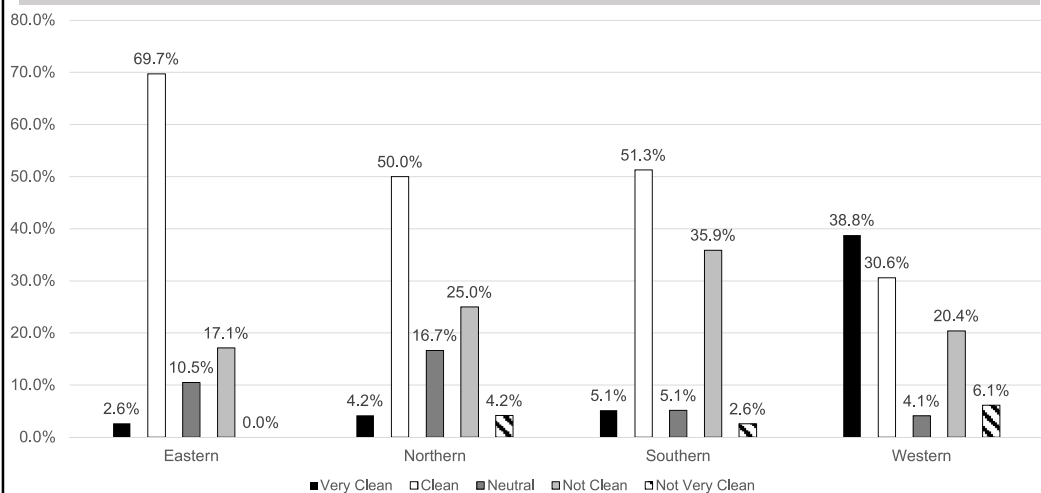


District	Very Easy	Easy	Neutral	Not Easy	Not Very Easy
Eastern	11.0%	79.5%	8.2%	1.4%	0.0%
Southern	13.9%	77.8%	0.0%	5.6%	2.8%
Northern	21.7%	60.9%	10.9%	6.5%	0.0%
Western	29.5%	50.0%	6.8%	13.6%	0.0%

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YCDC Water Cleanliness

Q 97. How clean do you think the water from YCDC is?

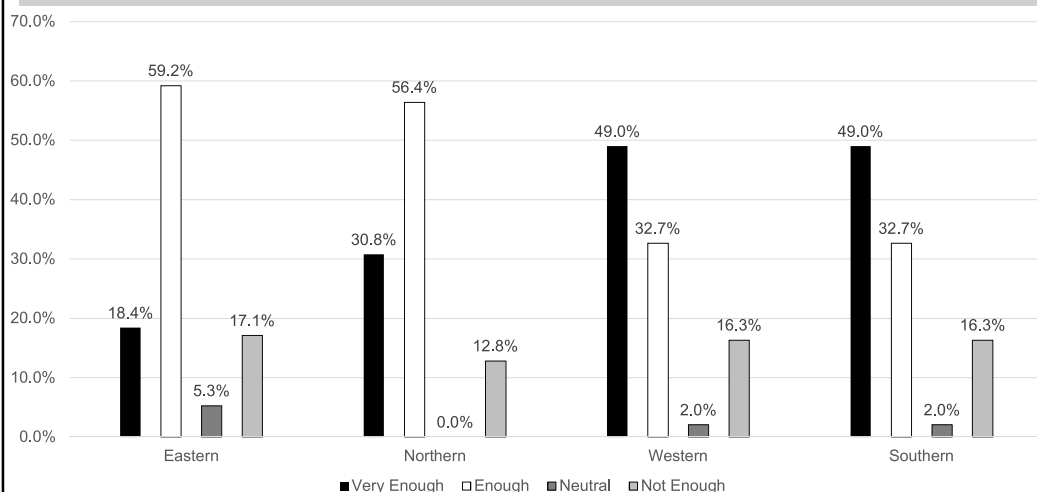


District	Very Clean	Clean	Neutral	Not Clean	Not Very Clean
Eastern	2.6%	69.7%	10.5%	17.1%	0.0%
Western	38.8%	30.6%	4.1%	20.4%	6.1%
Southern	5.1%	51.3%	5.1%	35.9%	2.6%
Northern	4.2%	50.0%	16.7%	25.0%	4.2%

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YCDC Water Sufficiency

Q 98. Is the water from YCDC sufficient to use in your home?

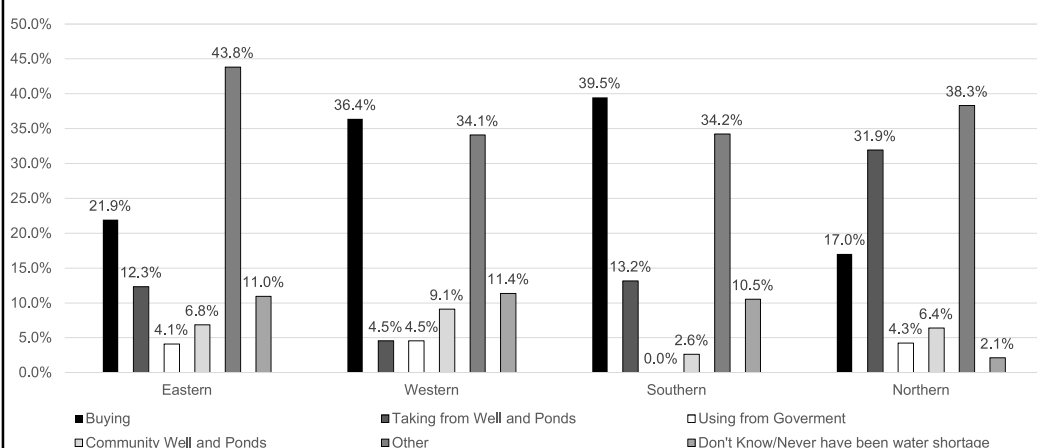


District	Very Sufficient	Sufficient	Neutral	Insufficient
Eastern	18.4%	59.2%	5.3%	17.1%
Northern	30.8%	56.4%	0.0%	12.8%
Western	49.0%	32.7%	2.0%	16.3%
Southern	49.0%	32.7%	2.0%	16.3%

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YCDC Water Alternatives

Q 99. If there is a shortage of water from YCDC, where do you get your water from?

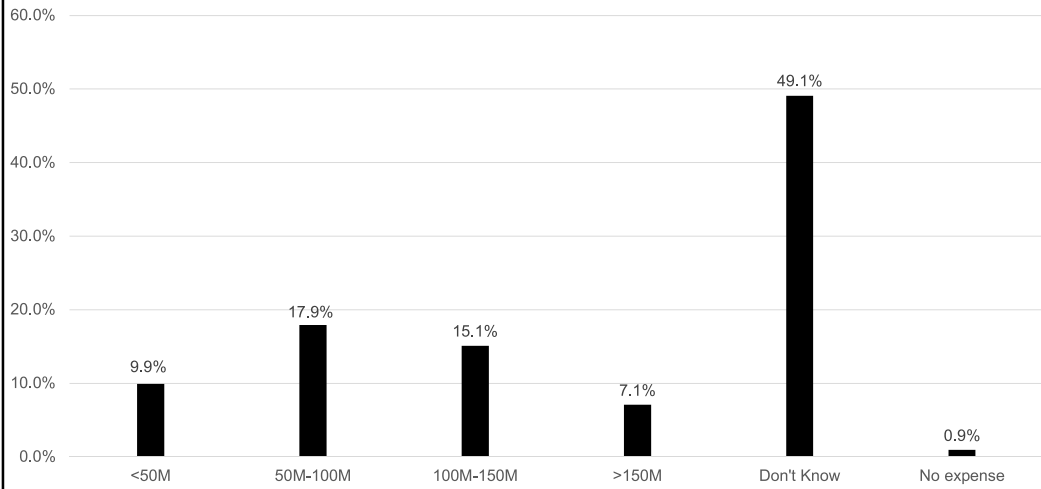


District	Buying	Taking from Well and Ponds	Using from Government	Community Well and Ponds	Other	Don't Know/Never have been water shortage
Eastern	21.9%	12.3%	4.1%	6.8%	43.8%	11.0%
Western	36.4%	4.5%	4.5%	9.1%	34.1%	11.4%
Southern	39.5%	13.2%	0.0%	2.6%	34.2%	10.5%
Northern	17.0%	31.9%	4.3%	6.4%	38.3%	2.1%

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Water Meter Installation Fees

Q 101. How much are your water meter installation fees?

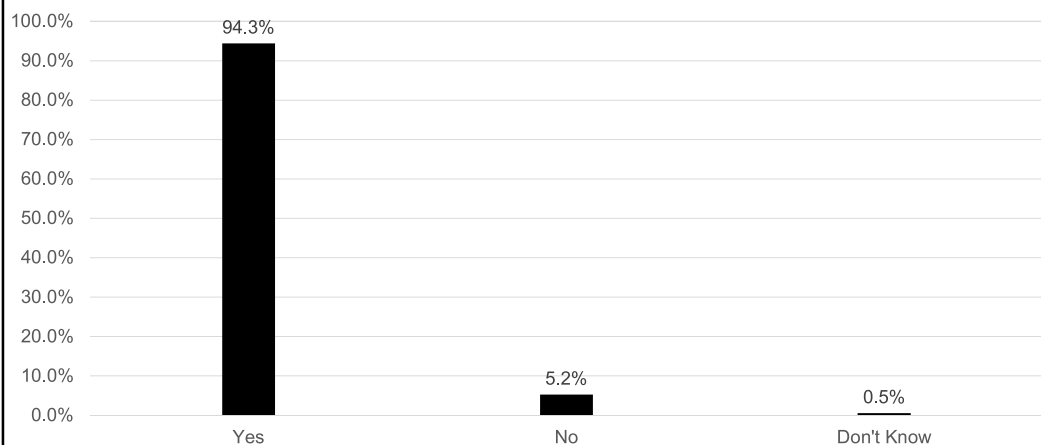


	<50M	50M-100M	100M-150M	>150M	Other	<50M
Percent	9.9%	17.9%	15.1%	7.1%	49.1%	0.9%

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Water Charges

Q 102. Do you pay for the water charges to YCDC?

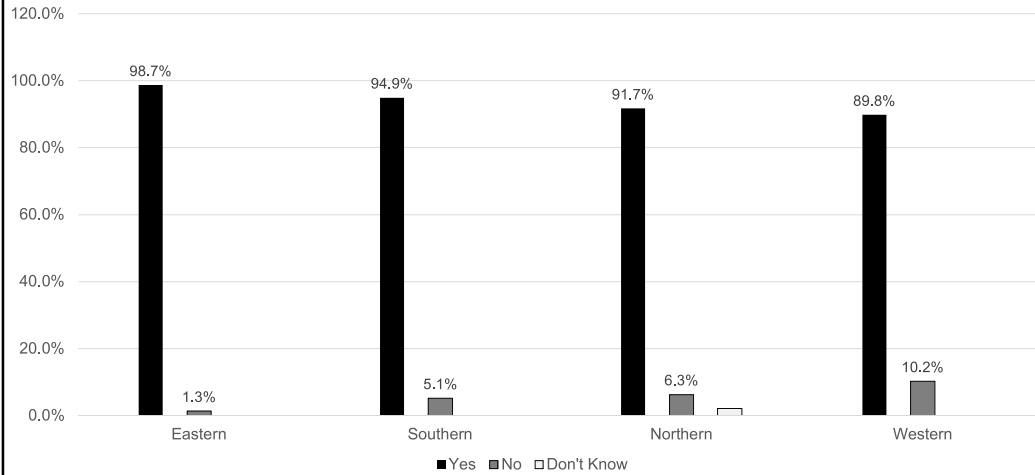


Yes	No	Don't Know
94.3%	5.2%	0.5%

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Water Charges

Q 102. Do you pay for the water charges to YCDC?

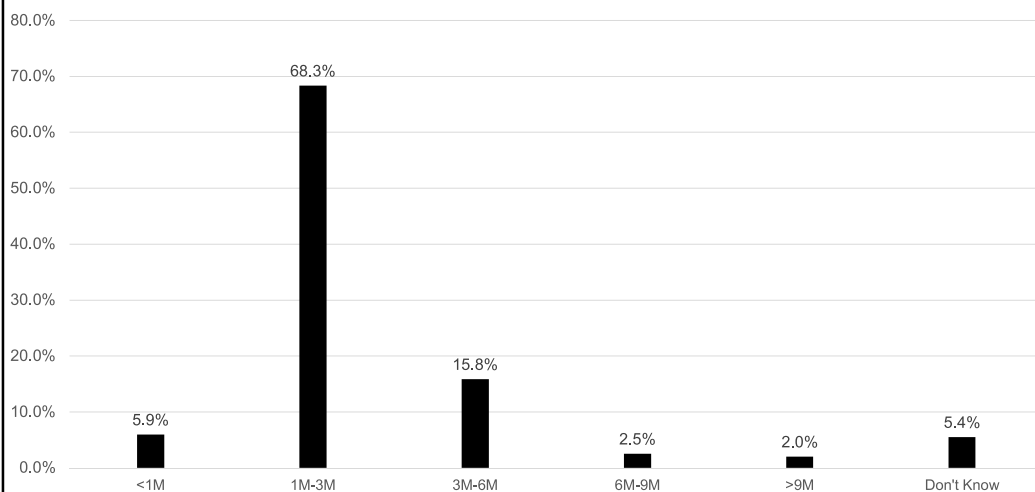


District	Yes	No	Don't Know
Eastern	98.7%	1.3%	0.0%
Northern	91.7%	6.3%	2.1%
Southern	94.9%	5.1%	0.0%
Western	89.8%	10.2%	0.0%

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Monthly Water Charges

Q 103. How much do you pay for water per month?

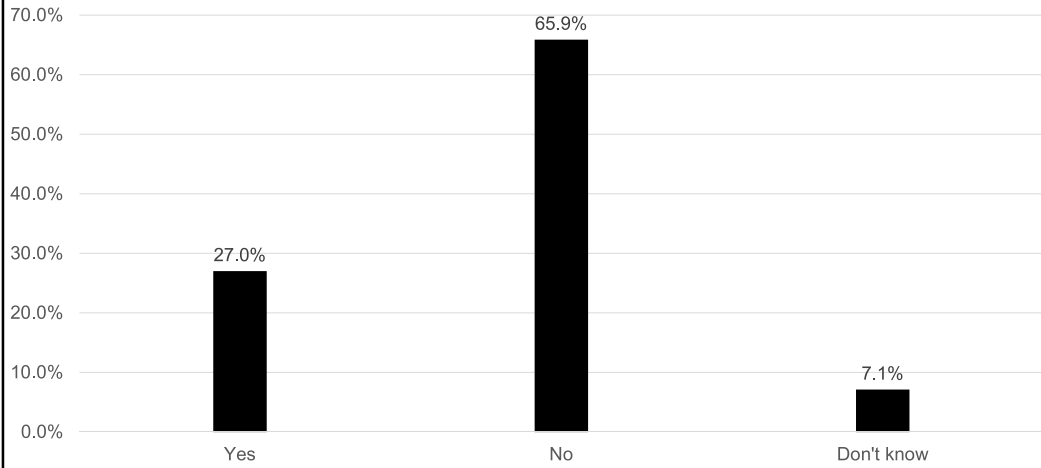


<1M	1M-3M	3M-6M	6M-9M	>9M	Don't Know
5.9%	68.3%	15.8%	2.5%	2.0%	5.4%

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Water Pipeline Maintenance

Q 104. Do you believe that YCDC maintains the water pipelines regularly?

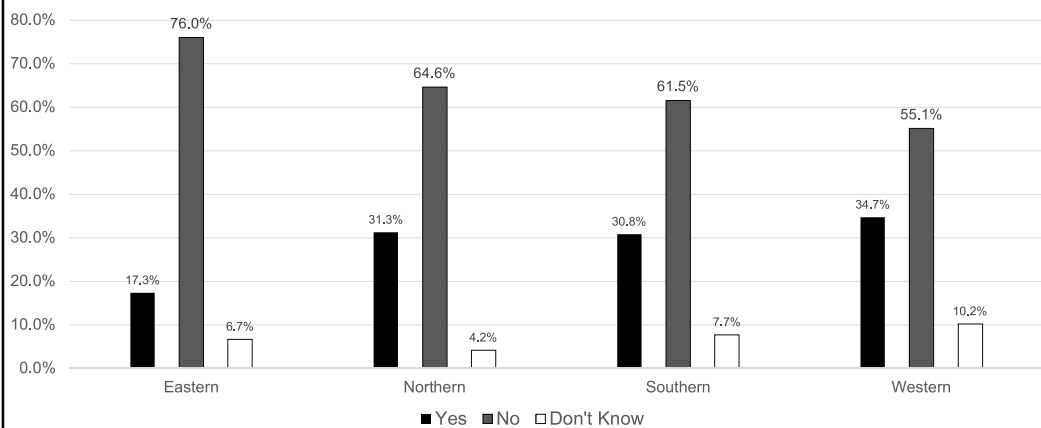


Yes	No	Don't know
27.0%	65.9%	7.1%

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Pipeline Maintenance Regularity

Q 104. Do you believe that YCDC maintains the water pipelines regularly?

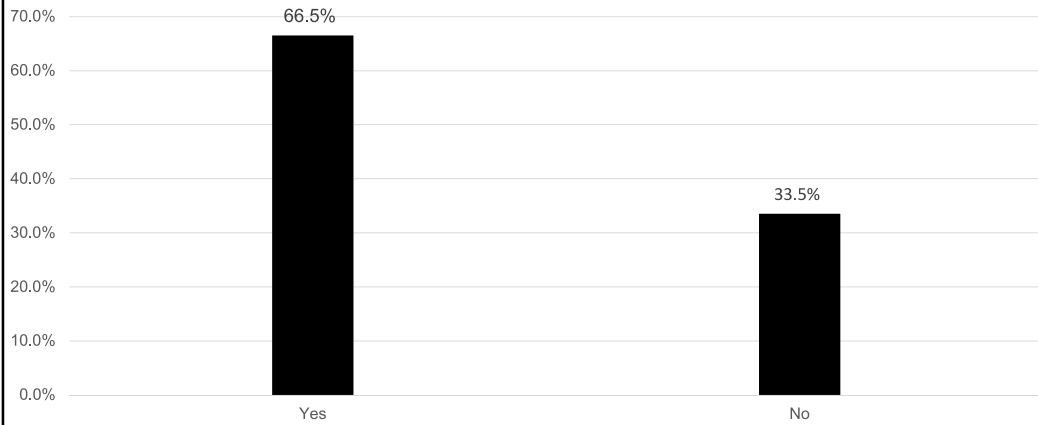


District	Yes	No	Don't Know
Eastern	17.3%	76.0%	6.7%
Northern	31.3%	64.6%	4.2%
Southern	30.8%	61.5%	7.7%
Western	34.7%	55.1%	10.2%

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YCDC Water Pipeline Repair

Q 105: Do you think YCDC will repair the water pipeline if people inform them it is damaged?

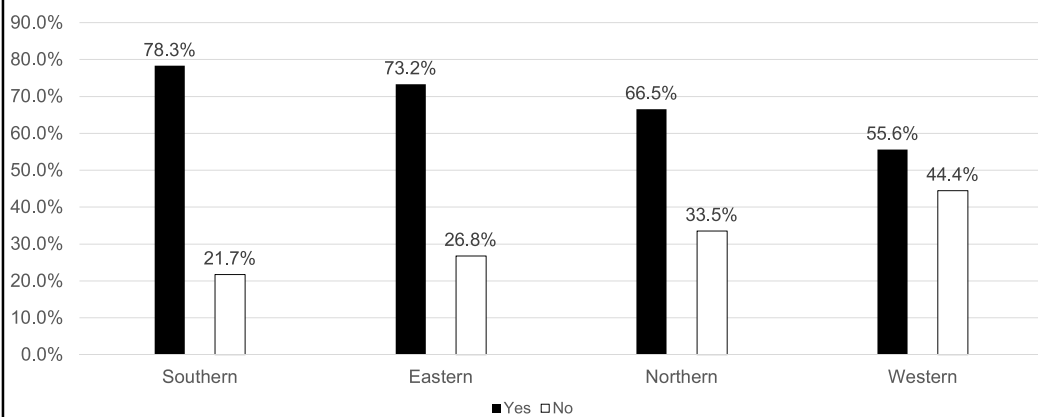


Yes	No
66.5%	33.5%

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YCDC Water Pipeline Repair

Q 105: Do you think YCDC will repair the water pipeline if people inform them it is damaged?

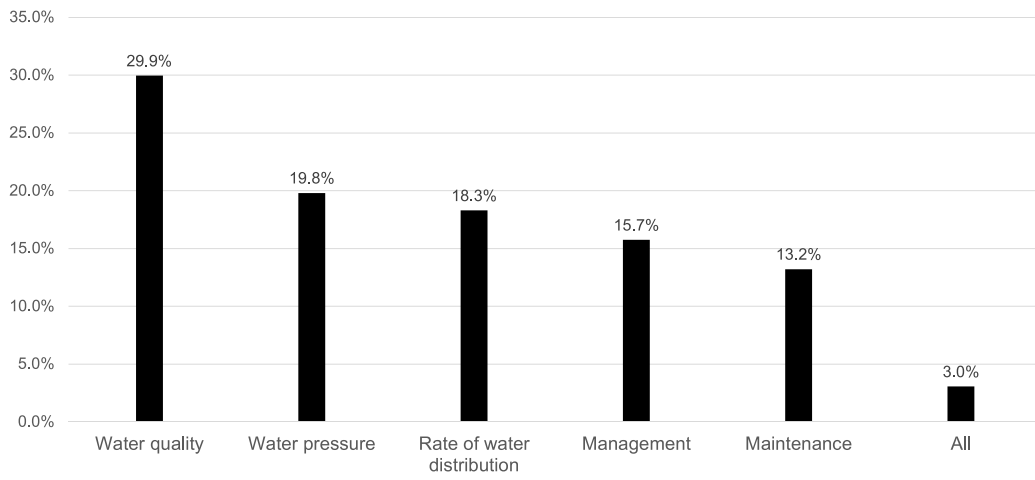


District	Yes	No
Southern	78.3%	21.7%
Eastern	73.2%	26.8%
Northern	66.5%	33.5%
Western	55.6%	44.4%

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Water Distribution Improvement

Q 106. To be better in water distribution, which of the following does YCDC need to improve?

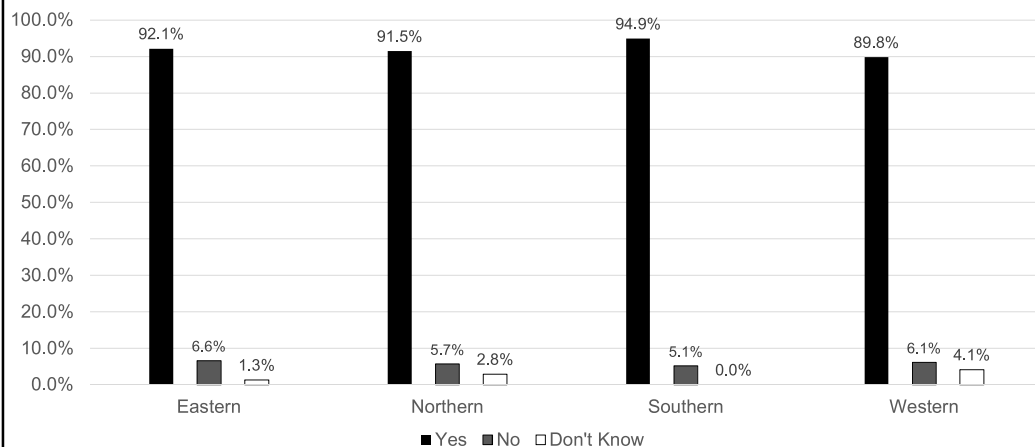


	Water quality	Water pressure	Rate of water distribution	Management	Maintenance	All
Percent	29.9%	19.8%	18.3%	15.7%	13.2%	3.0%

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Regularity in Water Collection

Q 107. Does YCDC collect the water charges regularly?

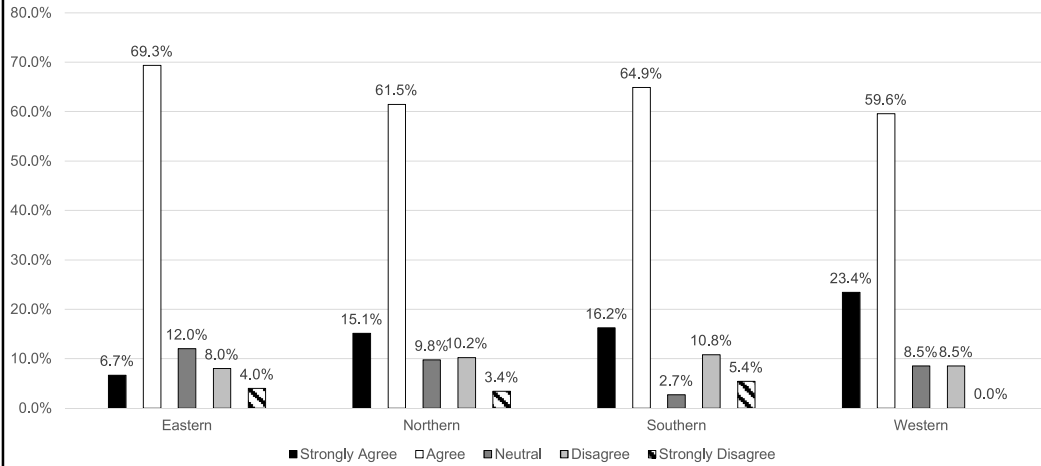


District	Yes	No	Don't Know
Eastern	92.1%	6.6%	1.3%
Northern	91.5%	5.7%	2.8%
Southern	94.9%	5.1%	0.0%
Western	89.8%	6.1%	4.1%

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Water Meter Fees Frequency Distribution

Q 109. Would you agree to pay more water charges if YCDC distributed clean and sufficient water?

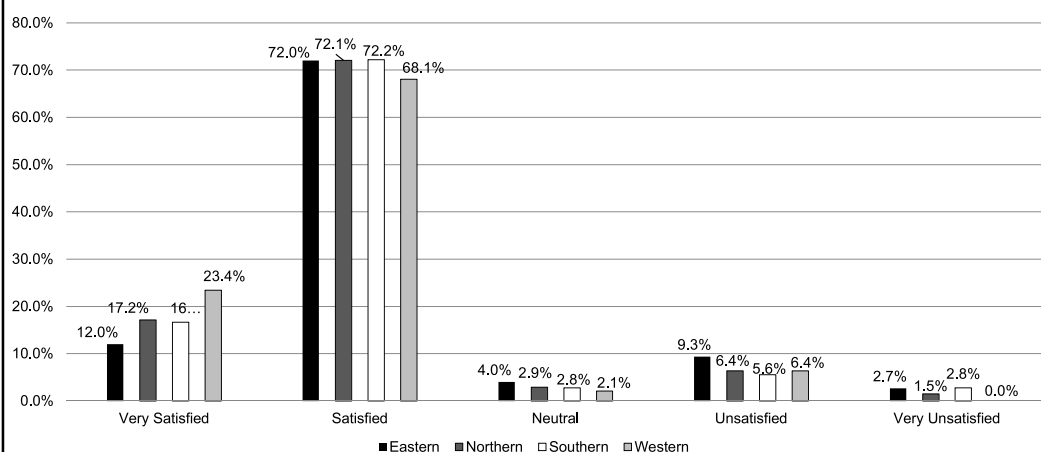


District	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Eastern	6.7%	69.3%	12.0%	8.0%	4.0%
Northern	15.1%	61.5%	9.8%	10.2%	3.4%
Southern	16.2%	64.9%	2.7%	10.8%	5.4%
Western	23.4%	59.6%	8.5%	8.5%	0.0%

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Satisfaction in Water Provision

Q 110. How satisfied are you with YCDC's water accessibility and water charges?



District	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Eastern	12.0%	72.0%	4.0%	9.3%	2.7%
Northern	17.2%	72.1%	2.9%	6.4%	1.5%
Southern	16.7%	72.2%	2.8%	5.6%	2.8%
Western	23.4%	68.1%	2.1%	6.4%	0.0%

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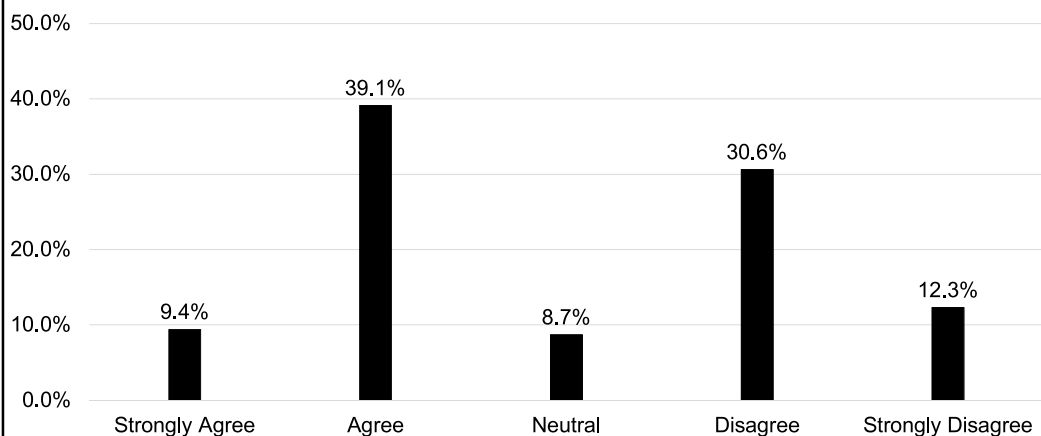


Streets and Street Lights

Yone Kyi Yar
(YKY)

Daily Street Cleaning

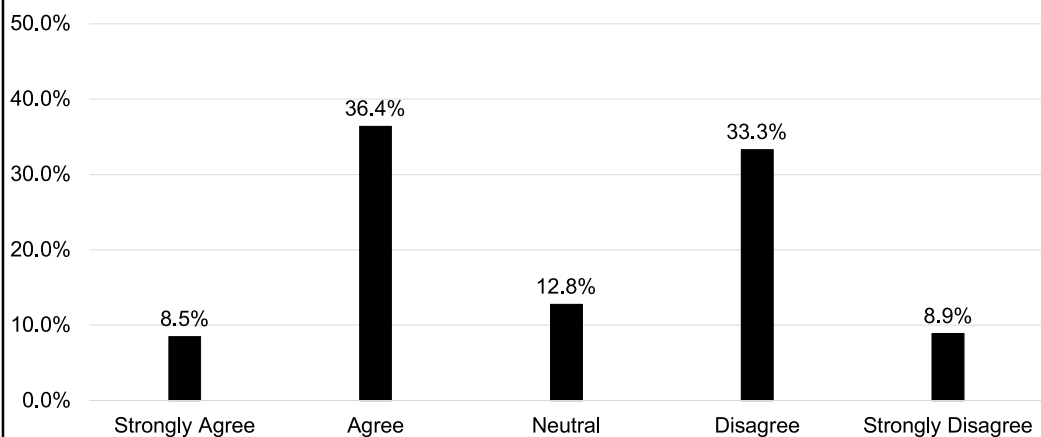
Q 112. Yangon City Development Committee (YCDC) cleans almost all the streets in the city every day.



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9.4%	39.1%	8.7%	30.6%	12.3%

Street Cleanliness

Q 113. Almost all the streets in the city are clean (there is no rubbish or beetle spit on the streets).

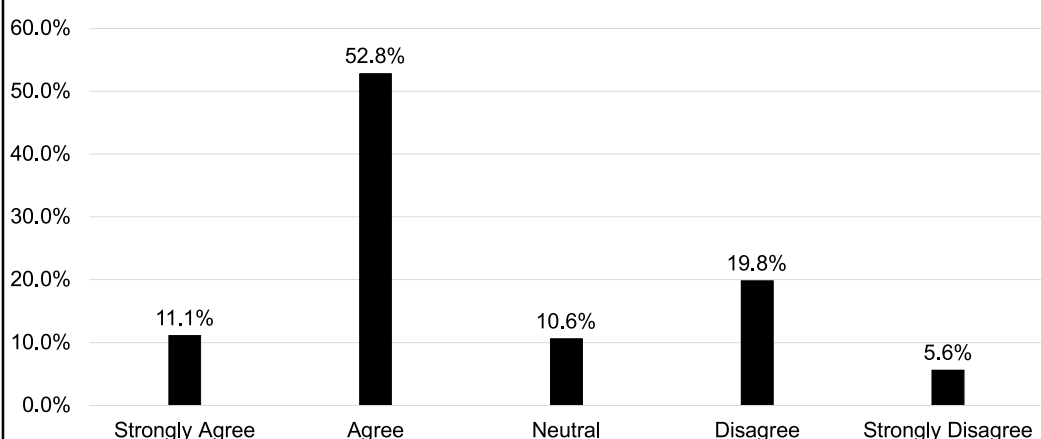


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
8.5%	36.4%	12.8%	33.3%	8.9%

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Street Quality

Q 114. The quality of most streets in the city is good (there are no rough places).

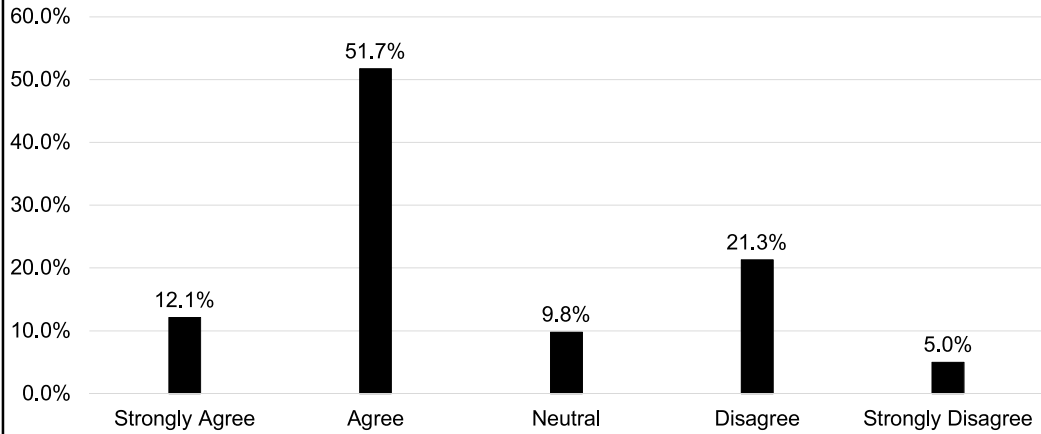


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11.1%	52.8%	10.6%	19.8%	5.6%

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Road Safety

Q 115. Road maps, road signs and pedestrian crossings on almost all the streets in the city are systematic.

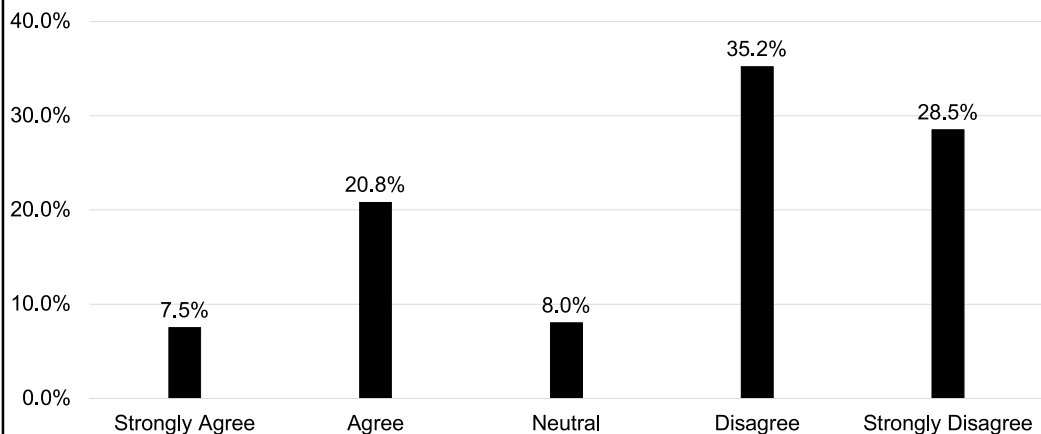


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
12.1%	51.7%	9.8%	21.3%	5.0%

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Roadside Drainage Systems

Q 116. The drainage system of almost all the drains in the roadsides is good.

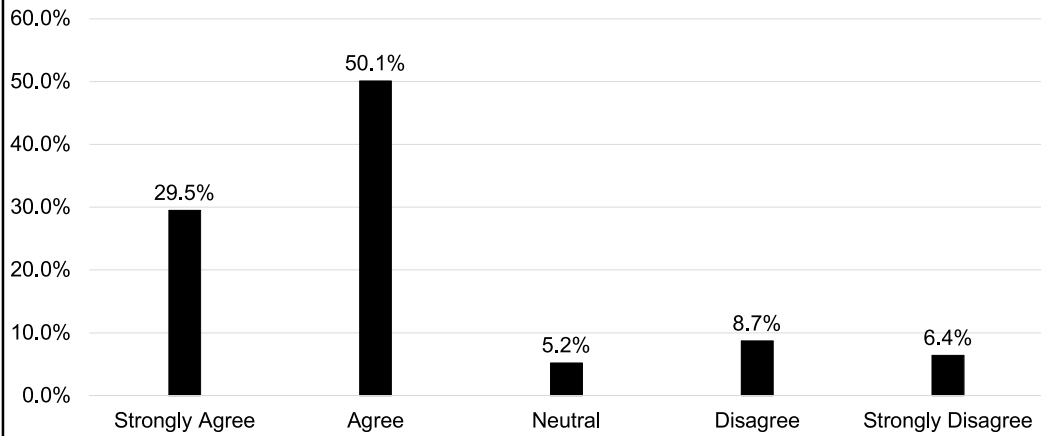


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7.5%	20.8%	8.0%	35.2%	28.5%

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Street Flooding

Q 117. Almost all the streets in the city are flooded during the rainy season.

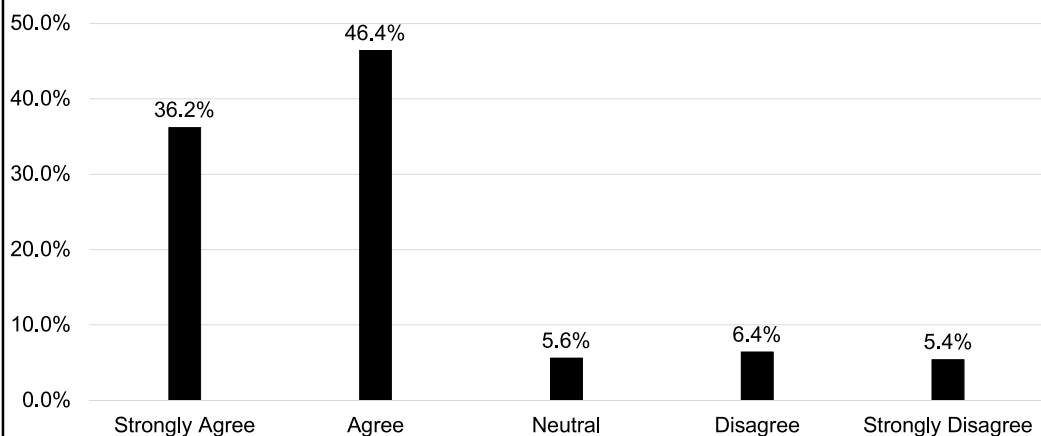


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
29.5%	50.1%	5.2%	8.7%	6.4%

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Street Flooding

Q 118. Street flooding is a problem in almost all the streets.

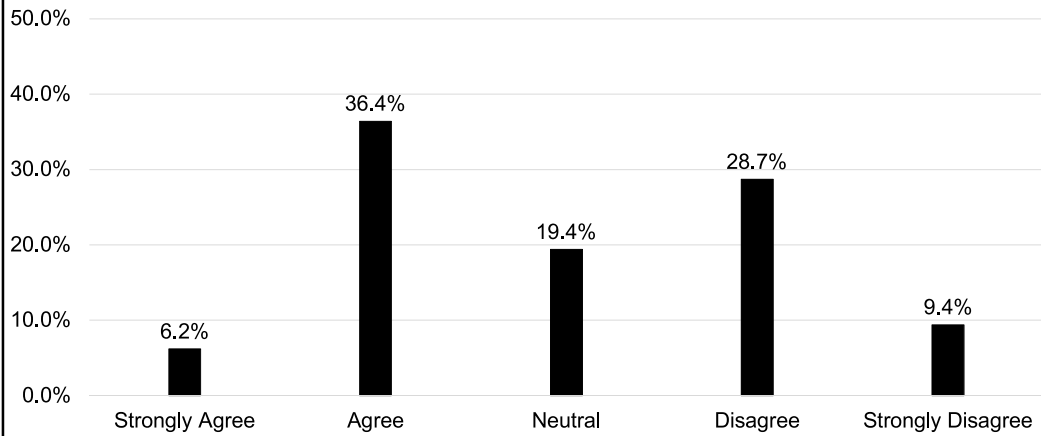


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
36.2%	46.4%	5.6%	6.4%	5.4%

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Sidewalk Cleanliness

Q 119. Almost all the pavements (sidewalks) on the roadsides are clean.

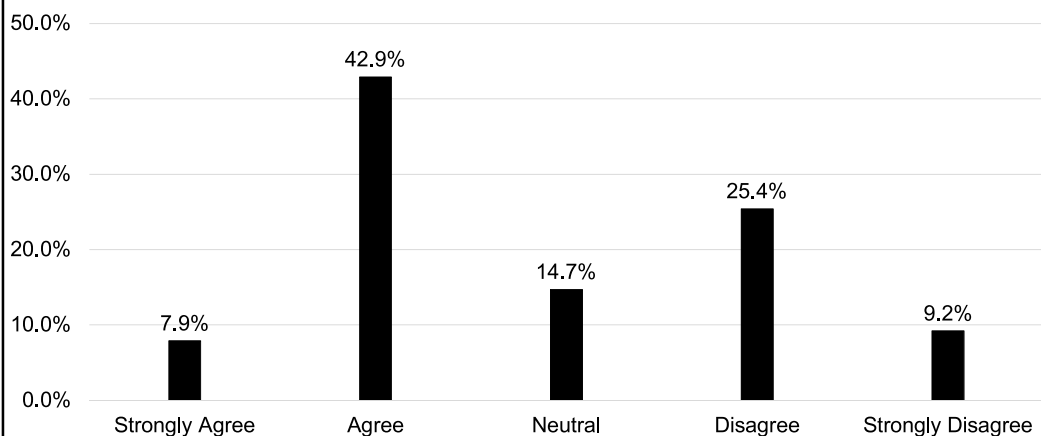


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
6.2%	36.4%	19.4%	28.7%	9.4%

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Street Size

Q 120. Almost all the pavements (sidewalks) on the roadsides have enough space to walk.

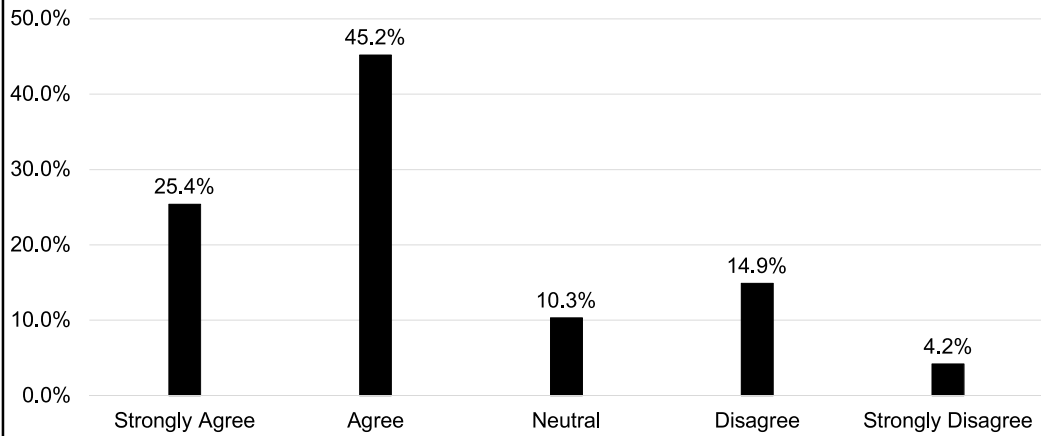


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7.9%	42.9%	14.7%	25.4%	9.2%

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Street Vendors

Q 121. Street vendors on the roadsides are irritating.

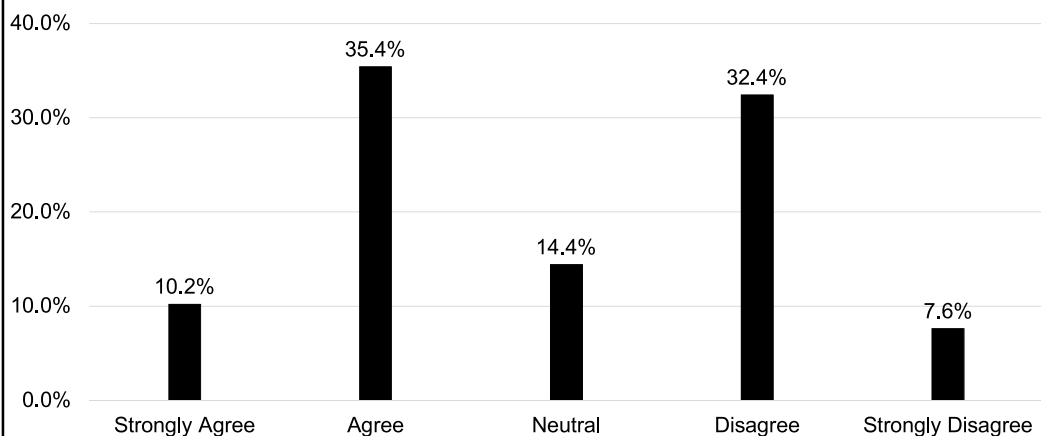


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25.4%	45.2%	10.3%	14.9%	4.2%

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Street Beggars

Q 122. Beggars on almost all the city streets are a problem.

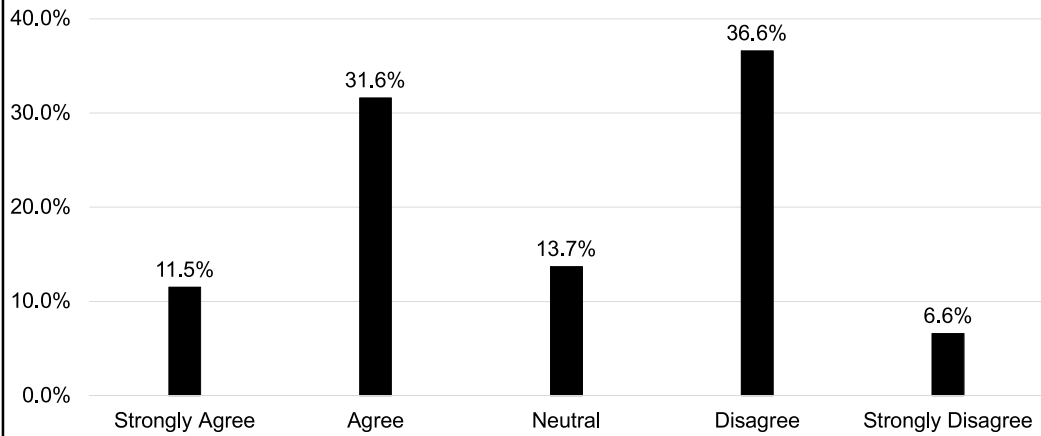


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
10.2%	35.4%	14.4%	32.4%	7.6%

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Street Graffiti

Q 123. Graffiti on almost all the streets cause irritation.

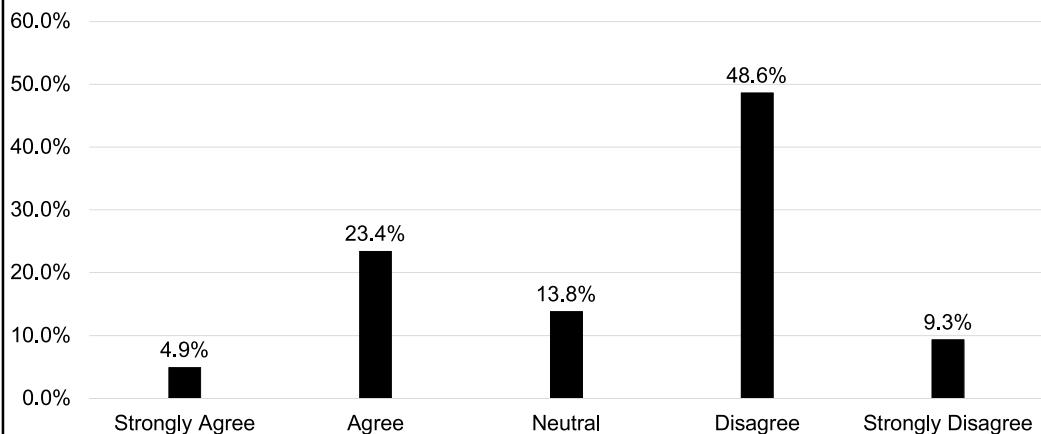


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11.5%	31.6%	13.7%	36.6%	6.6%

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Roadside Billboards

Q 124. Billboards on almost all the roadsides cause irritation.

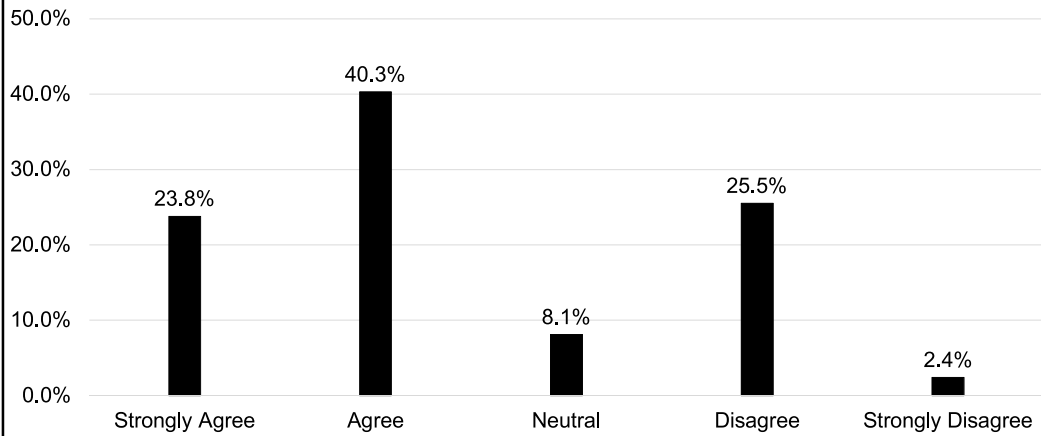


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
4.9%	23.4%	13.8%	48.6%	9.3%

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Vehicle Operation at Night

Q 125. At night, sleeping and vehicles on the roadsides of almost all the streets cause irritation.

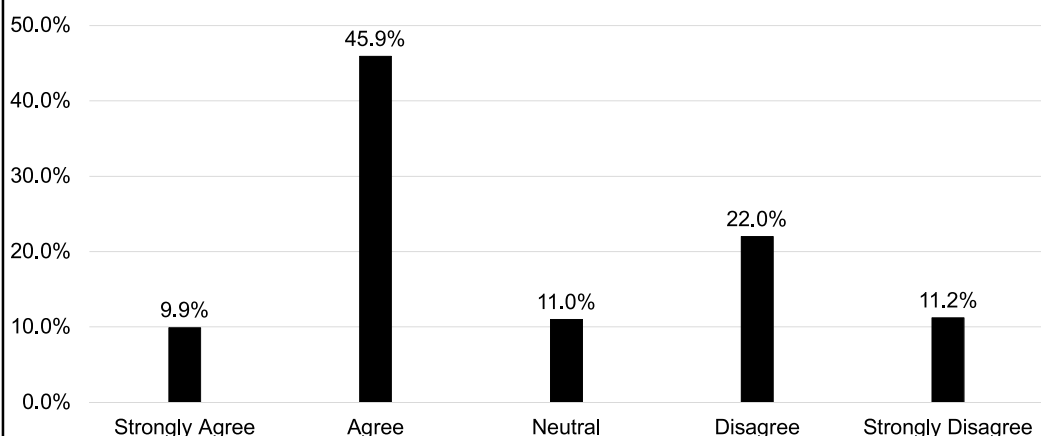


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
23.8%	40.3%	8.1%	25.5%	2.4%

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Street Light Installation Status

Q 126. Street lights are installed in almost all of the city streets.

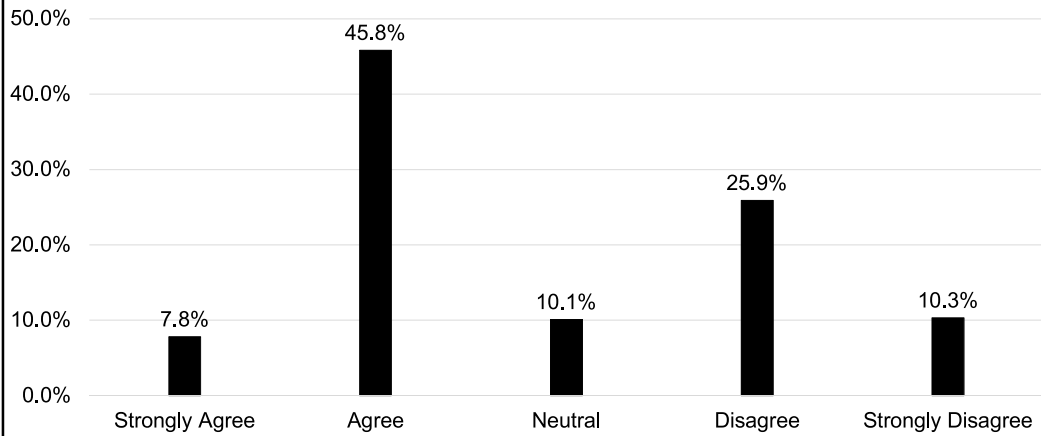


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9.9%	45.9%	11.0%	22.0%	11.2%

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Street Light Effectiveness

Q 127. Street lights give enough light at night.

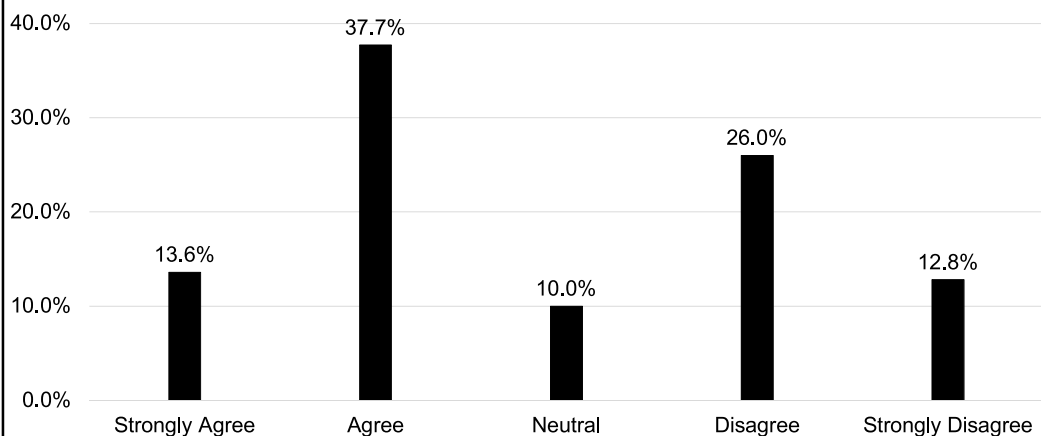


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7.8%	45.8%	10.1%	25.9%	10.3%

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Night Time Safety

Q 128. I feel safe when walking alone at night.

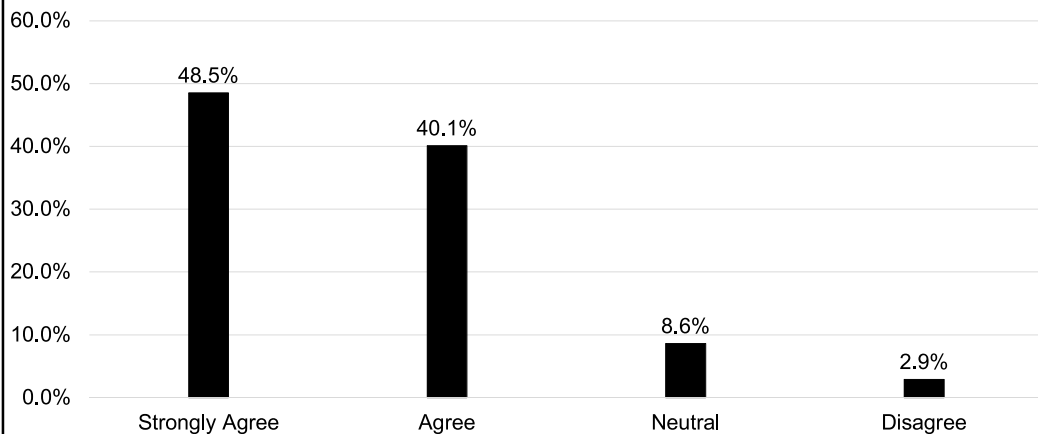


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
13.6%	37.7%	10.0%	26.0%	12.8%

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Budget Allocation: Road Renovation

Q 130. YCDC should invest more resources from next year's budget on road/street renovations.

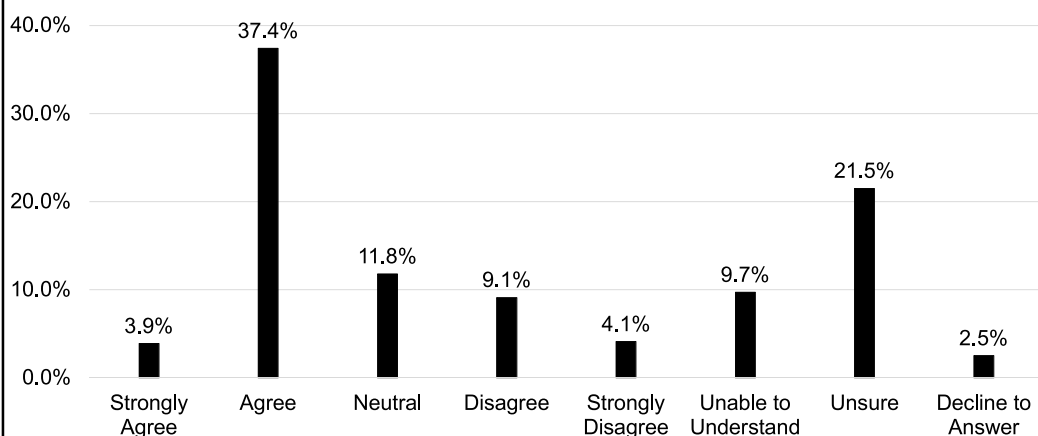


Strongly Agree	Agree	Neutral	Disagree
48.5%	40.1%	8.6%	2.9%

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Road Tax

Q 131. Paying vehicle taxes for using roads is fair.

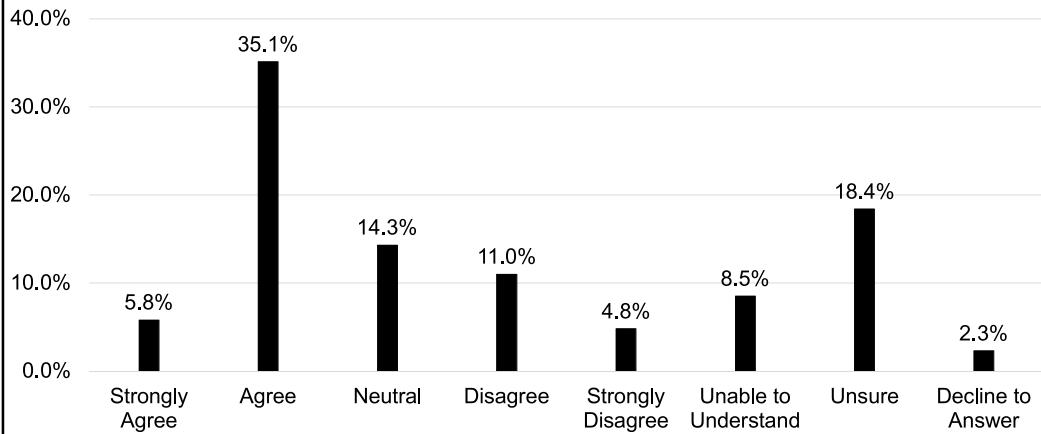


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unable to Understand	Unsure	Decline to Answer
3.9%	37.4%	11.8%	9.1%	4.1%	9.7%	21.5%	2.5%

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Additional Road Taxes

Q 132. I would pay additional vehicle taxes to build/prepare new roads.

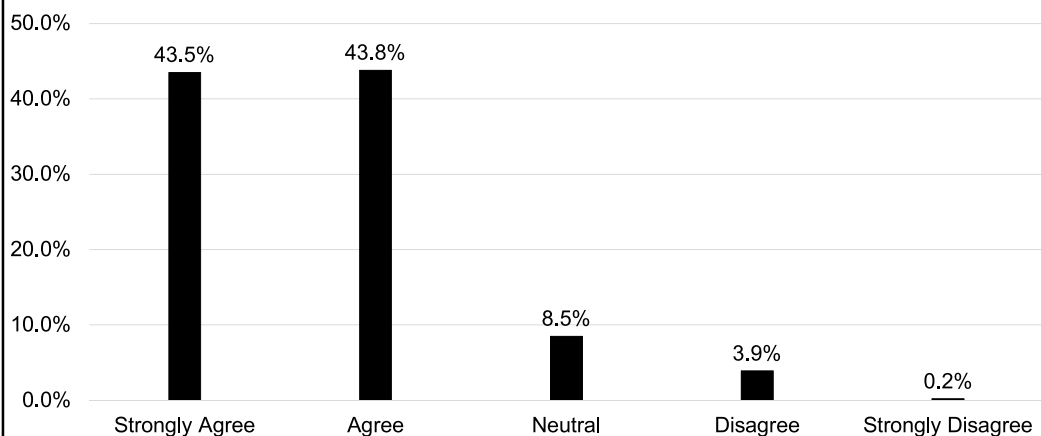


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unable to Understand	Unsure	Decline to Answer
5.8%	35.1%	14.3%	11.0%	4.8%	8.5%	18.4%	2.3%

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Budget Allocation: Street Lights

Q 133. YCDC should invest resources from next year's budget on street lights.

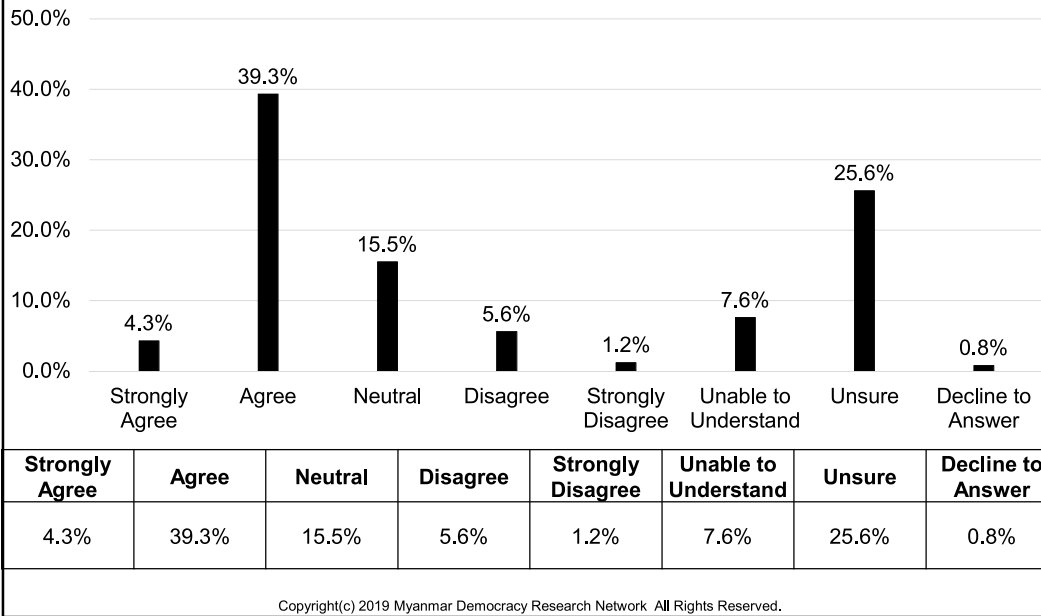


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
43.5%	43.8%	8.5%	3.9%	0.2%

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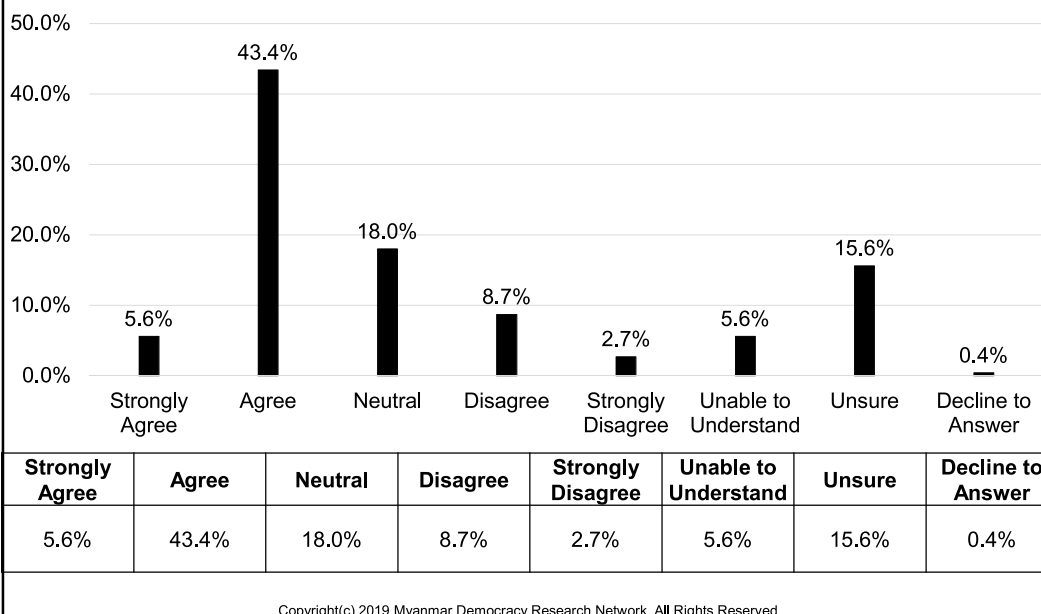
Property Taxes for Street Lights

Q 134. Paying property taxes for street lights is fair.



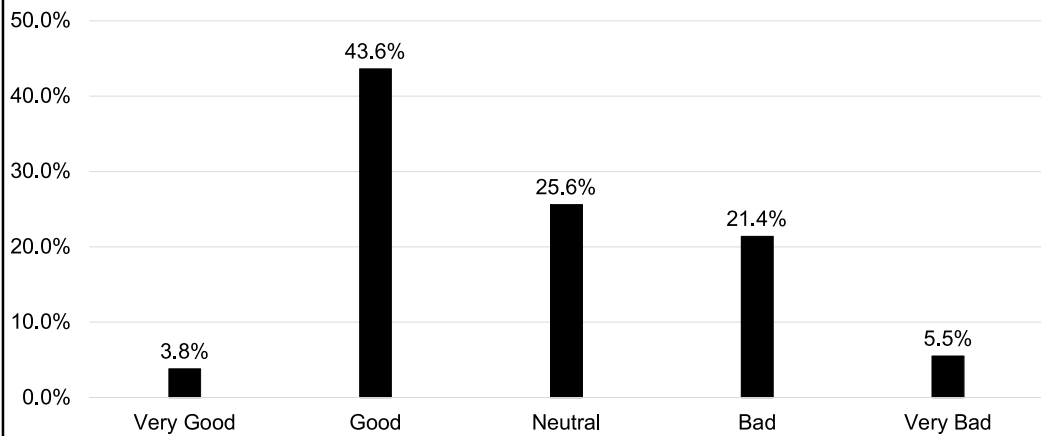
Property Taxes for Street Lights

Q 135. I would pay additional property taxes to install more street lights.



Budget Allocation: Street Lights

Q 136. How would you rate YCDC's administration over streets and street lights within the city?

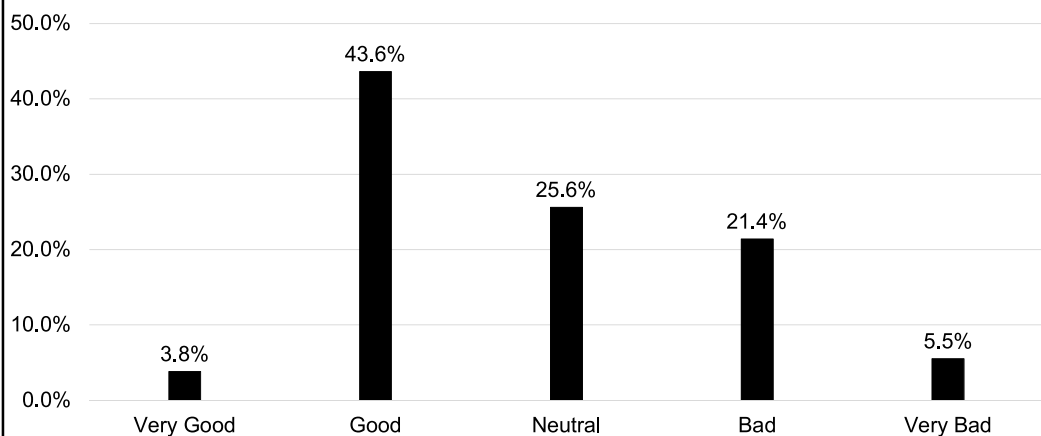


Very Good	Good	Neutral	Bad	Very Bad
3.8%	43.6%	25.6%	21.4%	5.5%

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Budget Allocation: Street Lights

Q 136. How would you rate YCDC's administration over streets and street lights within the city?



Very Good	Good	Neutral	Bad	Very Bad
3.8%	43.6%	25.6%	21.4%	5.5%

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Opinion Survey on Performance and Services of Yangon City Development Committee (YCDC)

Research Objective:

- To understand services and facilities provided by Yangon City Development and taxes and user fees given by the people in Yangon
- To explore quality of services vs. current user fees and taxes charged of YCDC
- Based on the findings, to provide recommendations to YCDC

Interviewers' Records

Name of Interviewer -

Place of Interview -

Date of Interview -

Introduce yourself, explain the reason for doing this research and request the time for interview. Please use local language in order to understand the questionnaires. Please explain clearly the reason of the interview to the interviewees before starting the interview.

Read the questions with slow tone and request to interviewees to listen carefully the questions.

No	Questions	Answers to Choose
A). General record		
1.	Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
2.	Birth Years	() Yrs
3.	Education	<input type="checkbox"/> Primary School <input type="checkbox"/> Middle School <input type="checkbox"/> High School <input type="checkbox"/> Graduate/University <input type="checkbox"/> Post graduate degree <input type="checkbox"/> Non-formal Education
4.	Address	Ward name: _____ Township: _____
5.	Phone	

6.	Current Job	<input type="checkbox"/> Government Officer <input type="checkbox"/> Company/Private Staff <input type="checkbox"/> Own Business <input type="checkbox"/> Casual Worker <input type="checkbox"/> Student <input type="checkbox"/> Agriculture <input type="checkbox"/> Gardening <input type="checkbox"/> Livestock and Fishery <input type="checkbox"/> Vendor <input type="checkbox"/> Retired/Jobless <input type="checkbox"/> Other
7.	Family's Monthly Income (kyat)	<input type="checkbox"/> <100,000 <input type="checkbox"/> 100,000- 200,000 <input type="checkbox"/> 200,000- 300,000 <input type="checkbox"/> 300,000- 400,000 <input type="checkbox"/> 400,000- 500,000 <input type="checkbox"/> 500,000 < <input type="checkbox"/> Decline to answer
8.	Number of Family Members	() Persons
B). Public opinion survey on waste collection and management (Naushaung Development Institute)		
9.	In your opinion, how would rate the cleanliness of the environment you live in?	<input type="checkbox"/> Very clean <input type="checkbox"/> Clean <input type="checkbox"/> Neutral <input type="checkbox"/> Not clean <input type="checkbox"/> Not very clean <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
10.	How do you agree with following sentence "In our environment, people tend to litter or drop rubbish in public spaces?"	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer

11.	How do you dispose of our daily waste?	<input type="checkbox"/> Dispose one back <input type="checkbox"/> Dispose separate bag <input type="checkbox"/> Others: _____ <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
12.	Do you dispose your daily waste to designated waste collection points by yourself?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
13.	How frequent do you have to dispose your daily waste?	<input type="checkbox"/> Every day <input type="checkbox"/> Every two days <input type="checkbox"/> Every three days <input type="checkbox"/> Every four days <input type="checkbox"/> Every five days <input type="checkbox"/> Every week <input type="checkbox"/> Longer than a week <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot understand <input type="checkbox"/> Decline to answer
14.	Do you know where the designated waste collection point is from your home?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
15.	Where do you believe your designated waste collection point is located?	<input type="checkbox"/> A pile of rubbish <input type="checkbox"/> Announcement by ward administration <input type="checkbox"/> Municipal sign board <input type="checkbox"/> Municipal garbage bin <input type="checkbox"/> Others _____ <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
16.	Did you know you can contact the municipality for their waste collection services?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose

		<input type="checkbox"/> Decline to answer
17.	Do you find any problems or inconvenient when you dispose at your designated waste collection point?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
18	What kind of problems/inconveniences do you face when disposing waste at your designated waste collection point?
19	What would be the best solution to fix the problems faced when disposing waste at collection points?
20.	In your opinion, how would you rate the current quality of services by Yangon Municipal compared to the last two years?	<input type="checkbox"/> Very improved <input type="checkbox"/> somewhat improved <input type="checkbox"/> No change <input type="checkbox"/> somewhat getting worse <input type="checkbox"/> Very getting worse <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
21.	Please rank the quality of the waste collection service of Yangon Municipal.	5-point scale <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neutral <input type="checkbox"/> Bad <input type="checkbox"/> Very bad <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
22.	What is the most simple and powerful solution to improve Yangon Municipal's quality of waste collection services?
23.	What solution do you suggest to empower public cooperation regarding waste to work towards a cleaner

	city?
C). Public Parks in Yangon City (Another Development)		
24.	Which park do you go to most often?
25.	How often do you visit parks?	<input type="checkbox"/> Daily <input type="checkbox"/> A few times a week <input type="checkbox"/> Once per week <input type="checkbox"/> A couple of times per month <input type="checkbox"/> Monthly <input type="checkbox"/> By-Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> A few times a year <input type="checkbox"/> less than a few times a year <input type="checkbox"/> Never (<i>skip to #34 why don't you visit the parks</i>) <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
26.	Why do you visit parks?	<input type="checkbox"/> Recreation (fun, eating, camera, sitting in parks) <input type="checkbox"/> Exercise (sports activities) <input type="checkbox"/> Commercial <input type="checkbox"/> Travel <input type="checkbox"/> Meet friends <input type="checkbox"/> Playground/sport facilities <input type="checkbox"/> Walking <input type="checkbox"/> Walking with dog <input type="checkbox"/> Celebrations <input type="checkbox"/> Other <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
27.	How long do you usually stay in Parks on a typical day?	<input type="checkbox"/> <15 minutes <input type="checkbox"/> 15- 30 minutes <input type="checkbox"/> 30- 60 minutes <input type="checkbox"/> 1- 2 hours

		<input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-5 hours <input type="checkbox"/> More than 5 hours <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
28.	How easy is it for you to get to the park?	<input type="checkbox"/> Very easy <input type="checkbox"/> Easy <input type="checkbox"/> Neither(or so so) or neutral <input type="checkbox"/> Difficult <input type="checkbox"/> Very difficult <input type="checkbox"/> Impossible <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
29.	How do you usually get to the parks?	<input type="checkbox"/> Walking <input type="checkbox"/> Bicycle <input type="checkbox"/> Car <input type="checkbox"/> Bus (public transport) <input type="checkbox"/> Train (public transport) <input type="checkbox"/> Taxi <input type="checkbox"/> Other <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
30.	How long does it take to travel to a park?	<input type="checkbox"/> <15 minutes(<i>skip to #32</i>) <input type="checkbox"/> 15- 30 minutes(<i>skip to #32</i>) <input type="checkbox"/> 30-45 minutes (<i>skip to #32</i>) <input type="checkbox"/> 45- 60 minutes(<i>skip to #32</i>) <input type="checkbox"/> 1- 1.5 hours (<i>skip to #32</i>) <input type="checkbox"/> 1.5 -2 hours (<i>skip to #32</i>) <input type="checkbox"/> 2-3 hours (<i>skip to #32</i>) <input type="checkbox"/> More than 3 hours (<i>skip to #32</i>) <input type="checkbox"/> Do not understand(<i>skip to #32</i>) <input type="checkbox"/> Cannot choose(<i>skip to #32</i>) <input type="checkbox"/> Decline to answer(<i>skip to #32</i>)
31.	For what reasons do you not visit the parks?	<input type="checkbox"/> No time <input type="checkbox"/> To far <input type="checkbox"/> Busy

		<input type="checkbox"/> No attraction <input type="checkbox"/> Crowded <input type="checkbox"/> Messy <input type="checkbox"/> No amenities <input type="checkbox"/> No shady places <input type="checkbox"/> Not safe <input type="checkbox"/> No one to go with <input type="checkbox"/> Not enough money <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
32.	Based on Yangon's size, what do you think about the number of parks?	<input type="checkbox"/> More than enough <input type="checkbox"/> Enough <input type="checkbox"/> Fair <input type="checkbox"/> Very few <input type="checkbox"/> Not at all <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
33.	How would you rate the conditions and accessibility for parks in Yangon?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neutral <input type="checkbox"/> Poor <input type="checkbox"/> Very poor <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
34.	How would you rate the facilities in the parks?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neutral <input type="checkbox"/> Poor <input type="checkbox"/> Very poor <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
35.	How safe do you feel in the parks?	<input type="checkbox"/> Very safe (<i>skip to #37</i>) <input type="checkbox"/> Safe (<i>skip to #37</i>) <input type="checkbox"/> So.so (<i>go to #36</i>)

		<input type="checkbox"/> Not very safe (<i>go to #36</i>) <input type="checkbox"/> Not safe at all(<i>go to #36</i>) <input type="checkbox"/> Do not understand(<i>skip to #36</i>) <input type="checkbox"/> Cannot choose(<i>skip to #36</i>) <input type="checkbox"/> Decline to answer(<i>skip to #36</i>)
36.	If you don't feel safe, why?	<input type="checkbox"/> Crime/ violence/ harassment <input type="checkbox"/> Safety hazards (facilities) <input type="checkbox"/> Animals <input type="checkbox"/> Others <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
37.	How would you rate your opportunities to participate for development/management of parks?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> So.so <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
38.	Who is responsible for the management of parks in Yangon?	<input type="checkbox"/> YCDC <input type="checkbox"/> Government <input type="checkbox"/> Community <input type="checkbox"/> Private company <input type="checkbox"/> All <input type="checkbox"/> Other..... <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
39.	How would you rate the parks' staff with regard to their helpfulness, friendliness and dutifulness?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neutral <input type="checkbox"/> Poor <input type="checkbox"/> Very poor <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
	How would you describe the importance of parks to you,	<input type="checkbox"/> Very important

40.	your community and Yangon?	<input type="checkbox"/> Important <input type="checkbox"/> Neutral <input type="checkbox"/> Not important <input type="checkbox"/> Not very important <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
41.	What do you want to change about parks in Yangon?
42.	Any comments or suggestions?
D). Stray Dog (Open Myanmar Initiative)		
43.	How many stray dogs are in your district?	<input type="checkbox"/> So many <input type="checkbox"/> many <input type="checkbox"/> Neutral <input type="checkbox"/> not many <input type="checkbox"/> None <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
44.	What is your opinion about stray dogs in your area?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neither or Neutral Normal <input type="checkbox"/> Bad <input type="checkbox"/> Very Bad <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
45.	Do you have any experiences of dog attacks?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
	Do you agree or disagree Is that stray dogs are noisily	<input type="checkbox"/> Strongly agree

46.	for your area?	<input type="checkbox"/> agree <input type="checkbox"/> Neither or Neutral <input type="checkbox"/> disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
47.	Do you think having stray dogs on the street is uncomfortable?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> agree <input type="checkbox"/> Neither or Neutral <input type="checkbox"/> disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
48.	Do smells and shits from the stray dogs disturb you?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> agree <input type="checkbox"/> Neither or Neutral <input type="checkbox"/> disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
49.	Do you feed stray dogs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
50.	How do you think about the person who feed stray dogs?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neither or Neutral Normal <input type="checkbox"/> Bad <input type="checkbox"/> Very Bad <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
51.	Do you think leftover trash from stray dogs makes you uncomfortable?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> agree <input type="checkbox"/> Neither or Neutral

		<input type="checkbox"/> disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
52.	Do you think the number of stray dogs will increase compared to the last two years?	<input type="checkbox"/> increase a lot <input type="checkbox"/> increase somewhat <input type="checkbox"/> No change <input type="checkbox"/> decrease somewhat <input type="checkbox"/> decrease a lot <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
53.	Do you know who has the responsibility to solve problems related to stray dogs?	<input type="checkbox"/> YCDC <input type="checkbox"/> Government <input type="checkbox"/> Community <input type="checkbox"/> Private company <input type="checkbox"/> All <input type="checkbox"/> Other..... <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
54.	Have you heard that YCDC is responsible for the control of stray dogs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
55.	Have you personally seen YCDC carry out dog control?	<input type="checkbox"/> Very often <input type="checkbox"/> Some of the time <input type="checkbox"/> Occasionally <input type="checkbox"/> Hardly ever <input type="checkbox"/> Never <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
56.	Which methods of dog control have you witnessed?	<input type="checkbox"/> Reproduction control <input type="checkbox"/> Feed poison <input type="checkbox"/> Take to control center

		<input type="checkbox"/> Other <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
57.	What is your opinion on YCDC's handling of stray dogs?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neither or Neutral <input type="checkbox"/> Bad <input type="checkbox"/> Very Bad <input type="checkbox"/> Do not understand <input type="checkbox"/> Cannot choose <input type="checkbox"/> Decline to answer
58.	What do you think is the best way for YCDC to control the dog population?
59.	Do you have any suggestion (or) vision for YCDC's responsibility?
E). Public Opinion on Markets in Yangon City (Yangon School of Political Science)		
60.	How many times do you go to the market to buy something in a week?	<input type="checkbox"/> More than 7 times per week <input type="checkbox"/> Daily <input type="checkbox"/> Between 4-6 times per week <input type="checkbox"/> Between 1-3 times per week <input type="checkbox"/> Less than once per week <input type="checkbox"/> Never <input type="checkbox"/> (Do not read) Decline to answer
61.	What types of markets do you usually go to?	<input type="checkbox"/> Vendor market <input type="checkbox"/> Legal and formal markets allowed by Yangon City Development Committee <input type="checkbox"/> Shopping centers <input type="checkbox"/> (Do not read) Decline to answer
62.	How would you rate the street conditions of the markets?	<input type="checkbox"/> Very good <input type="checkbox"/> Good

		<input type="checkbox"/> Neither or Neutral <input type="checkbox"/> Bad <input type="checkbox"/> Very Bad <input type="checkbox"/> Decline to answer
63.	How much do you agree that you can buy everything you want from your usual market?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> So..... So <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> (Do not read) Decline to answer
64.	How would you rate the communication with the sellers?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> So.....So <input type="checkbox"/> Bad <input type="checkbox"/> Very bad <input type="checkbox"/> (Do not read) Decline to answer
65.	How would you rate the smell and ventilation in the markets?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> So.....So <input type="checkbox"/> Bad <input type="checkbox"/> Very bad <input type="checkbox"/> (Do not read) Decline to answer
66.	How would you rate the cleanliness of markets you usually go?	<input type="checkbox"/> Very clean <input type="checkbox"/> Clean <input type="checkbox"/> Neither or Neutral <input type="checkbox"/> Dirty <input type="checkbox"/> Very dirty <input type="checkbox"/> (Do not read) Decline to answer
67.	How safe do you feel in the markets?	<input type="checkbox"/> Very safe <input type="checkbox"/> Safe <input type="checkbox"/> Neutral <input type="checkbox"/> Not very safe <input type="checkbox"/> Not safe at all <input type="checkbox"/> (Do not read) Decline to answer
68.	How much do you agree that you can go to the markets easily and safely?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> agree <input type="checkbox"/> Neither or Neutral <input type="checkbox"/> disagree <input type="checkbox"/> Strongly disagree

		<input type="checkbox"/> I don't know <input type="checkbox"/> (Do not read) Decline to answer
69.	How much do you agree that the foods sold in the markets are fresh and clean?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> So..... So <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> (Do not read) Decline to answer
70.	How much do you agree that toilets in the markets you usually go are clean?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> So..... So <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> (Do not read) Decline to answer
71.	How would you rate administration of YCDC on markets?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> So.....So <input type="checkbox"/> Bad <input type="checkbox"/> Very bad <input type="checkbox"/> (Do not read) Decline to answer
72.	Do you think who should have responsibility to manage on market?	<input type="checkbox"/> YCDC <input type="checkbox"/> Government <input type="checkbox"/> Community <input type="checkbox"/> Private company <input type="checkbox"/> All <input type="checkbox"/> Other..... <input type="checkbox"/> (Do not read) Decline to answer

F). YCDC Tax Survey (The Salween Institute of Public Policy)

73.	How well do you know the difference between tax, fees and charges?	<input type="checkbox"/> I know very well <input type="checkbox"/> I know a little bit. <input type="checkbox"/> Neither or neutral <input type="checkbox"/> I don't know well <input type="checkbox"/> I hardly know. <input type="checkbox"/> (Do not read) Decline to answer
74.	What do you think is the main reason for paying taxes, fees and expenses?	<input type="checkbox"/> For the services <input type="checkbox"/> For tax regulations <input type="checkbox"/> For revenue raising <input type="checkbox"/> Other.....

		<input type="checkbox"/> (Do not read) Decline to answer
75.	What are the main sources of information on paying taxes, fees, and expenses?	<input type="checkbox"/> By friends or colleagues <input type="checkbox"/> Media <input type="checkbox"/> YCDC Department <input type="checkbox"/> Internet <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
76.	Did you know you have the right to a reduced tax rate or reimbursement?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
77.	If so, what are the conditions of reimbursement or reducing tax rate?	<input type="checkbox"/> Burning <input type="checkbox"/> Grabbing <input type="checkbox"/> Damaging <input type="checkbox"/> ALL <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
78.	Are you paying any monthly taxes to YCDC?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
79.	What kinds of monthly taxes are you paying for? Can you choose the taxes you paying?	<input type="checkbox"/> General Tax <input type="checkbox"/> Electricity Tax <input type="checkbox"/> Water Service Tax <input type="checkbox"/> Waste Management Tax <input type="checkbox"/> All Taxes <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
80.	Are you paying any annual taxes to YCDC?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
81.	What kinds of annual taxes are you paying for? Can you choose the taxes you paying?	<input type="checkbox"/> Property Tax <input type="checkbox"/> Land Tax <input type="checkbox"/> Sewerage <input type="checkbox"/> (Do not read) Decline to answer
82.	Are you paying any daily charges to YCDC?	<input type="checkbox"/> Yes <input type="checkbox"/> No

		<input type="checkbox"/> (Do not read) Decline to answer
83.	What kinds of daily charges are you paying for? Can you choose the charge you paying?	<input type="checkbox"/> General service fees <input type="checkbox"/> License fess <input type="checkbox"/> Land and Road Charges <input type="checkbox"/> Car Parking fees <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
84.	Are you paying any monthly charges to YCDC?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
85.	What kinds of monthly fees are you paying for? Can you choose the fees you paying?	<input type="checkbox"/> Water Distribution Charge <input type="checkbox"/> Land use charge <input type="checkbox"/> Sewerage charges <input type="checkbox"/> Vending charge <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
86.	Please rate how much you agree with the statement “It is reasonable and affordable to pay taxes, fees, and expenses.”	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> (Do not read) Decline to answer
87.	Do you believe it is fair to pay taxes, fees, and expenses on your income?	<input type="checkbox"/> very fair <input type="checkbox"/> fair <input type="checkbox"/> Neutral <input type="checkbox"/> not so much fair <input type="checkbox"/> not fair at all <input type="checkbox"/> Decline to answer
G). Water Distribution System of YCDC and Current Situation of Water Usage (Sandhi Governance Institute)		
88.	Where do you get water used in daily life?	<input type="checkbox"/> Well <input type="checkbox"/> Tap <input type="checkbox"/> River/Creek/Pond <input type="checkbox"/> Water from the YCDC <input type="checkbox"/> Other

		<input type="checkbox"/> (Do not read) Decline to answer
89.	Do you use the water distributed by YCDC in your home?	<input type="checkbox"/> Yes <i>(skip to #90)</i> <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
90.	Do you think that the water usage in daily life will be better, if YCDC will distribute the water in your township or your ward?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Decline to answer
91.	If YCDC will distribute the water at your district, how much do you think you can afford to install the water meter?	<input type="checkbox"/> Lower 50000 kyats <input type="checkbox"/> Between 50000 and 100000 kyats <input type="checkbox"/> Between 100000 and 150000 kyats <input type="checkbox"/> Upper 150000 kyats <input type="checkbox"/> Others <input type="checkbox"/> (Do not read) Decline to answer
92.	Do you use to the water distributed by YCDC in your home?	<input type="checkbox"/> Yes <i>(skip to #91)</i> <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
93.	If you have not used the water from YCDC, Why? (How about asking to choose multiple reasons or most relevant two reasons?)	<input type="checkbox"/> Expensive for installation fees <input type="checkbox"/> Difficult to install the water meter cause of ground level <input type="checkbox"/> Lack of knowledge the installation procedures <input type="checkbox"/> No water pipeline from YCDC <input type="checkbox"/> Others <input type="checkbox"/> (Do not read) Decline to answer
94.	If you have not used the water from YCDC, do you think that the water you use in current is clean? How clean do you think is the water from the YCDC?	<input type="checkbox"/> Very clean <input type="checkbox"/> clean <input type="checkbox"/> Neither (or so so) or neutral <input type="checkbox"/> dirty <input type="checkbox"/> Very dirty <input type="checkbox"/> (Do not read) Decline to answer
95.	If you have not used the water from YCDC, is the water you use in current sufficient?	<input type="checkbox"/> very sufficient <input type="checkbox"/> sufficient <input type="checkbox"/> Neither <input type="checkbox"/> insufficient <input type="checkbox"/> very insufficient <input type="checkbox"/> (Do not read) Decline to answer

96.	How easy is it to install the water meter from YCDC?	<input type="checkbox"/> Very easy <input type="checkbox"/> Easy <input type="checkbox"/> Neither (or so so) or neutral <input type="checkbox"/> Difficult <input type="checkbox"/> Very difficult <input type="checkbox"/> (Do not read) Decline to answer
97.	How clean do you think the water from YCDC is?	<input type="checkbox"/> Very clean <input type="checkbox"/> clean <input type="checkbox"/> Neither (or so so) or neutral <input type="checkbox"/> dirty <input type="checkbox"/> Very dirty <input type="checkbox"/> (Do not read) Decline to answer
98.	Is the water from the YCDC sufficient to use in your home?	<input type="checkbox"/> very sufficient <input type="checkbox"/> sufficient <input type="checkbox"/> Neither <input type="checkbox"/> insufficient <input type="checkbox"/> very insufficient <input type="checkbox"/> (Do not read) Decline to answer
99.	If there is a shortage of water from YCDC, where do you get your water from?	<input type="checkbox"/> Buying from the Private <input type="checkbox"/> Well owned by community <input type="checkbox"/> Tap supported by the government in community <input type="checkbox"/> Tap owned by community <input type="checkbox"/> Others <input type="checkbox"/> (Do not read) Decline to answer
100.	How much do you pay for water per month?	<input type="checkbox"/> Lower 1000 kyats <input type="checkbox"/> Between 1000 and 3000 kyats <input type="checkbox"/> Between 3000 and 6000 kyats <input type="checkbox"/> Between 6000 and 9000 kyats <input type="checkbox"/> Upper 9000 kyats <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
101.	How much are your water meter installation fees?	<input type="checkbox"/> Lower 50000 kyats <input type="checkbox"/> Between 50000 and 100000 kyats <input type="checkbox"/> Between 100000 and 150000 kyats

		<input type="checkbox"/> Upper 150000 kyats <input type="checkbox"/> Others <input type="checkbox"/> (Do not read) Decline to answer
102.	Do you pay for the water charges to YCDC?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
103.	How much do you pay for water per month?	<input type="checkbox"/> Lower 1000 kyats <input type="checkbox"/> Between 1000 and 3000 kyats <input type="checkbox"/> Between 3000 and 6000 kyats <input type="checkbox"/> Between 6000 and 9000 kyats <input type="checkbox"/> Upper 9000 kyats <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
	Ask following questions to all of respondents	
104.	Is there the water pipeline maintenance to distribute the water more from the YCDC?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
105.	Do you think YCDC will repair the water pipeline if people inform them it is damaged?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
106.	To be better in water distribution, which of the following does YCDC need to improve?	<input type="checkbox"/> Water quality <input type="checkbox"/> Water pressure <input type="checkbox"/> Rate of water distribution <input type="checkbox"/> Management <input type="checkbox"/> Maintenance <input type="checkbox"/> Other <input type="checkbox"/> (Do not read) Decline to answer
107.	Does YCDC collect the water charges regularly?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> (Do not read) Decline to answer
108.	Do you agree that the water charge is fair price to pay YCDC? Do you How would you rate administration of YCDC on markets?	<input type="checkbox"/> very fair <input type="checkbox"/> fair <input type="checkbox"/> Neutral <input type="checkbox"/> not so much fair <input type="checkbox"/> not fair at all <input type="checkbox"/> Decline to answer

109.	Would you agree to pay more water charges if YCDC distributed clean and sufficient water?	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> So..... So <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> (Do not read) Decline to answer
110.	How would you rate the water access from YCDC and the water charges?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> So..... So <input type="checkbox"/> Bad <input type="checkbox"/> Very bad <input type="checkbox"/> (Do not read) Decline to answer
111.	Please give suggestions and comments on this topic:

H). People Satisfaction on Streets and Street Light (Yone Kyi Yar)

No.	Questions	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know/ Not applicable
	Cleanliness of the street						
112.	Yangon City Development Committee (YCDC) cleans almost all the streets in the city every day.						
113.	Almost all the streets in the city are clean (there is no rubbish or beetle spit on the streets).						
114.	The quality of most streets in the city is good (there are no rough places).						
115.	Road maps, road signs and pedestrian crossings on almost all the streets in the city are systematic.						
	Drainage and Flood						

116.	The drainage system of almost all the drains in the roadsides is good.						
117.	Almost all the streets in the city are flooded during the rainy season.						
118.	Street flooding is a problem in almost all the streets.						
	Pavement						
119.	Almost all the pavements (sidewalks) on the roadsides are clean.						
120.	Almost all the pavements (sidewalks) on the roadsides have enough space to walk.						
	Roadsides						
121.	Street vendors on the roadsides are irritating.						
122.	Beggars on almost all the city streets are a problem.						
123.	Graffiti on almost all the streets cause irritation.						
124.	Billboards on almost all the roadsides cause irritation.						
125.	At night, sleeping and vehicles on the roadsides of almost all the streets cause irritation.						
	Street lights						
126.	Street lights are installed in almost all of the city streets.						
127.	Street lights give enough light at night.						
128.	I feel safe when walking alone at night.						
129.	No street lights on almost all the streets and crimes are related.						
	Budget and Tax						
130.	YCDC should invest more						

	resources from next year's budget on road/street renovations						
131.	Paying vehicle taxes for using roads is fair.						
132.	I would pay additional vehicle taxes to build/prepare new roads..						
133.	YCDC should invest resources from next year's budget on street lights.						
134.	Paying property taxes for street lights is fair						
135.	I would pay additional property taxes to install more street lights.						
136	How would you rate YCDC's administration over streets and street lights within the city?	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Neutral <input type="checkbox"/> Bad <input type="checkbox"/> Very bad <input type="checkbox"/> Decline to answer					

A1. Please rate how important to your community you think each of the following duties and responsibilities of YCDC, respectively.

No.	Questions	Not important at all	Not important much	Neutral	important	Most important	Don't know/ Not applicable
	Priority of YCDC's missions						
1.	drawing and implementing land policies, administration of lands, developing and enforcing planning controls, protection of heritage buildings, regulation of construction sites						
2	construction and maintenance of parks, gardens, playgrounds, recreation centers						
3	promoting events and exhibitions						

	to enhance the work of YCDC						
4.	providing parking spaces for vehicles and reducing traffic congestion						
5	construction, maintenance, upgrading and administration of markets						
6	regulation, control and healthcare for animals and pets, including the inspection of meat and fishery markets and supervision of slaughter houses						
7.	practice of environmental protection and waste management, including collection and treatment of waste, management of landfills, prevention of water and air pollution						
8	regulate and issue licenses for ferryboats and supervision of ferry businesses						
9.	licensing and regulating trading warehouses and pawn shops						
10.	ensuring the safety of the citizens through prevention of natural disasters and management of the fire services						
11.	issue licenses regarding slow moving vehicles such as tricycle rickshaws						
12	providing water supply and sanitary systems						
13.	supervision of cemeteries and incinerators, and overseeing the land use of cemetery compounds						

14.	other beneficial municipal works, such as environmental services						
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A2. How do you evaluate YCDC's performance to do the following duties and responsibilities over past year?

No.	Questions	Very poor	Poor	fair	Good	Very good	Don't know/ Not applicable
	expectation						
15.	drawing and implementing land policies, administration of lands, developing and enforcing planning controls, protection of heritage buildings, regulation of construction sites						
16	construction and maintenance of parks, gardens, playgrounds, recreation centers						
17	promoting events and exhibitions to enhance the work of YCDC						
18	providing parking spaces for vehicles and reducing traffic congestion						
19	construction, maintenance, upgrading and administration of markets						
20	regulation, control and healthcare for animals and pets, including the inspection of meat and fishery markets and supervision of slaughter houses						
21	practice of environmental protection and waste management, including collection and treatment of waste, management of landfills, prevention of water and air pollution						
22	regulate and issue licenses for ferryboats and						

	supervision of ferry businesses						
23	licensing and regulating trading warehouses and pawn shops						
24	ensuring the safety of the citizens through prevention of natural disasters and management of the fire services						
25	issue licenses regarding slow moving vehicles such as tricycle rickshaws						
26	providing water supply and sanitary systems						
27	supervision of cemeteries and incinerators, and overseeing the land use of cemetery compounds						
28	other beneficial municipal works, such as environmental services						

A3. I'm going to name a number of institutions. For each one, please tell me how much trust do you have in them? Is it a great deal of trust, quite a lot of trust, not very much trust not very much trust, or none at all?

No.	Questions	Not at all	Not very much trust	trust	A great deal of trust	Don't know/ Not applicable
29.	President					
30	National Government					
31	MPs					
32	Local Government					
33	YCDC					

A4. Life satisfaction and Economic situations of Yangon

34.	How satisfied are you with your life in the past year?	Very satisfied Fairly satisfied So..... So Not satisfied very much				
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		<p>Not satisfied at all</p> <p>(Do not read) Decline to answer</p>
35.	<p>How do you rate the economic situation of Yangon city today? Is it</p>	<p><input type="checkbox"/> Very good</p> <p><input type="checkbox"/> Good</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Bad</p> <p><input type="checkbox"/> Very bad</p> <p><input type="checkbox"/> Decline to answer</p>

