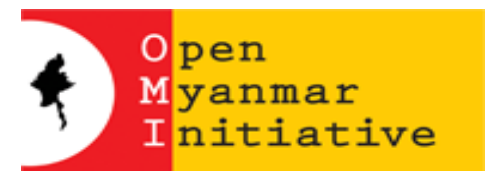


# Citizen Perception on Yangon City's Public Services:

## 2019 MDRN Survey



In Cooperation with:  
East Asia Institute

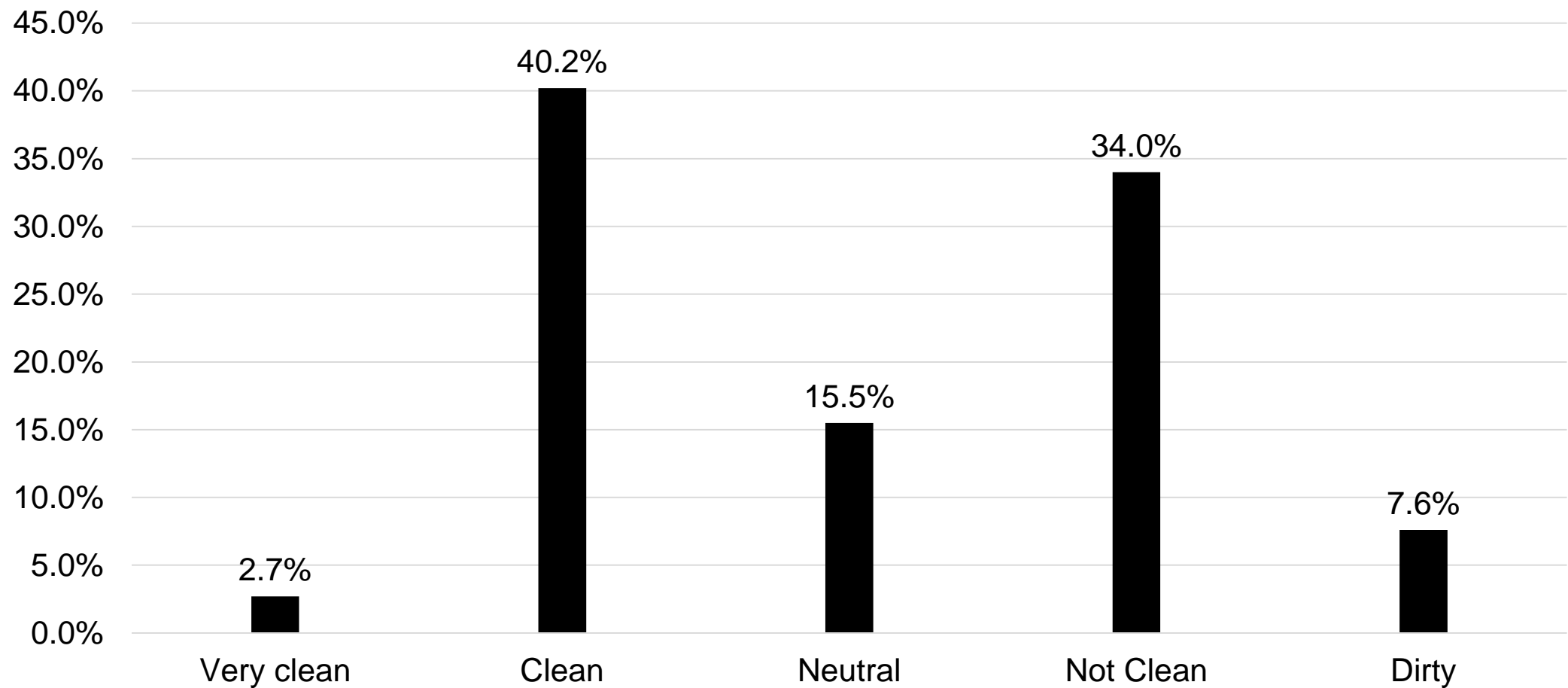


# **Public Opinion on Waste Collection and Management**

**Naushawng  
Development Institute  
(NDI)**

# Environment Cleanliness

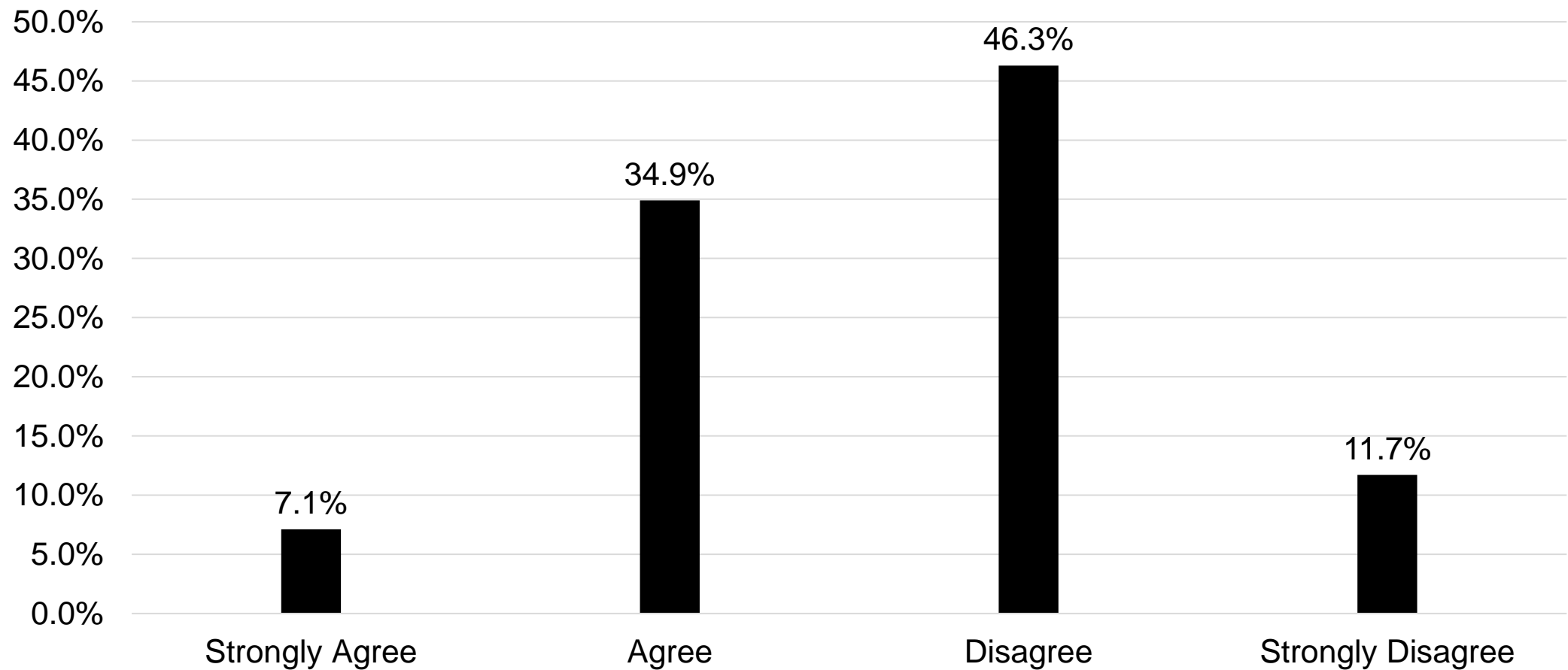
Q 7. In your opinion, how would you rate the cleanliness of the environment you live in?



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

# Littering Occurrence

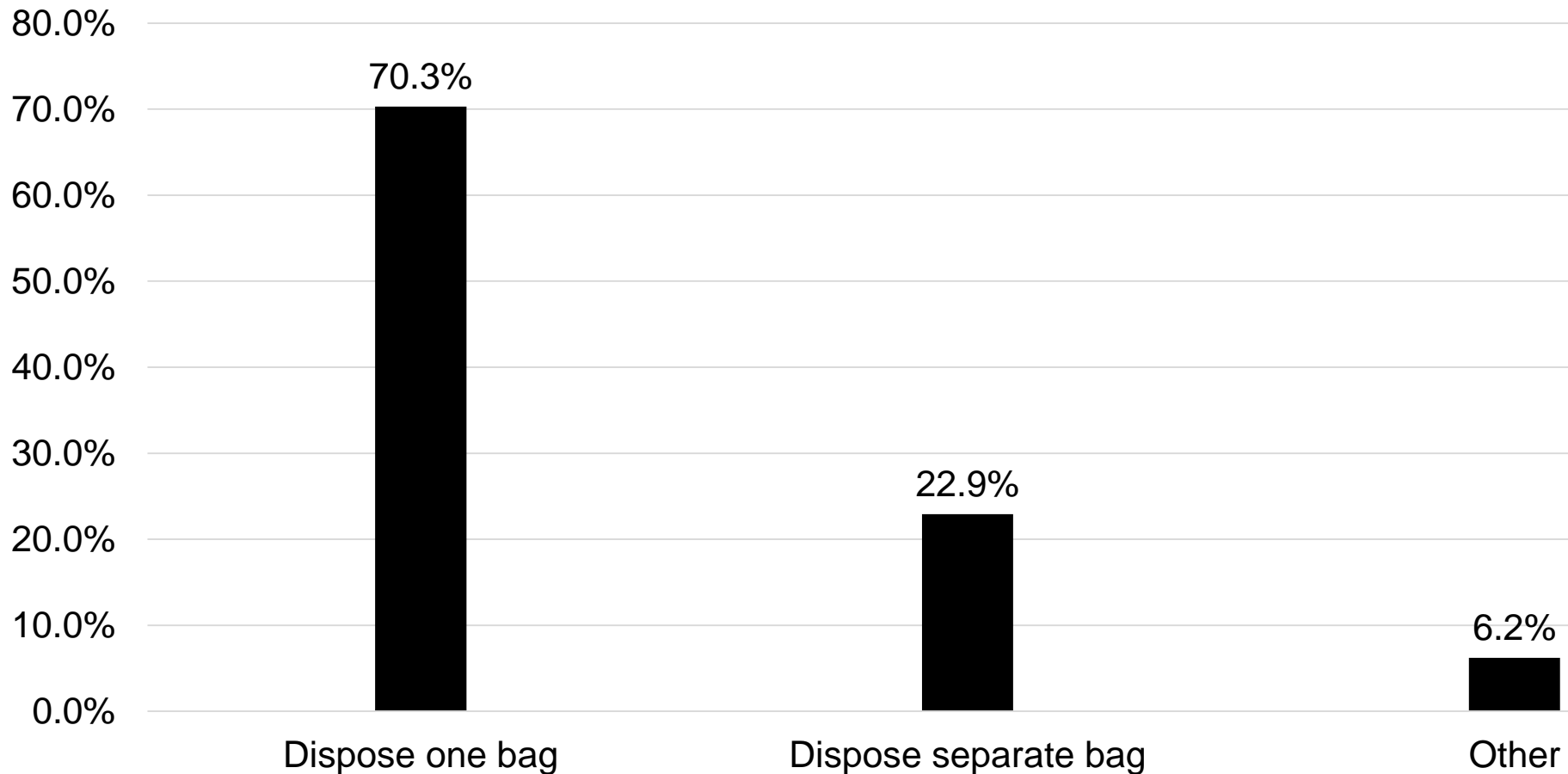
Q 8. How much do you agree with following sentence “In our environment, people tend to litter or drop rubbish in public spaces”?



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

# Disposal Bag Usage

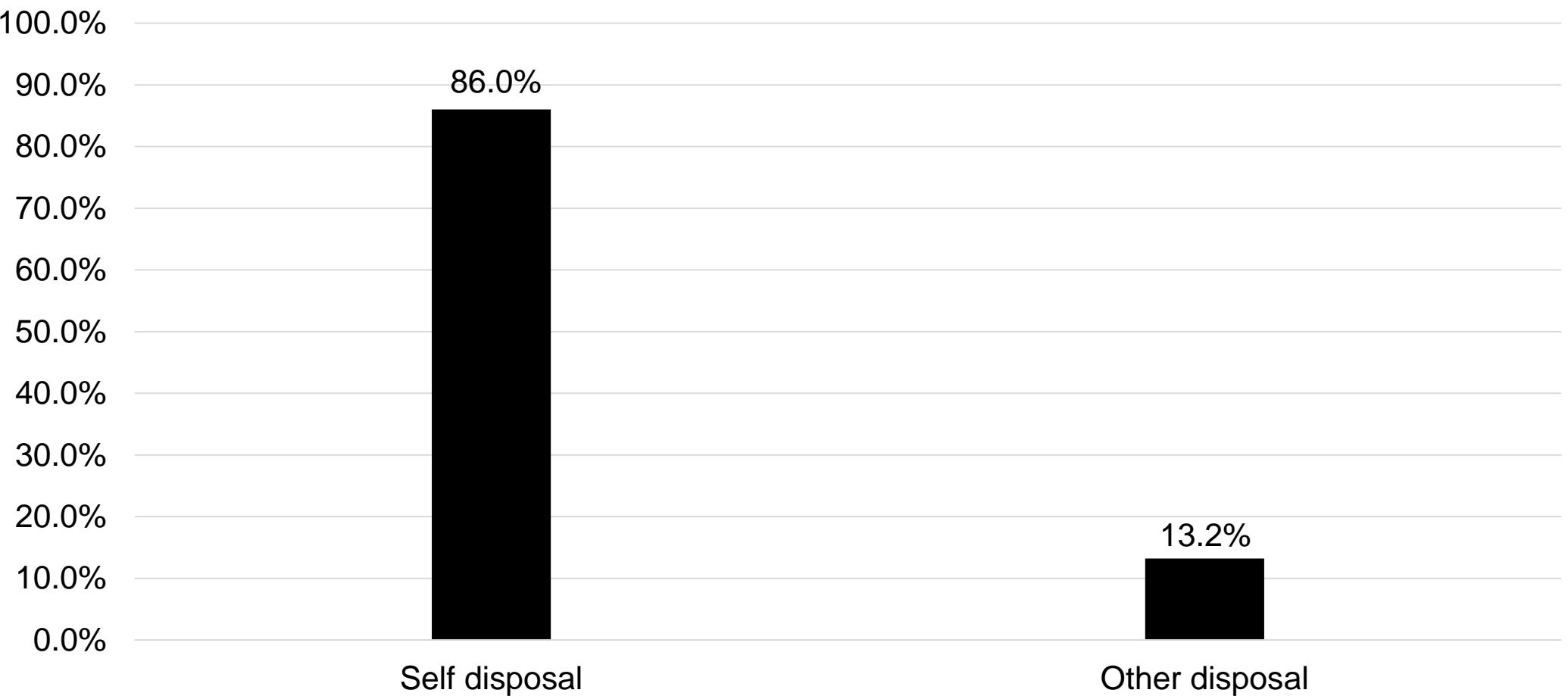
Q 9. How do you dispose of your daily waste?



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

# Waste Disposal Method

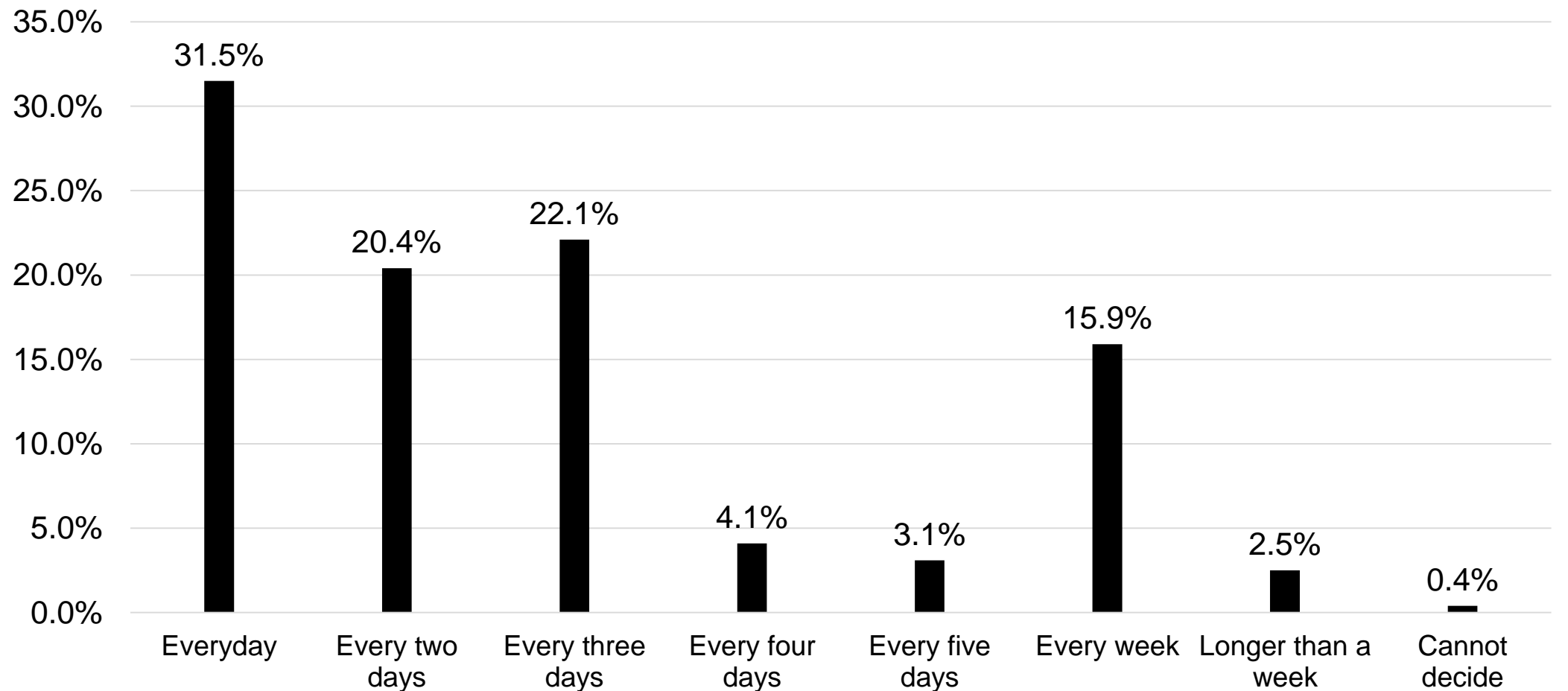
Q 10. How do you dispose of your daily waste?



Self disposal	Other disposal
86.0%	13.2%

# Waste Disposal Frequency

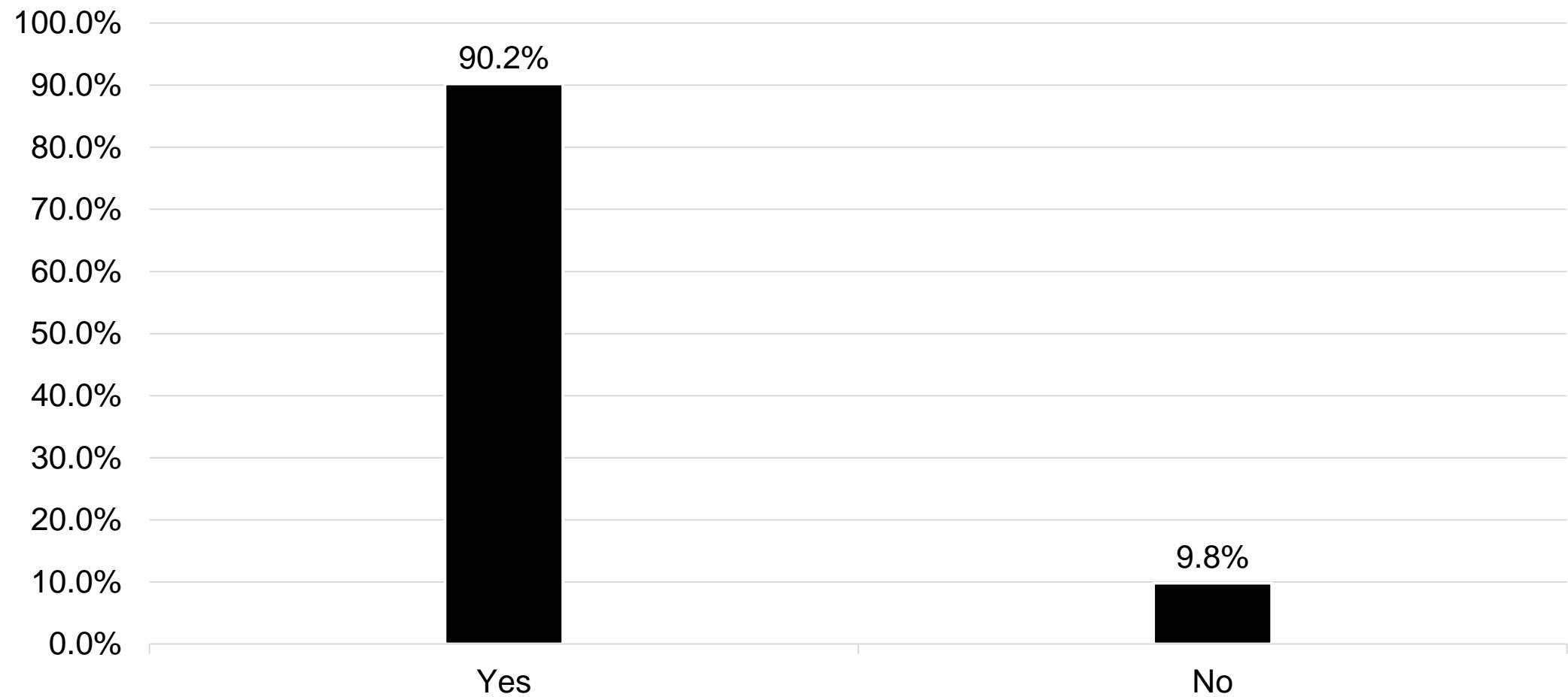
Q 11. How often do you dispose of your daily waste?



Everyday	Every two days	Every three days	Every four days	Every five days	Every week	Longer than a week	Cannot decide
31.5%	20.4%	22.1%	4.1%	3.1%	15.9%	2.5%	0.4%

# Waste Collection Point

Q 12. Do you know where the designated waste collection point is from your home?

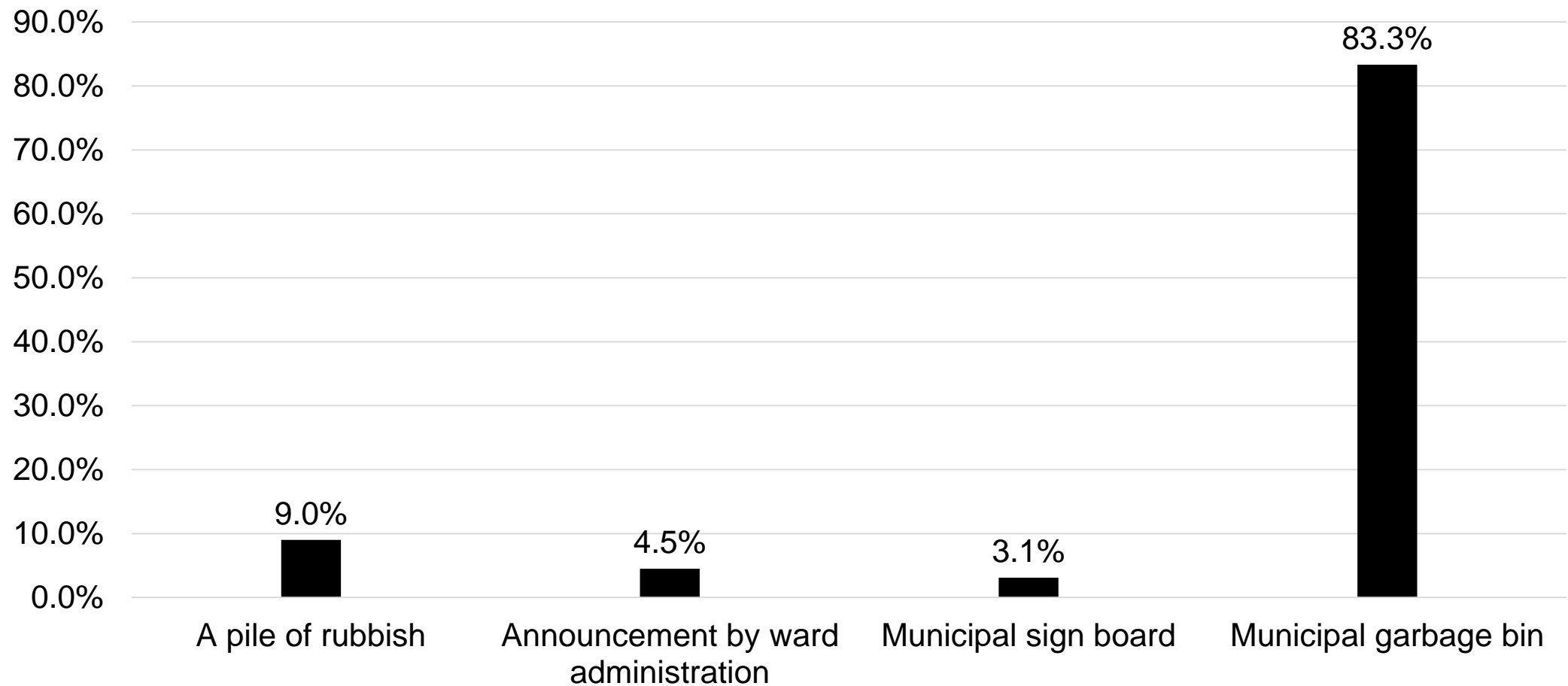


Yes	No
90.2%	9.8%



# Waste Collection Location

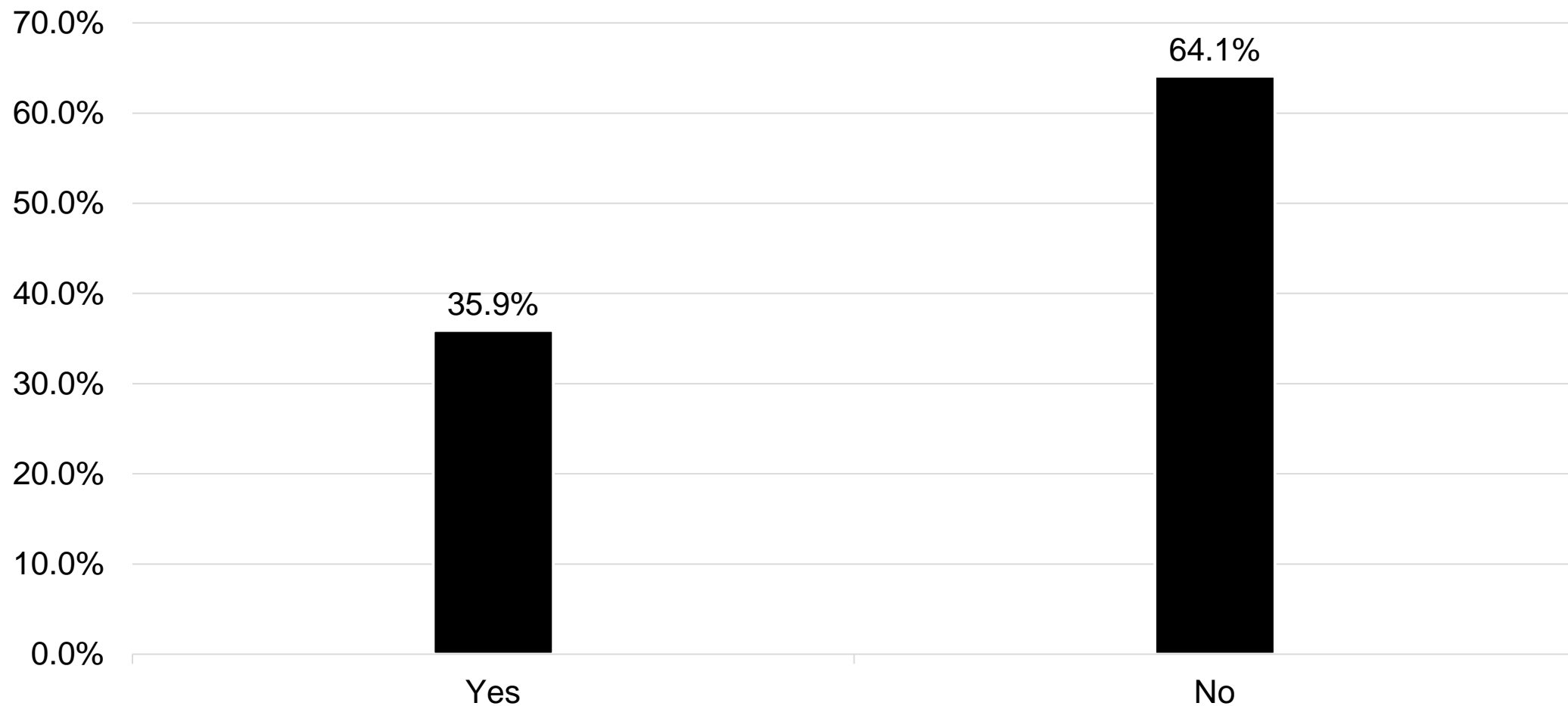
Q 13. Where do you believe your designated waste collection point is located?



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

# Waste Collection Contact

Q 14. Did you know you can contact the municipality for their waste collection services?



Yes	No
35.9%	64.1%

# Waste Collection Problems

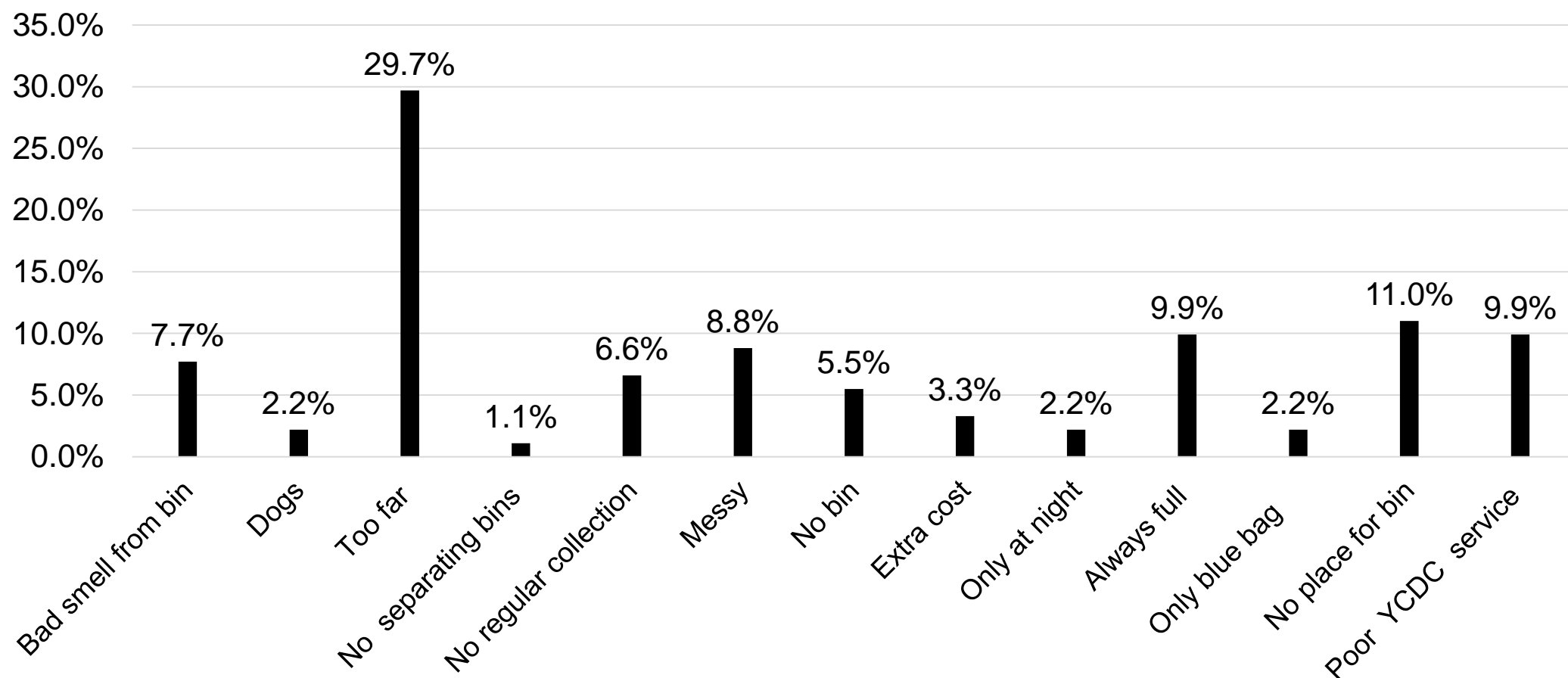
Q 15. Do you have any problems or inconveniences when you dispose at your designated waste collection point?



Yes	No
18.5%	81.5%

# Waste Collection Problems

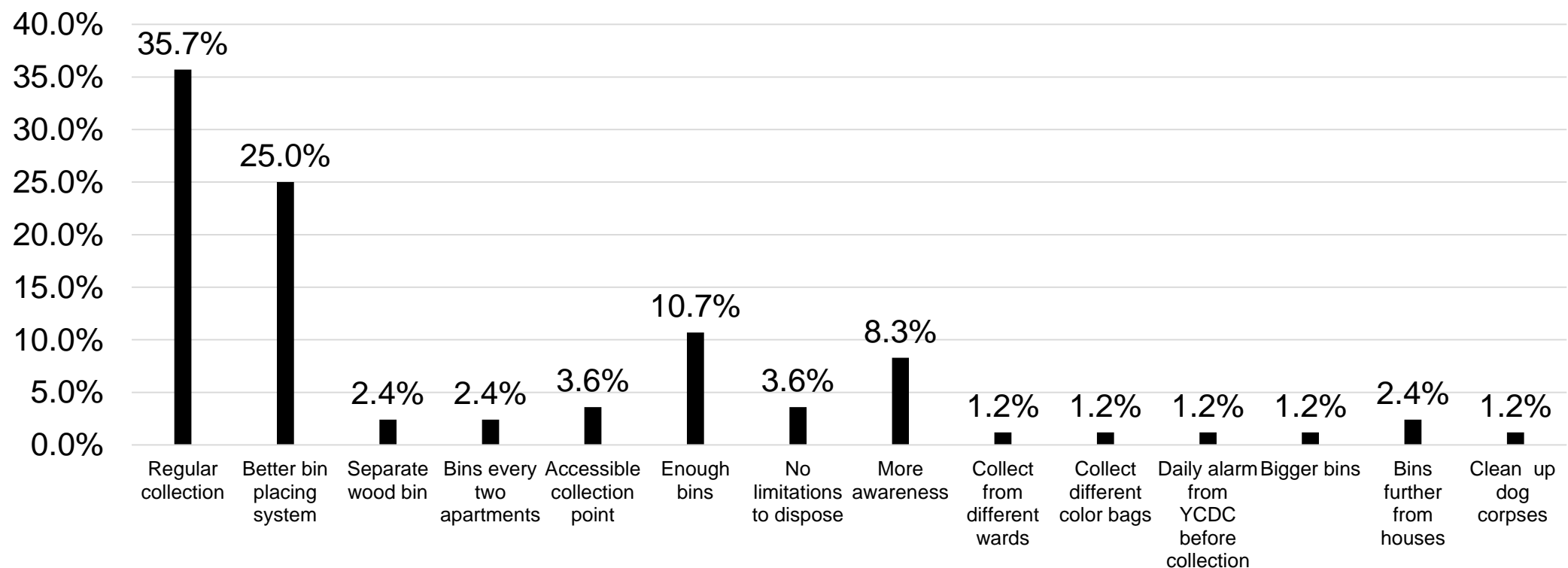
Q 16. What kind of problems/inconveniences do you face when disposing waste at your designated collection point?



Bad smell from bin	Dogs	Too far	No separatin g bins	No regular collection	Messy	No bin	Extra cost	Only at night	Always full	Only blue bag	No place for bin	Poor YCDC Service
7.7%	2.2%	29.7%	1.1%	6.6%	8.8%	5.5%	3.3%	2.2%	9.9%	2.2%	11.0%	9.9%

# Waste Collection Solutions

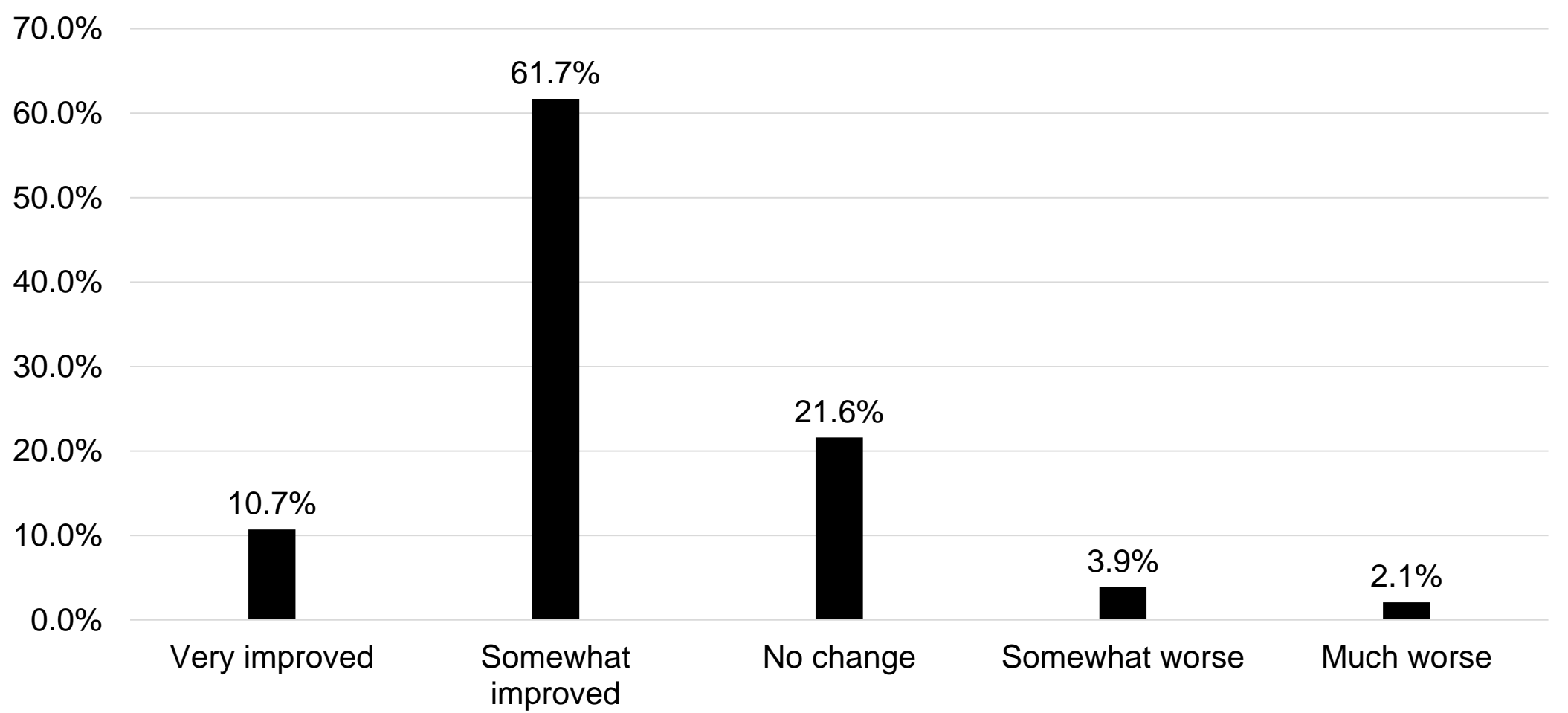
Q 17. What would be the best solution to fix the problems faced when disposing waste at collection points?



Regular collection	Better bin placing system	Separate wood bin	Bins every two apts	Accessible collection point	Enough bins	No limitations to dispose	More awareness	Collect from different wards	Collect different color bags	Daily alarm from YCDC before collection	Bigger bins	Bins further from houses	Clean up dog corpses
35.7%	25.0%	2.4%	2.4%	3.6%	10.7%	3.6%	8.3%	1.2%	1.2%	1.2%	1.2%	2.4%	1.2%

# Quality Change of Municipal Services

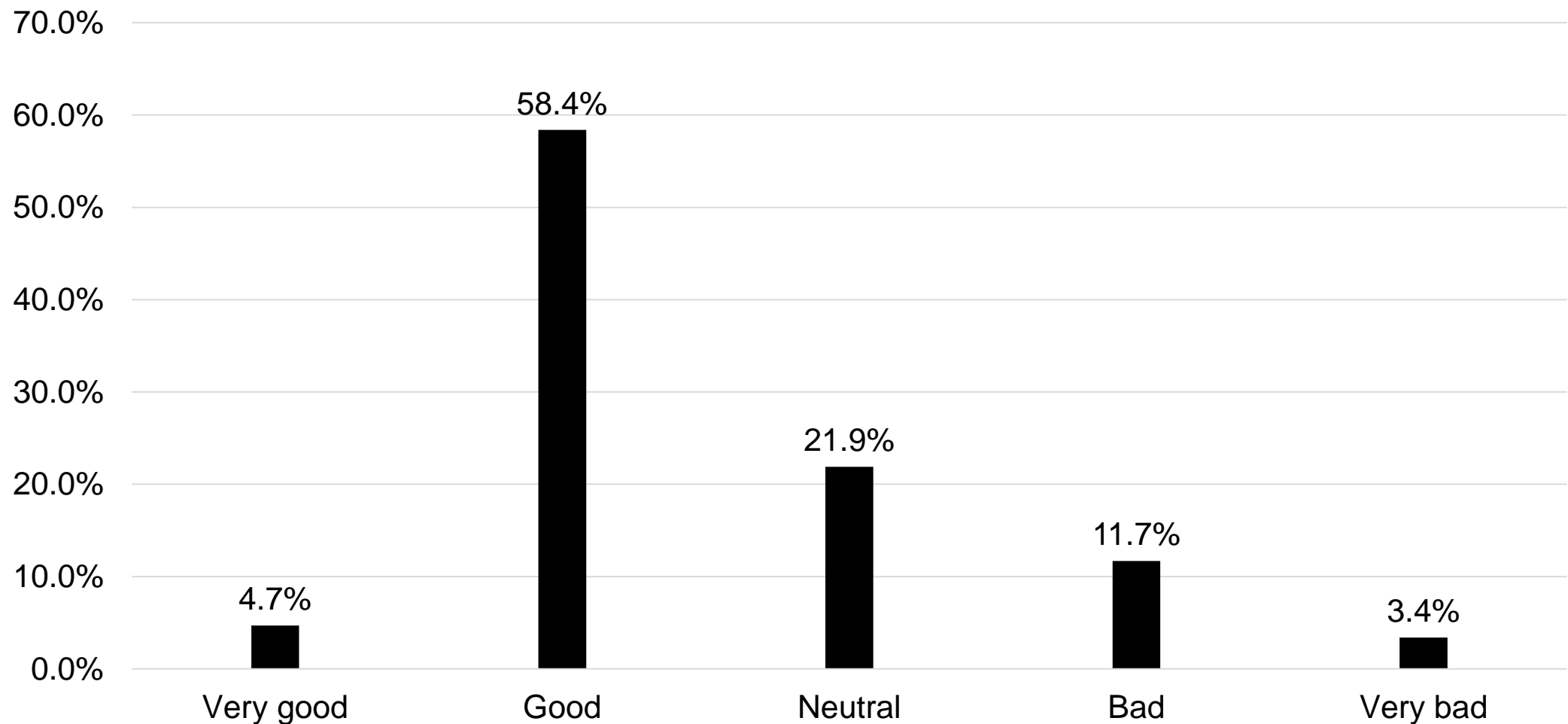
Q 18. In your opinion, how would you rate the current quality of services by Yangon Municipal compared to the last two years?



Very improved	Somewhat improved	No change	Somewhat worse	Much worse
10.7%	61.7%	21.6%	3.9%	2.1%

# Quality of Municipal Services

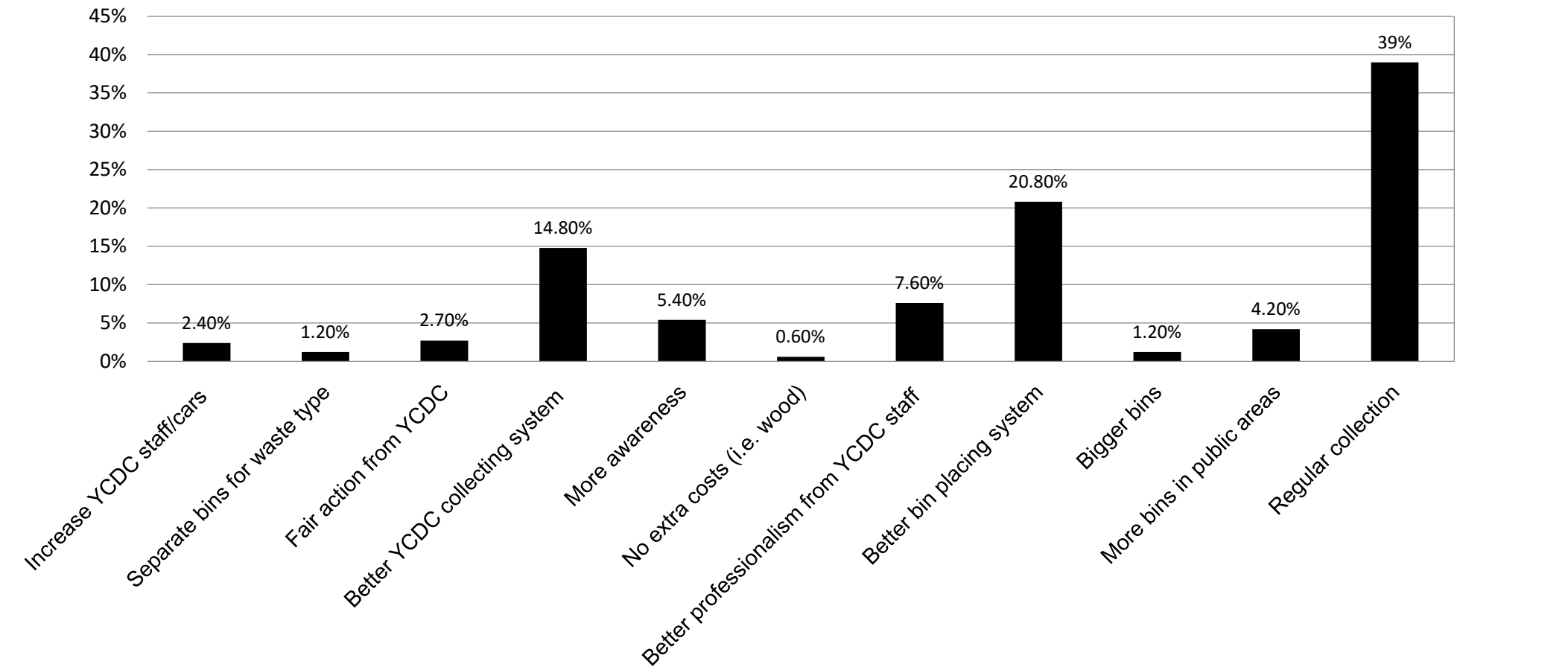
Q 19. Please rank the quality of the waste collection service of Yangon Municipal.



Very good	Good	Neutral	Bad	Very bad
4.7%	58.4%	21.9%	11.7%	3.4%

# Waste Collection Quality Solutions

Q 20. What is the most simple and powerful solution to improve Yangon Municipal's quality of waste collection services?

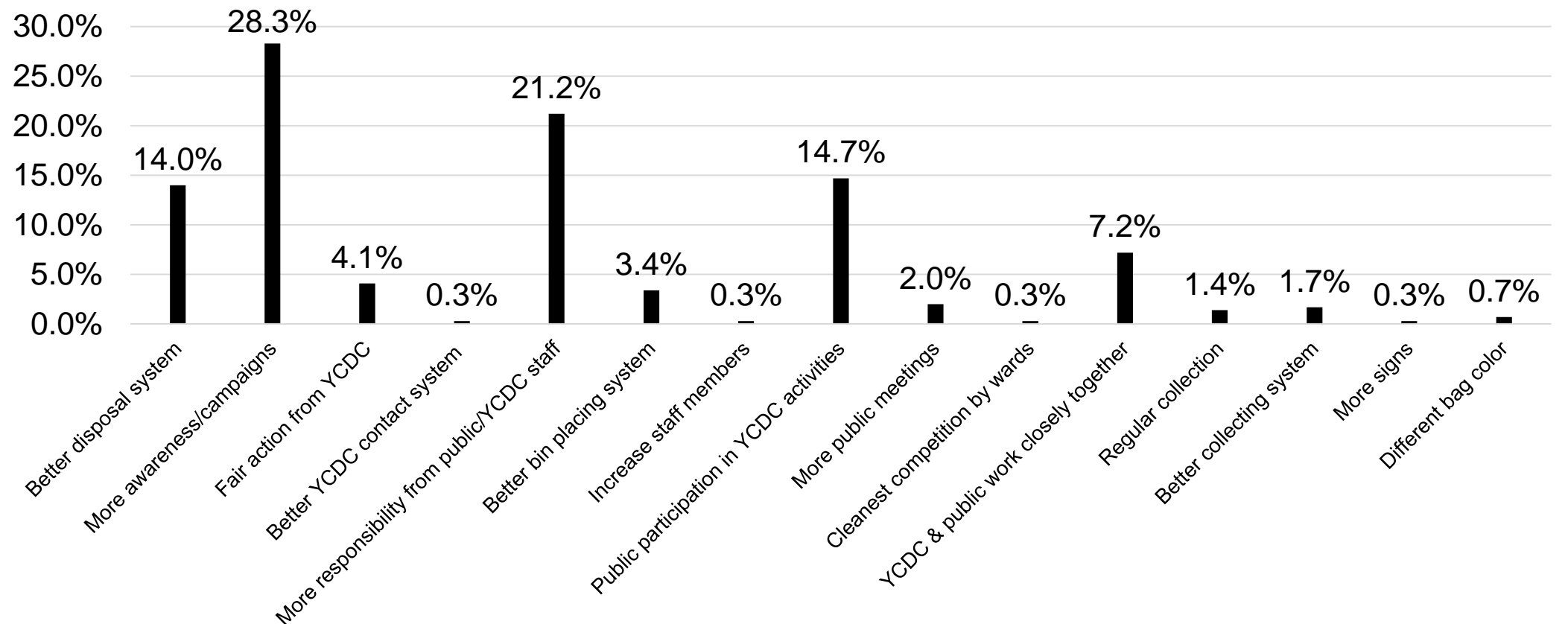


Regular collection	More bins in public areas	Bigger bins	Better bin placing system	Better professionalism from YCDC Staff	No extra costs (i.e. wood pieces)	More awareness	Better YCDC collection system	Fair action from YCDC	Separate bins for waste type	Increase YCDC staff/cars
39.0%	4.2%	1.2%	20.8%	7.6%	0.6%	5.4%	14.8%	2.7%	1.2%	2.4%



# Public Cooperation on Waste

Q 21. 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%



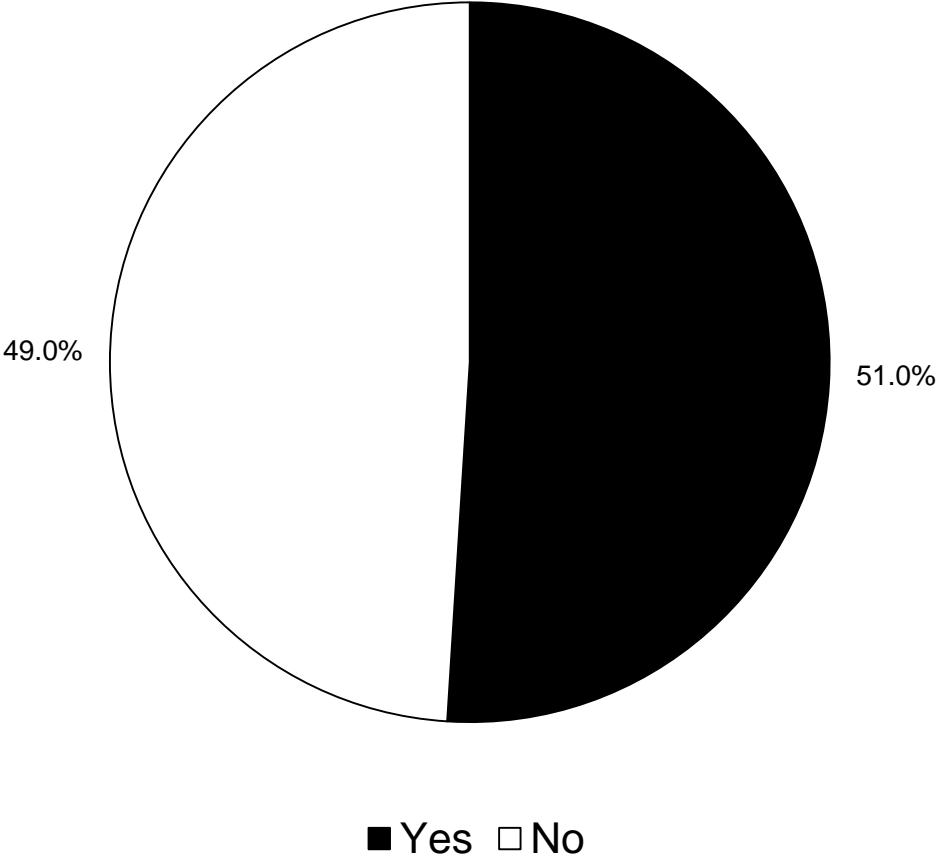
# **Access to Public Parks in Yangon City**

**Another  
Development (AD)**

# Park Visit

Q 22. Did you visit a park in the last three years?

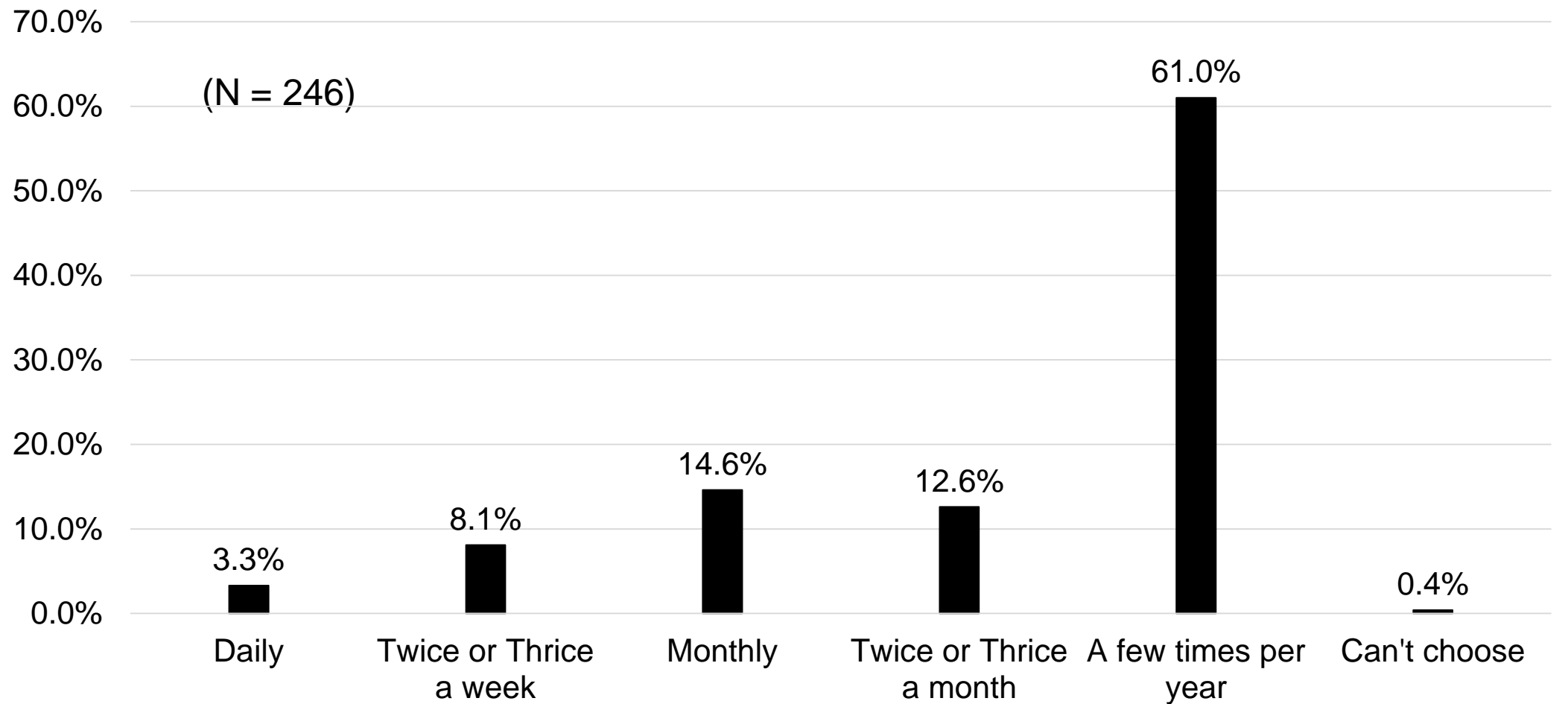
(N = 485)



Yes	No
51.0%	49.0%

# Park Visit Frequency

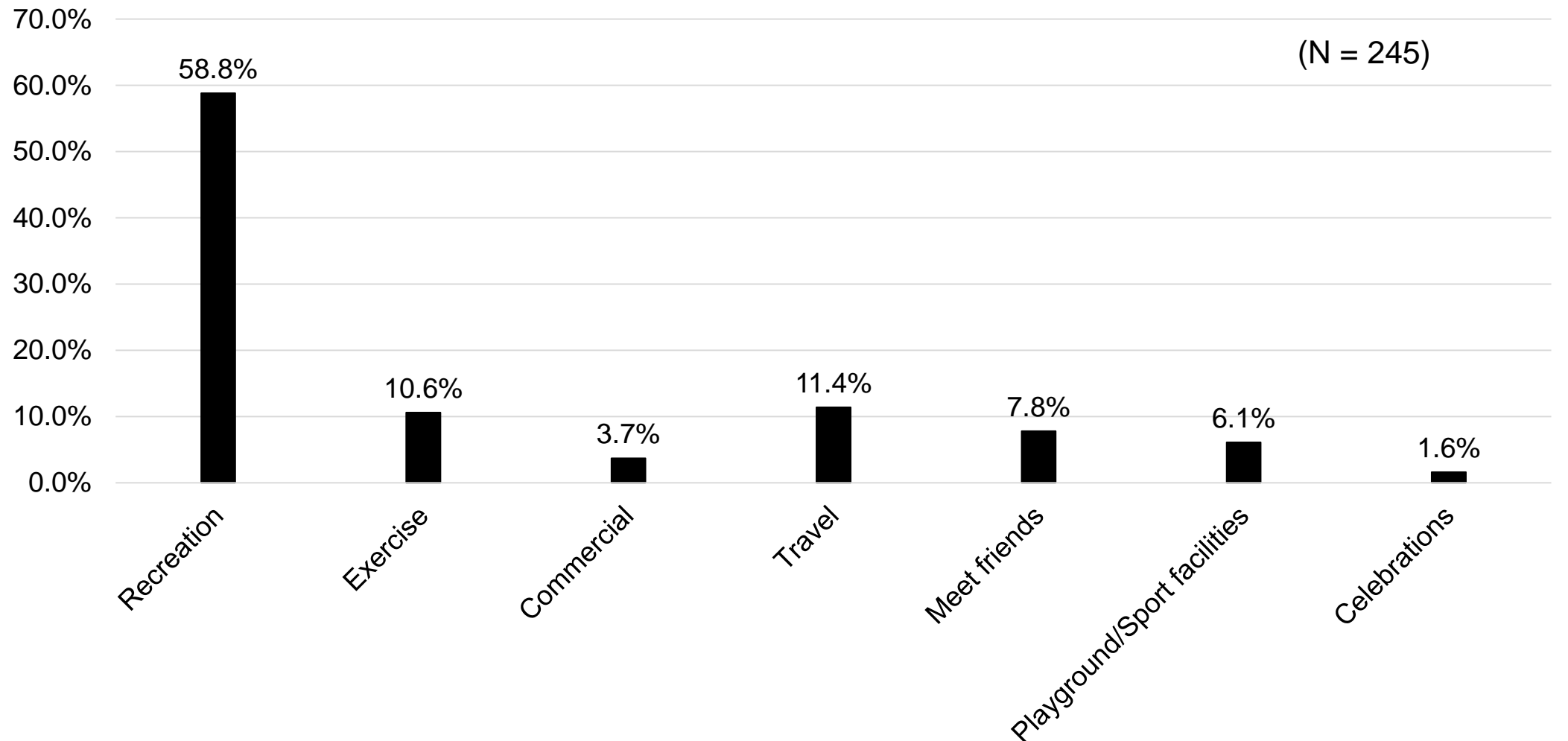
Q 23. How often do you visit parks?



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%

# Park Visit Purpose

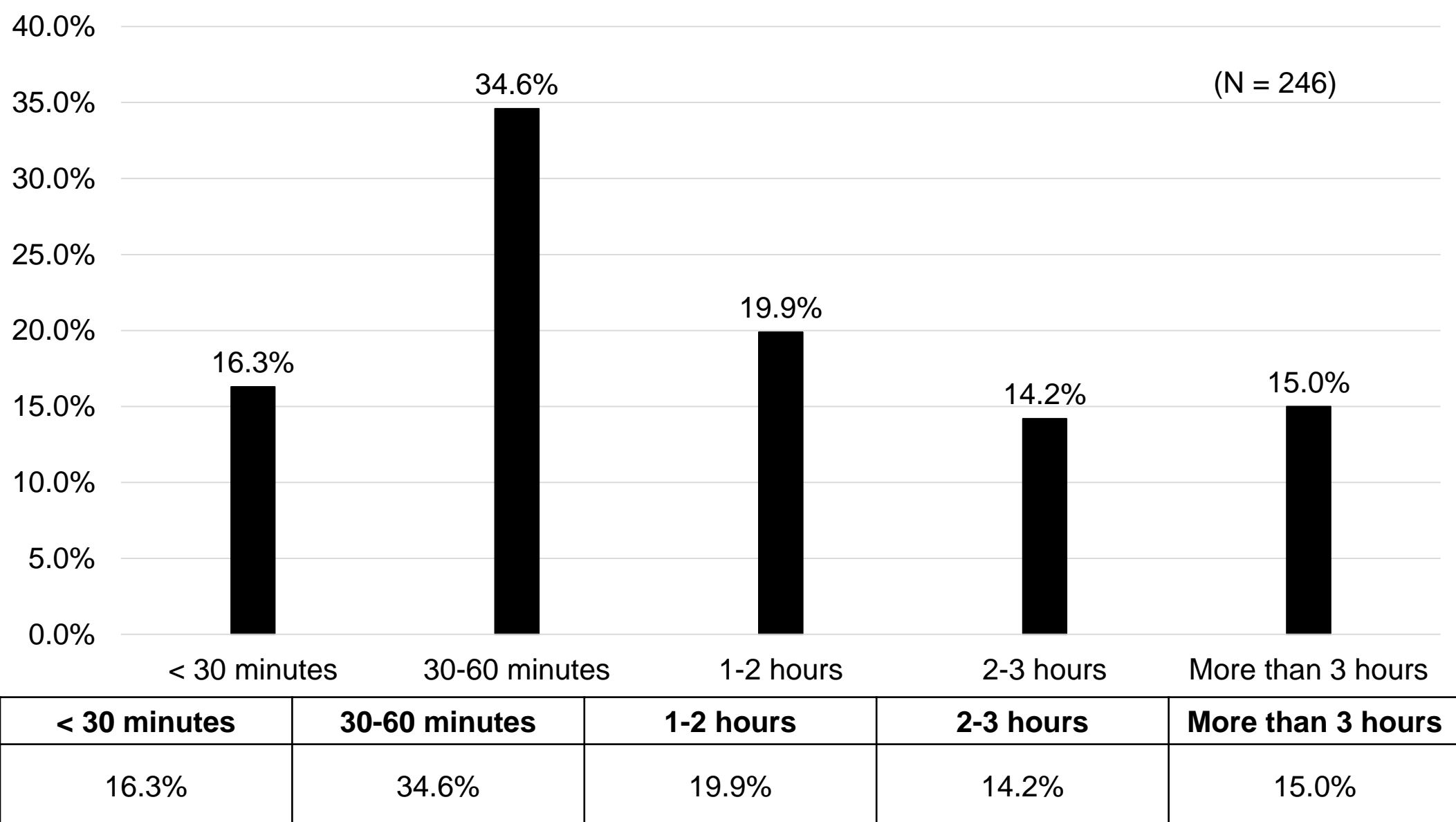
Q 24. Why do you visit parks?



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

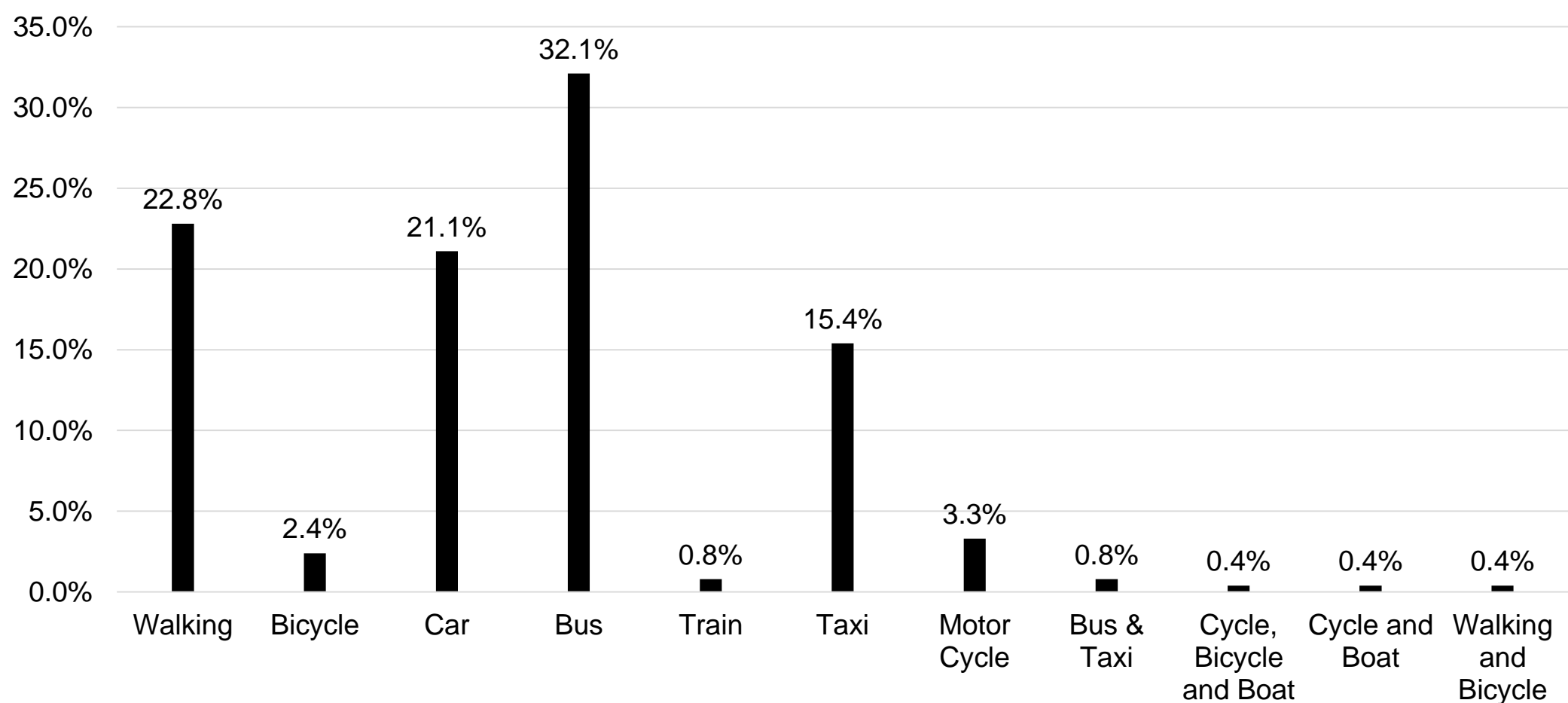
# Park Visit Length

Q 25. How long do you usually stay in a park on a typical day?



# Means of Transportation to Park

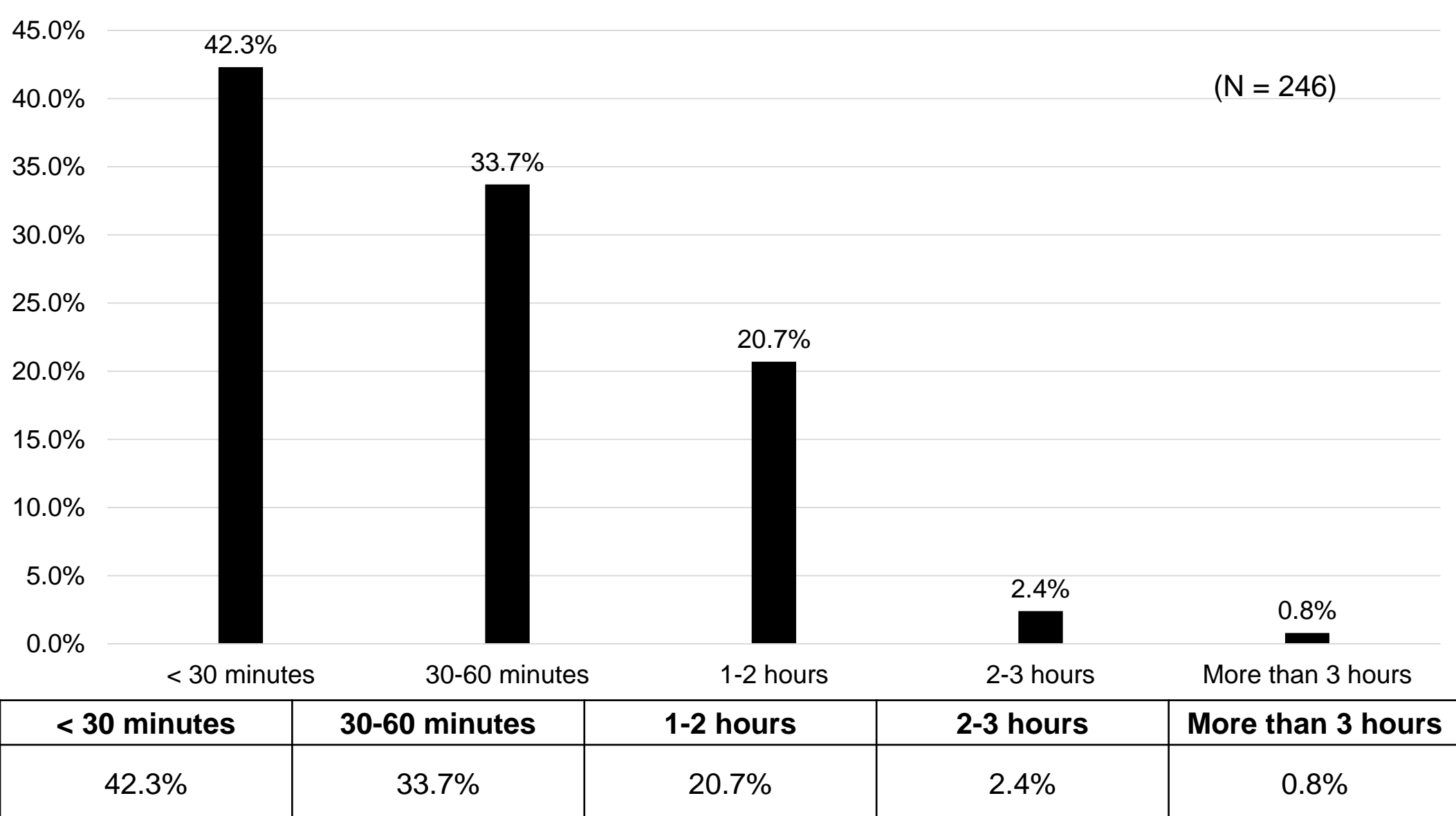
Q 26. How do you usually get to a park?



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%

# Transportation Length to Park

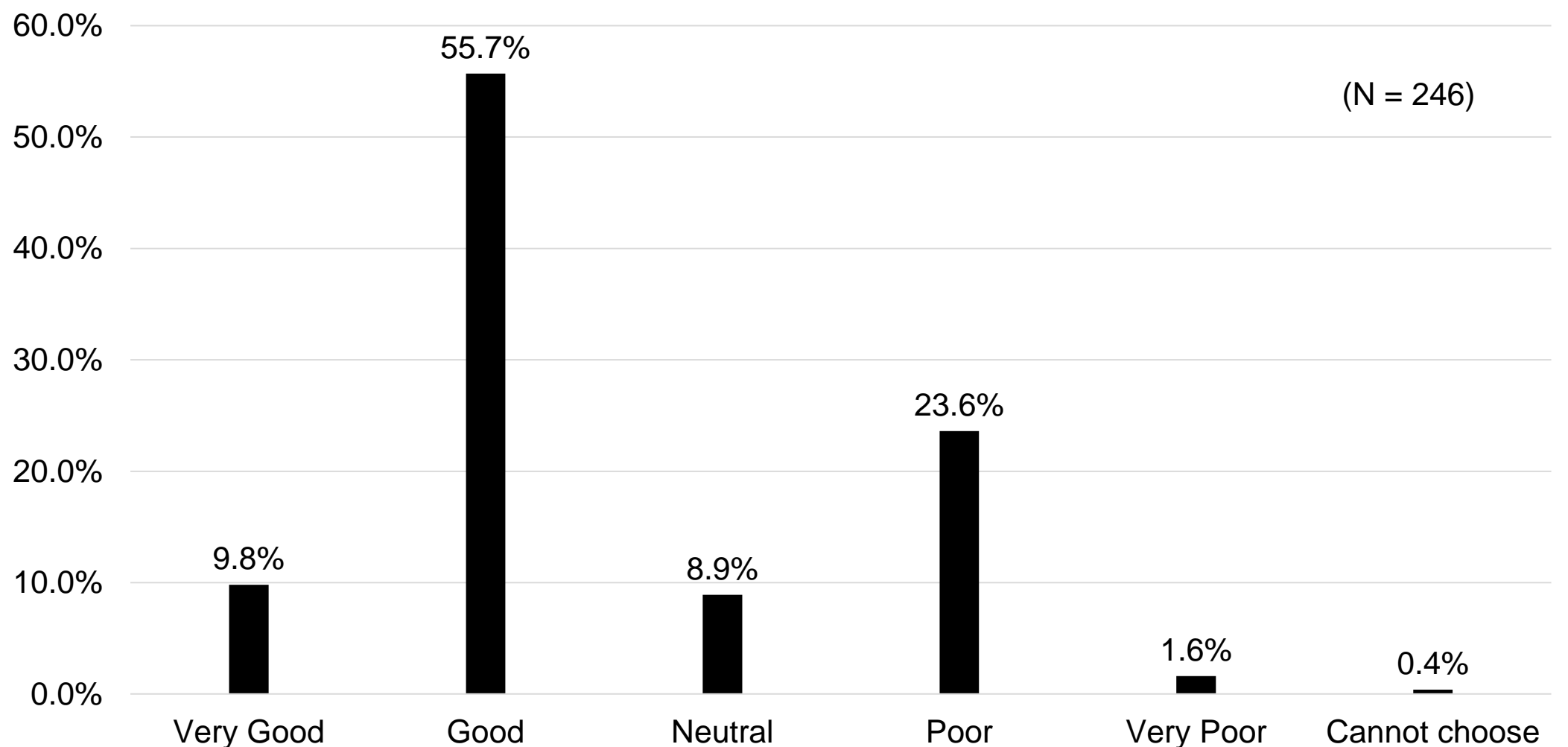
Q 27. How long does it take to travel to a park?





# Quality of Park Facilities

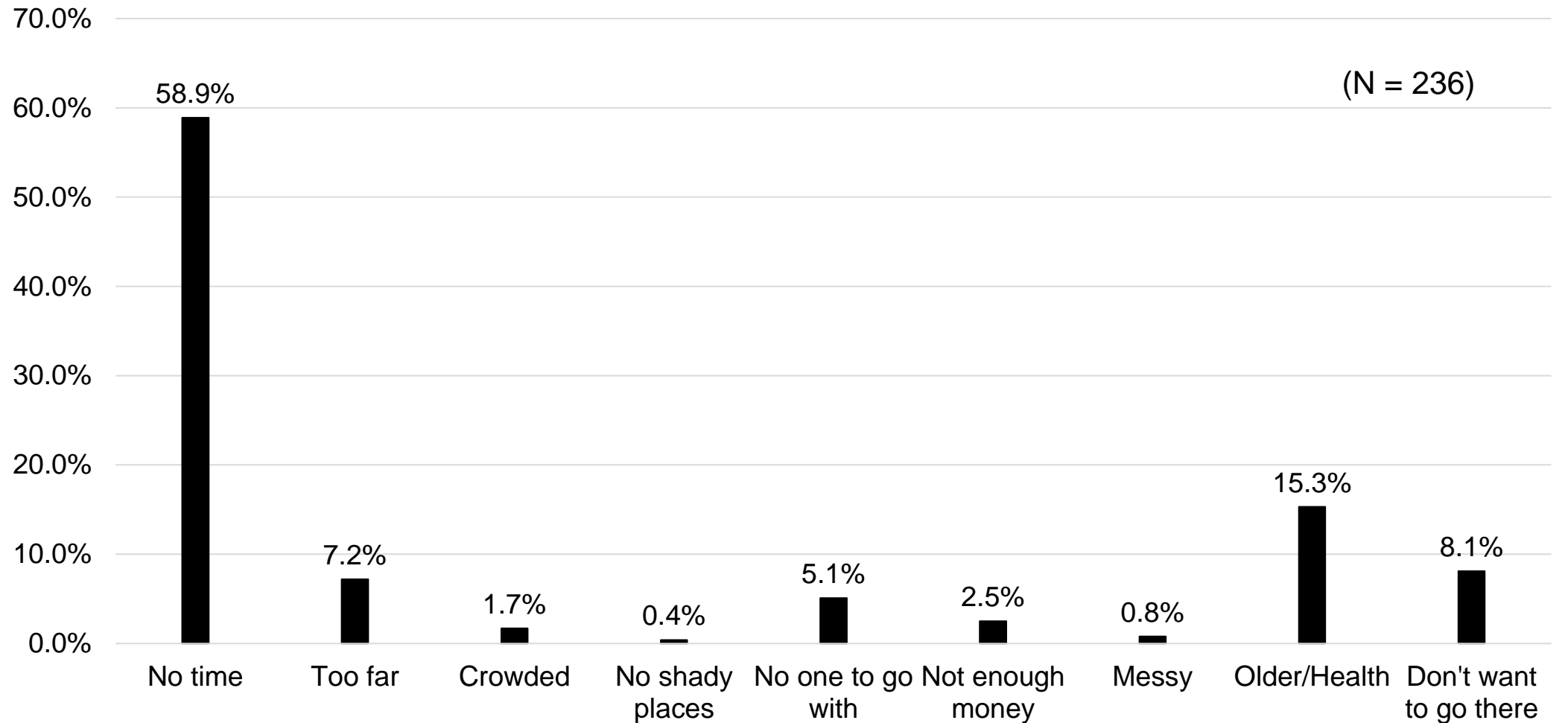
Q 28. How would you rate the facilities in the parks?



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

# Park Avoidance Reason

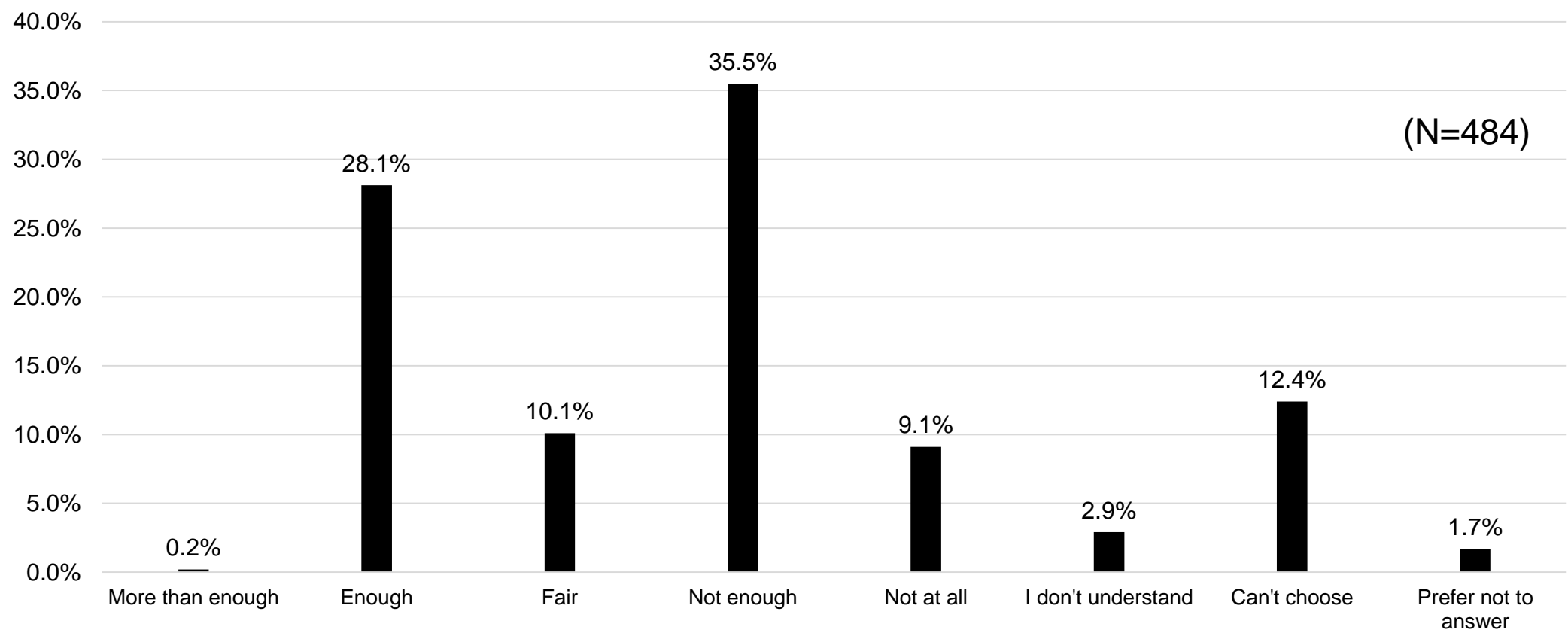
Q 29. For what reasons do you not visit the parks?



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%

# Park Number Satisfaction

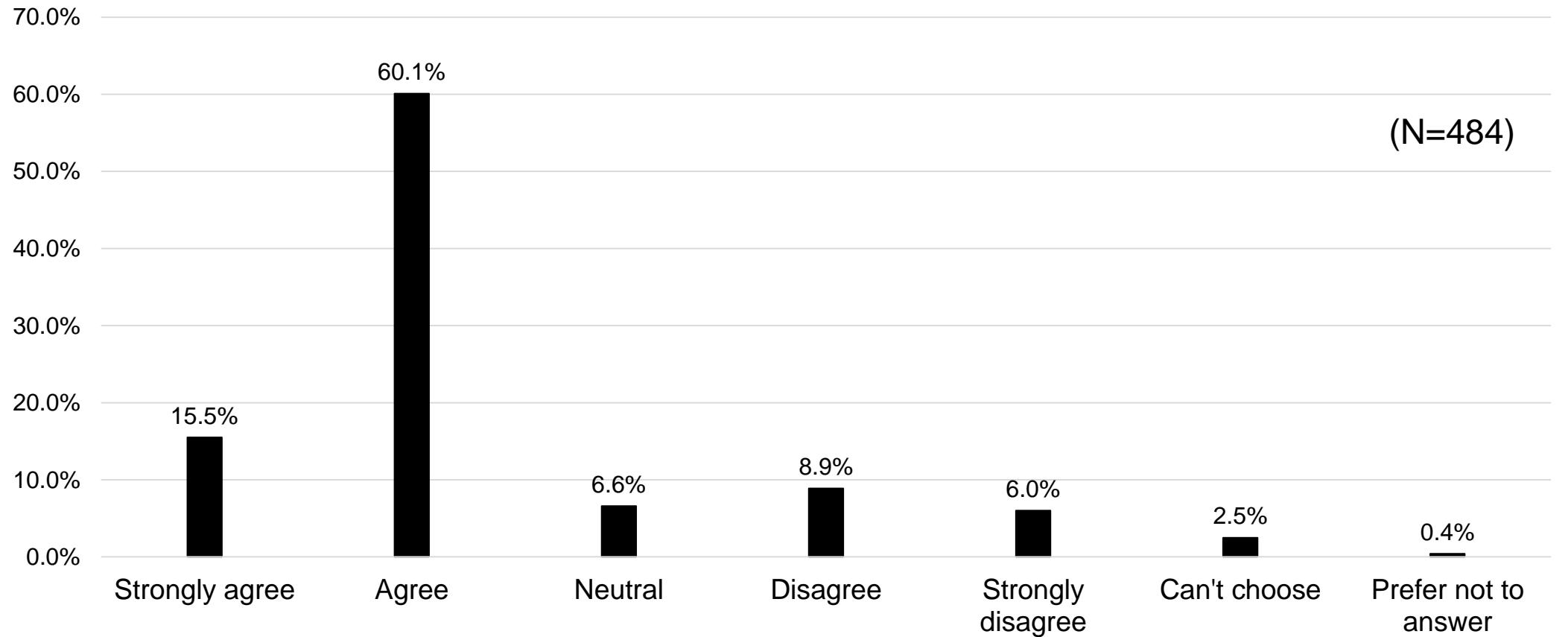
Q 30. Based on Yangon's size, what do you think about the number of parks?



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%

# Park Accessibility

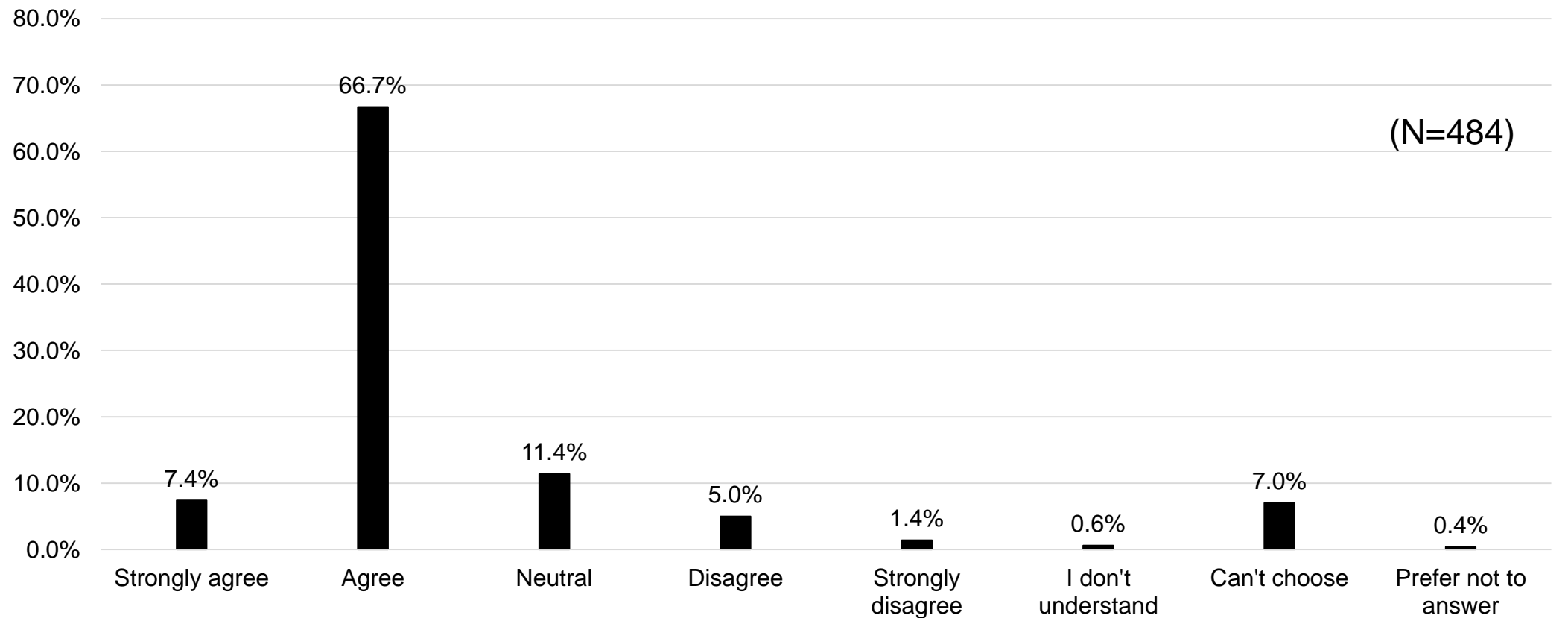
Q 31. Is it easy for you to get to a park?



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%

# Perception of Park Condition

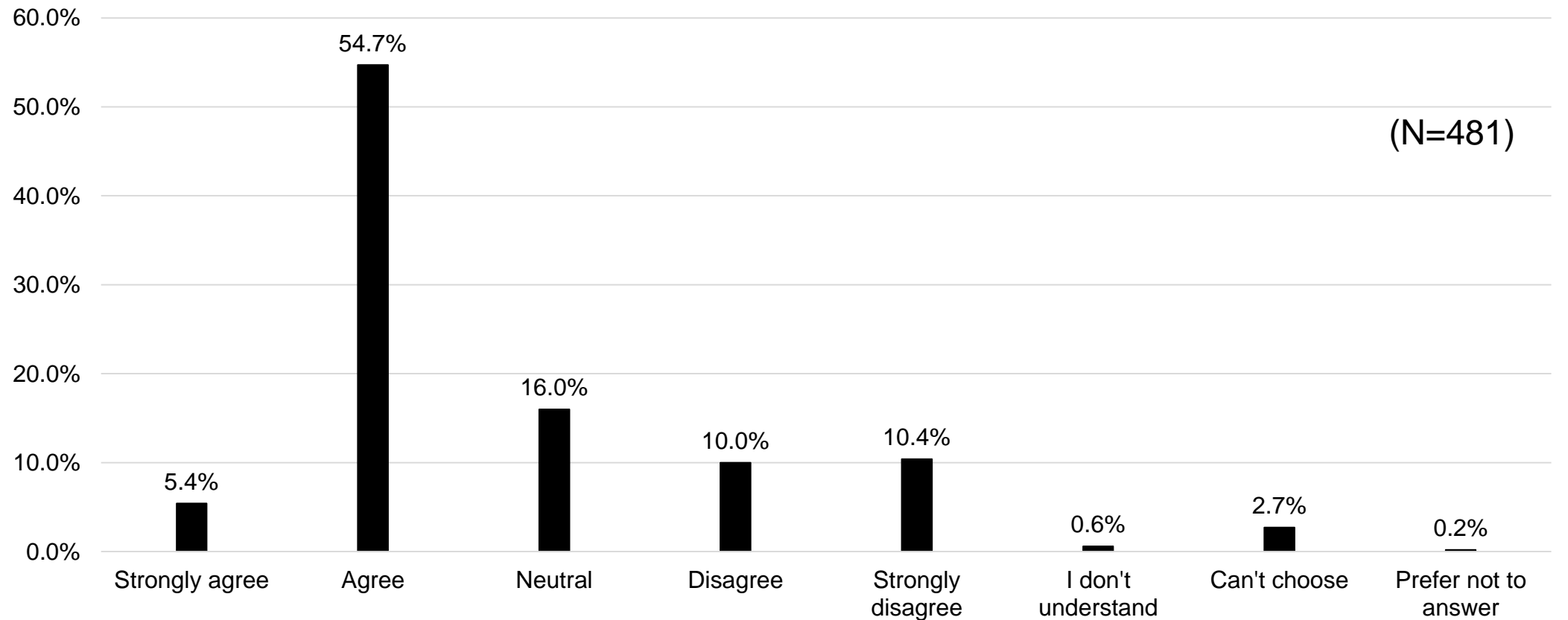
Q 32. Please rate how much you agree with following sentence “Generally, the condition of parks in Yangon is good.”



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I don't understand	Can't choose	Prefer not to answer
7.4%	66.7%	11.4%	5.0%	1.4%	0.6%	7.0%	0.4%

# Willingness to Volunteer

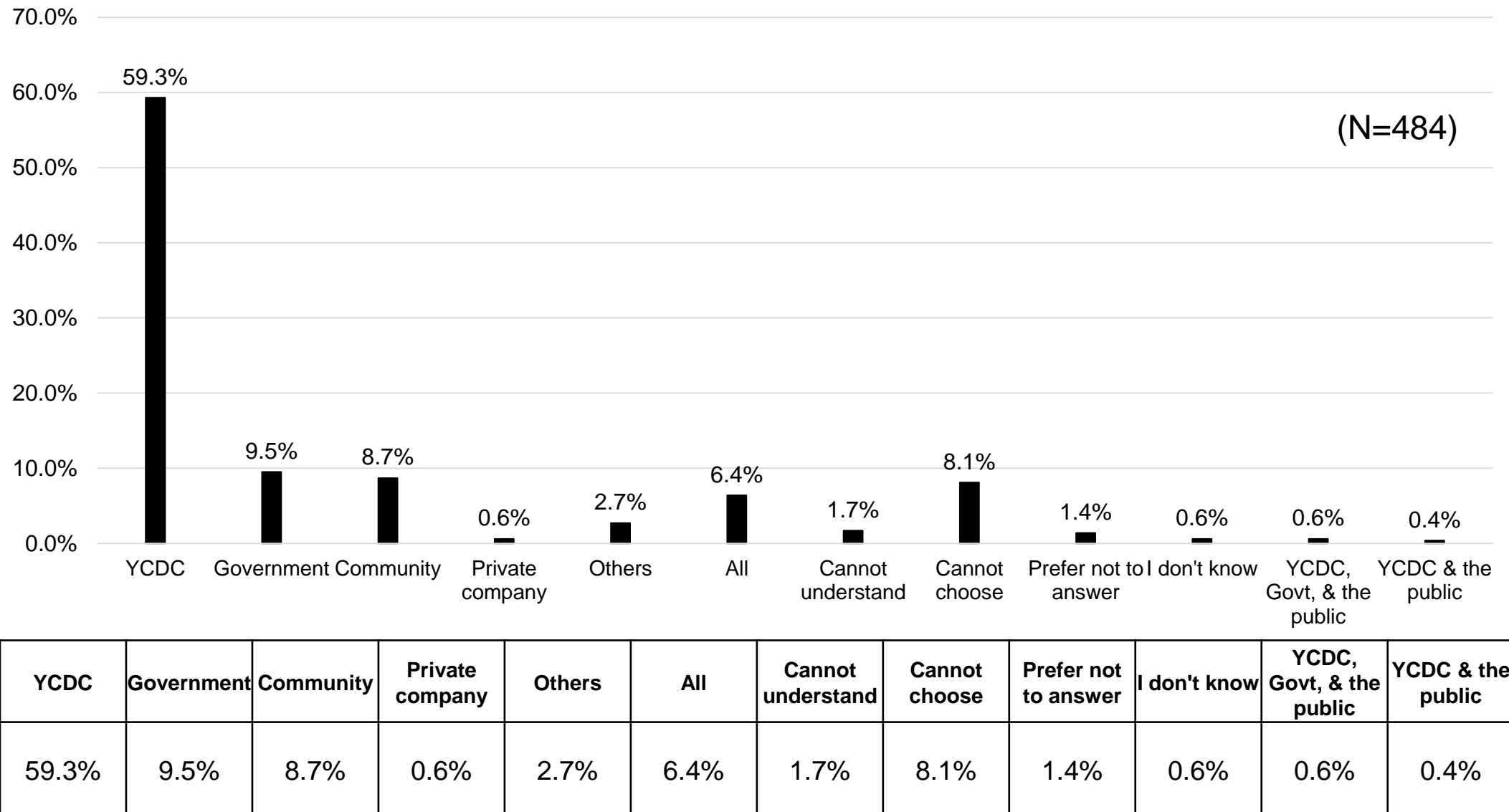
Q 33. Please rate how much you agree with following sentence “I can volunteer for the improvement of parks in Yangon.”



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%

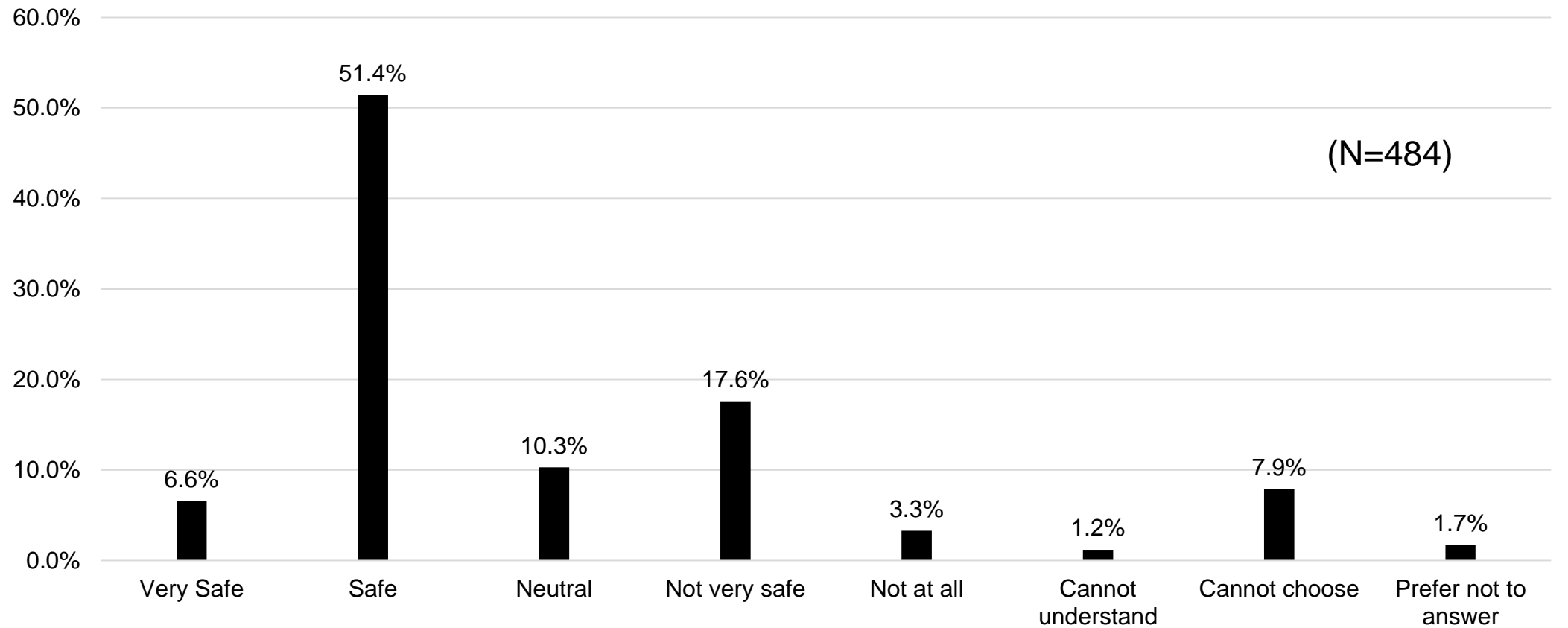
# Knowledge of Park Management Responsibility

Q 34. Who is responsible for the management of parks in Yangon?



# Park Safety

Q 35. How safe do you feel in parks?

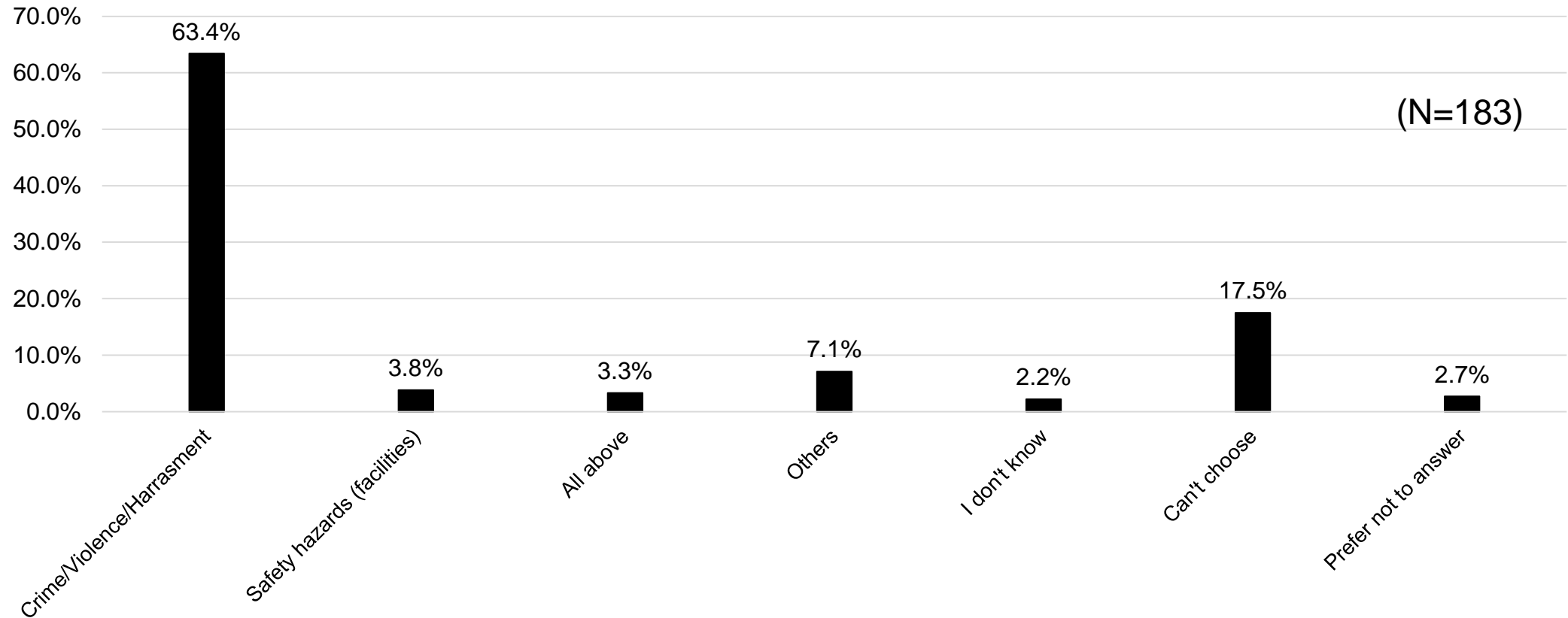


Very Safe	Safe	Neutral	Not very safe	Not at all	Cannot understand	Cannot choose	Prefer not to answer
6.6%	51.4%	10.3%	17.6%	3.3%	1.2%	7.9%	1.7%



# Reasons for Feeling Unsafe

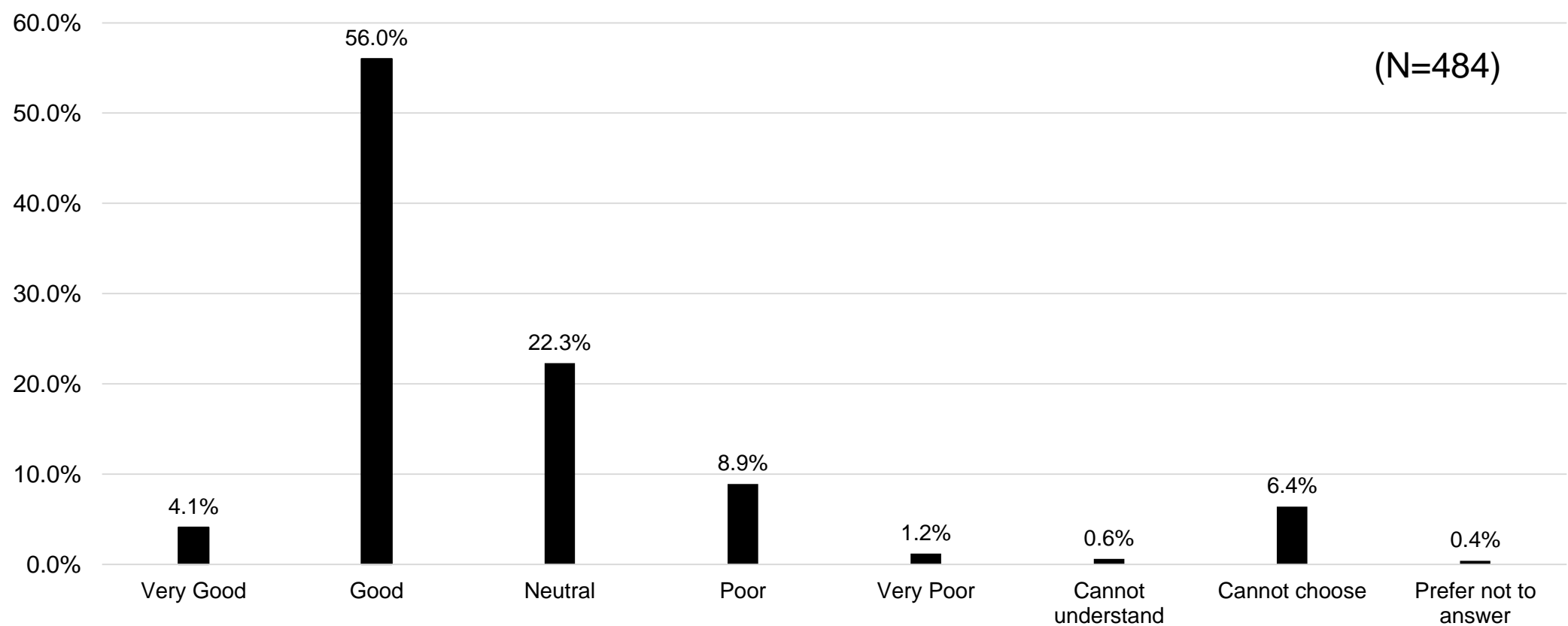
Q 36. If you don't feel safe, why?



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%

# Opinions on Park Management

Q 37. Current management of parks is...



Very Good	Good	Neutral	Poor	Very Poor	Cannot understand	Cannot choose	Prefer not to answer
4.1%	56.0%	22.3%	8.9%	1.2%	0.6%	6.4%	0.4%

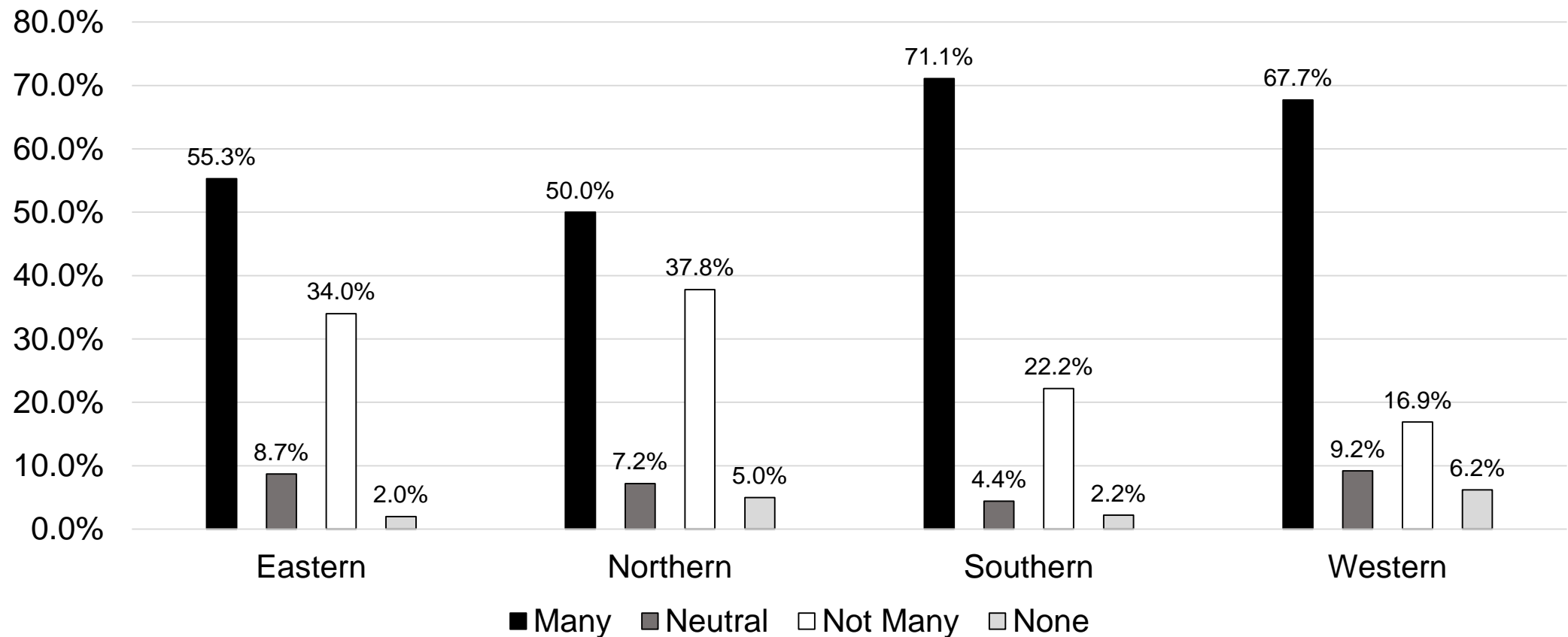


## Stray Dogs in Yangon

Open Myanmar  
Initiative (OMI)

# Estimated Number of Stray Dogs

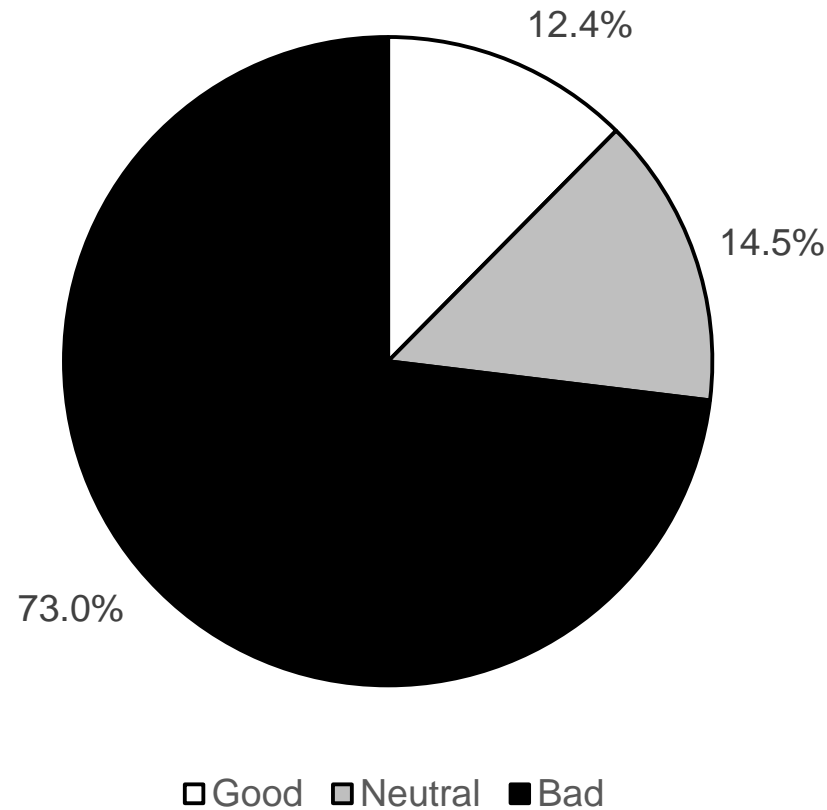
Q 38. How many stray dogs are in your district?



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

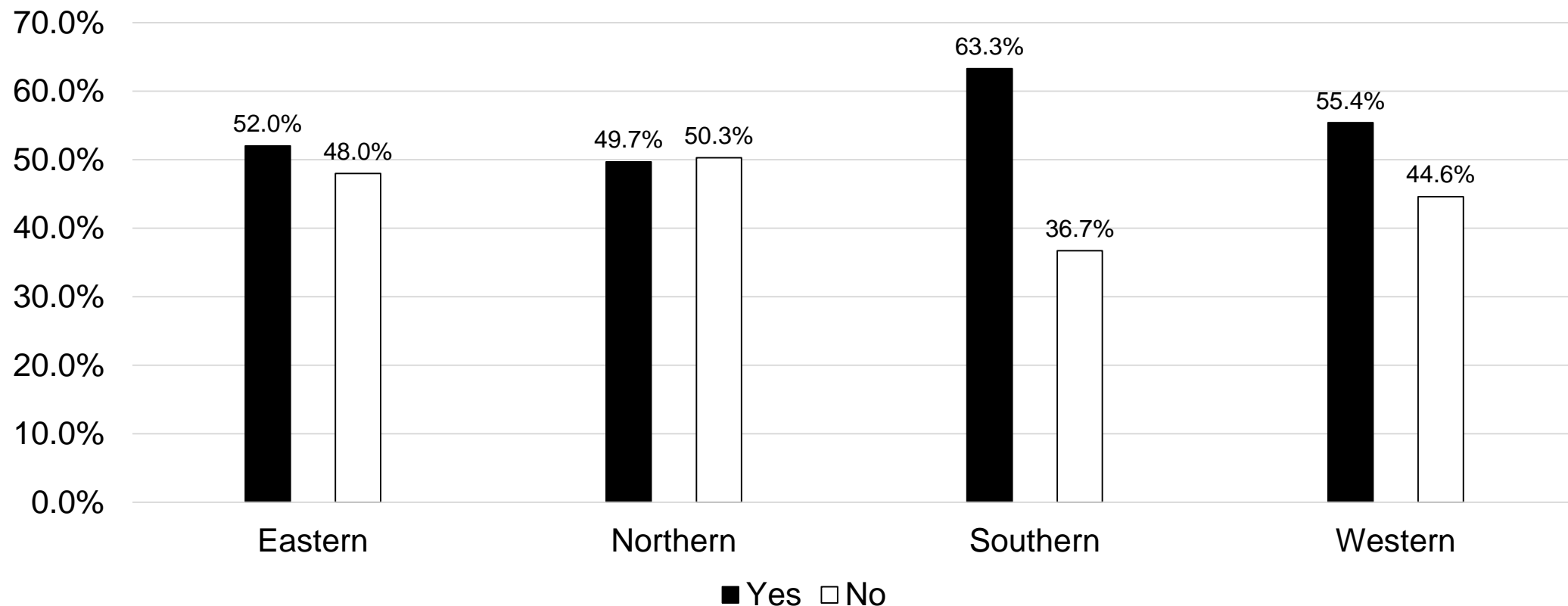
Q 39. What is your opinion of stray dogs in your area?



Good	Neutral	Bad
12.4%	14.5%	73.0%

# Experience of Dog Attacks

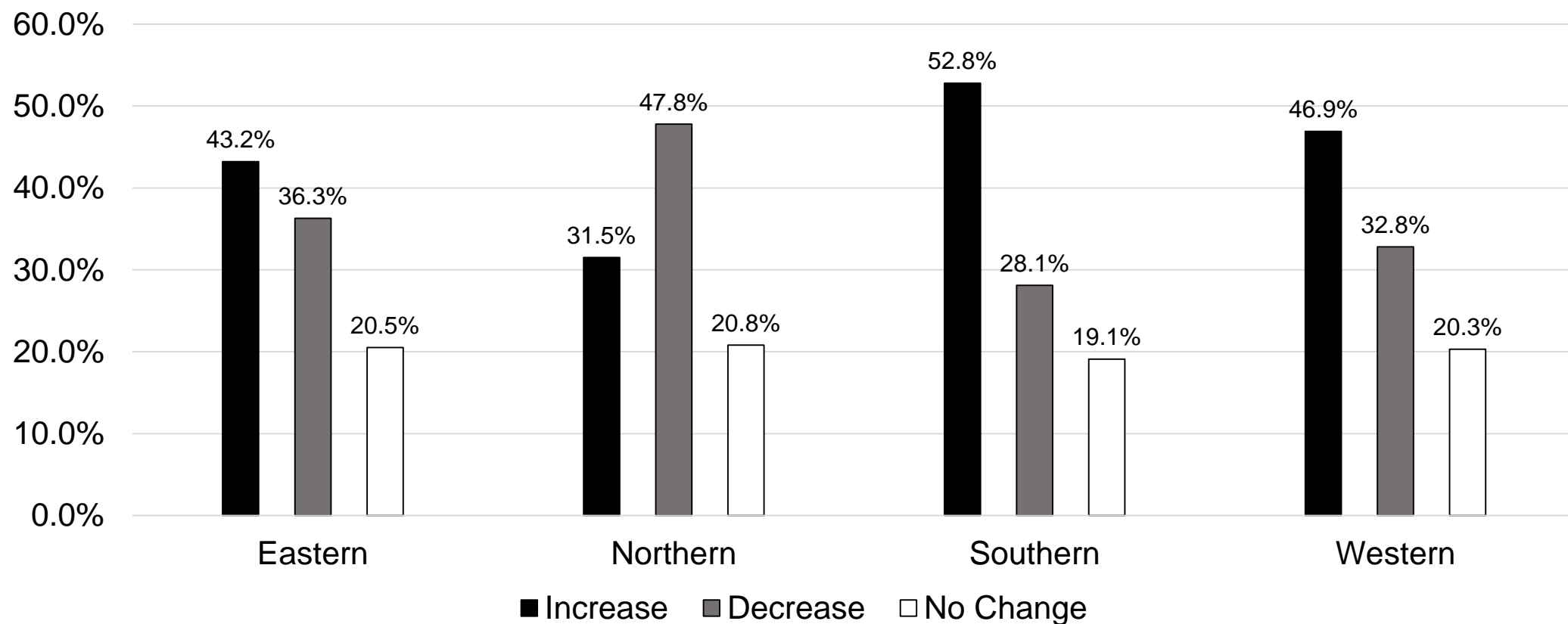
Q 40. Do you have any experiences of dog attacks?



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

# Estimations of Dog Population Change

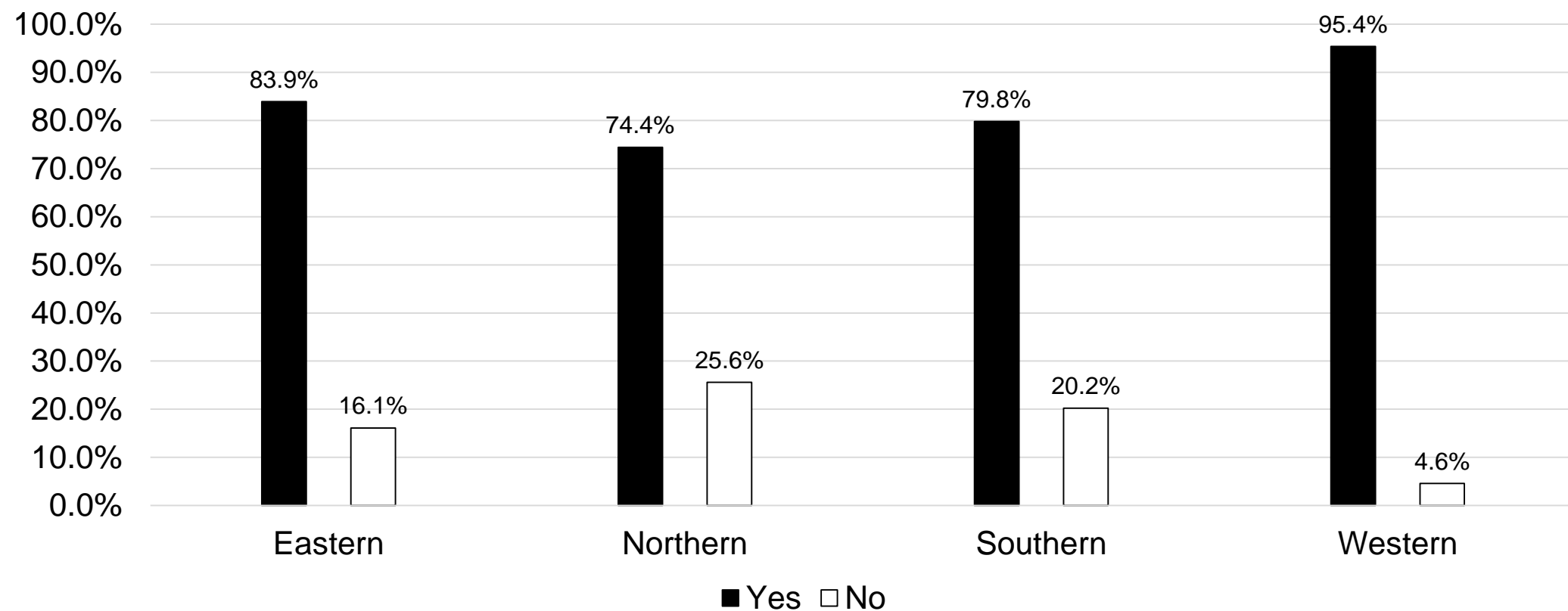
Q 41. Do you think the number of stray dogs will increase compared to the last two years?



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%

# Knowledge of Dog Control Measures

Q 42. Do you know who has the responsibility to solve problems related to stray dogs?

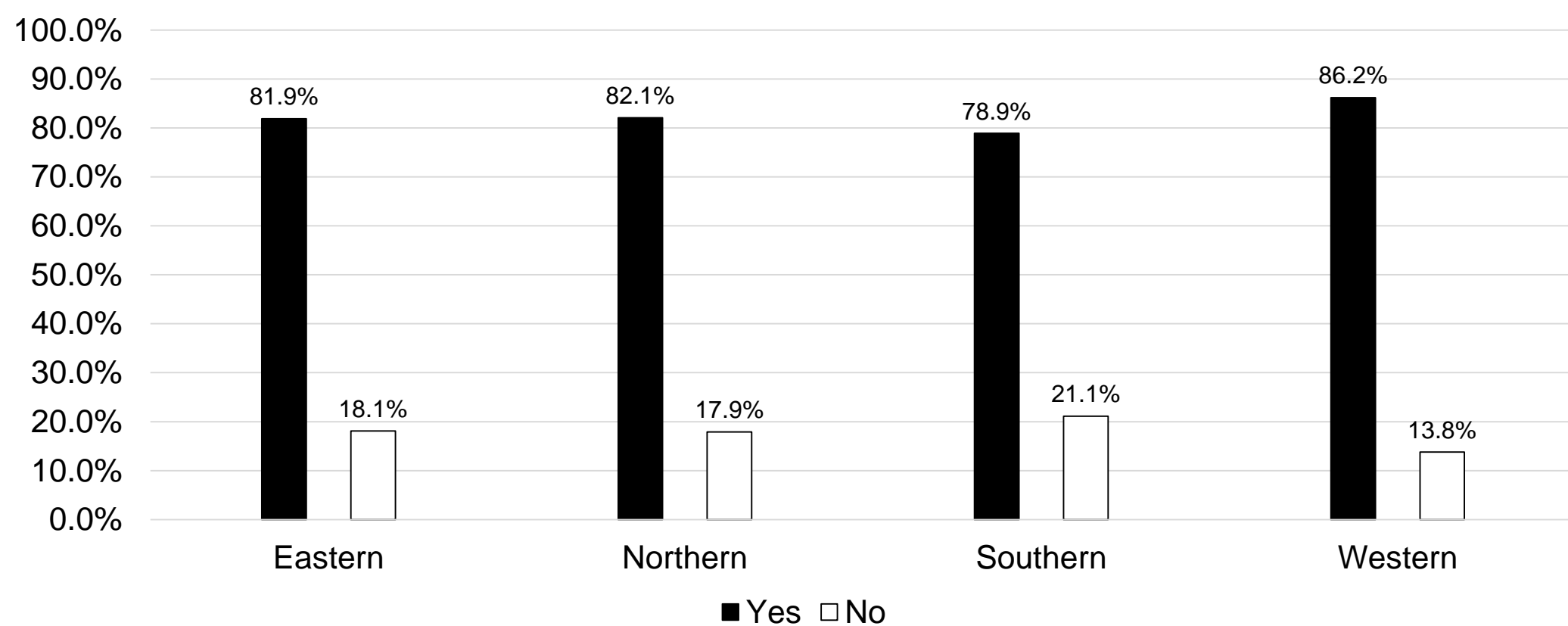


District	Yes	No
Eastern	83.9%	16.1%
Northern	74.4%	25.6%
Southern	79.8%	20.2%
Western	95.4%	4.6%



# Impressions of YCDC Responsibility

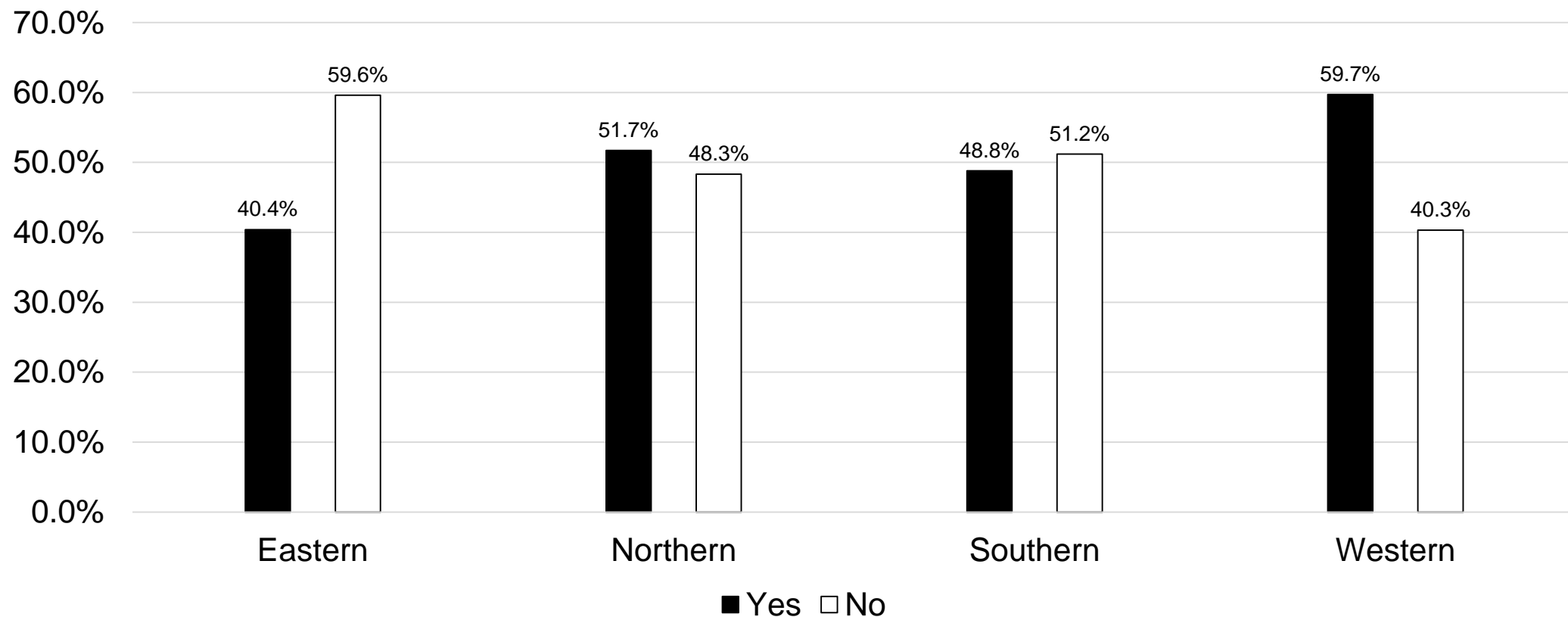
Q 43. Have you heard that YCDC is responsible for the control of stray dogs?



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

# Observation of Dog Control

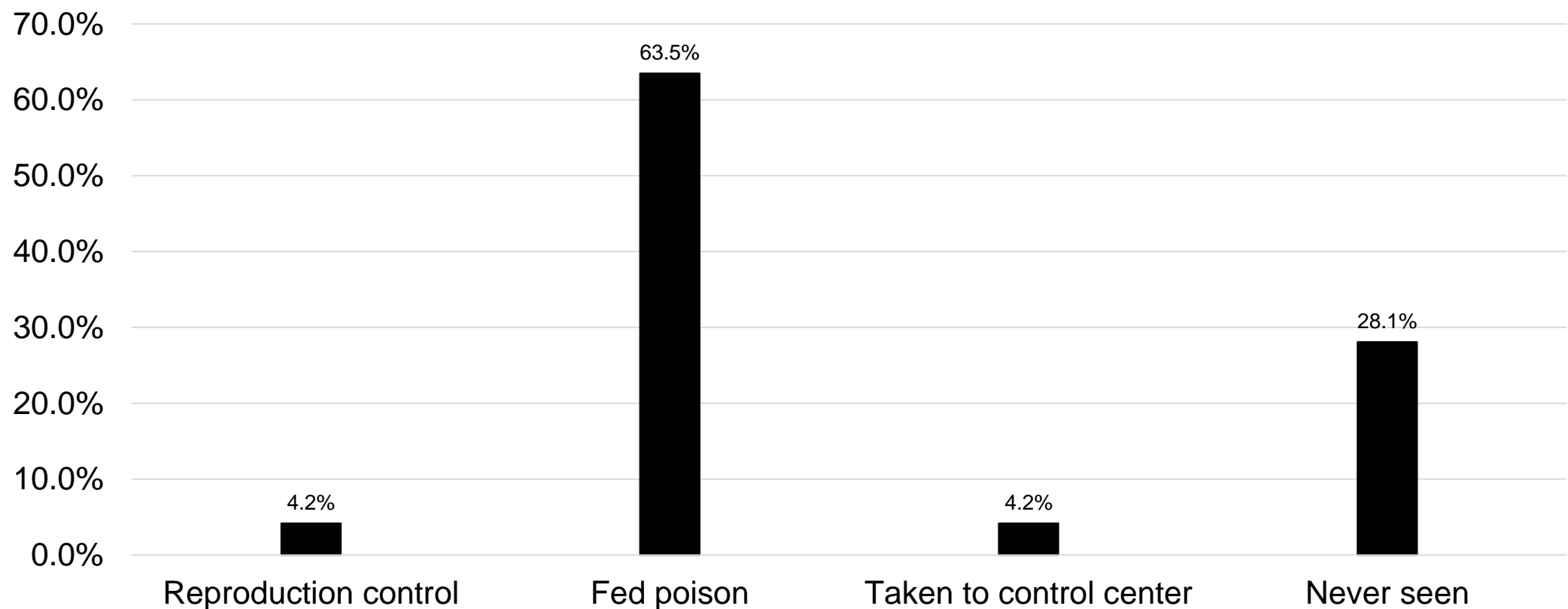
Q 44. Have you personally seen YCDC carry out dog control?



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

# Observations of Dog Control Methods

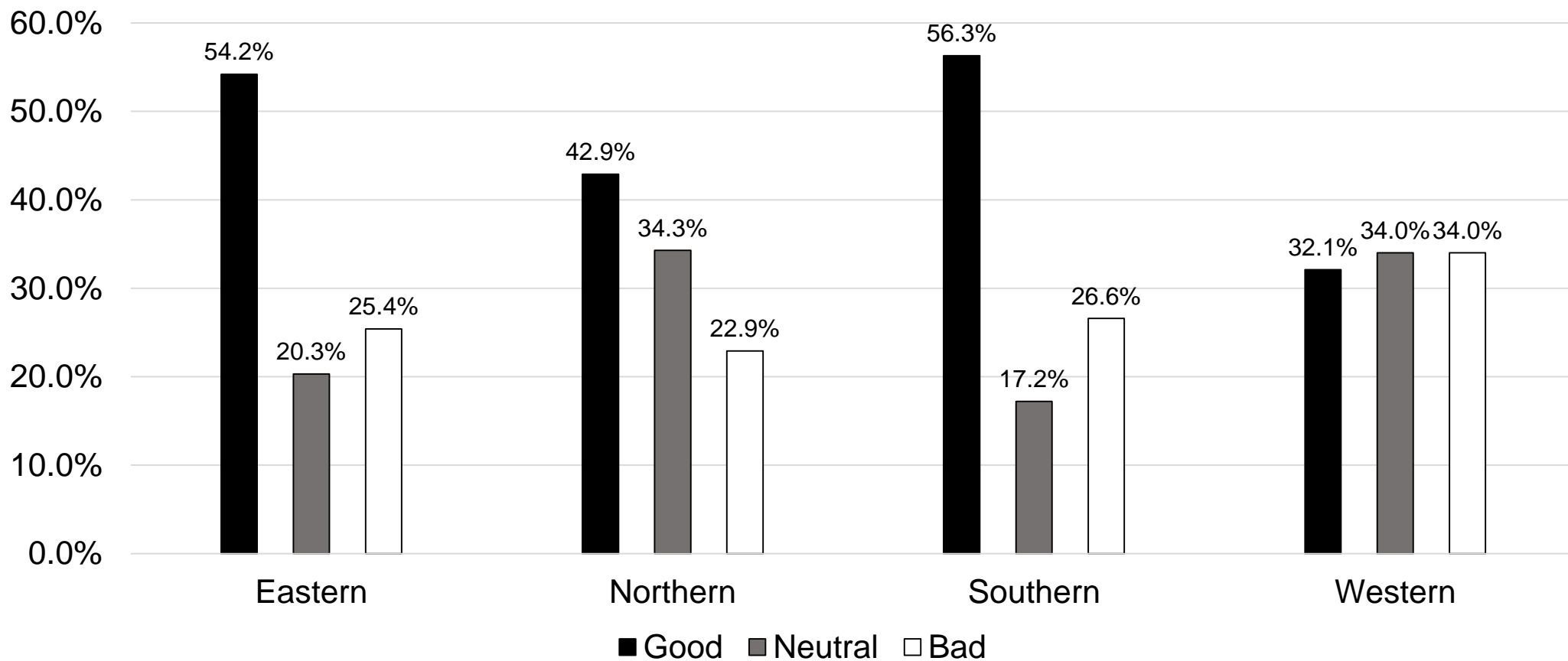
Q 45. Which methods of dog control have you witnessed?



Reproduction control	Fed poison	Taken to control center	Never seen
4.2%	63.5%	4.2%	28.1%

# YCDC Performance Evaluation by District

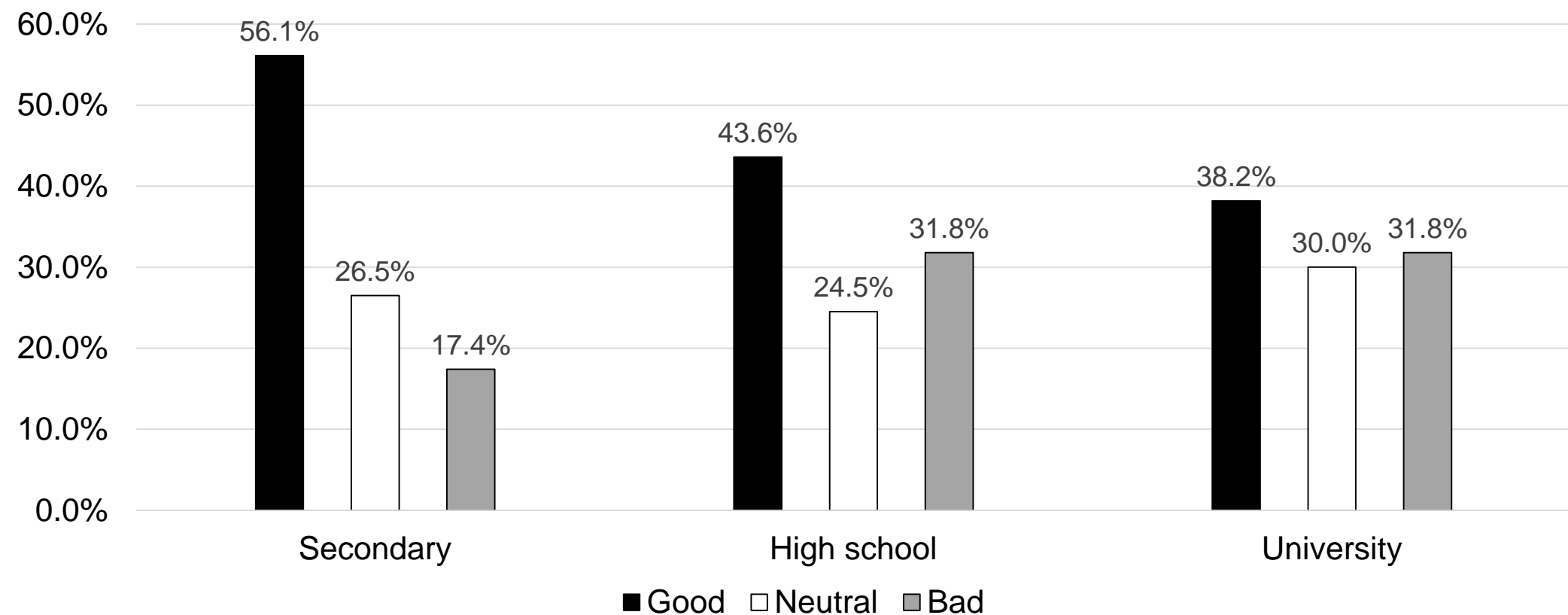
Q 46. What is your opinion on YCDC's handling of stray dogs?



District	Good	Neutral	Bad
Eastern	54.2%	20.3%	25.4%
Northern	42.9%	34.3%	22.9%
Southern	56.3%	17.2%	26.6%
Western	32.1%	34.0%	34.0%

# YCDC Performance Evaluation by Education Level

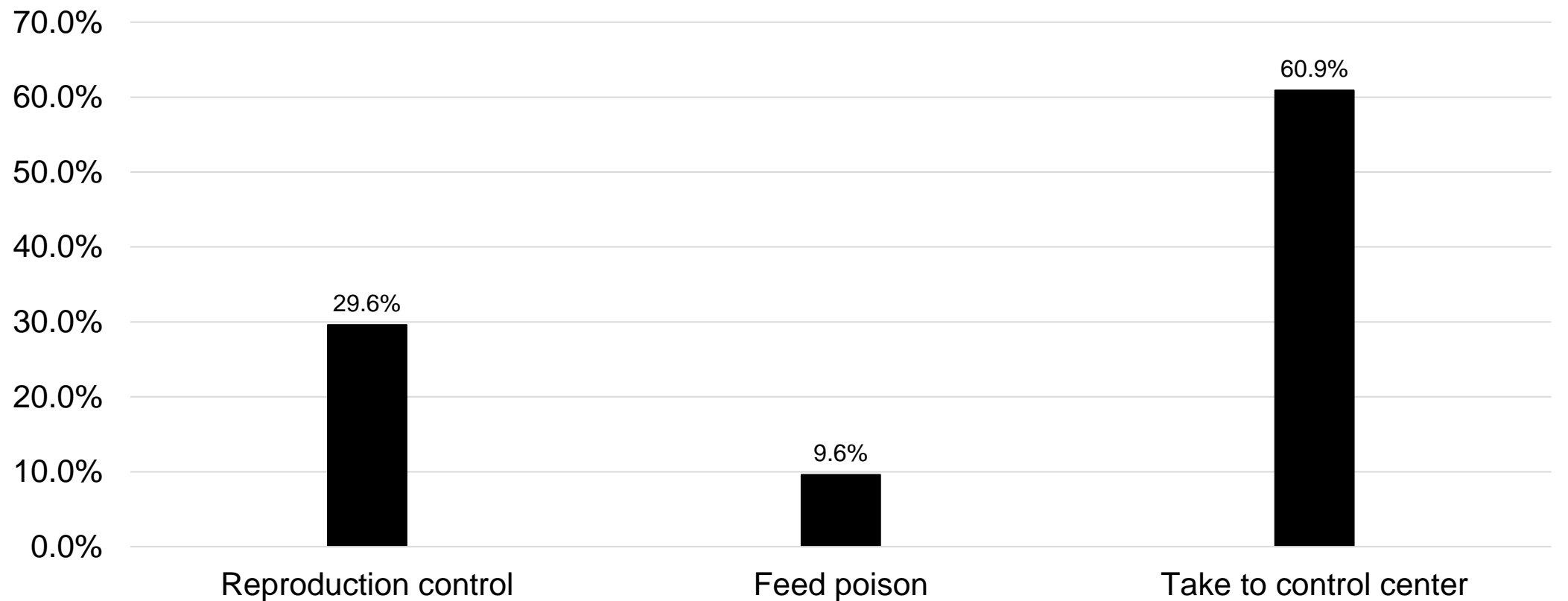
Q 46. What is your opinion on YCDC's handling of stray dogs?



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%

# Preferred Methods of Dog Control

Q 47. 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%

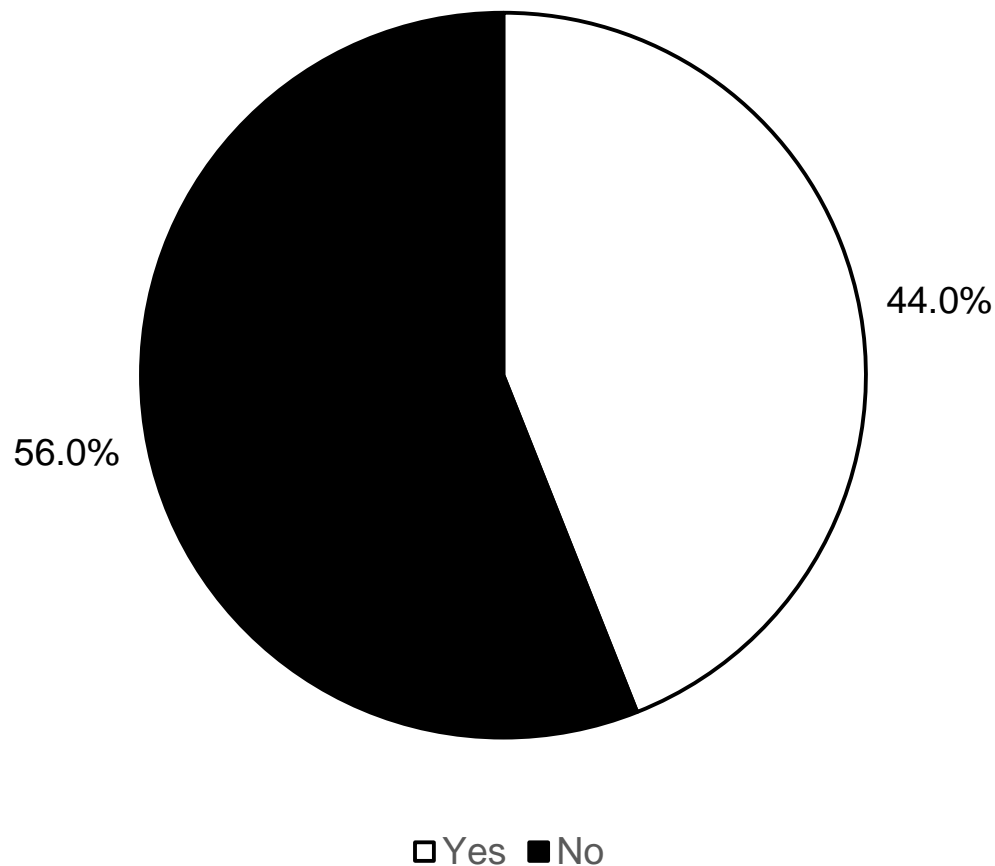


# **The YCDC Water Distribution System and Current Water Usage**

**Sandhi Governance  
Institute**

# Water Use from YCDC

Q 48. Do you use the water distributed by YCDC in your home?

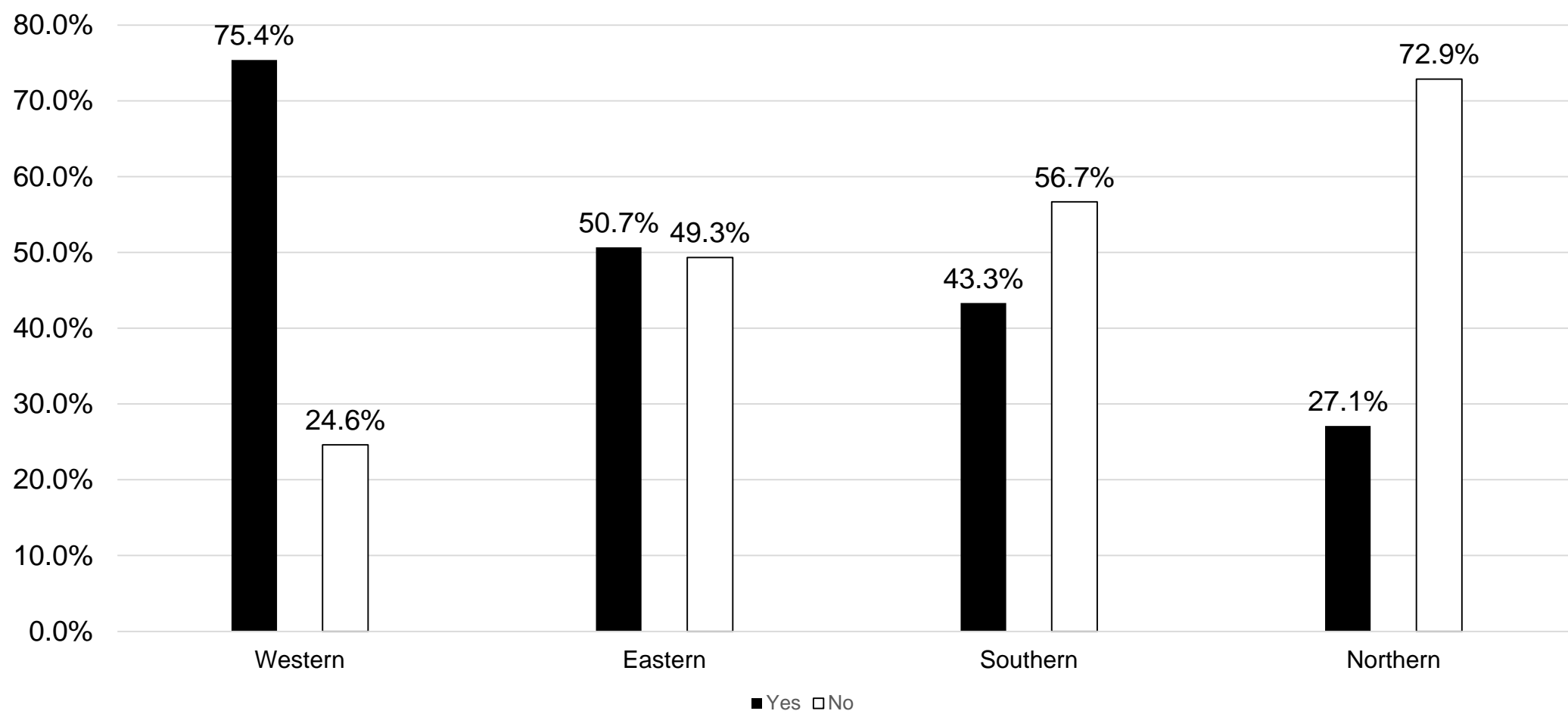


Yes	No
44.0%	56.0%



# Water Use from YCDC

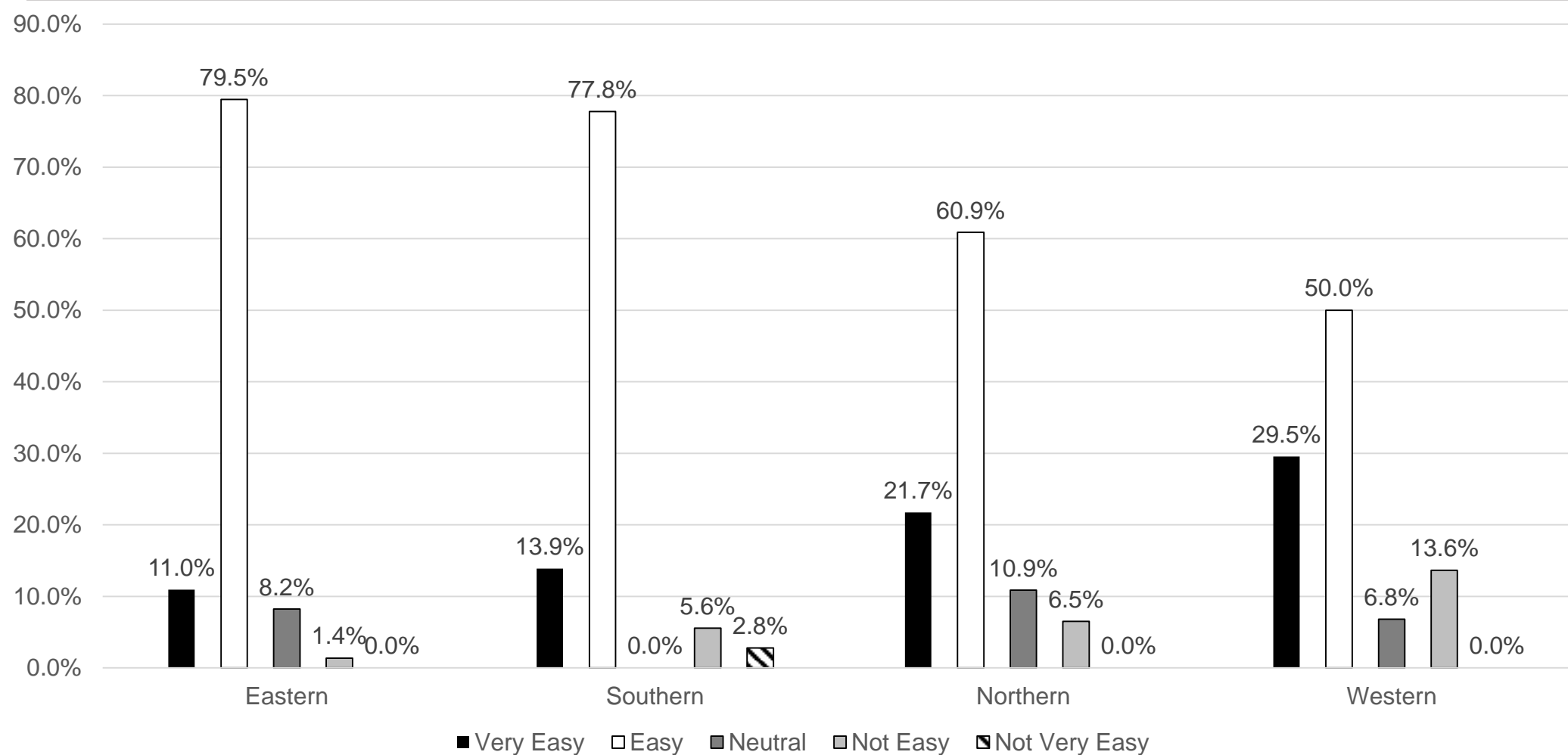
Q 48. Do you use the water distributed by YCDC in your home?



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

# YCDC Water Meter Installation

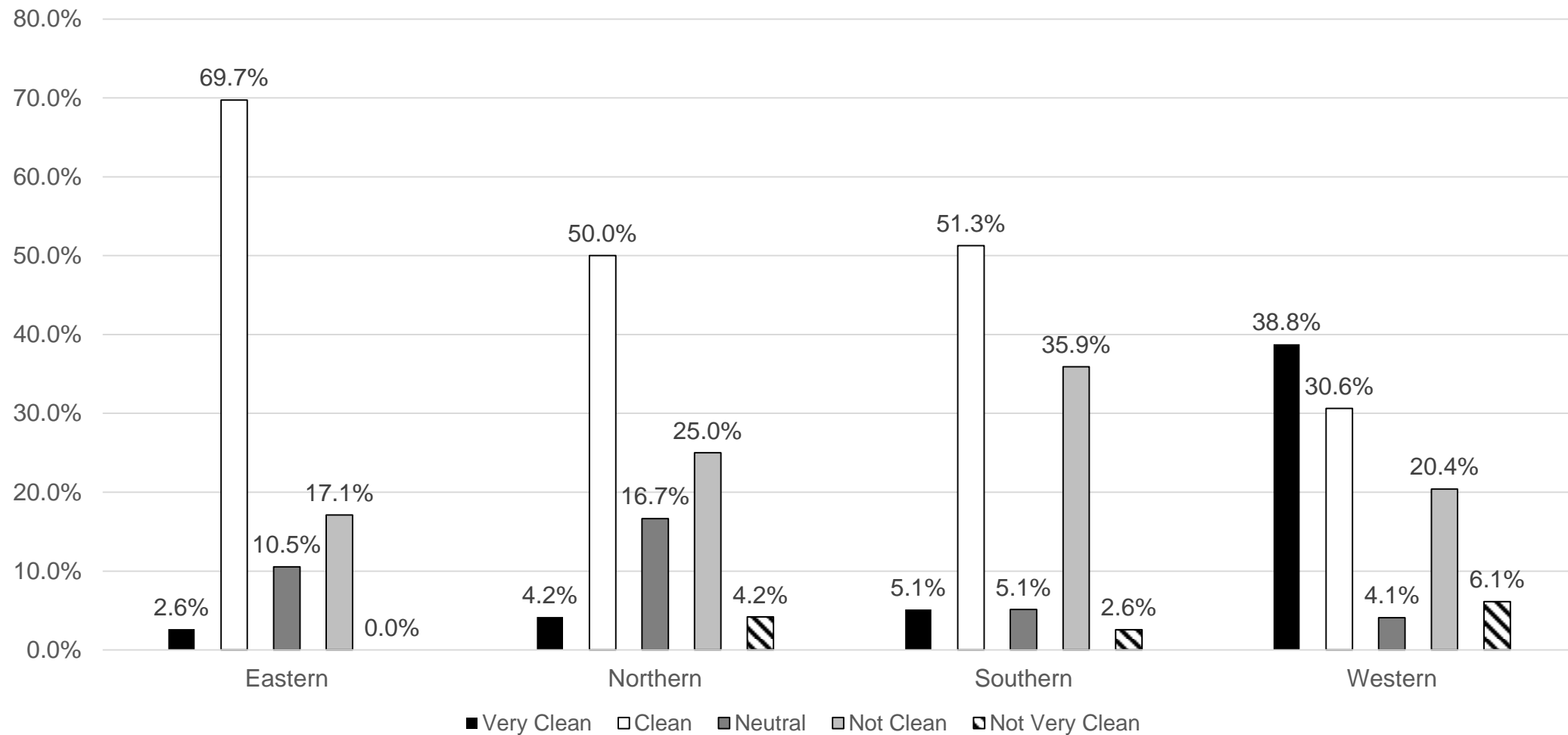
Q 49. How easy is it to install the water meter from YCDC?



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%

# YCDC Water Cleanliness

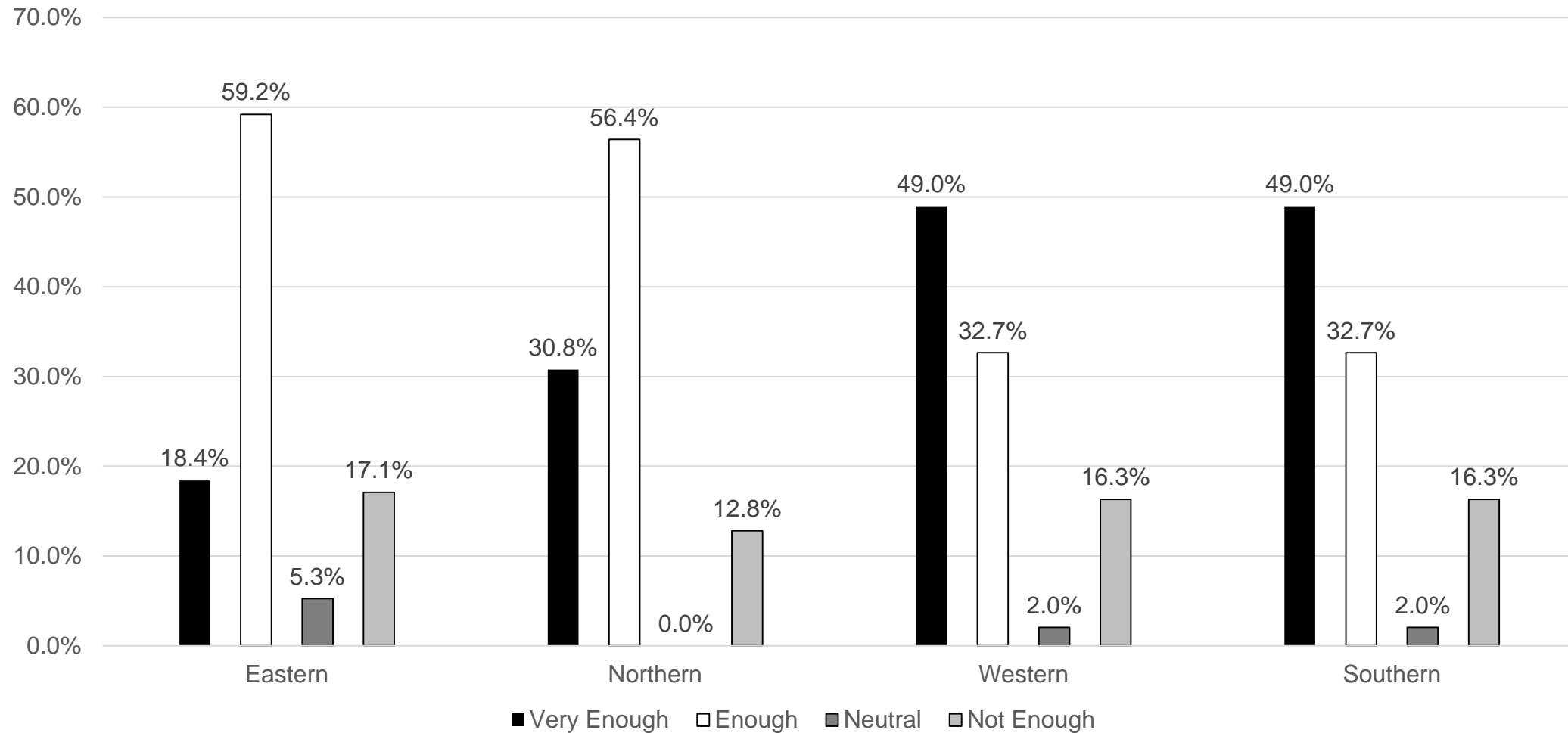
Q 50. How clean do you think the water from YCDC is?



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%

# YCDC Water Sufficiency

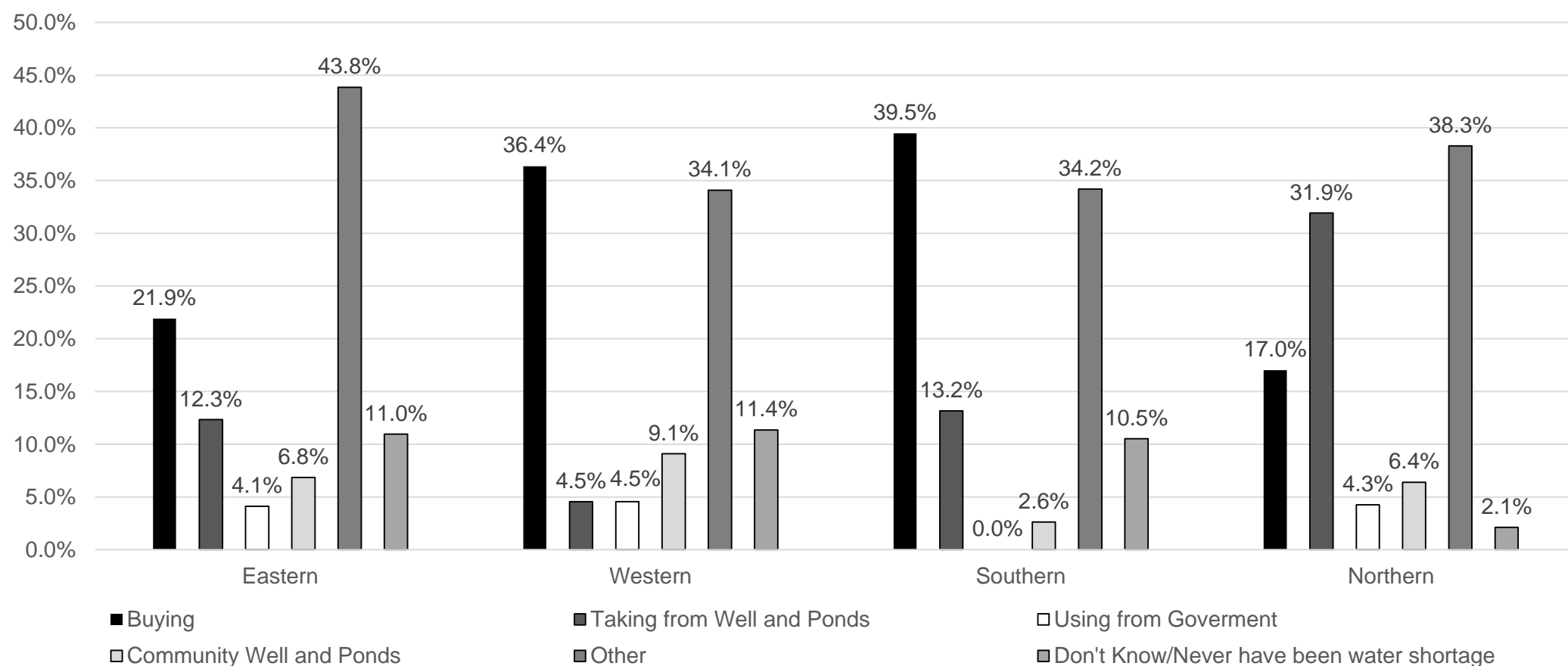
Q 51. Is the water from YCDC sufficient to use in your home?



District	Very Enough	Enough	Neutral	Not Enough
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%

# YCDC Water Alternatives

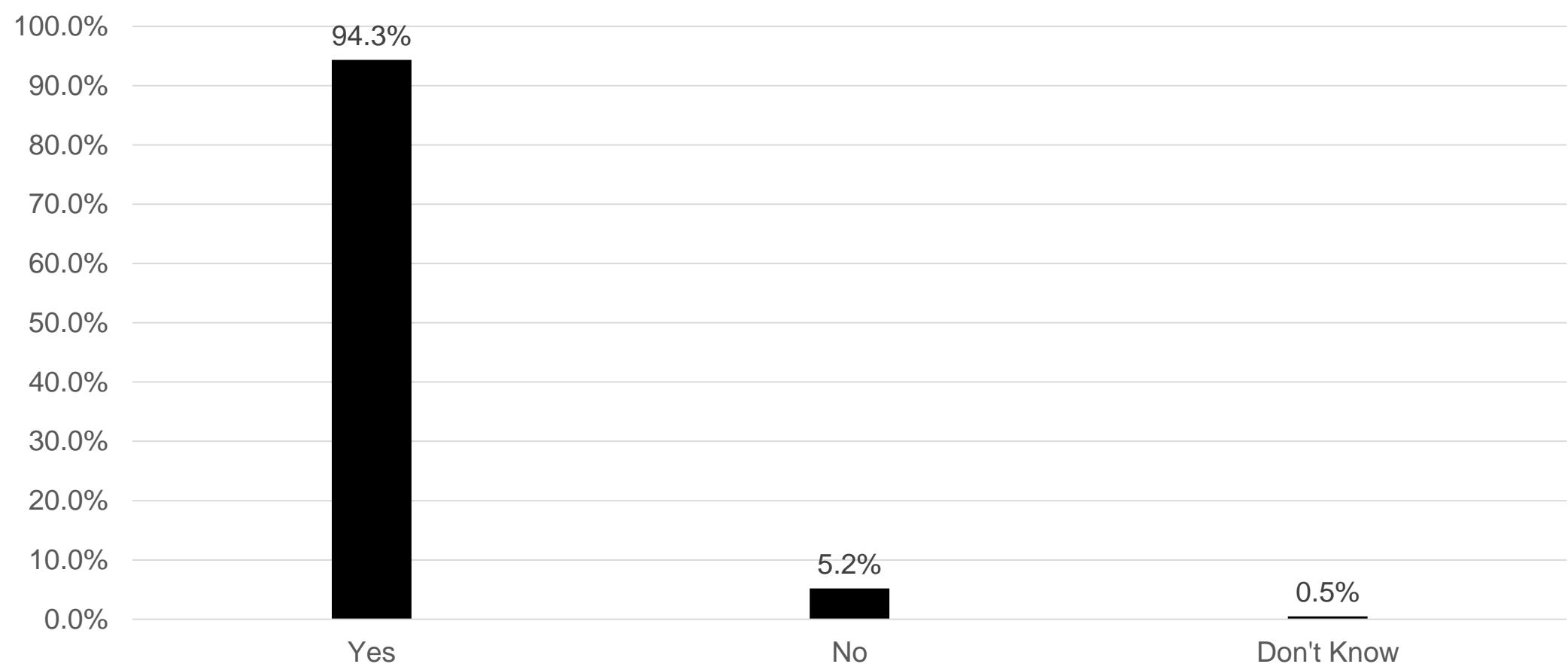
Q 52. If there is a shortage of water from YCDC, where do you get your water from?



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%

# Water Charges

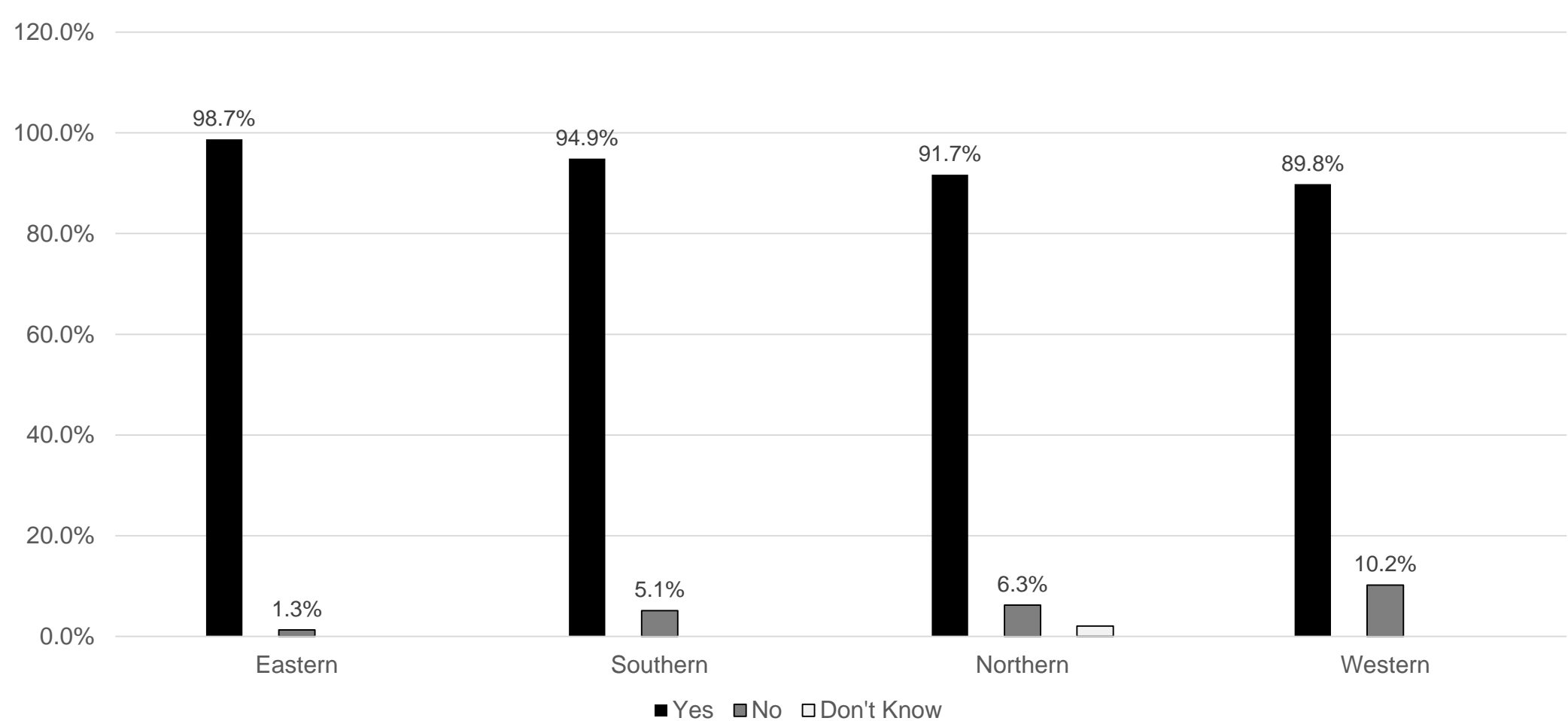
Q 53. Do you pay for the water charges to YCDC?



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

# Water Charges

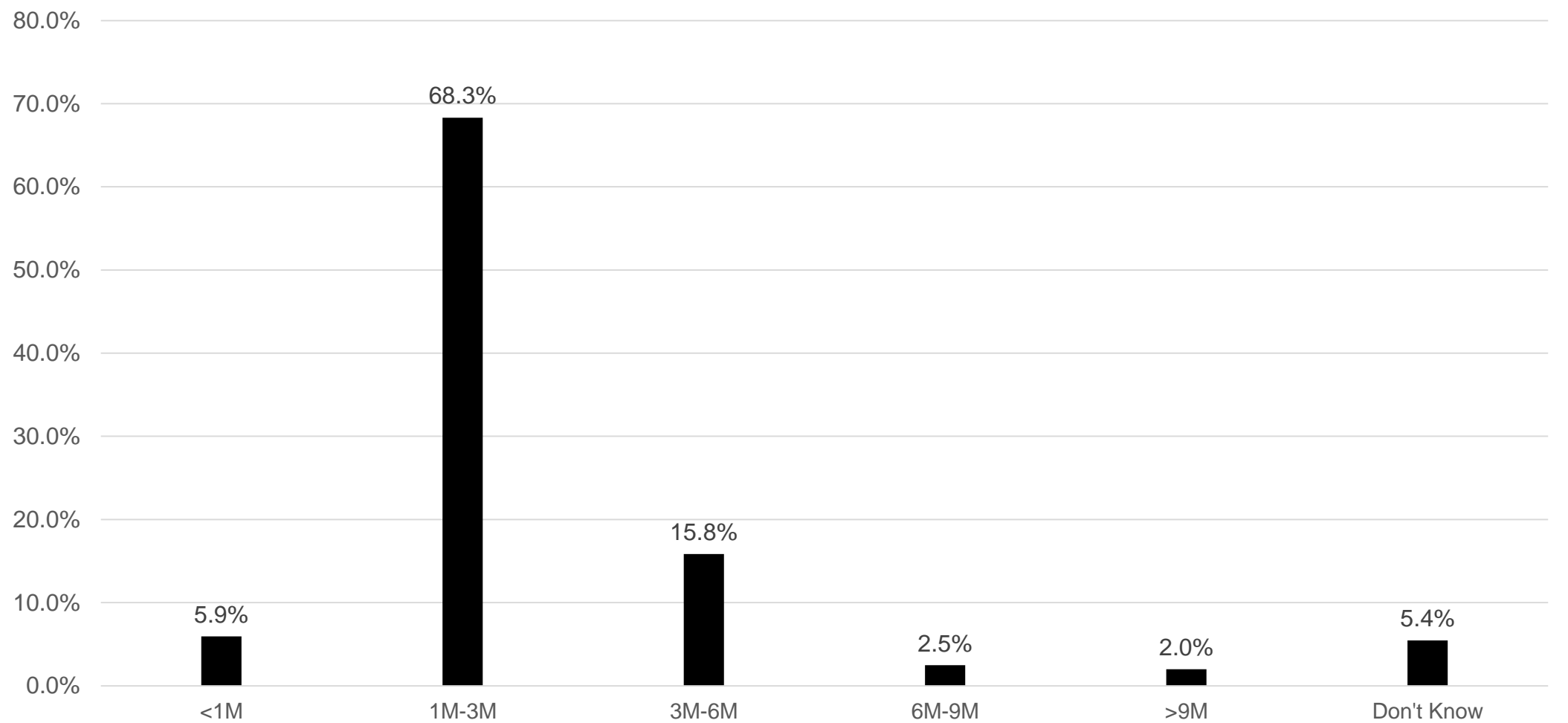
Q 53. Do you pay for the water charges to YCDC?



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%

# Monthly Water Charges

Q 54. How much do you pay for water per month?

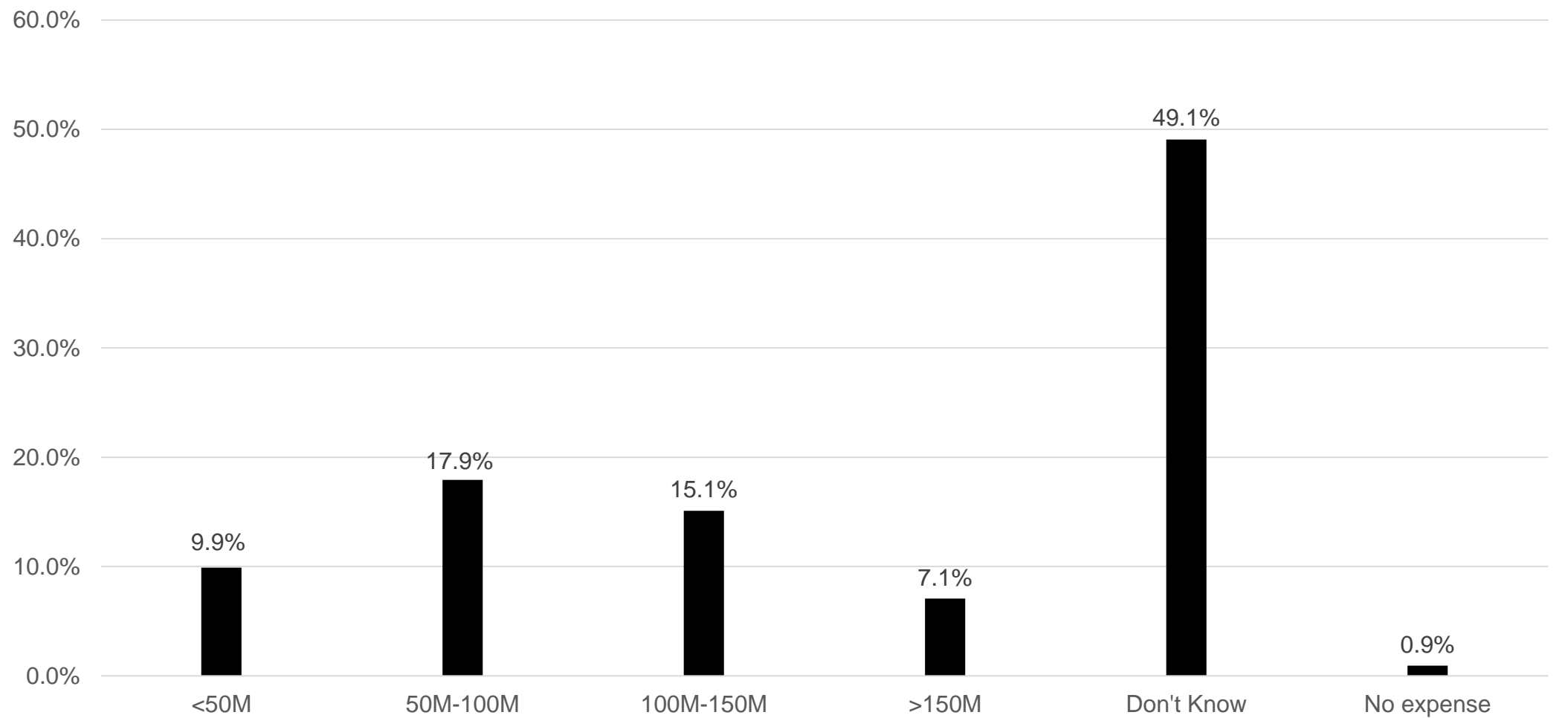


<1M	1M-3M	3M-6M	6M-9M	>9M	Don't Know
5.9%	68.3%	15.8%	2.5%	2.0%	5.4%



# Water Meter Installation Fees

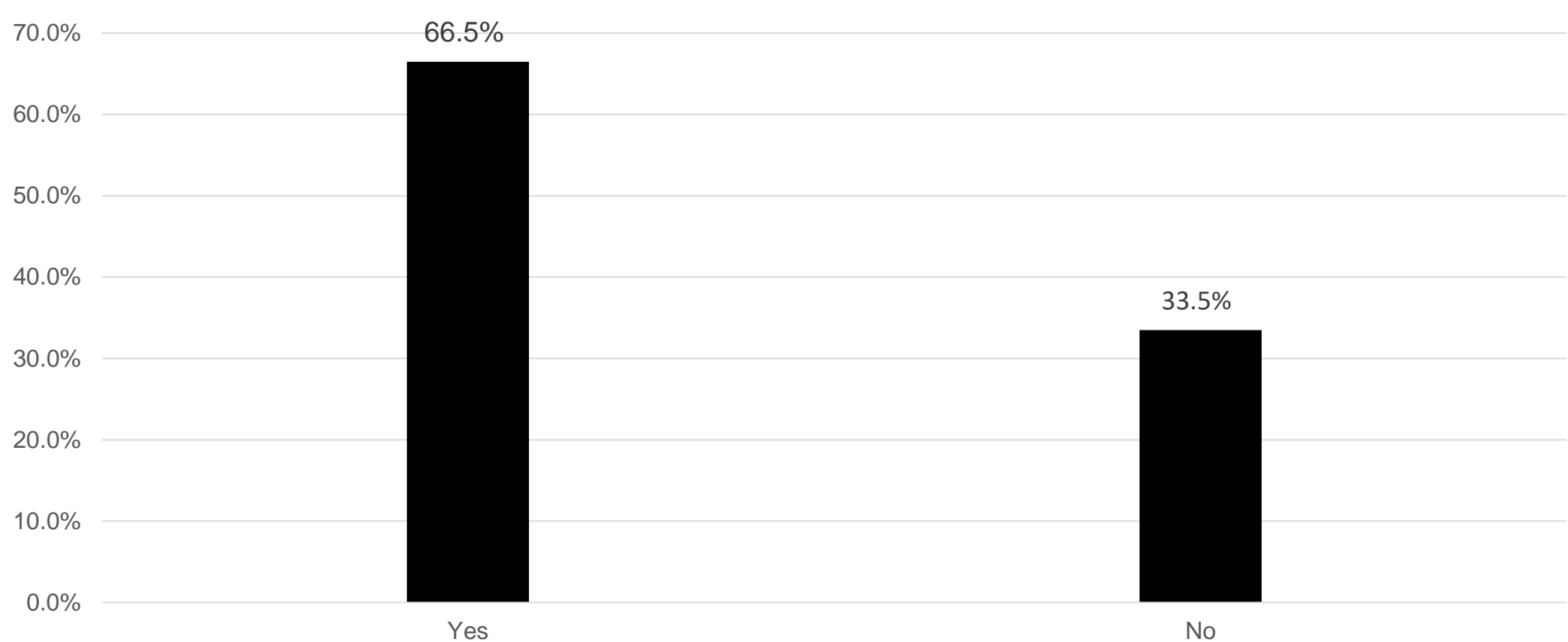
Q 55. How much are your water meter installation fees?



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

# YCDC Water Pipeline Repair

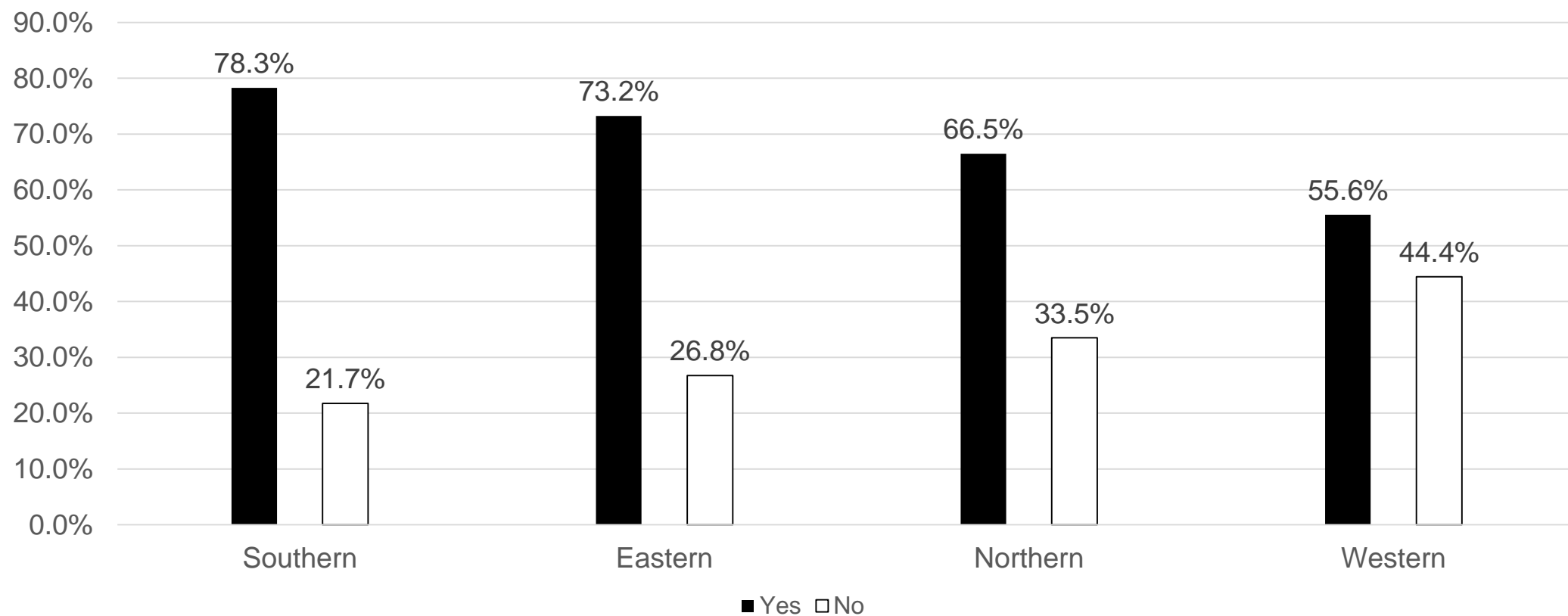
Q 56: Do you think YCDC will repair the water pipeline if people inform them it is damaged?



Yes	No
66.5%	33.5%

# YCDC Water Pipeline Repair

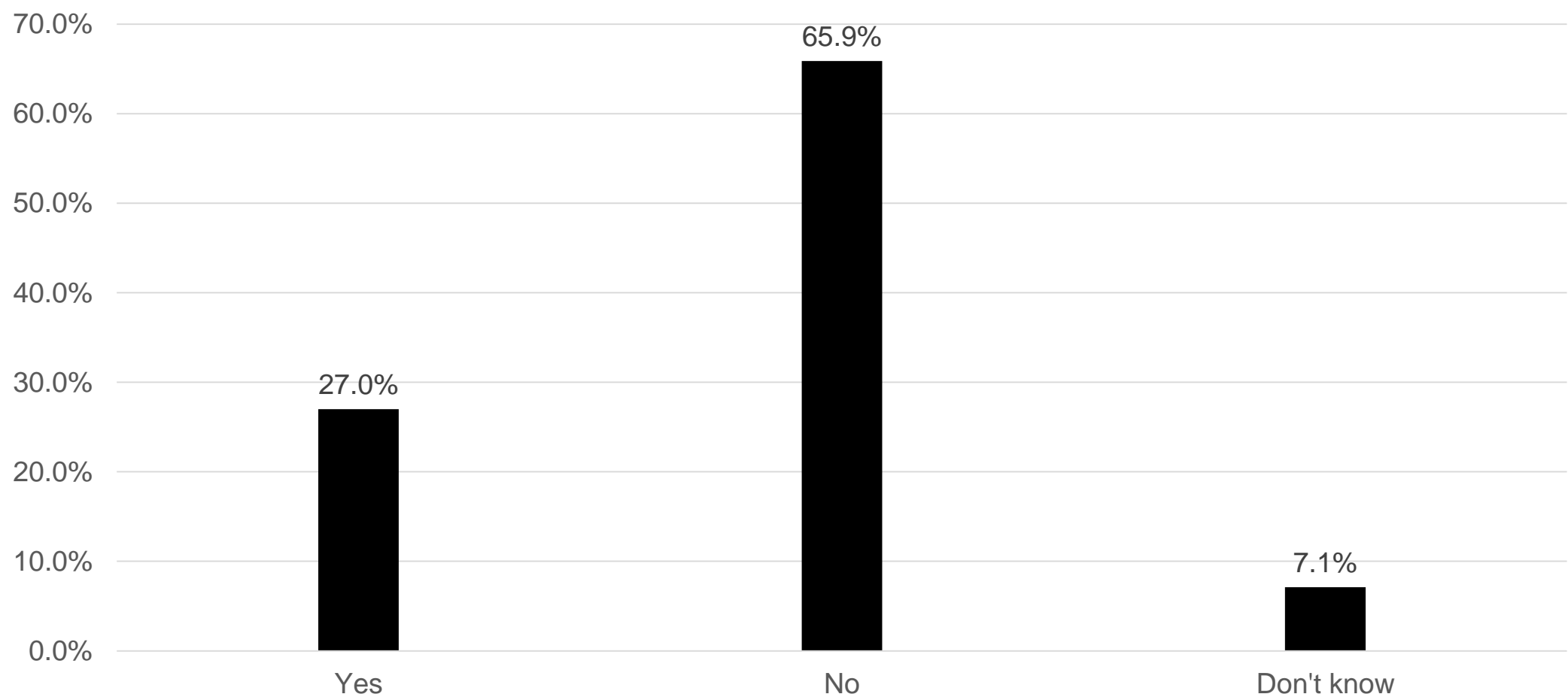
Q 56: Do you think YCDC will repair the water pipeline if people inform them it is damaged?



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

# Water Pipeline Maintenance

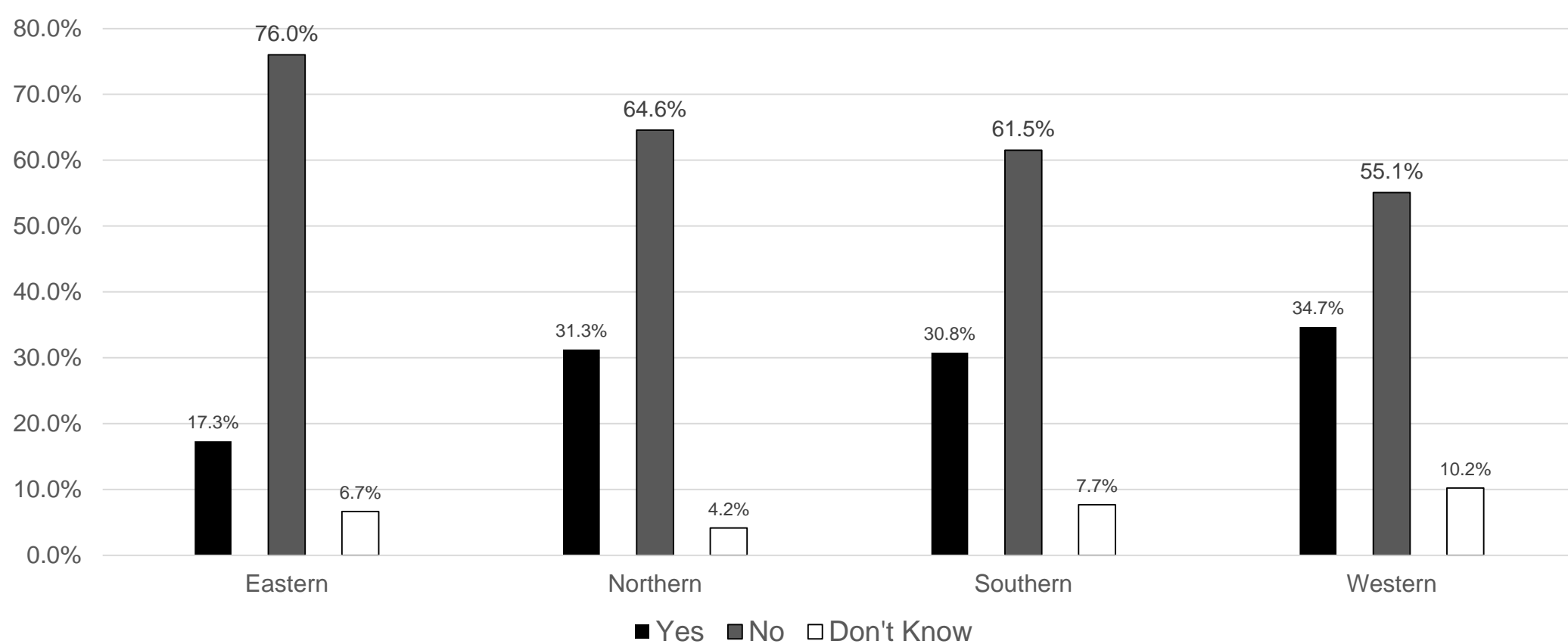
Q 57. Do you believe that YCDC maintains the water pipelines regularly?



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

# Pipeline Maintenance Regularity

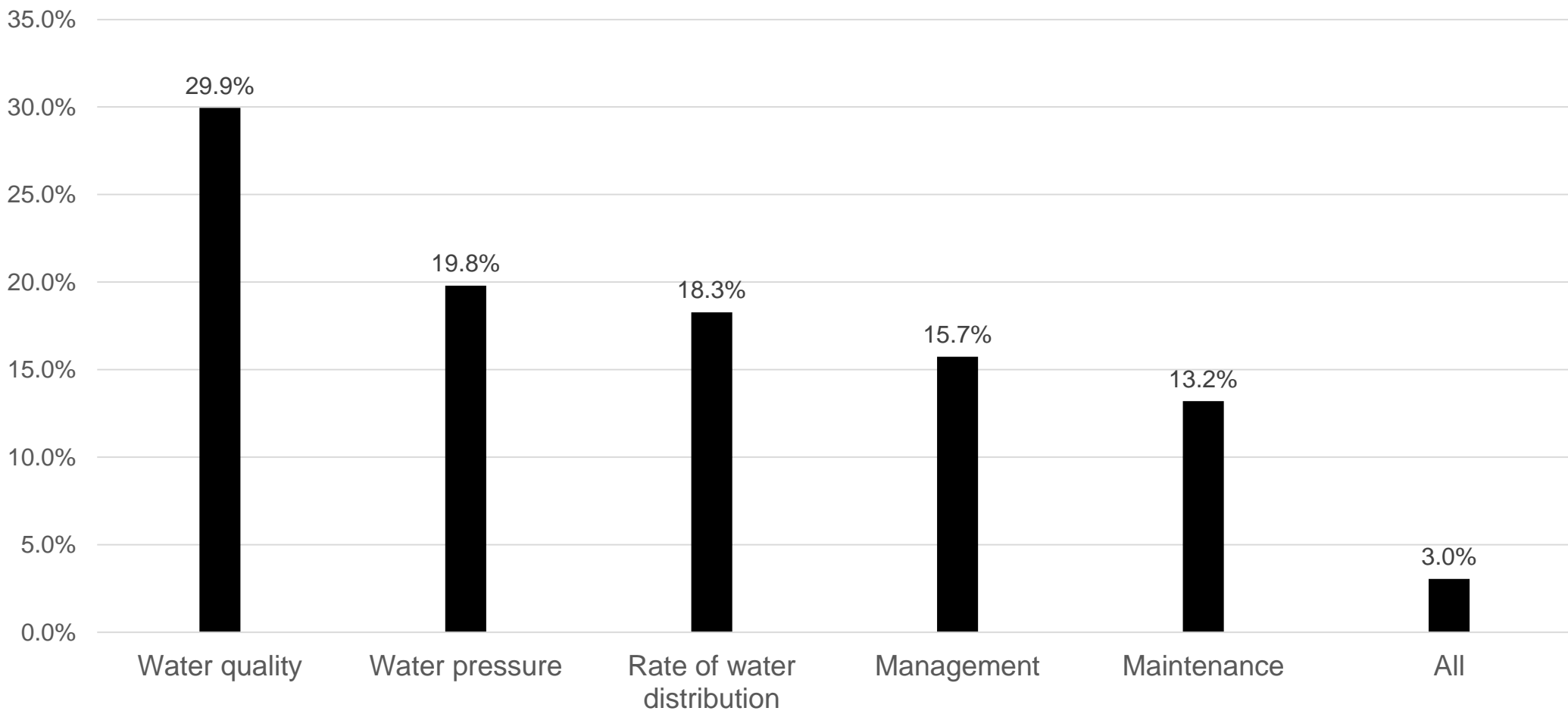
Q 57. Do you believe that YCDC maintains the water pipelines regularly?



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%

# Water Distribution Improvement

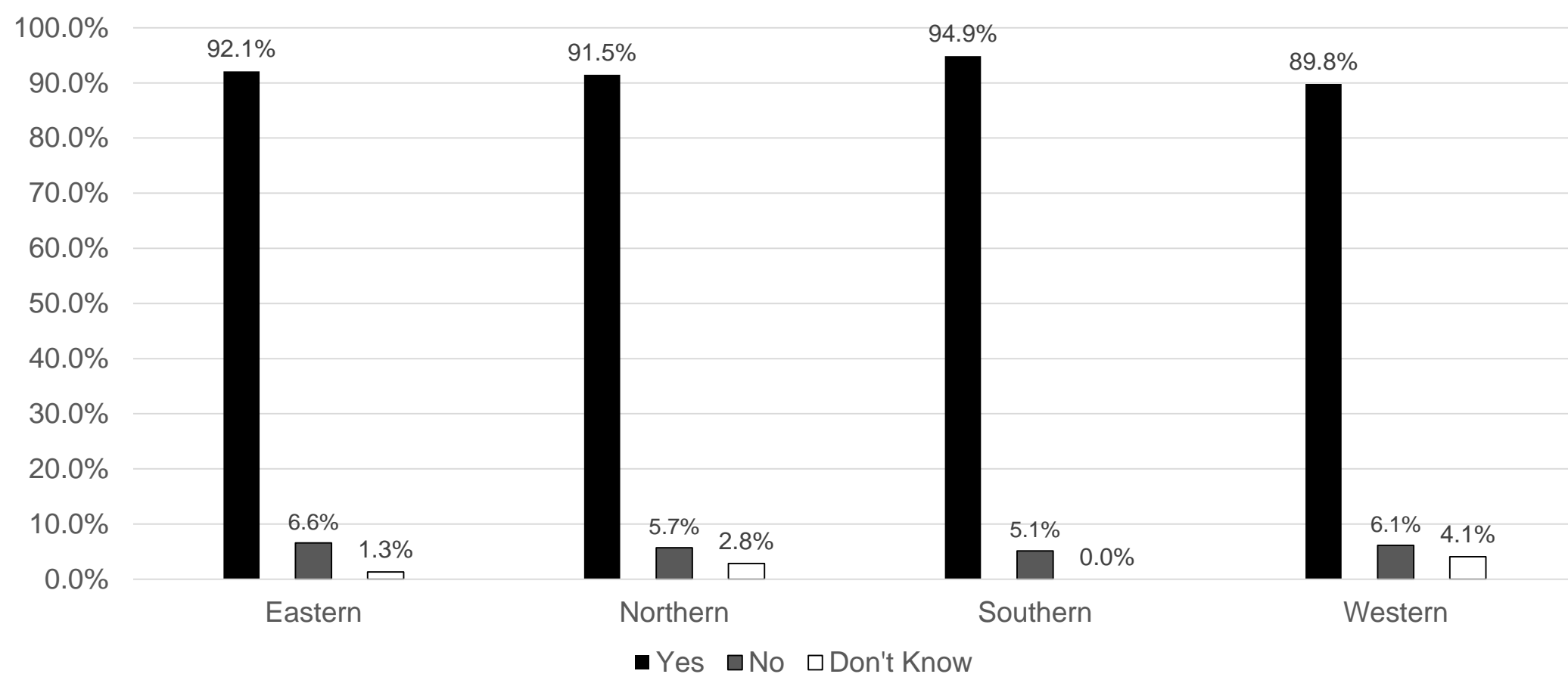
Q 58. To be better in water distribution, which of the following does YCDC need to improve?



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

# Regularity in Water Collection

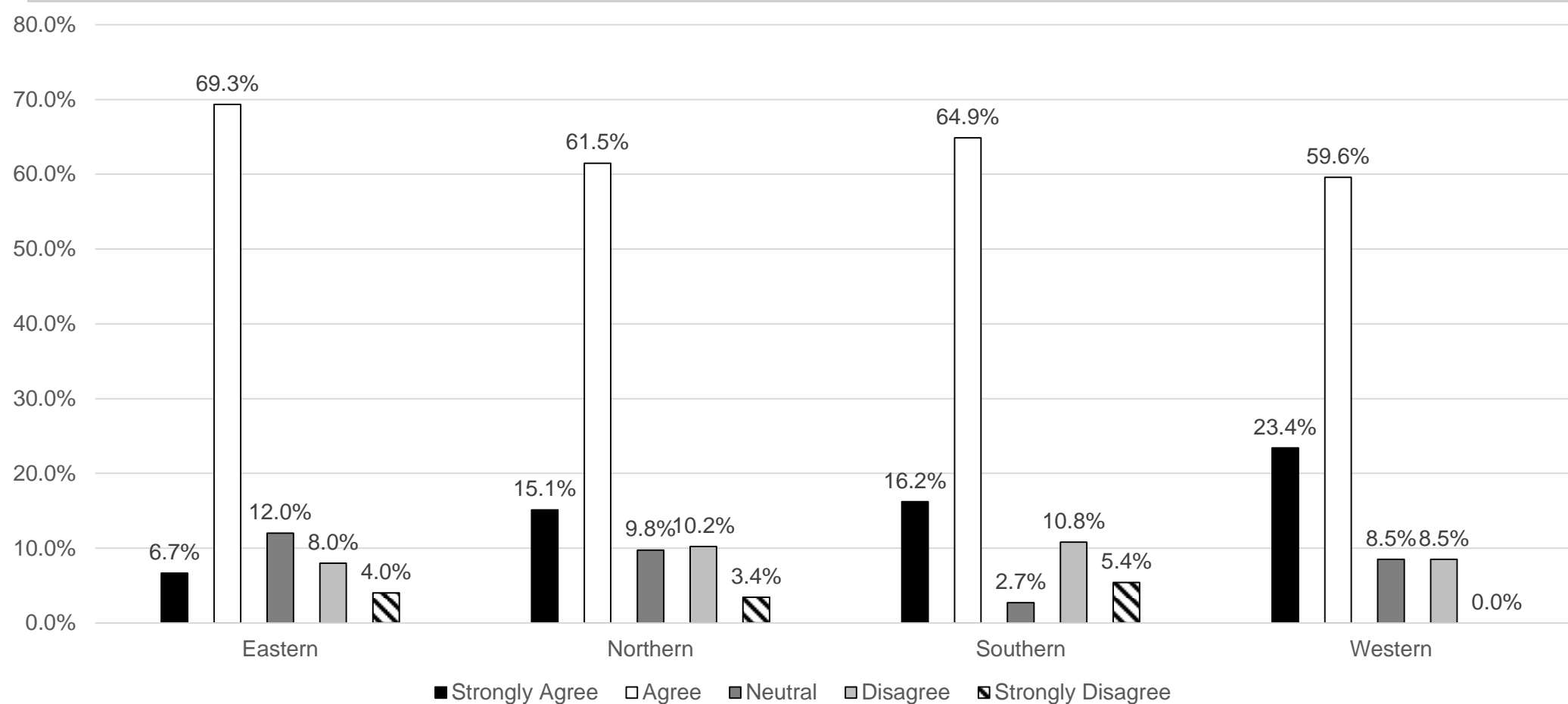
Q 59. Does YCDC collect the water charges regularly?



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%

# Water Meter Fees Frequency Distribution

Q 60. Would you agree to pay more water charges if YCDC distributed clean and sufficient water?

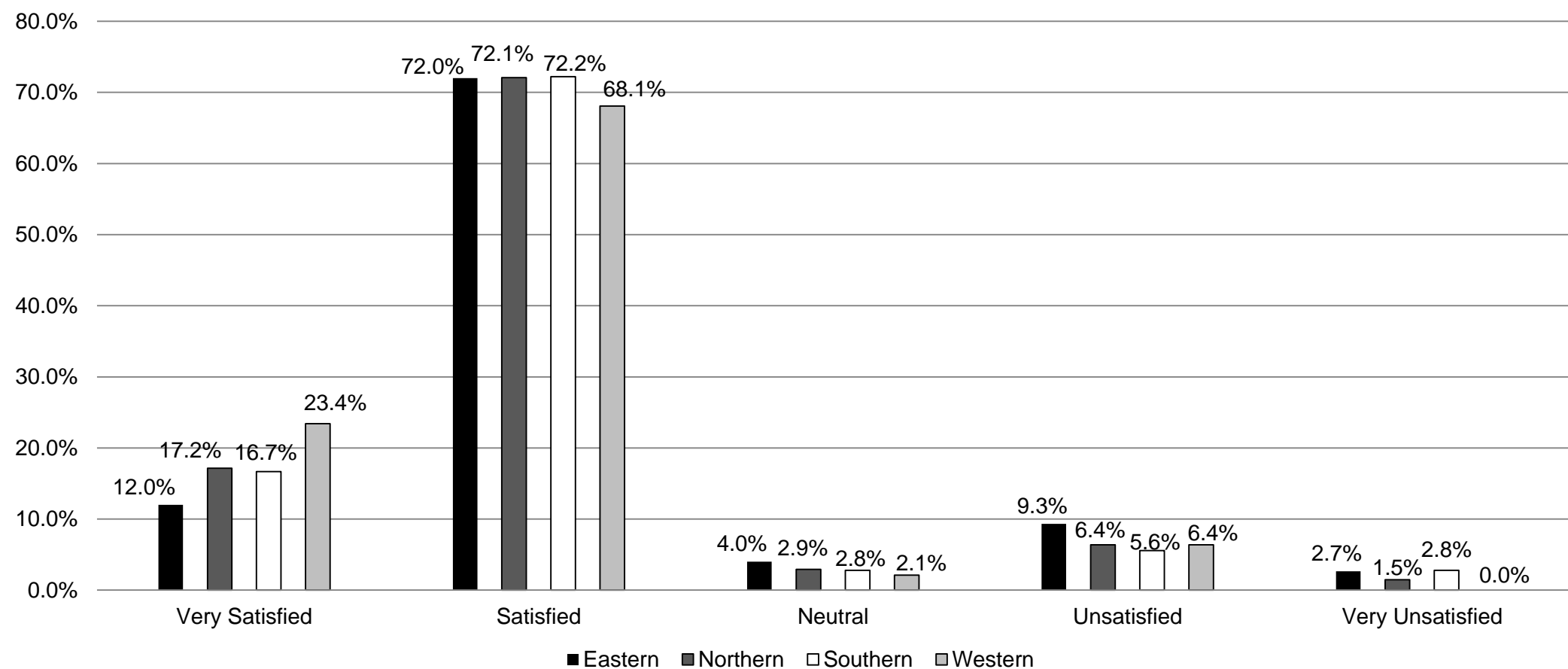


District	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Eastern	6.7%	69.3%	12.0%	8.0%	4.0%
Northern	15.1%	61.5%	9.8%	10.2%	3.4%
Southern	16.2%	64.9%	2.7%	10.8%	5.4%
Western	23.4%	59.6%	8.5%	8.5%	0.0%



# Satisfaction in Water Provision

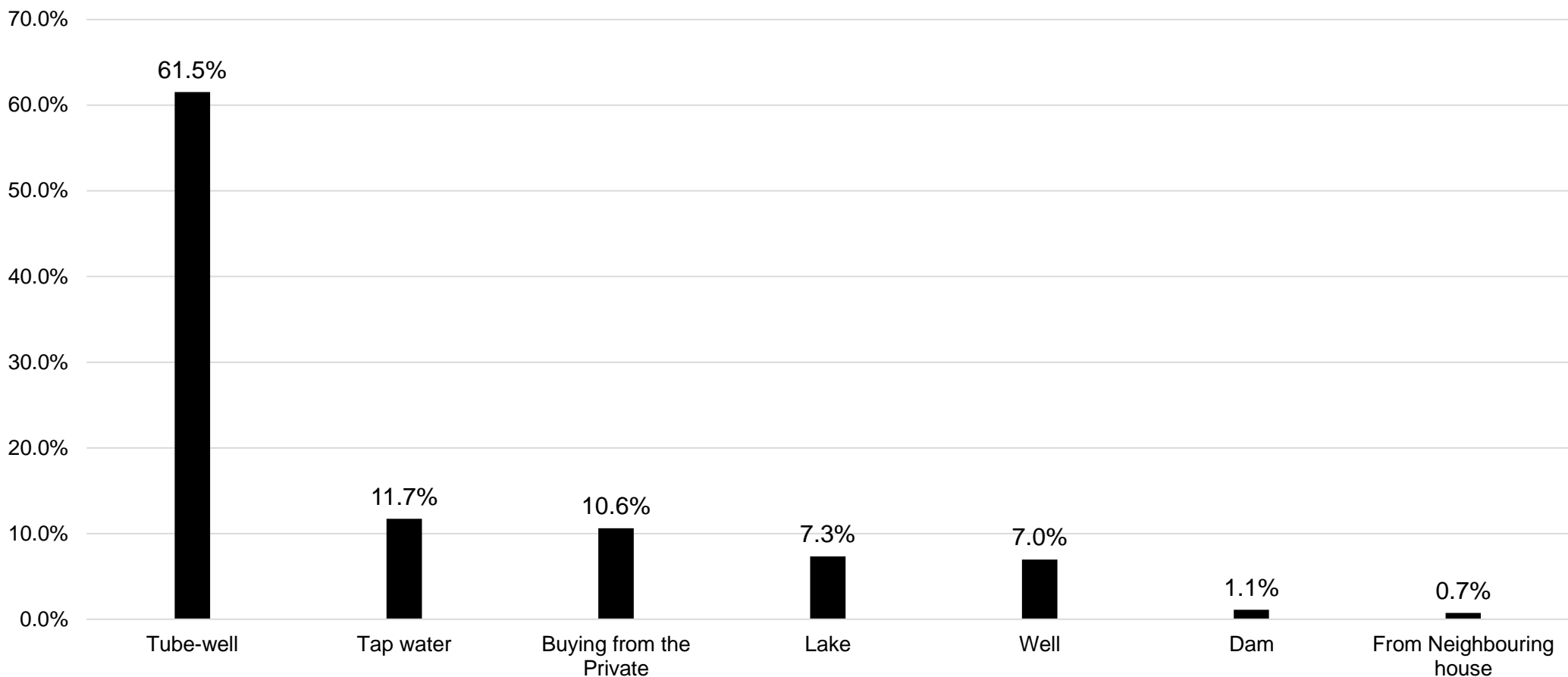
Q 61. How satisfied are you with YCDC's water accessibility and water charges?



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%

# Alternative to YCDC Water Sources

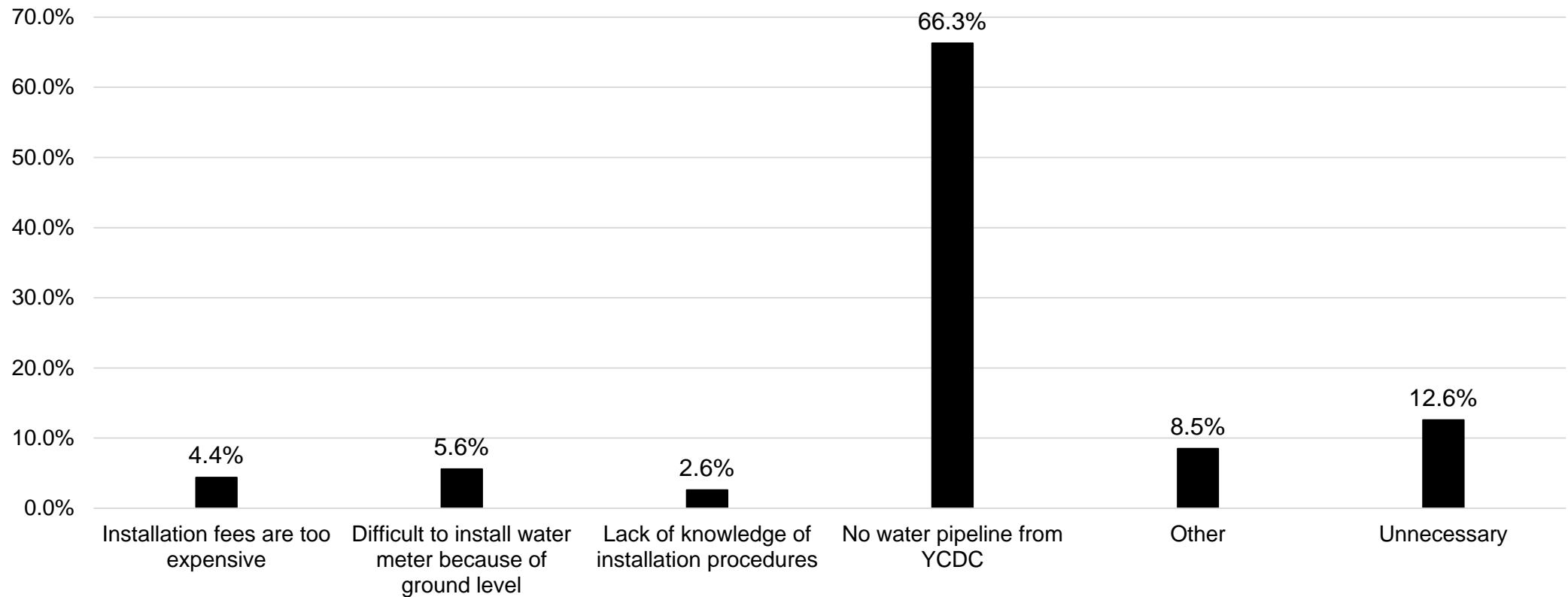
Q 62. If you have not used the water from YCDC, you get it from...



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%

# Alternatives to YCDC Water Reasons

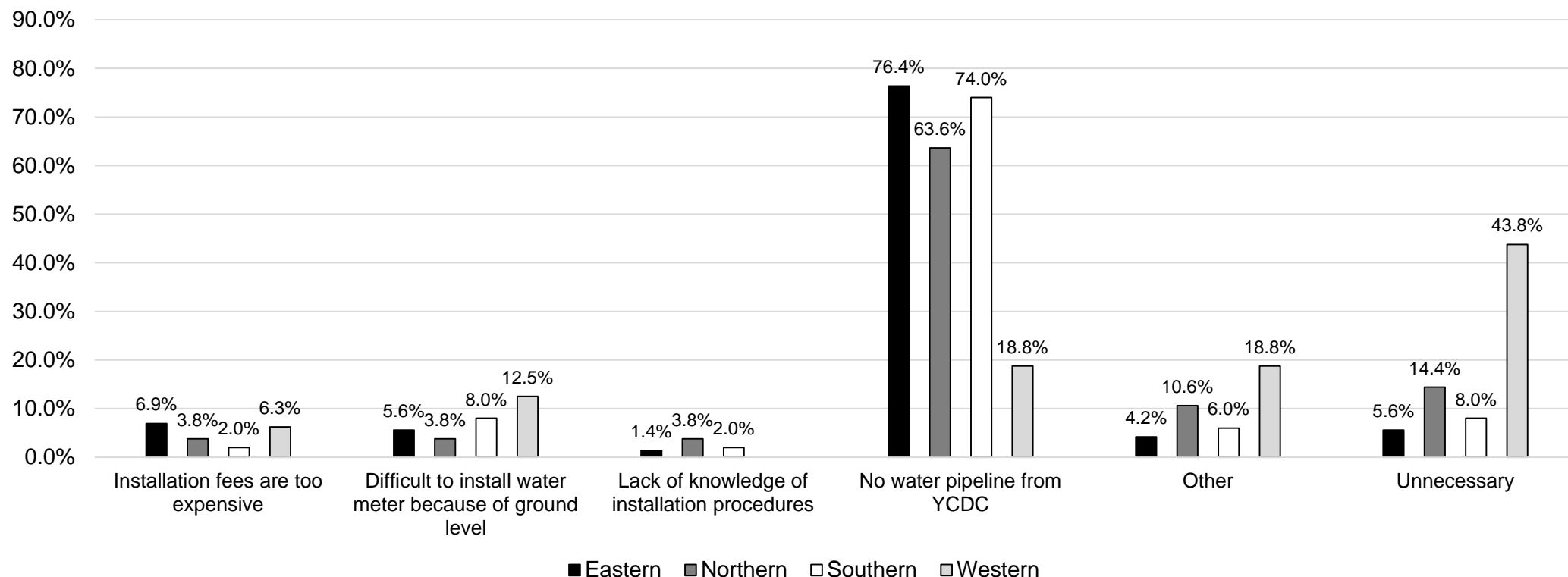
Q 63. If you have not used the water from YCDC, for what reason?



Installation fees are too expensive	Difficult to install water meter because of ground level	Lack of knowledge of installation procedures	No water pipeline from YCDC	Other	Unnecessary
4.4%	5.6%	2.6%	66.3%	8.5%	12.6%

# Alternatives to YCDC Water Reasons

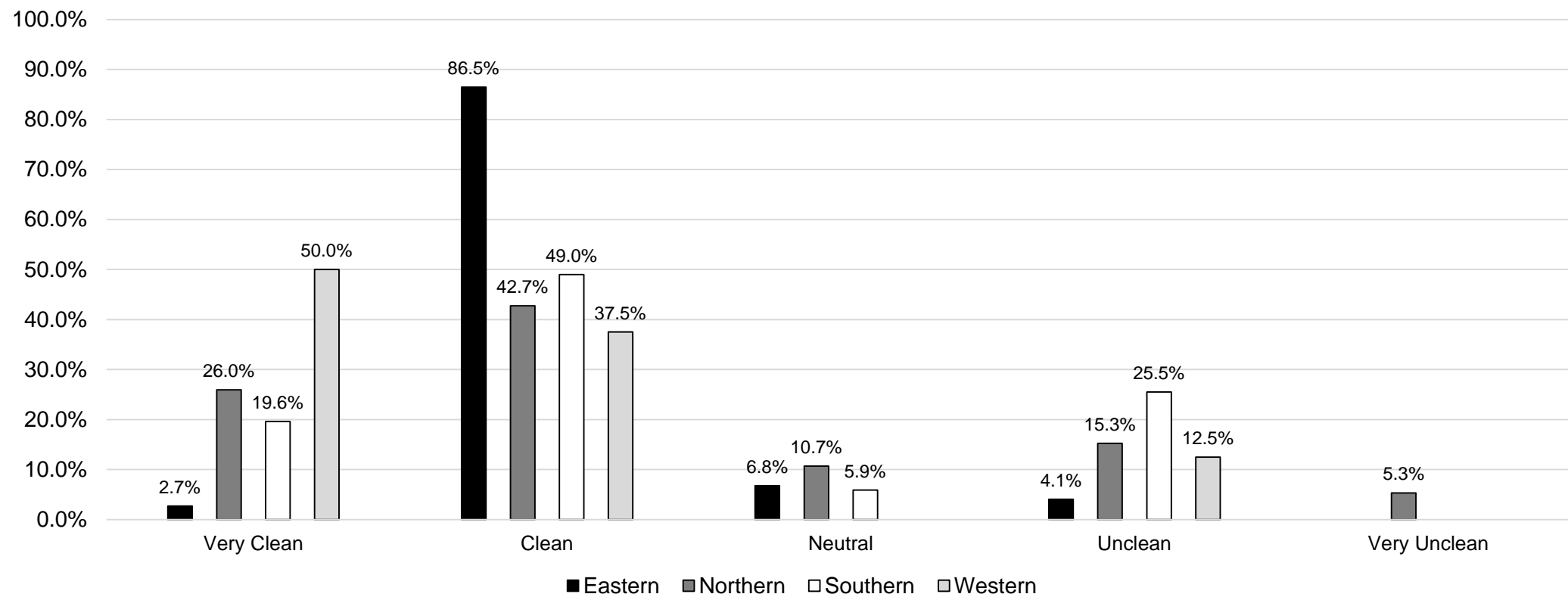
Q 63. If you have not used the water from YCDC, for what reason?



District	Installation fees are too expensive	Difficult to install water meter because of ground level	Lack of knowledge of installation procedures	No water pipeline from YCDC	Other	Unnecessary
Eastern	66.2%	1.4%	0.0%	0.0%	2.7%	29.7%
Northern	56.9%	3.9%	3.9%	0.0%	21.6%	13.7%
Southern	87.5%	0.0%	0.0%	0.0%	12.5%	0.0%
Western	87.5%	0.0%	0.0%	0.0%	12.5%	0.0%

# Alternatives to YCDC Water Cleanliness

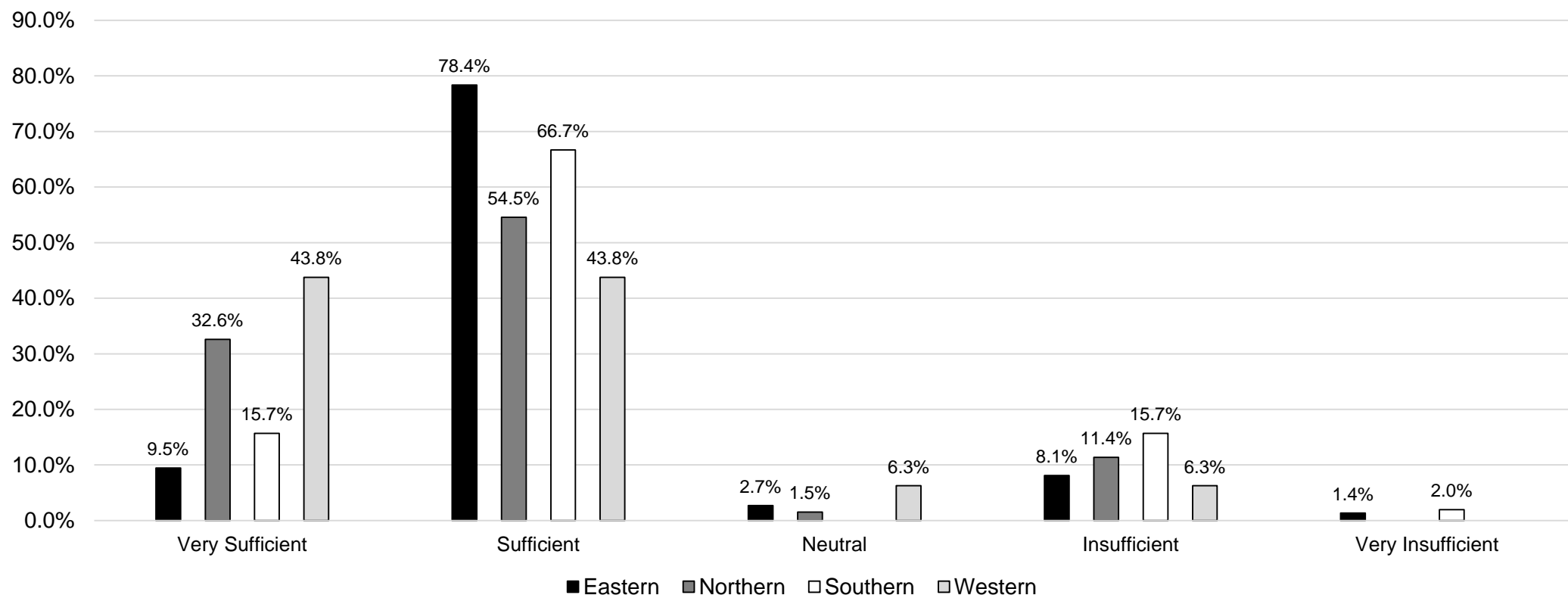
Q 64. If you have not used water from YCDC, how clean is the water you are currently using?



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%

# Alternatives to YCDC Water Sufficiency

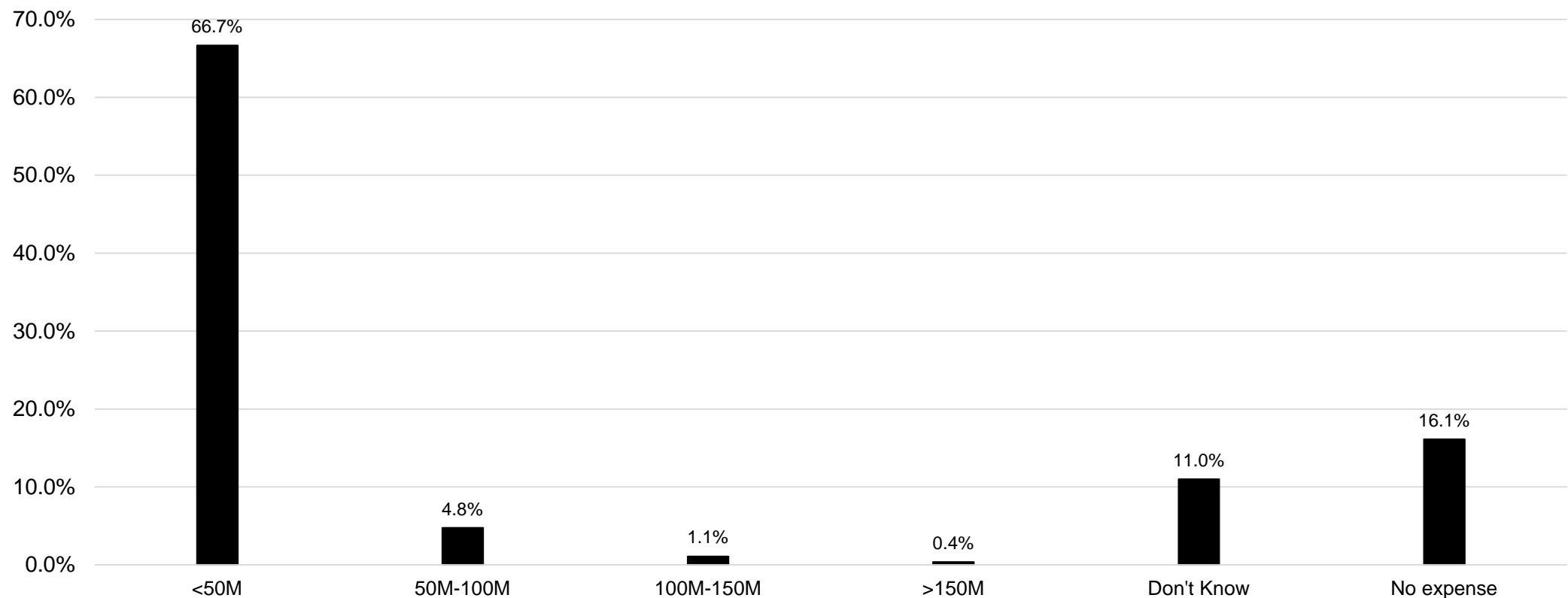
Q 65. If you have not used water from YCDC, how sufficient is the water you are currently using?



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%

# Alternative to YCDC Water Costs

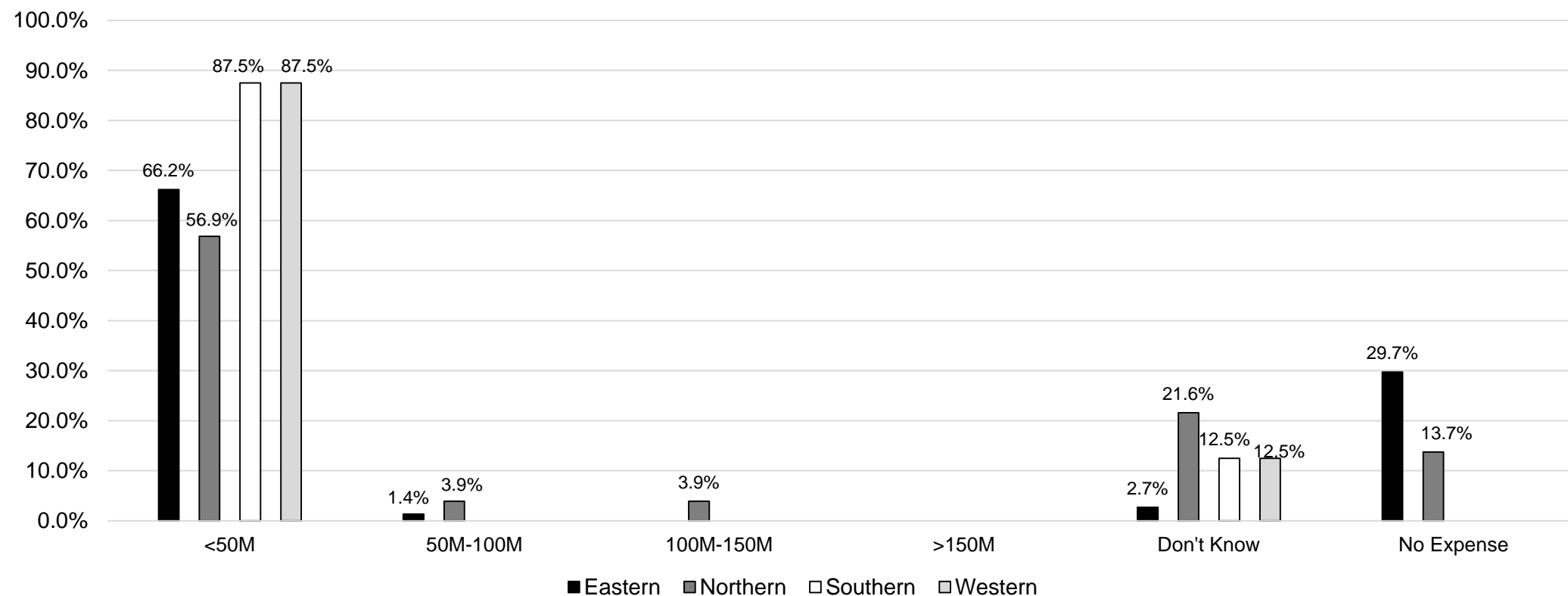
Q 66. How much do you pay for water if you are not using water from YCDC?



<50M	50M-100M	100M-150M	>150M	Don't Know	No expense
66.7%	4.8%	1.1%	0.4%	11.0%	16.1%

# Alternative to YCDC Water Costs by District

Q 66. How much do you pay for water if you are not using water from YCDC?

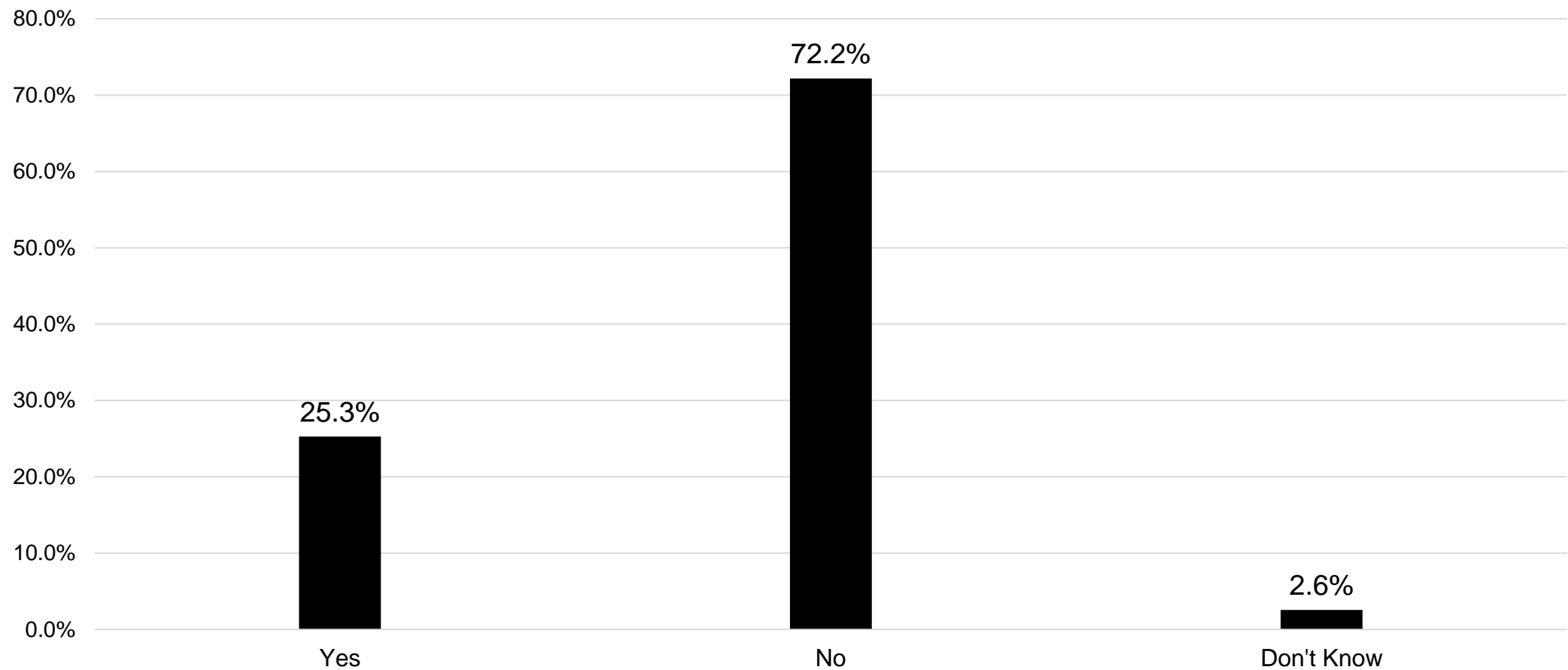


District	<50M	50M-100M	100M-150M	>150M	Don't Know	No Expense
Eastern	66.2%	1.4%	0.0%	0.0%	2.7%	29.7%
Northern	56.9%	3.9%	3.9%	0.0%	21.6%	13.7%
Southern	87.5%	0.0%	0.0%	0.0%	12.5%	0.0%
Western	87.5%	0.0%	0.0%	0.0%	12.5%	0.0%



# YCDC Water Distribution

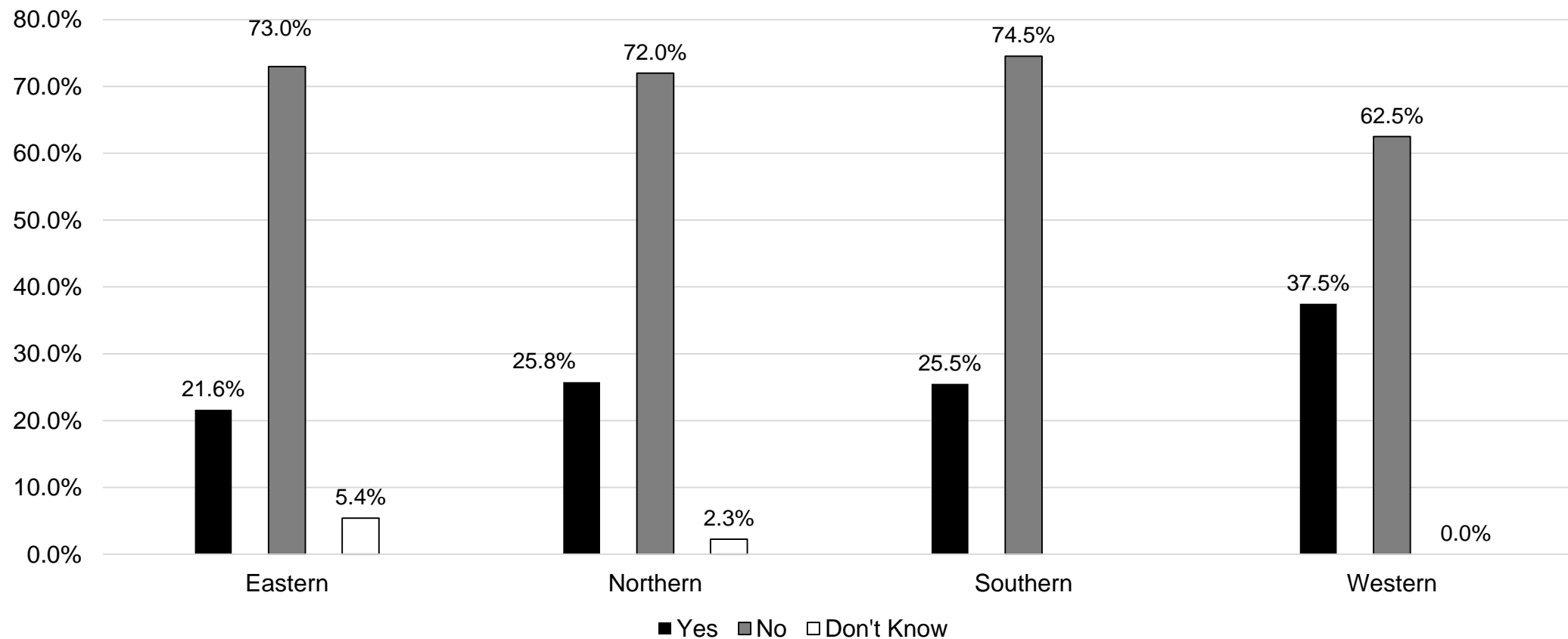
Q 67. Does YCDC distribute water in your township or ward?



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

# YCDC Water Distribution by District

Q 67. 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%

# Attitude towards Potential YCDC Water Distribution

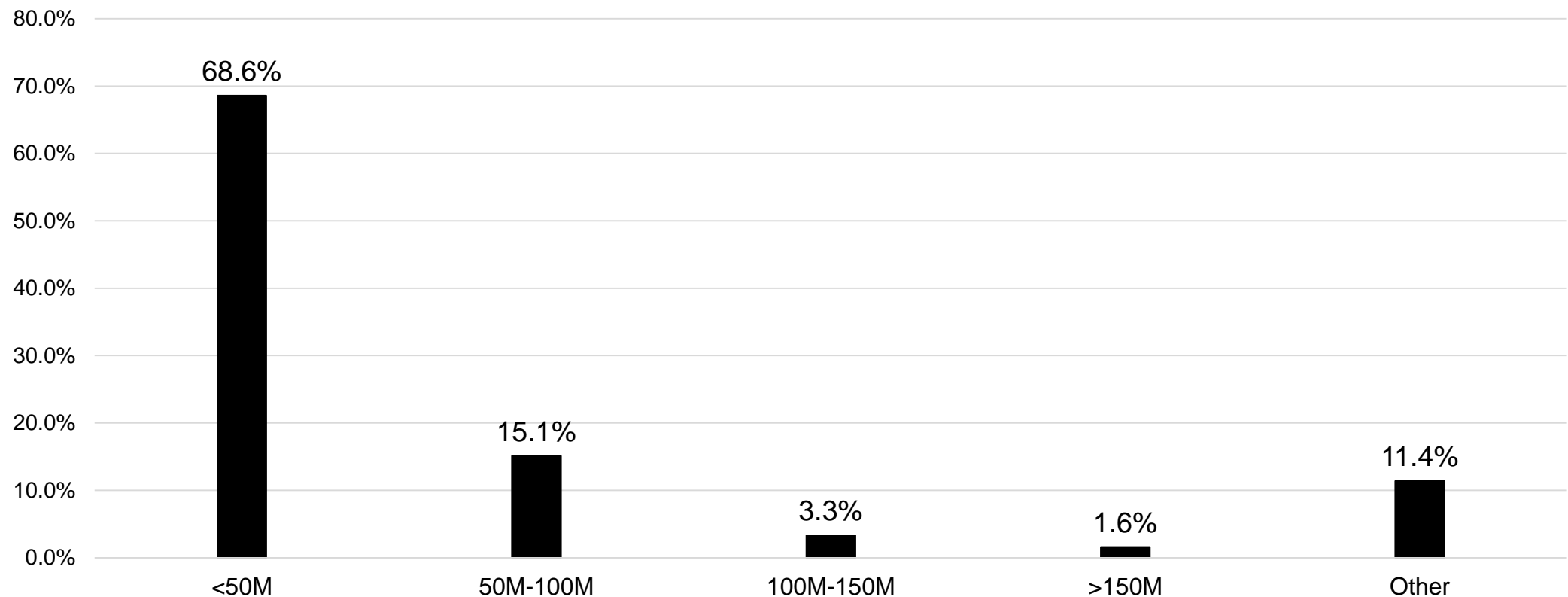
Q 68: Do you think your daily water usage would be better if YCDC distributed water in your township/ward?



Yes	No
89%	11%

# Overall Meter Affordability

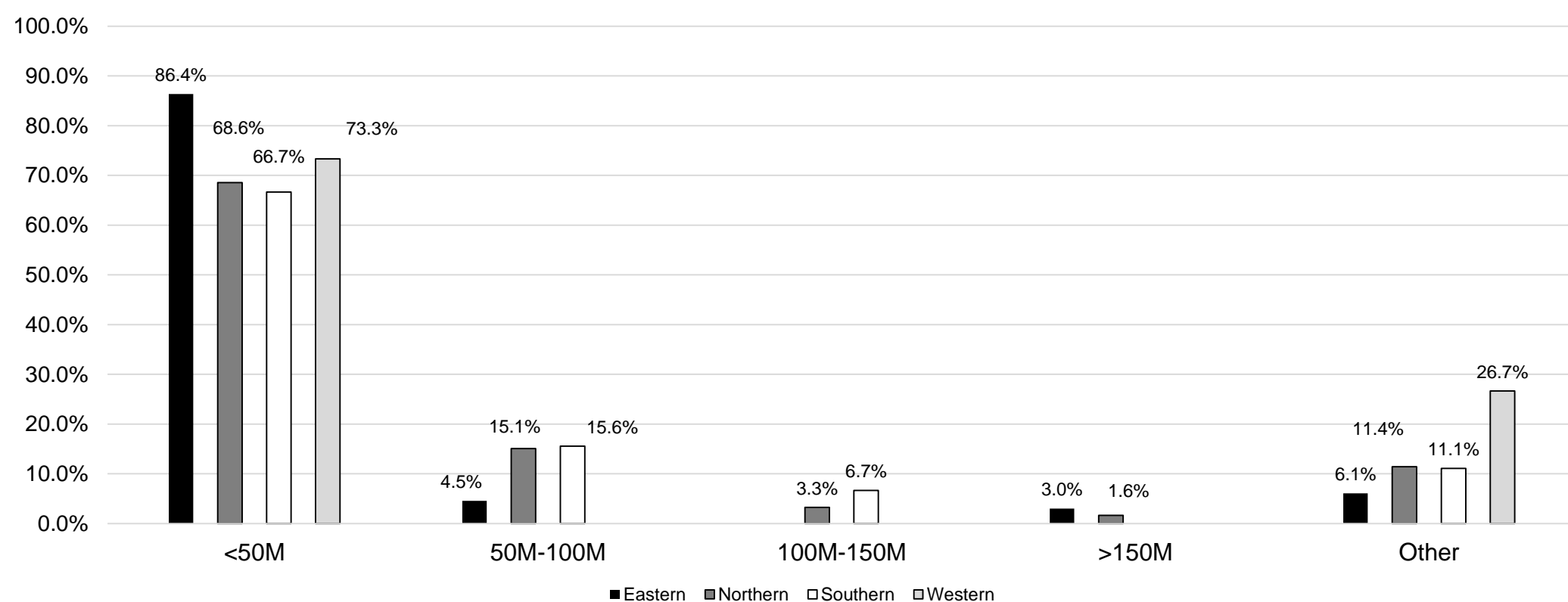
Q 69: If YCDC distributed water in your township/ward, how much would you be able to pay for the meter?



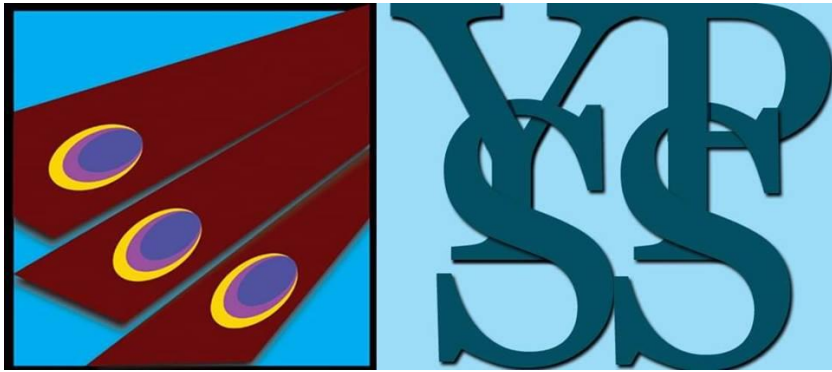
<50M	50M-100M	100M-150M	>150M	Other
68.6%	15.1%	3.3%	1.6%	11.4%

# Meter Affordability by District

Q 69: 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%

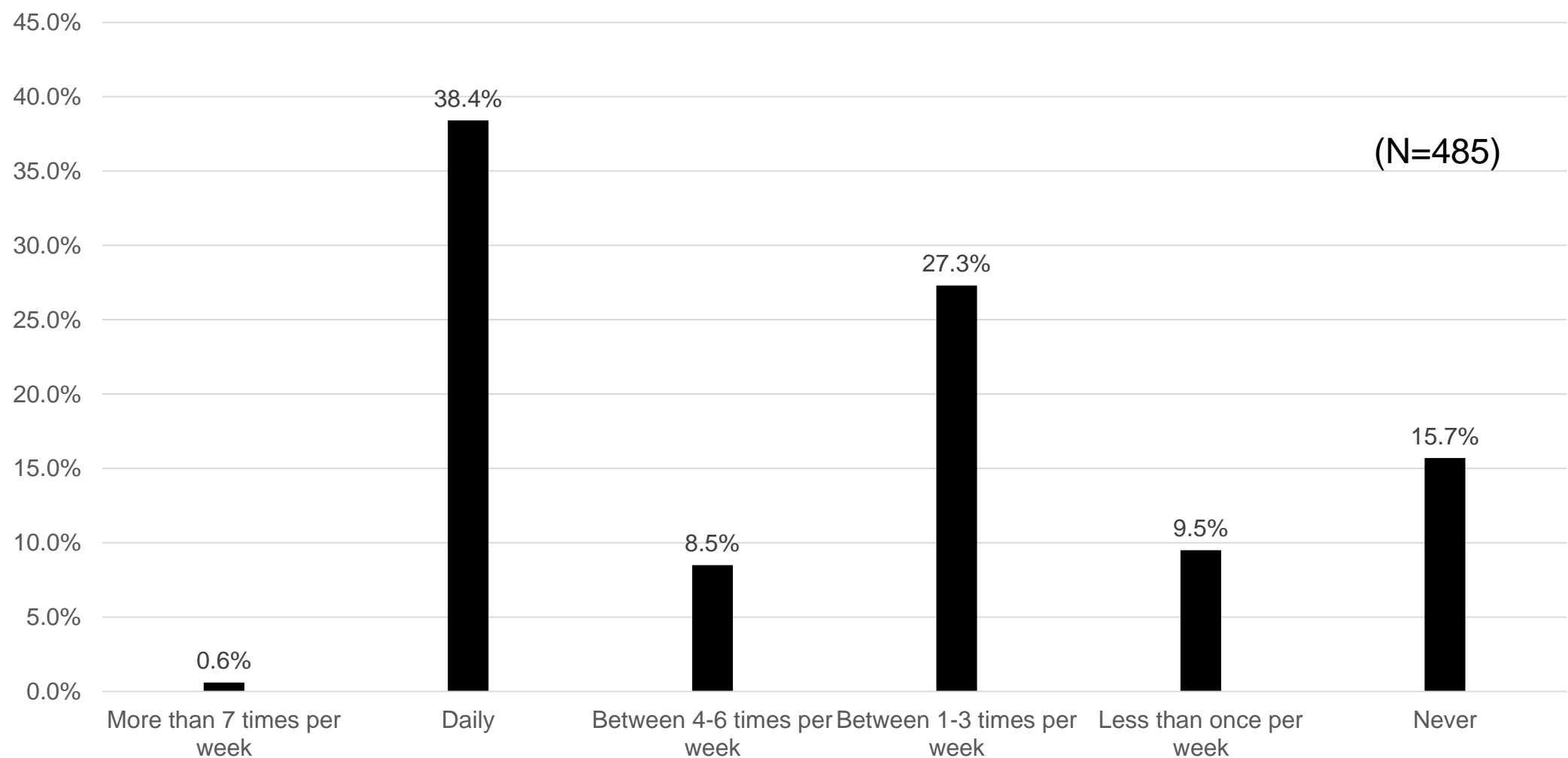


# **Markets in Yangon City**

**Yangon School of  
Political Science (YSPS)**

# Market Visits Per Week

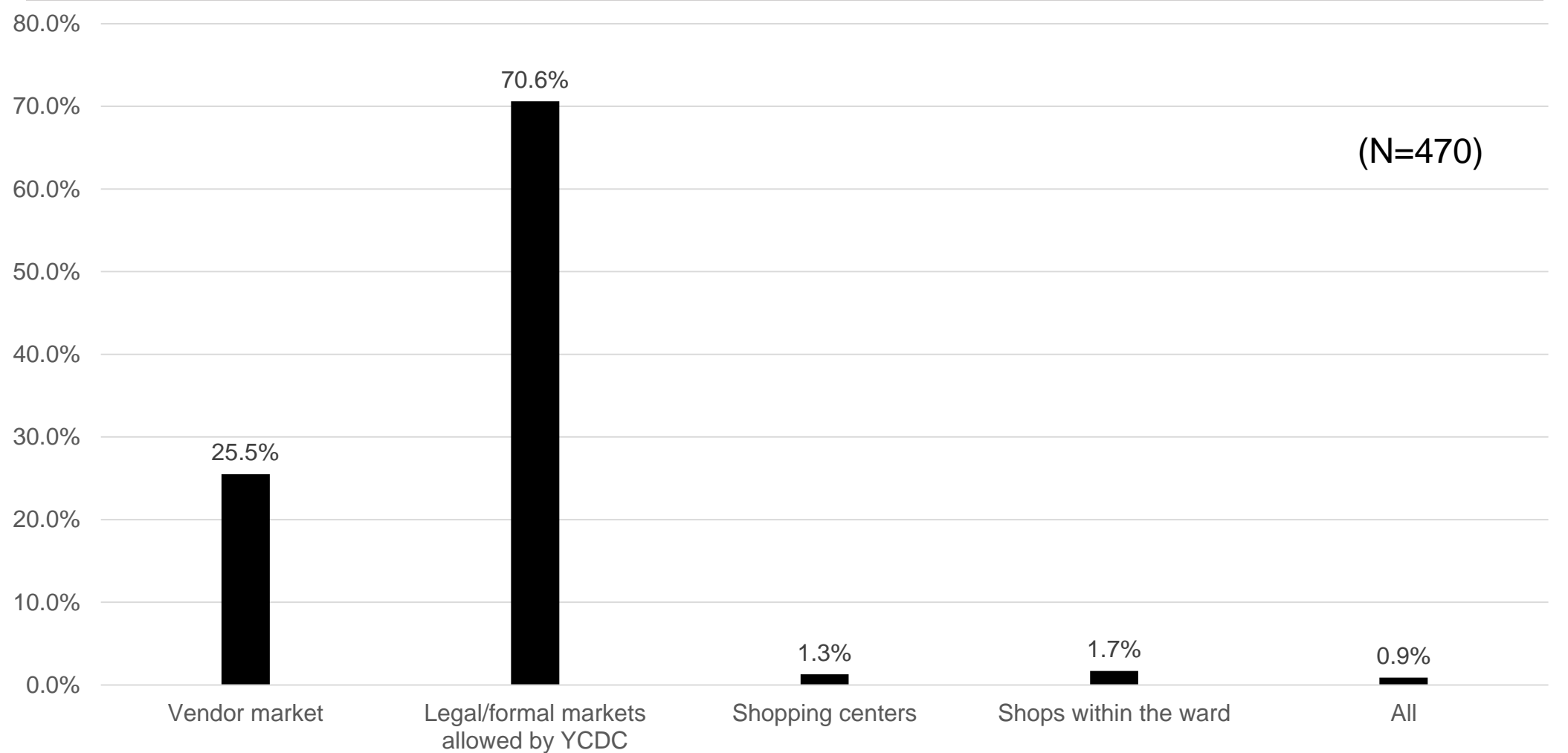
Q 70. How many times do you go to the market to buy something in a week?



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%

# Market Type

Q 71. What types of markets do you usually go to?

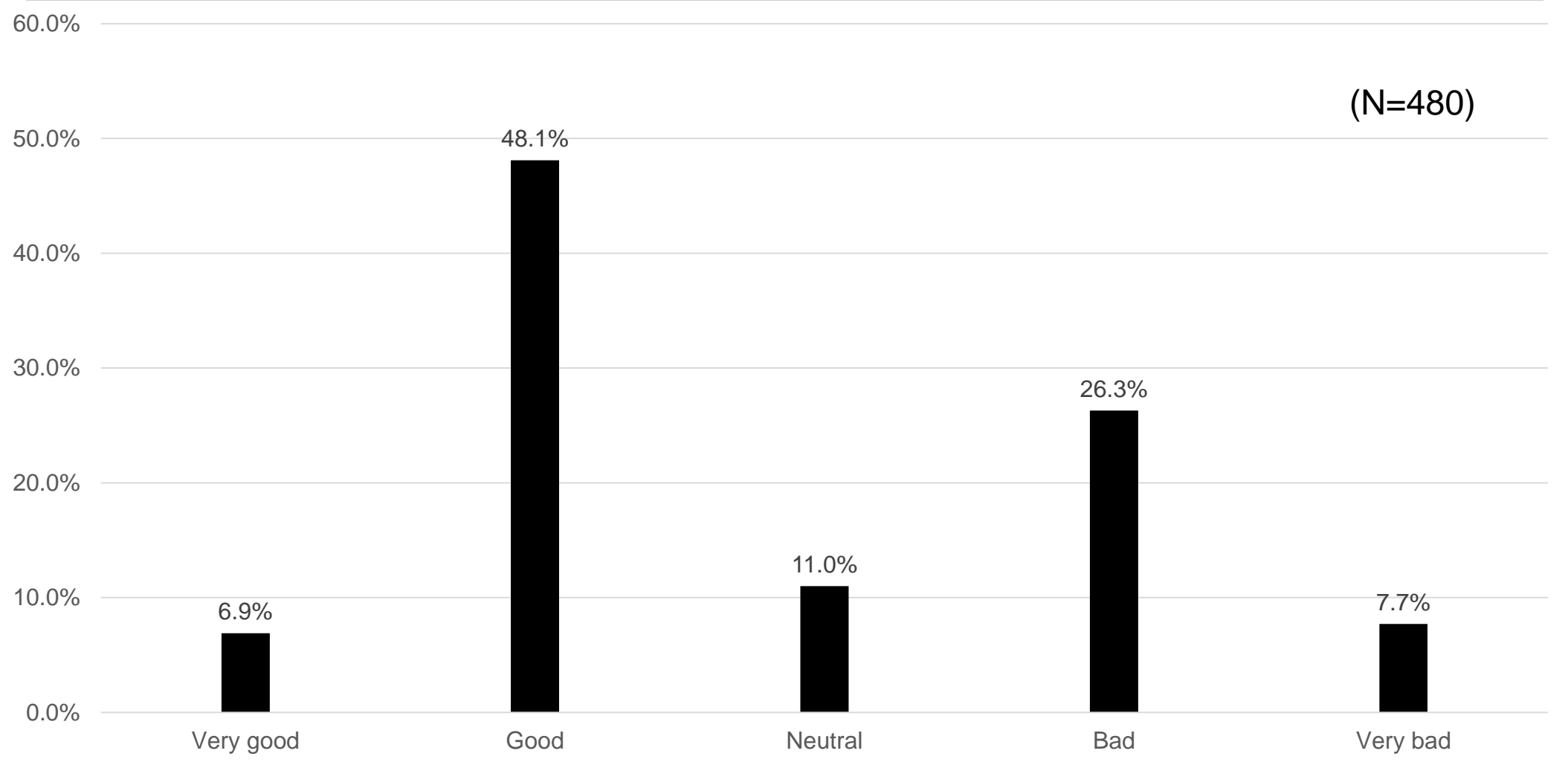


Vendor market	Legal/formal markets allowed by YCDC	Shopping Centers	Shops within the ward	All
25.5%	70.6%	1.3%	1.7%	0.9%



# Market Street Condition

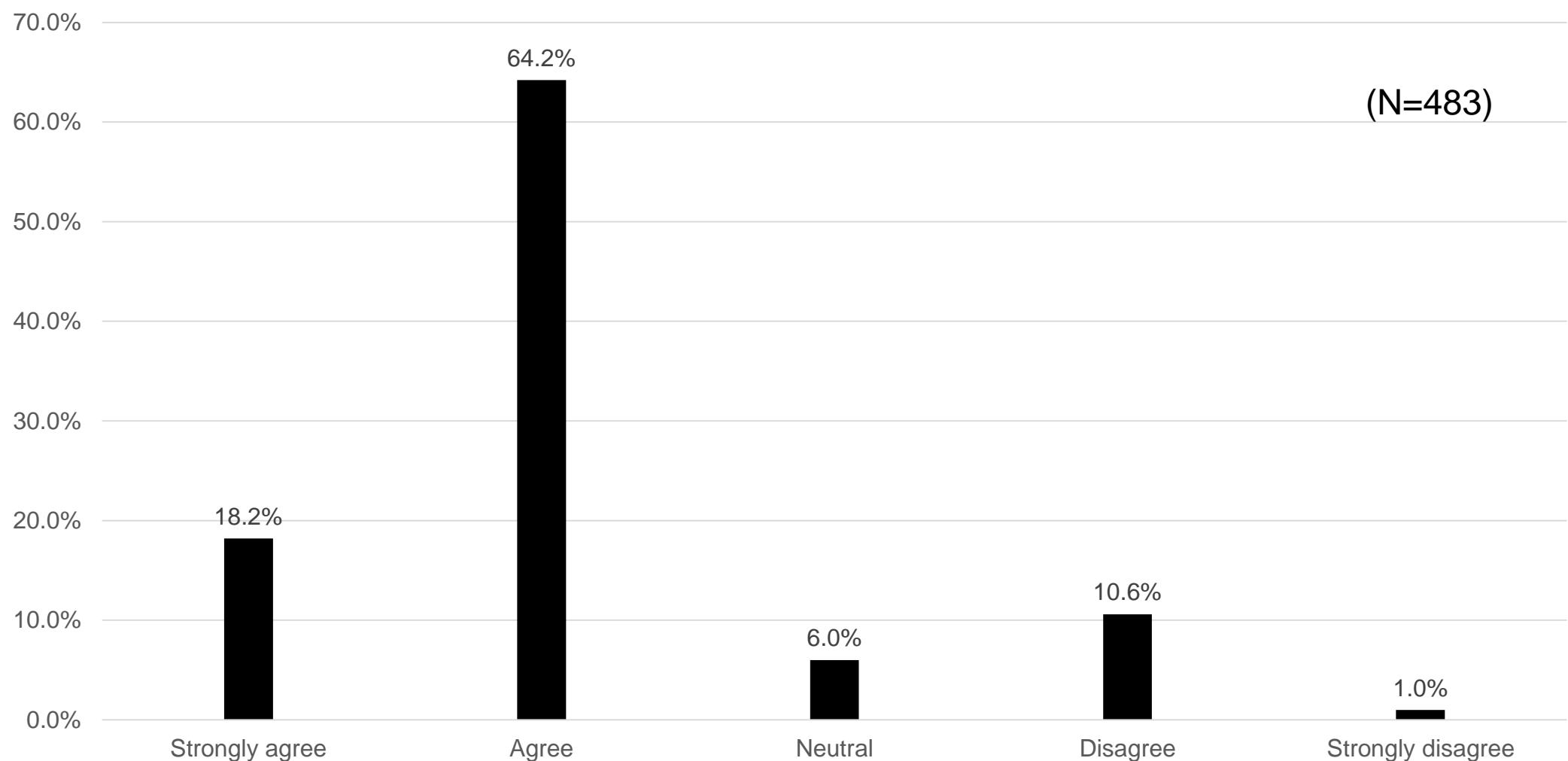
Q 72. How would you rate the street conditions of the markets?



Very good	Good	Neutral	Bad	Very bad
6.9%	48.1%	11.0%	26.3%	7.7%

# Market Product Availability

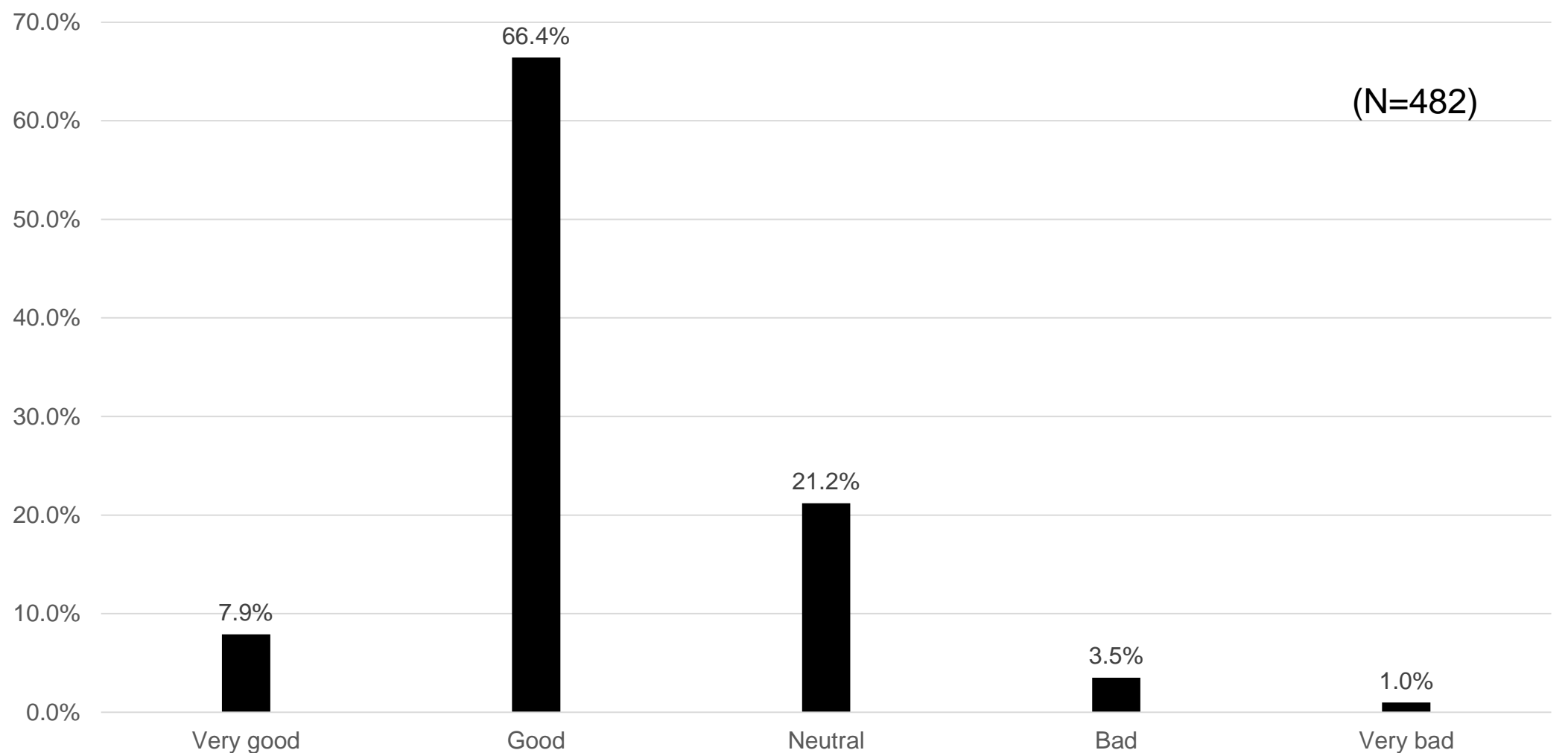
Q 73. How much do you agree that you can buy everything you want from your usual market?



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

# Market Seller Communication

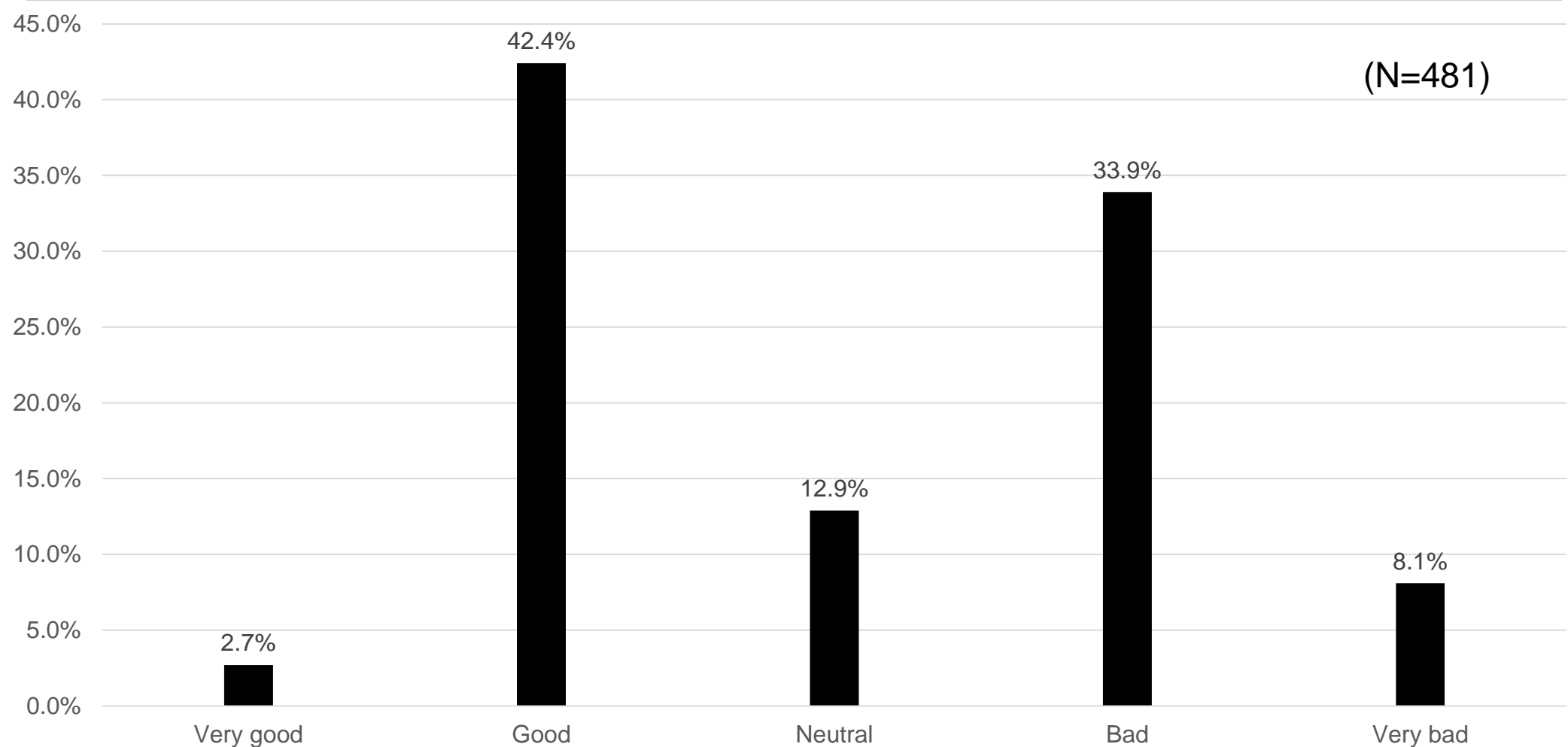
Q 74. How would you rate the communication with the sellers?



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

# Market Smell & Ventilation

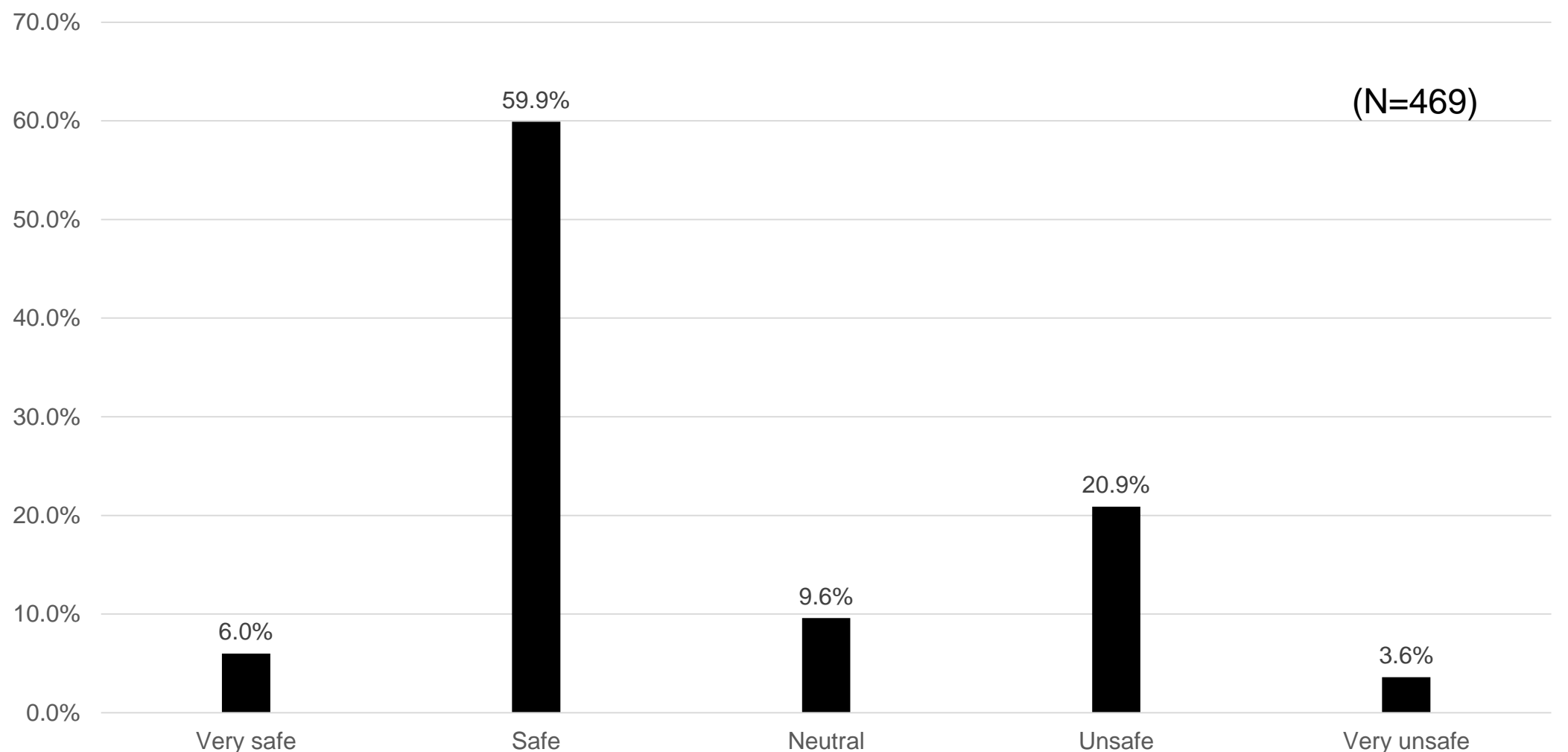
Q 75. How would you rate the smell and ventilation in the markets?



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

# Market Safety

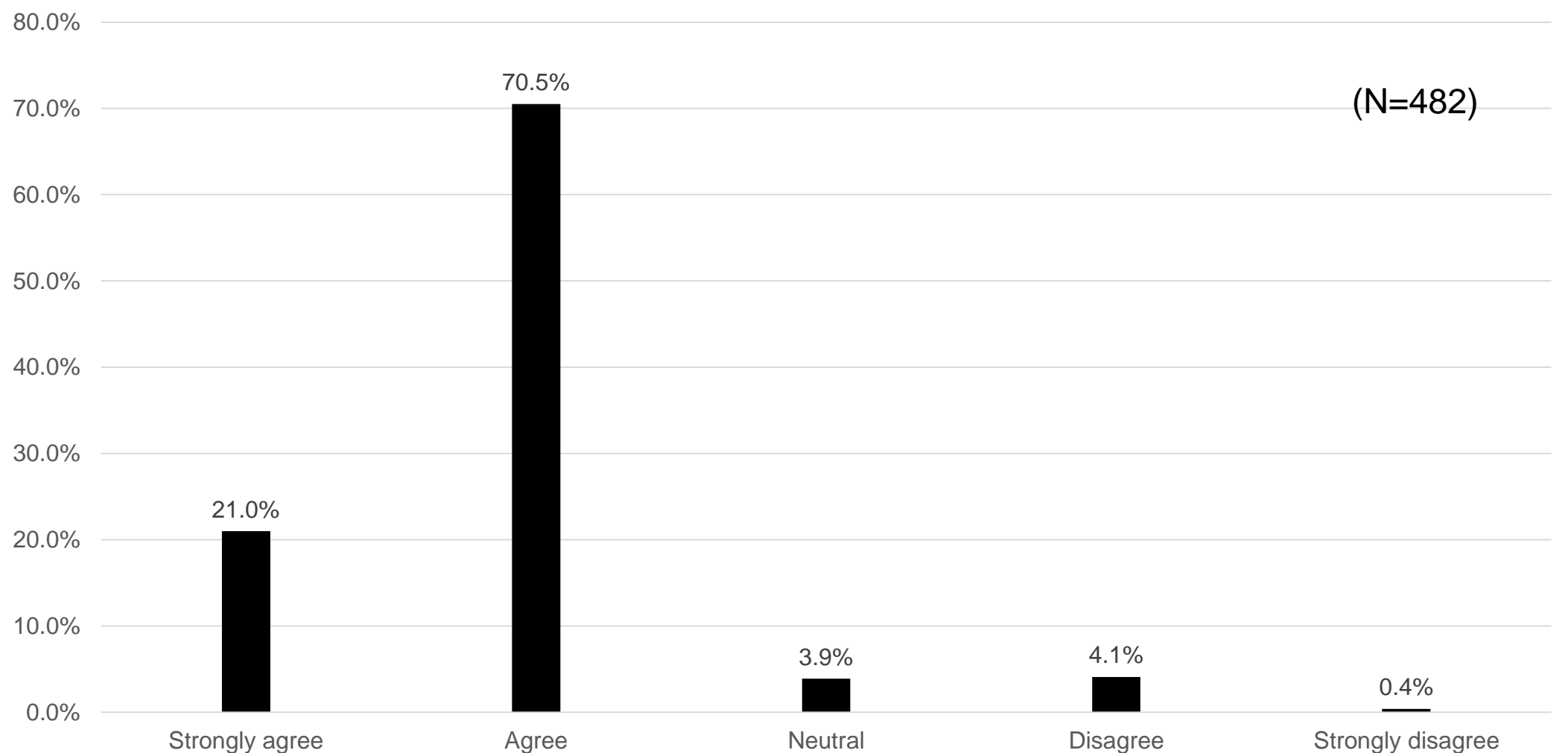
Q 76. How safe do you feel in the markets?



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

# Market Trip Safety

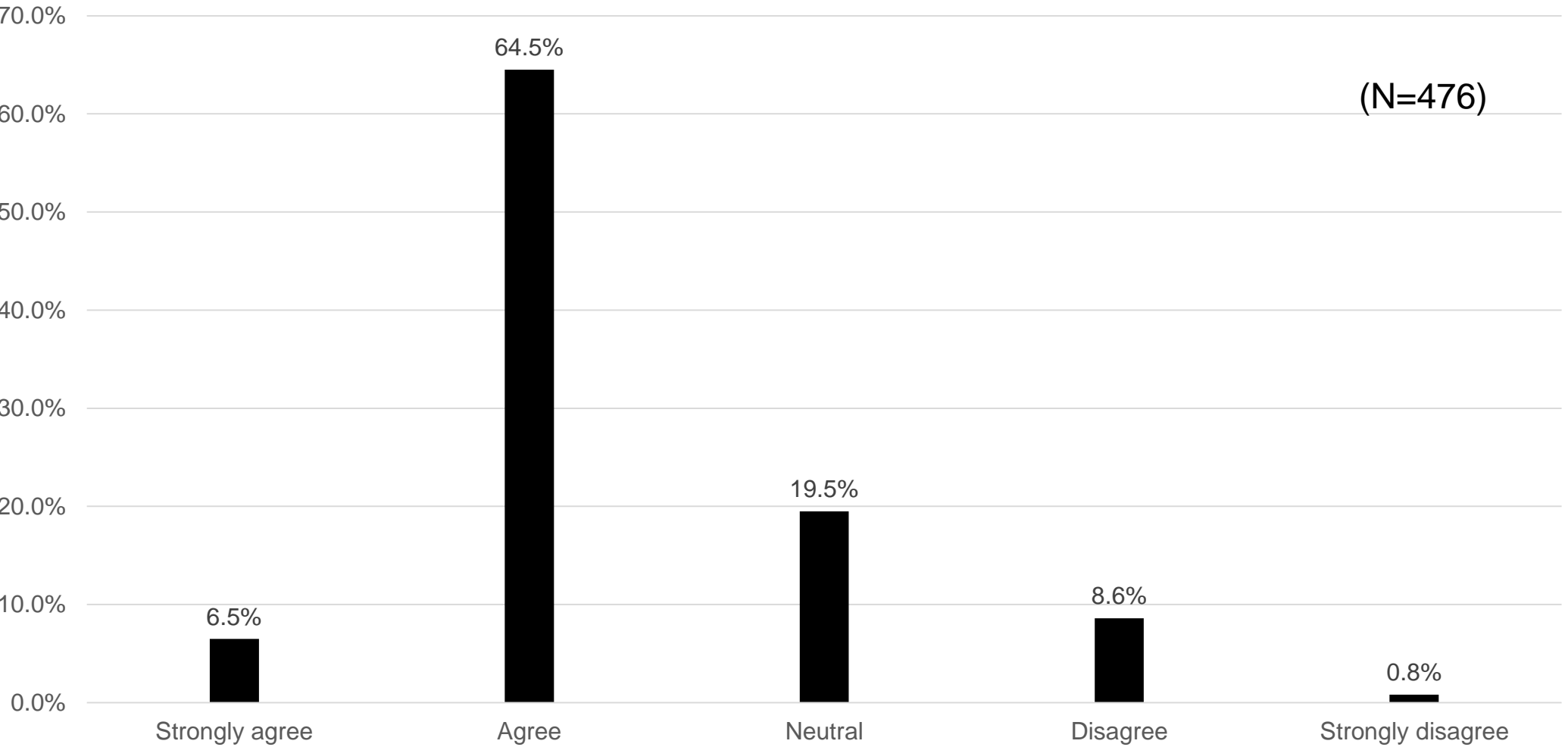
Q 77. How much do you agree that you can go to the markets easily and safely?



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

# Market Produce Quality

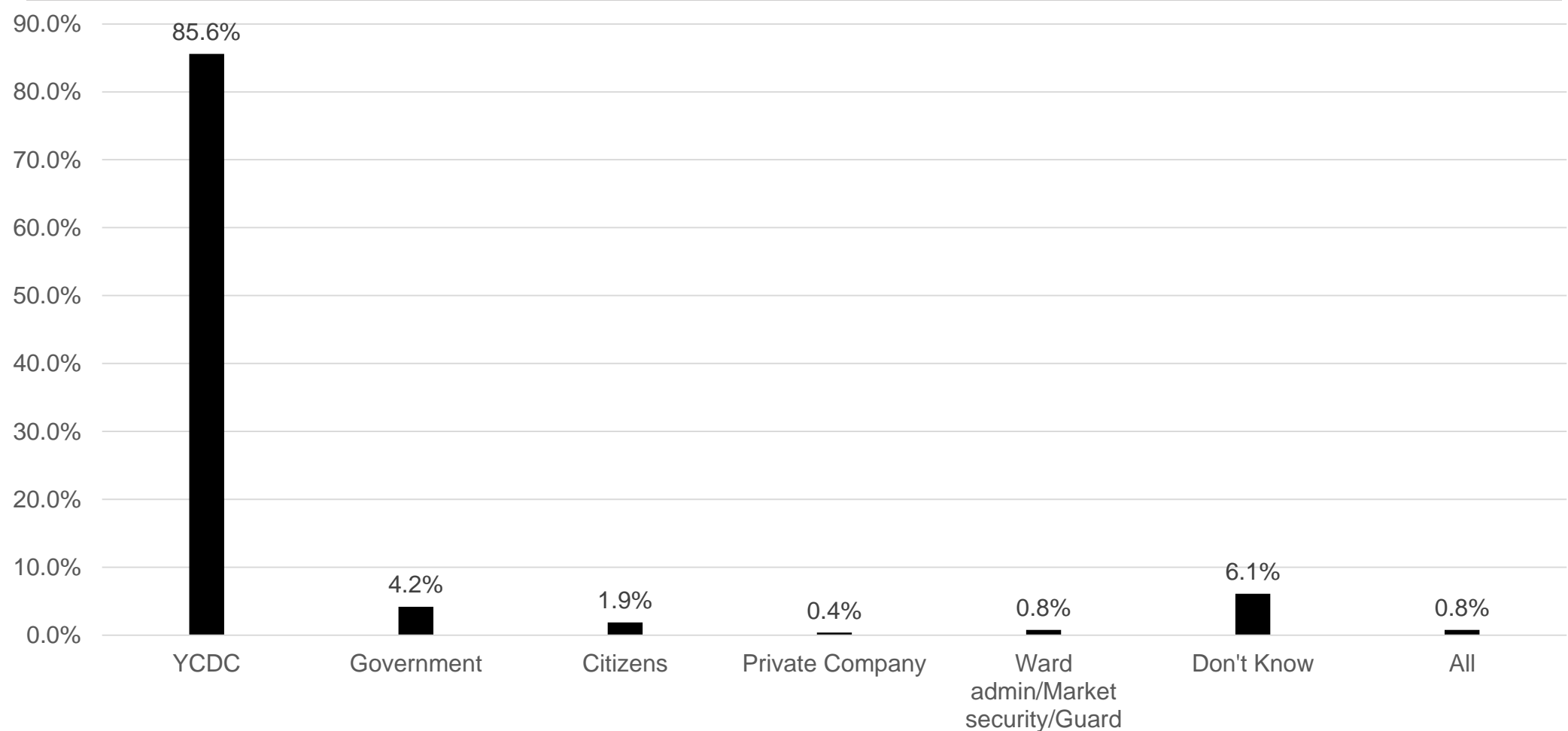
Q 78. How much do you agree that the foods sold in the markets are fresh and clean?



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

# Market Management Responsibility

Q 79. Who do you think should have the responsibility to manage the markets?

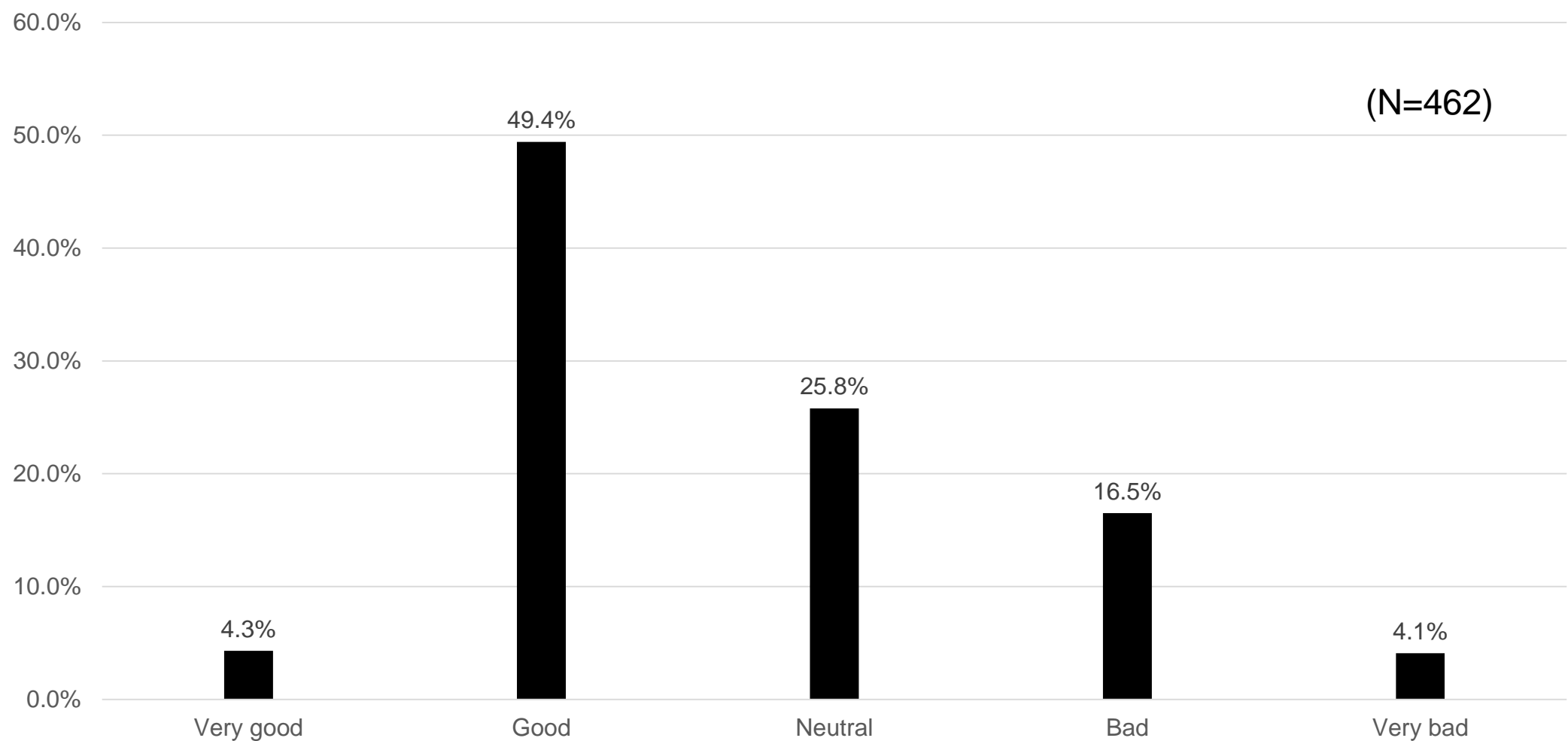


YCDC	Government	Citizens	Private Company	Ward admin/Market Security/Guard	Don't Know	All
85.6%	4.2%	1.9%	0.4%	0.8%	6.1%	0.8%



# YCDC Market Administration

Q 80. How would you rate the administration of YCDC on markets?



Very good	Good	Neutral	Bad	Very bad
4.3%	49.4%	25.8%	16.5%	4.1%

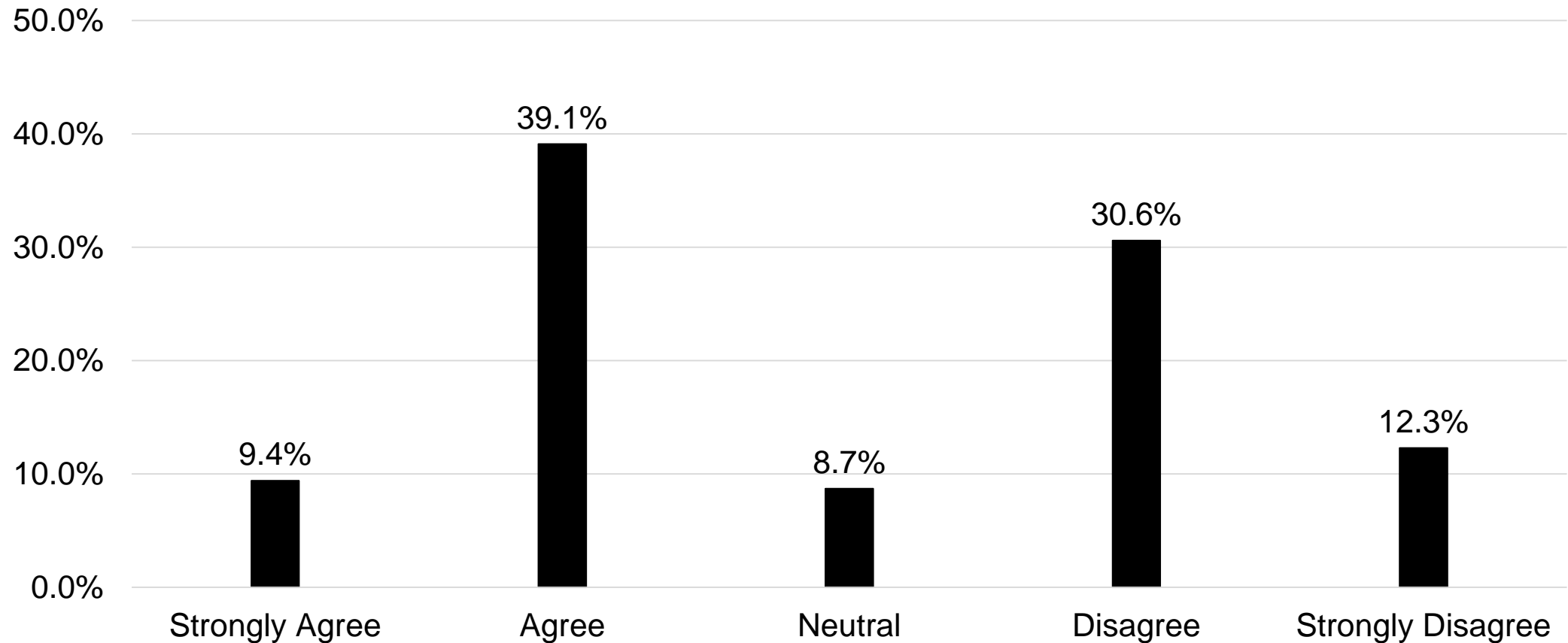


**Streets and  
Street Lights**

**Yone Kyi Yar  
(YKY)**

# Daily Street Cleaning

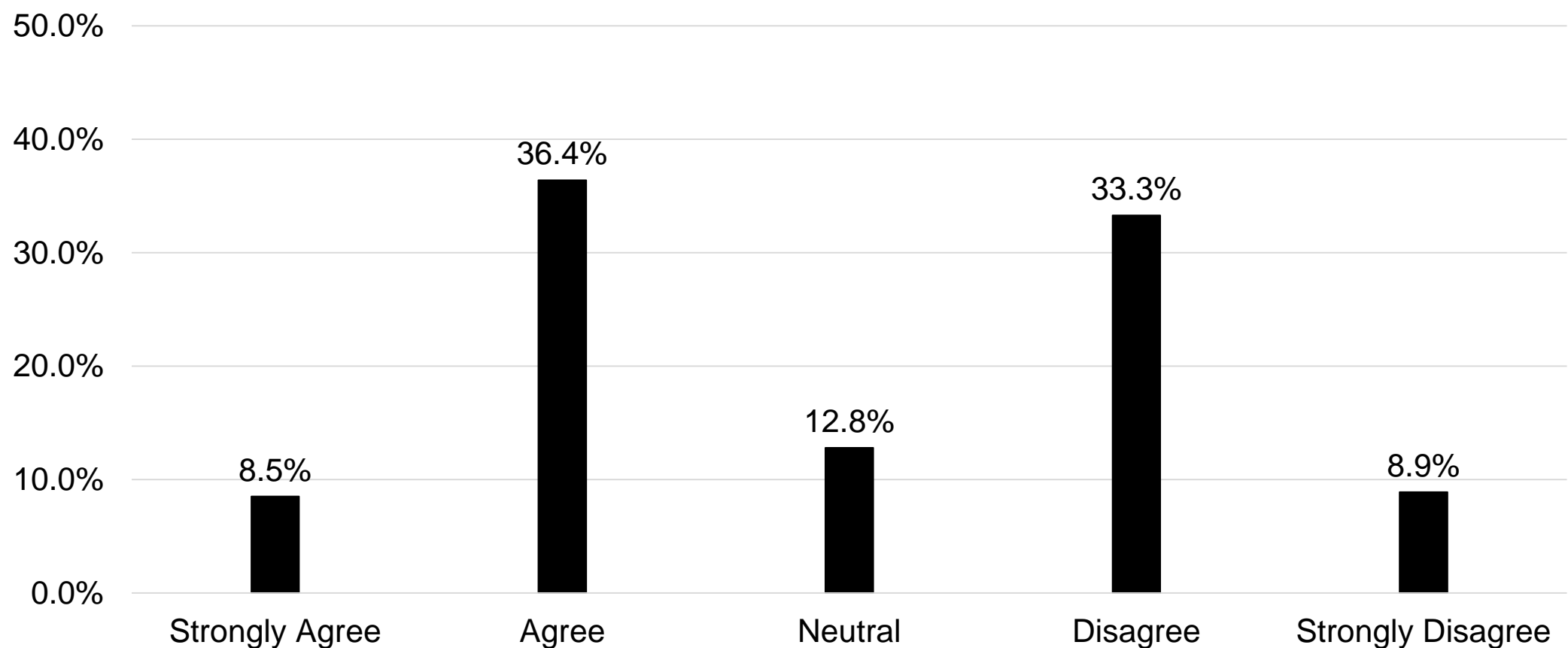
Q 81. Yangon City Development Committee (YCDC) cleans almost all the streets in the city every day.



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

# Street Cleanliness

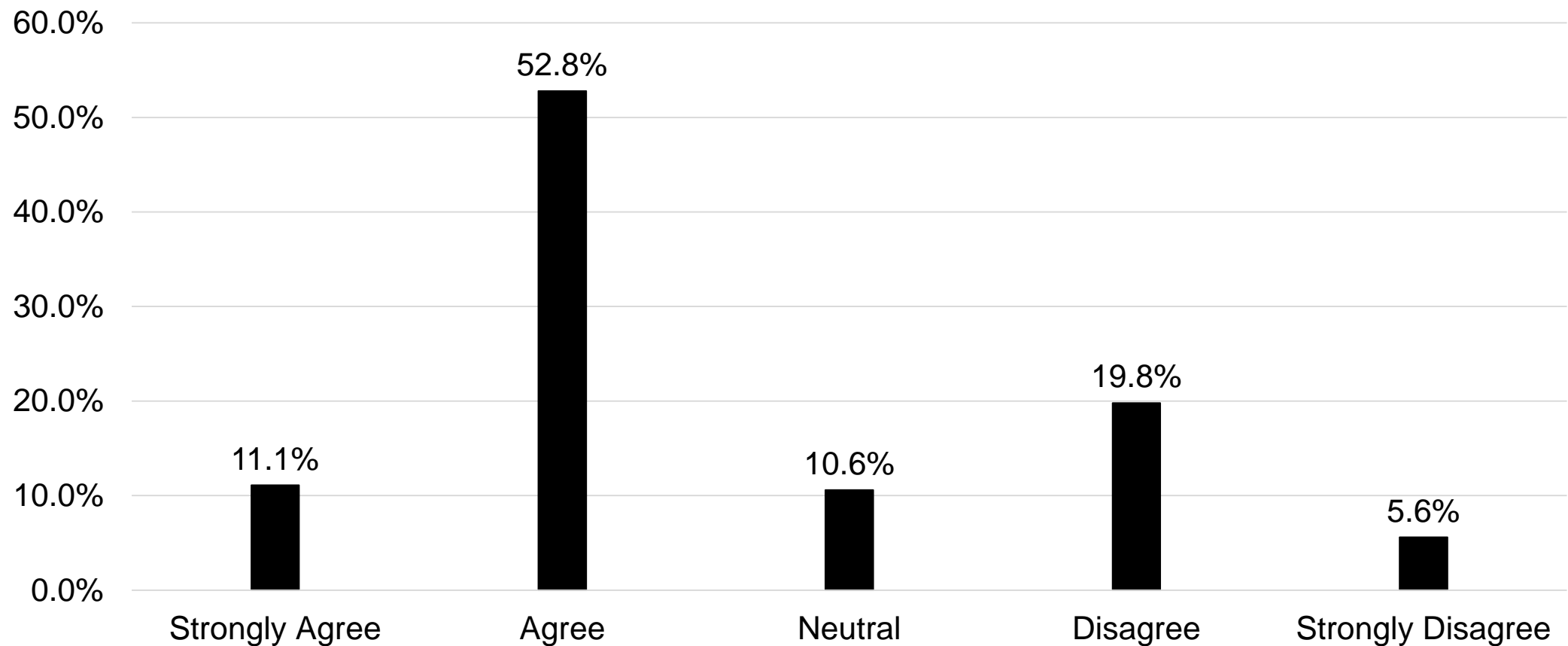
Q 82. Almost all the streets in the city are clean (there is no rubbish or beetle spit on the streets).



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

# Street Quality

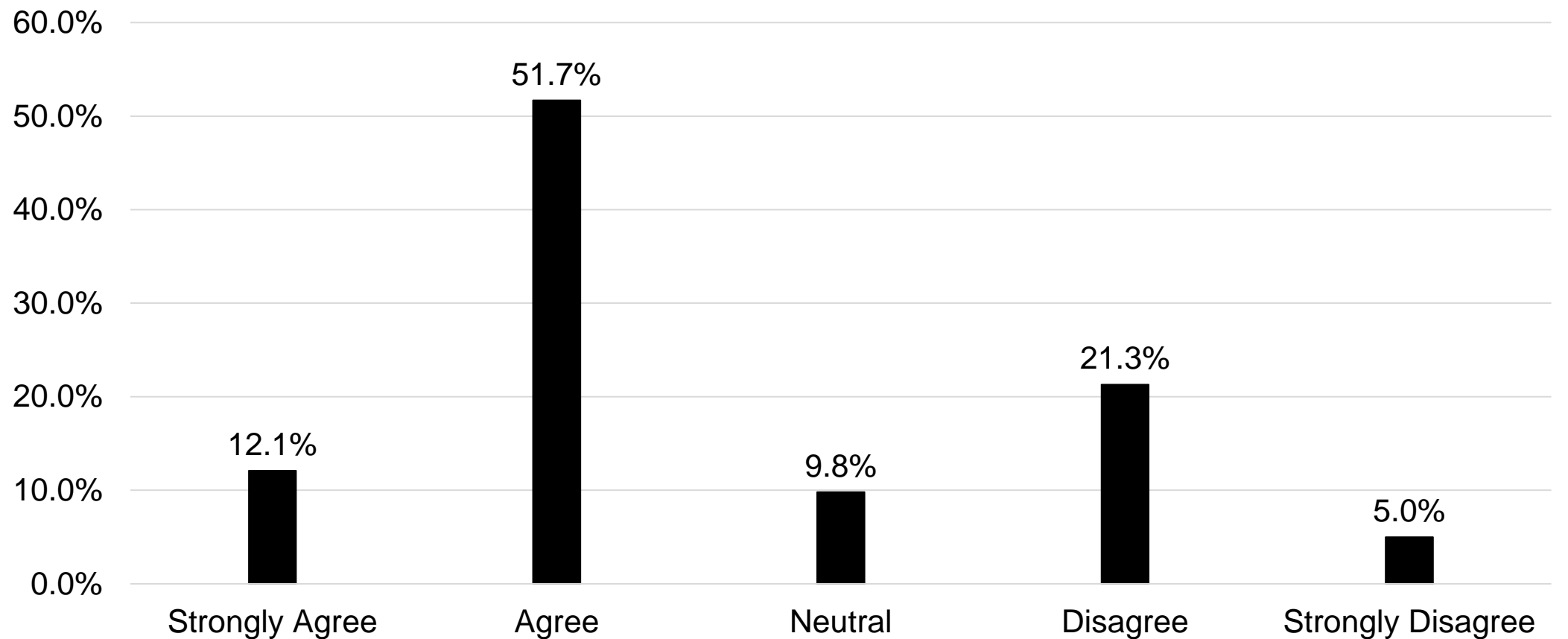
Q 83. The quality of most streets in the city is good (there are no rough places).



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

# Road Safety

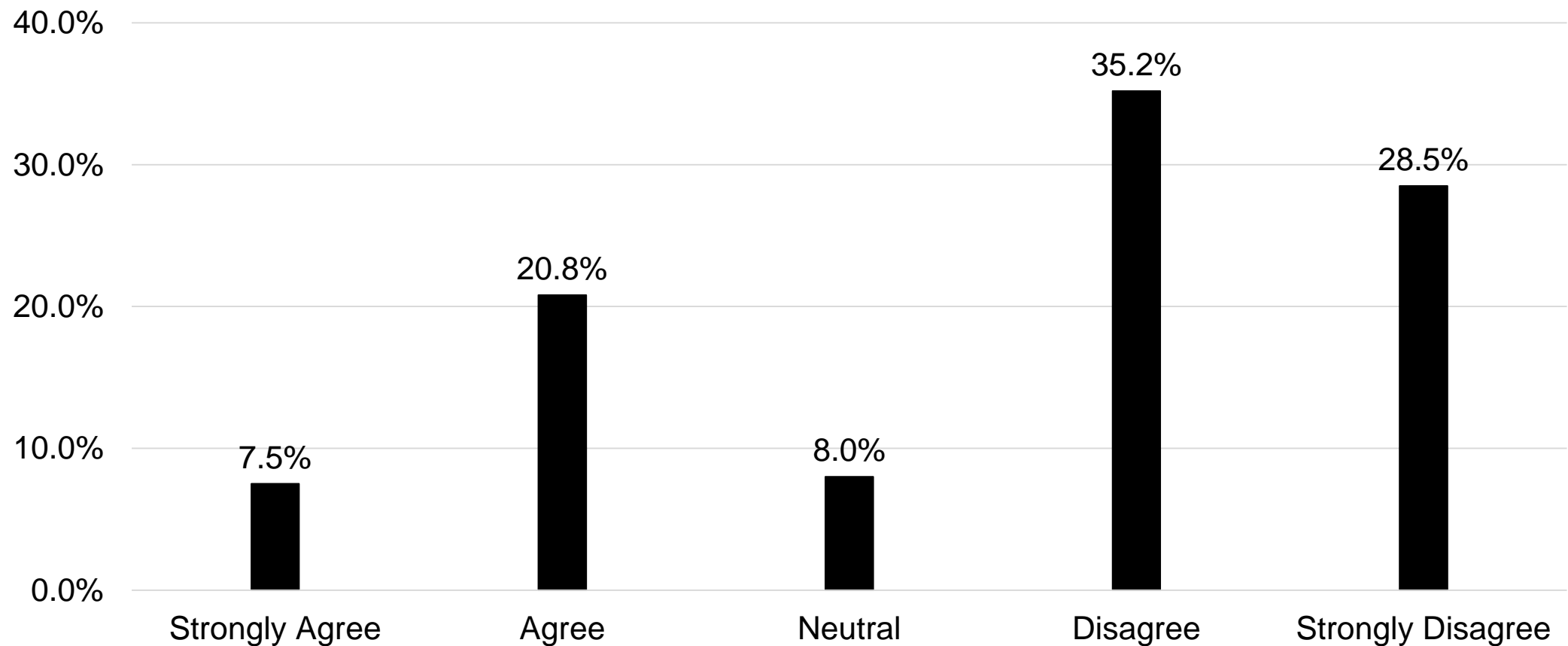
Q 84. Road maps, road signs and pedestrian crossings on almost all the streets in the city are systematic.



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

# Roadside Drainage Systems

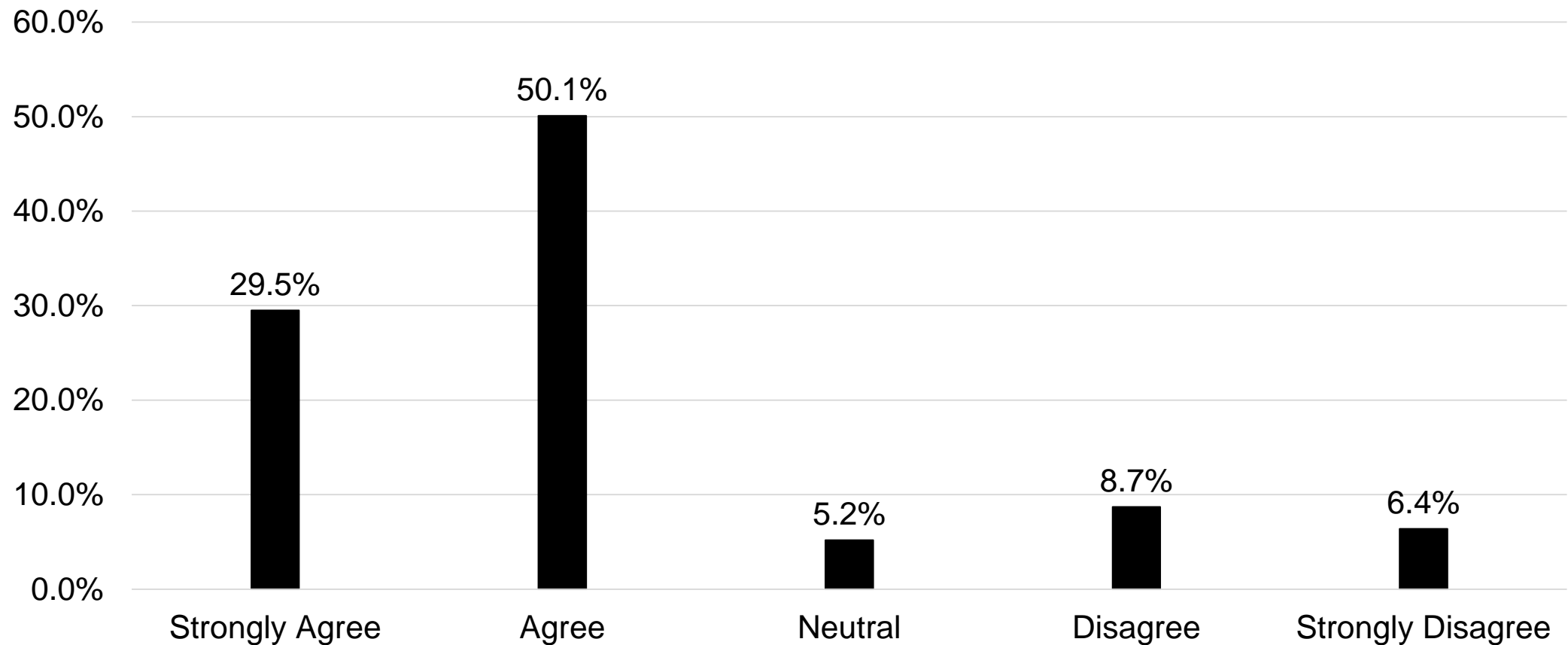
Q 85. The drainage system of almost all the drains in the roadsides is good.



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

# Street Flooding

Q 86. Almost all the streets in the city are flooded during the rainy season.

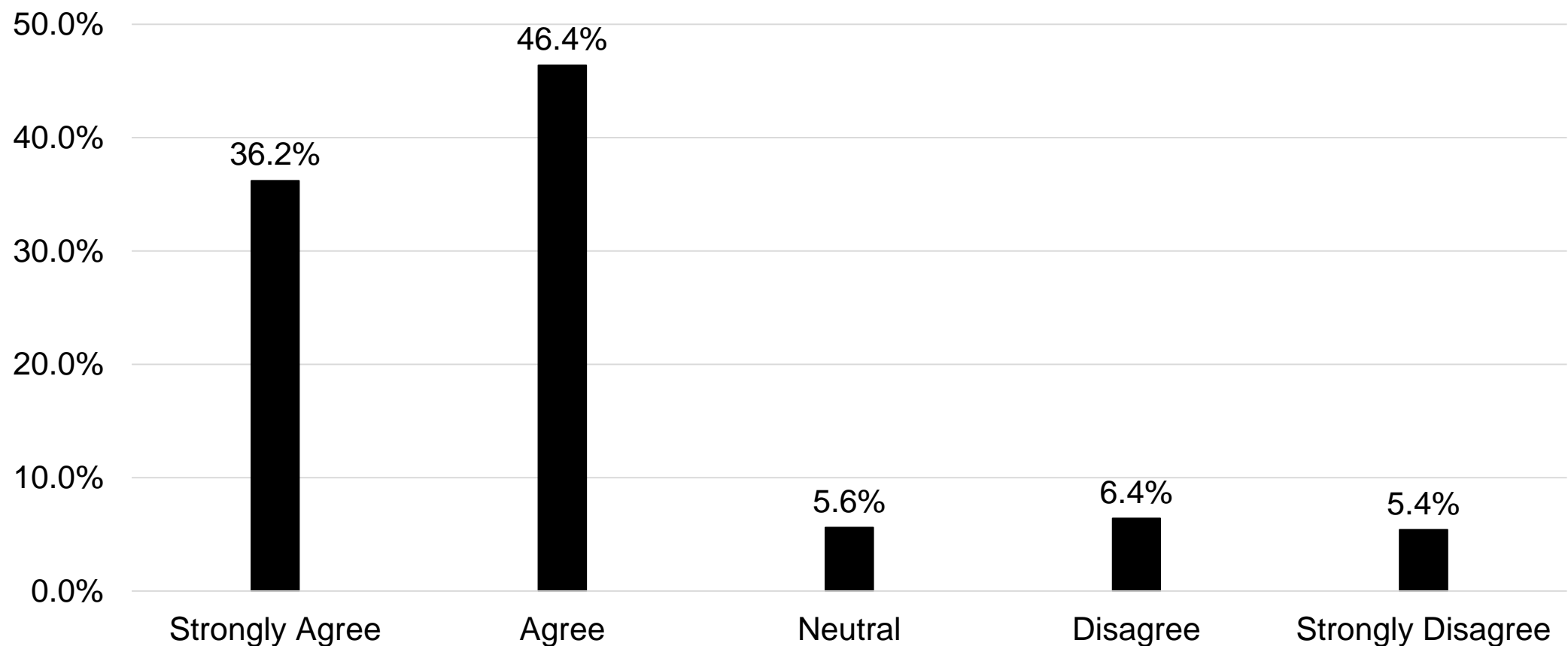


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
29.5%	50.1%	5.2%	8.7%	6.4%



# Street Flooding

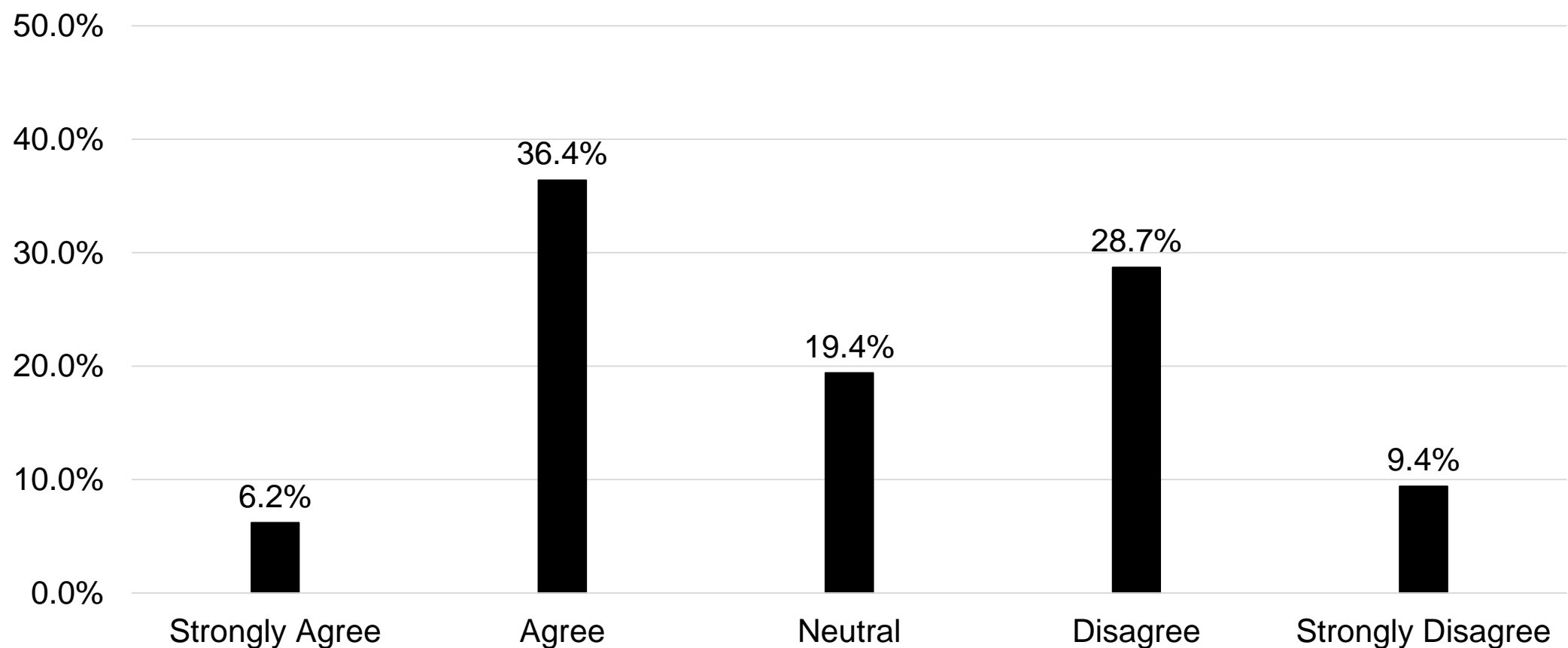
Q 87. Street flooding is a problem in almost all the streets.



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

# Sidewalk Cleanliness

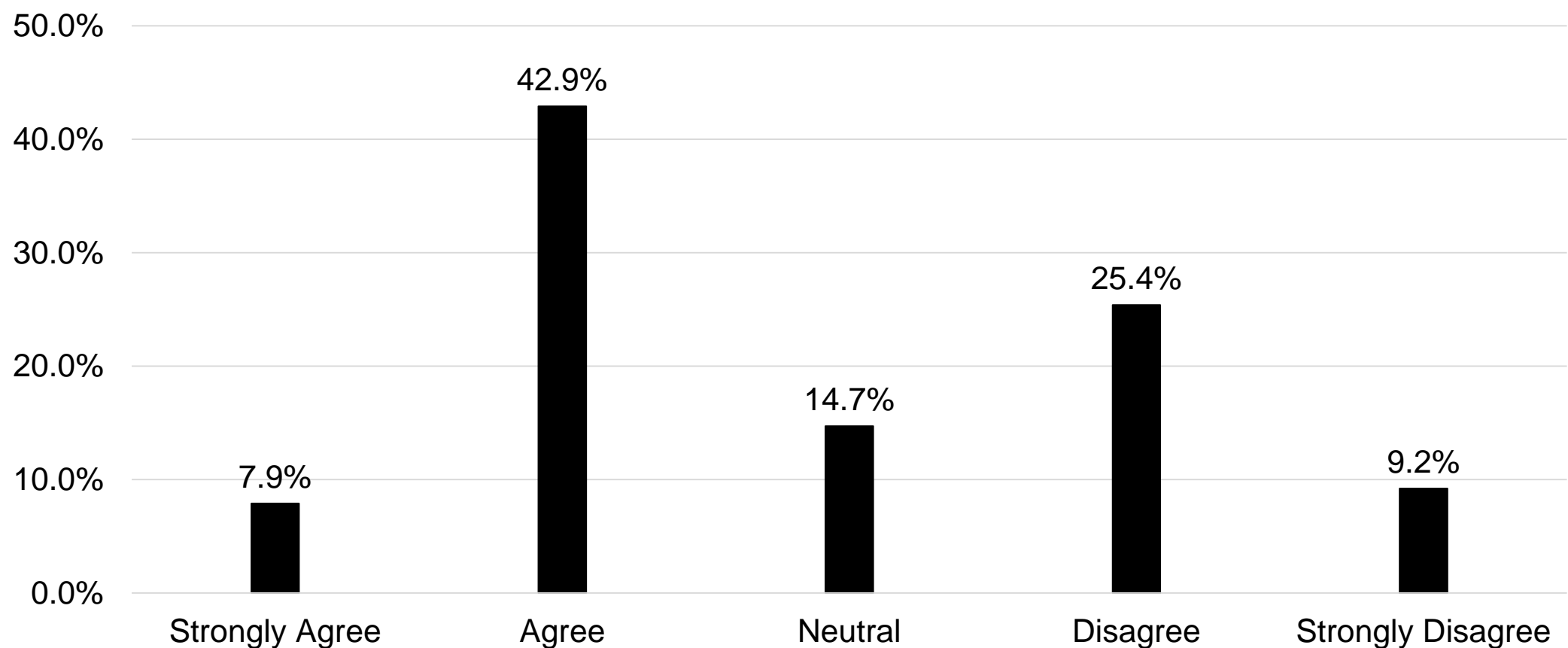
Q 88. Almost all the pavements (sidewalks) on the roadsides are clean.



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

# Street Size

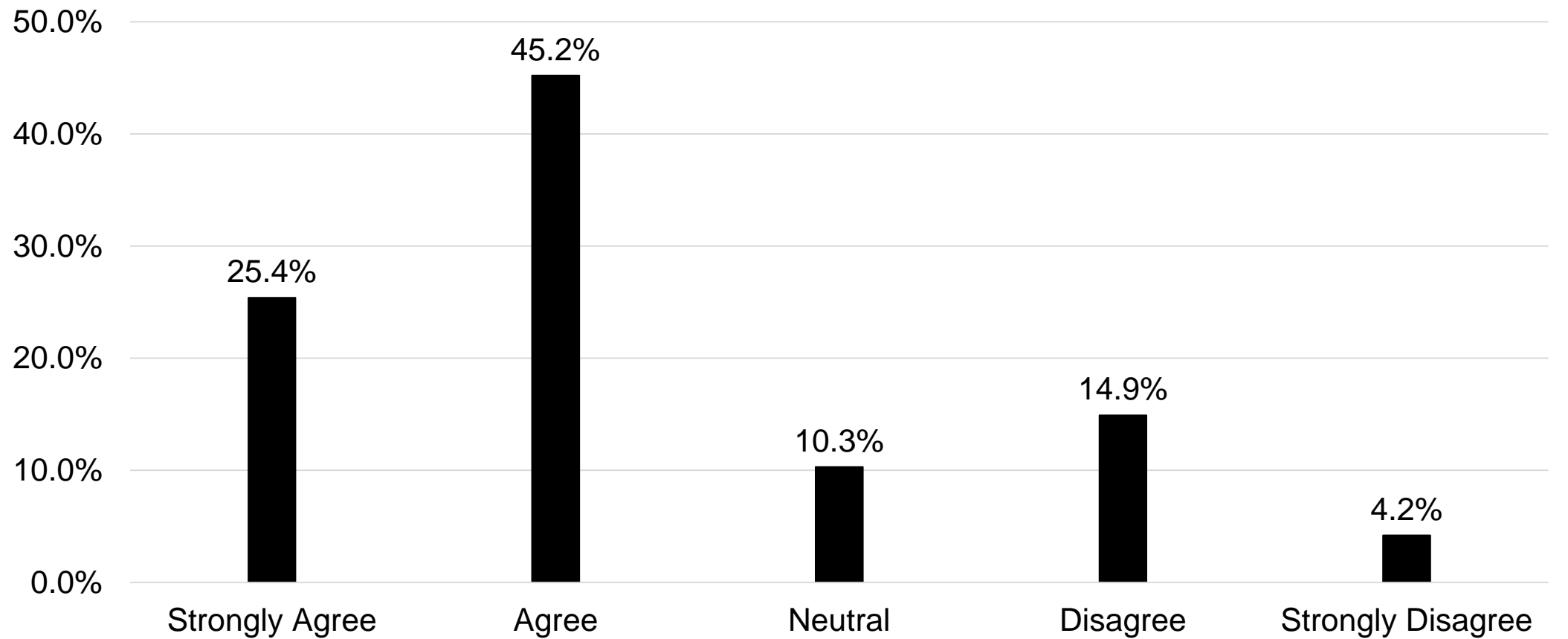
Q 89. Almost all the pavements (sidewalks) on the roadsides have enough space to walk.



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

# Street Vendors

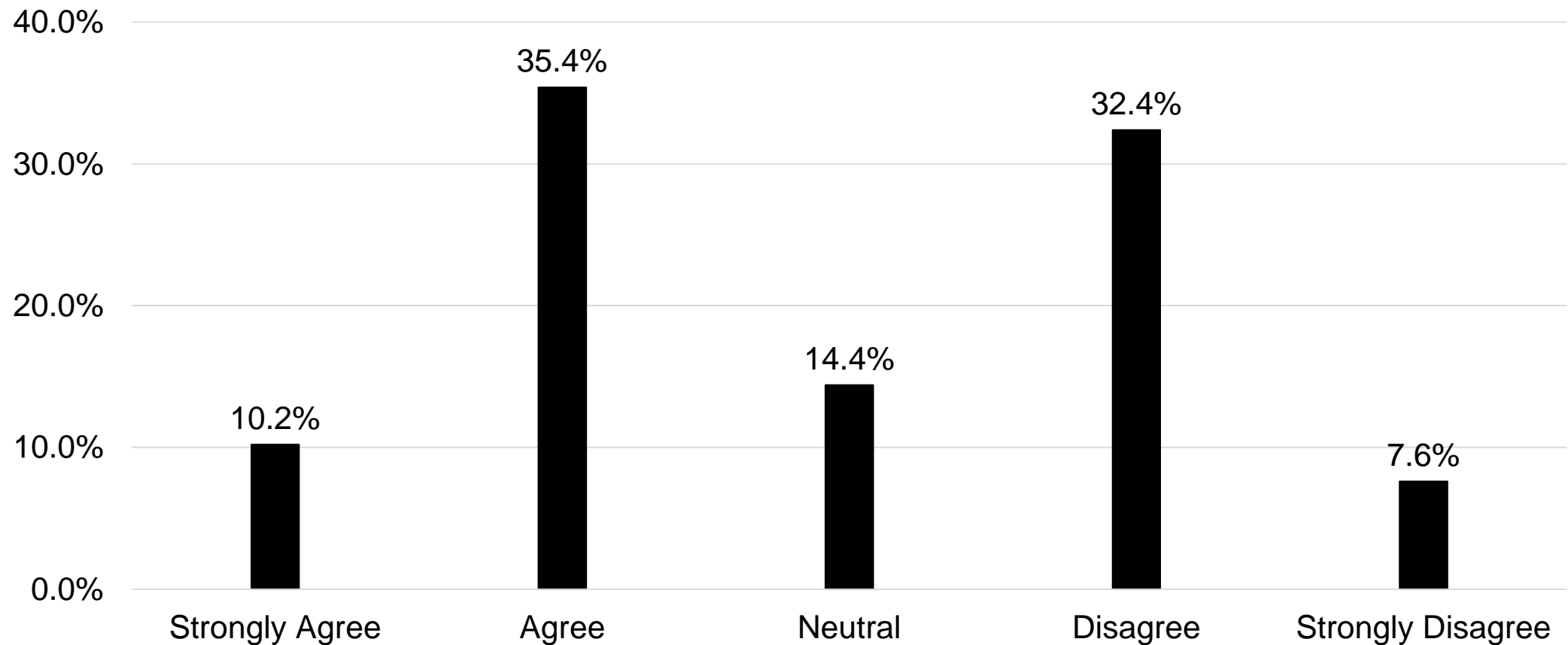
Q 90. Street vendors on the roadsides are irritating.



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

# Street Beggars

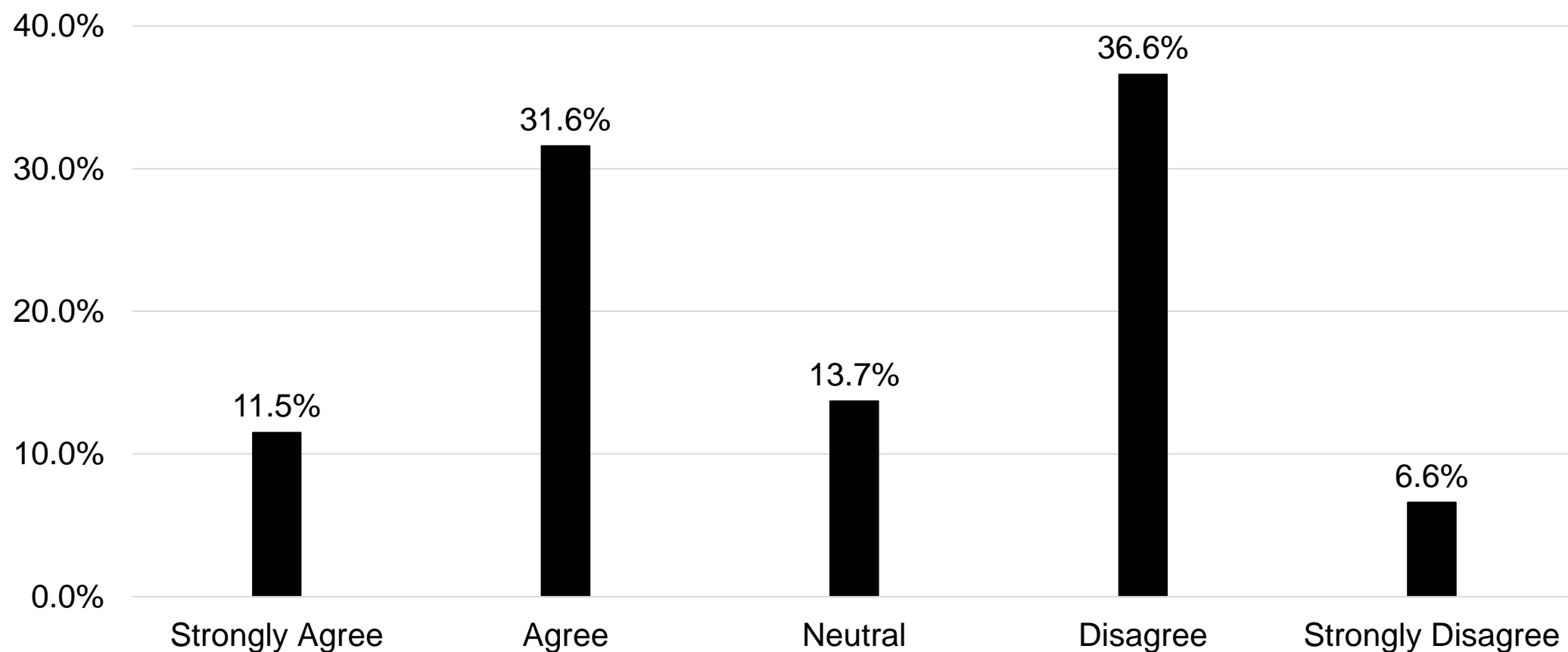
Q 91. Beggars on almost all the city streets are a problem.



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

# Street Graffiti

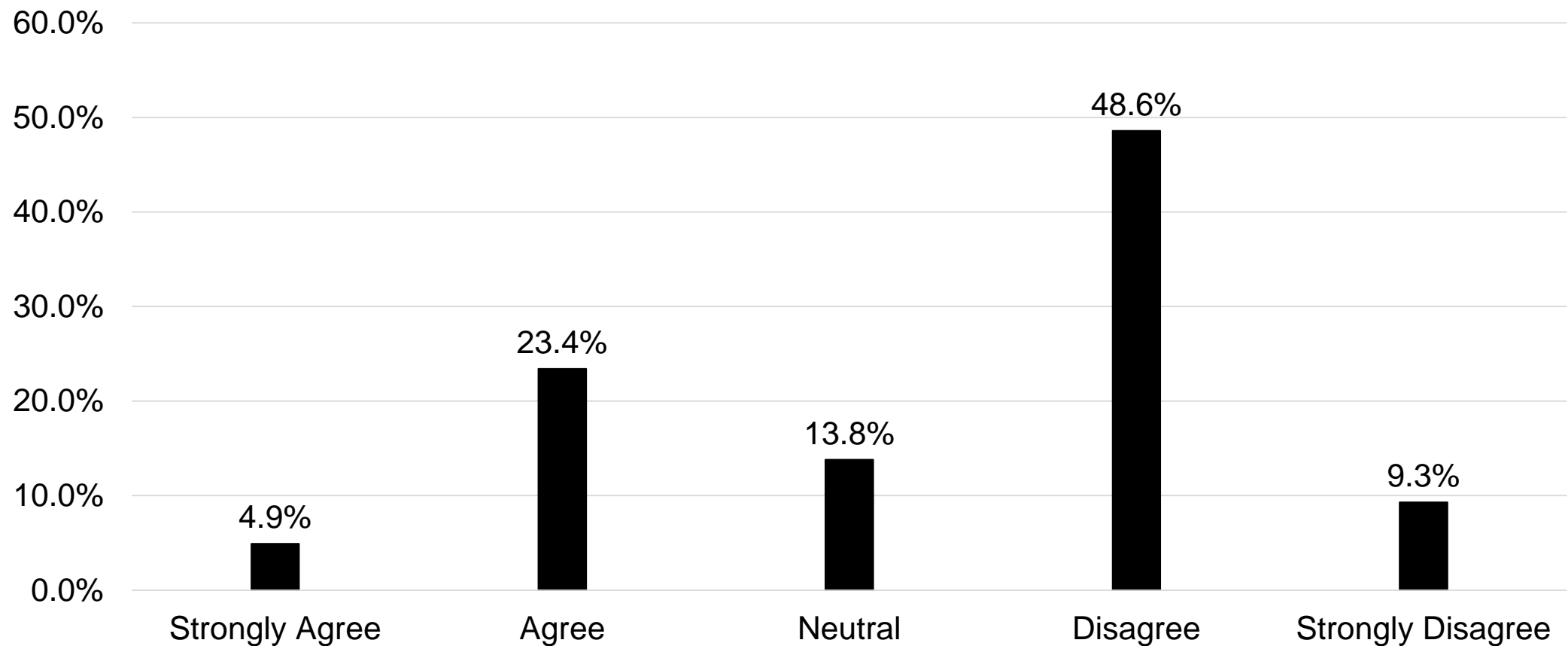
Q 92. Graffiti on almost all the streets cause irritation.



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

# Roadside Billboards

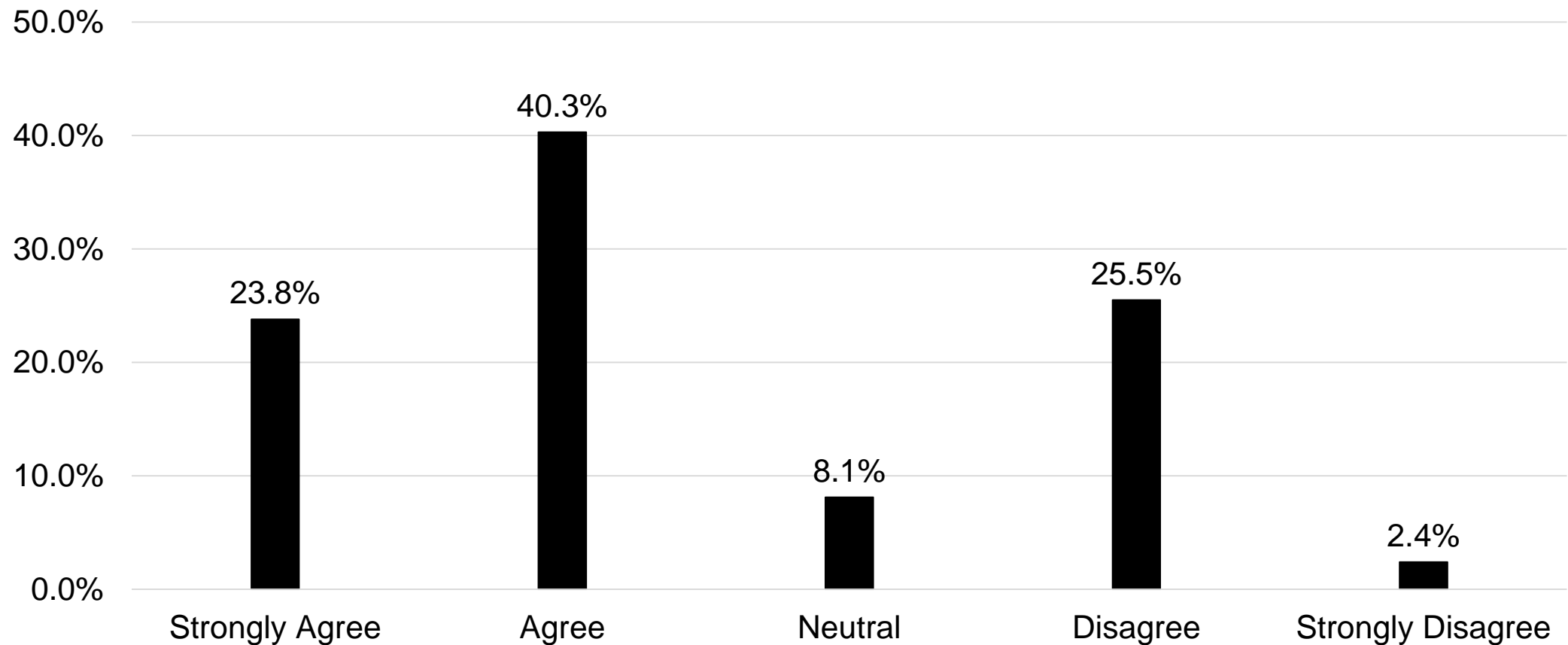
Q 93. Billboards on almost all the roadsides cause irritation.



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

# Vehicle Operation at Night

Q 94. At night, sleeping and vehicles on the roadsides of almost all the streets cause irritation.

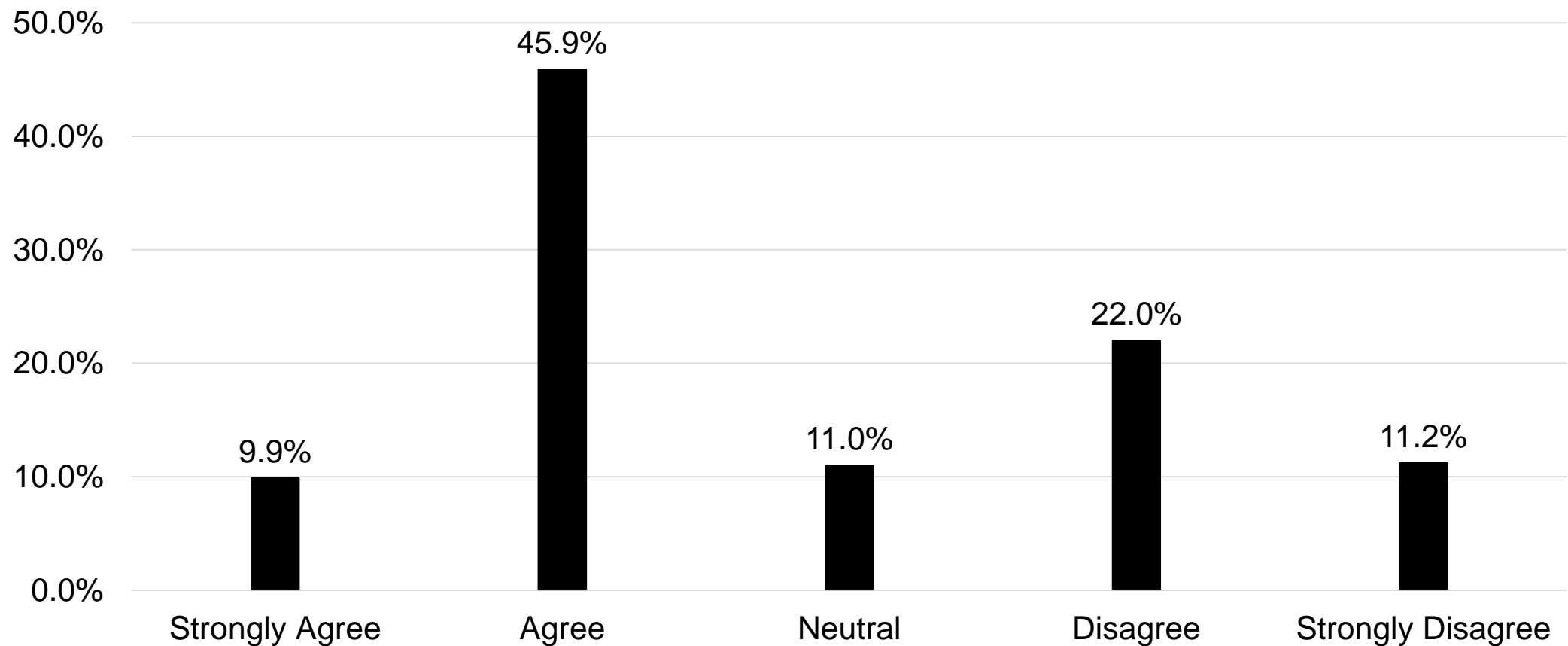


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
23.8%	40.3%	8.1%	25.5%	2.4%



# Street Light Installation Status

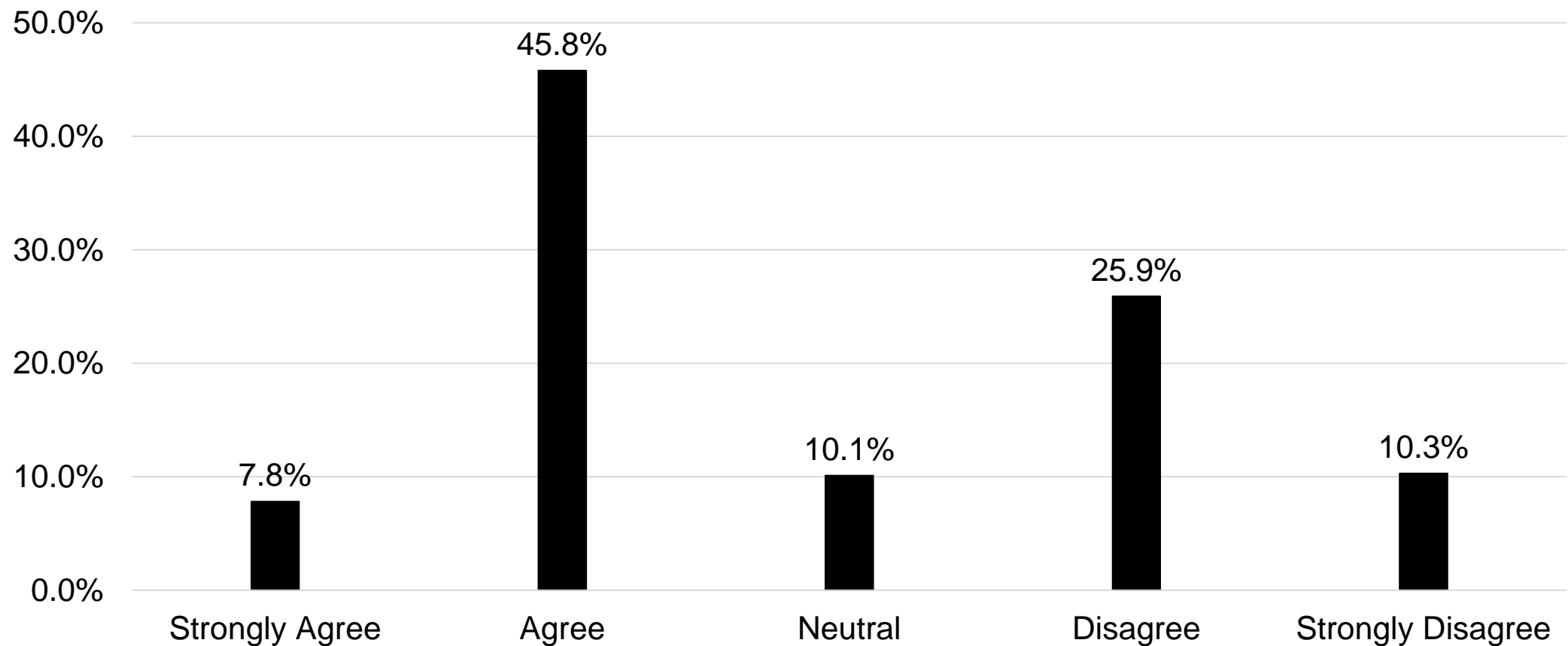
Q 95. Street lights are installed in almost all of the city streets.



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

# Street Light Effectiveness

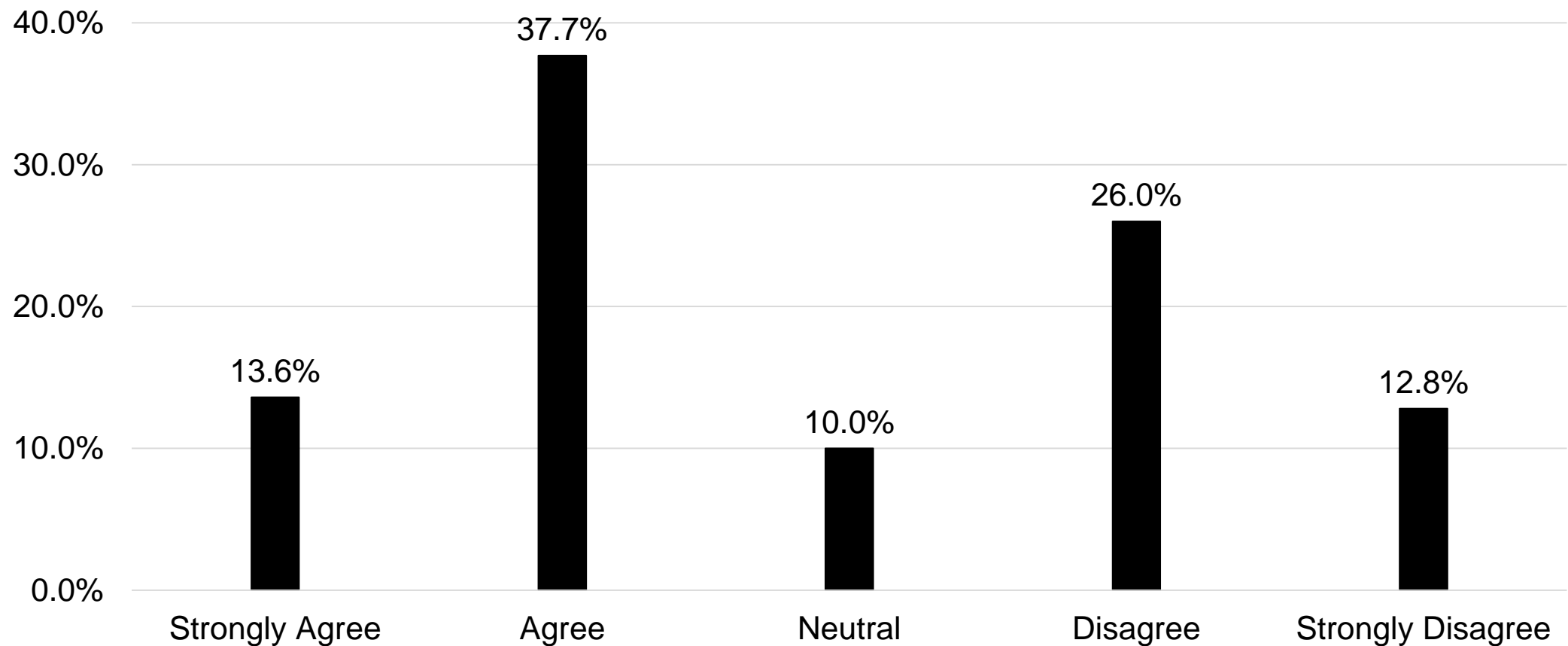
Q 96. Street lights give enough light at night.



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

# Night Time Safety

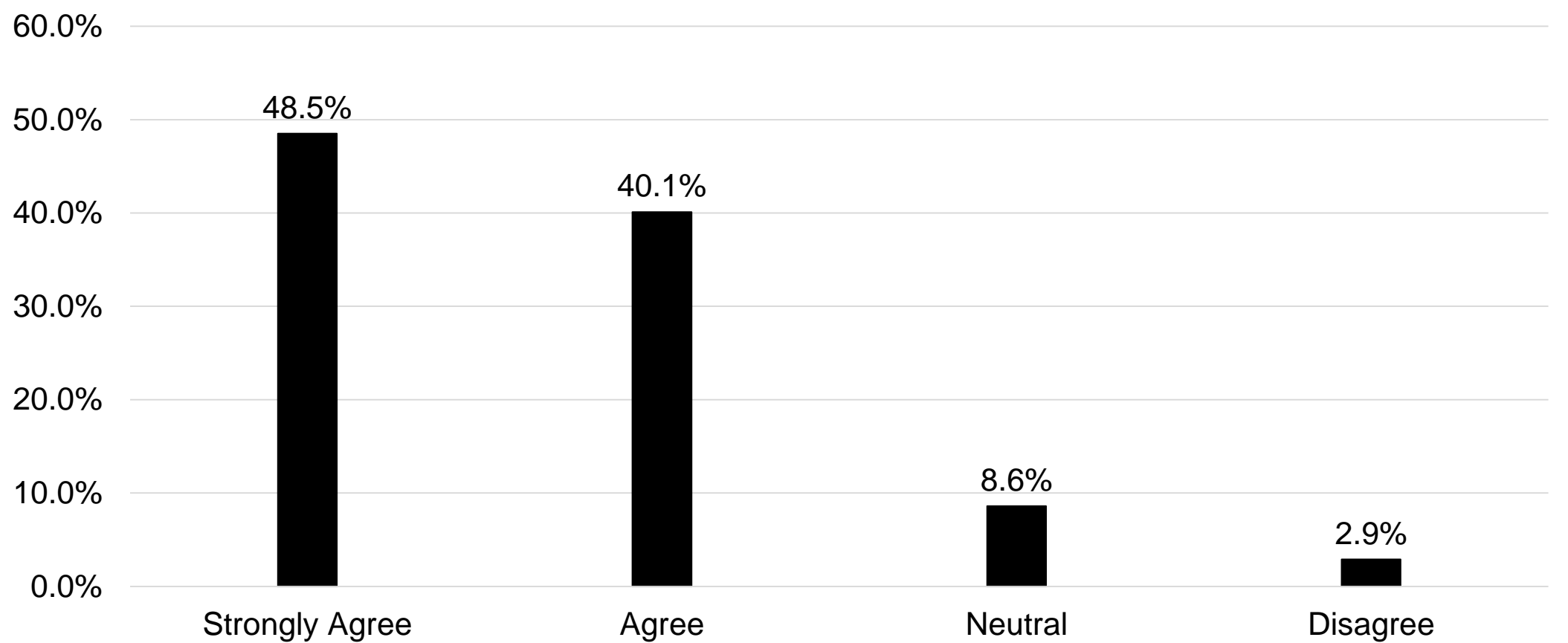
Q 97. I feel safe when walking alone at night.



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

# Budget Allocation: Road Renovation

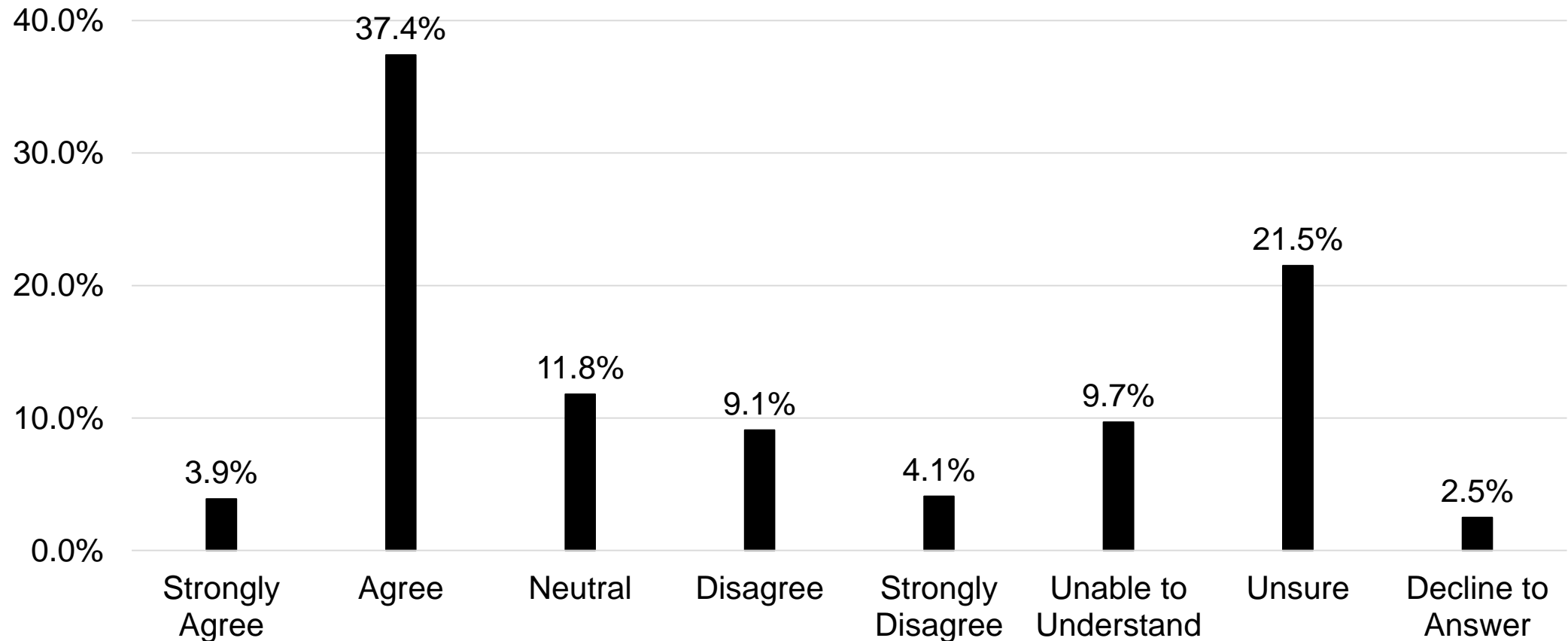
Q 98. YCDC should invest more resources from next year’s budget on road/street renovations.



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

# Road Tax

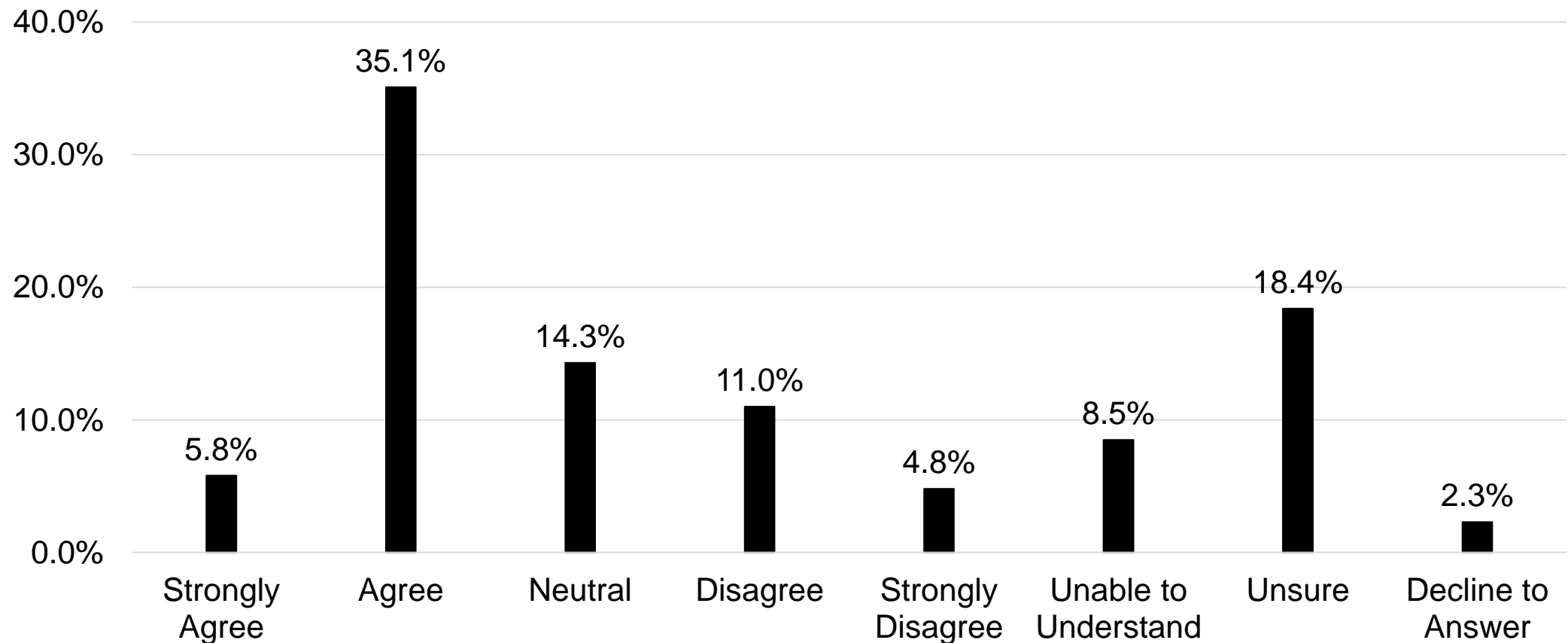
Q 99. Paying vehicle taxes for using roads is fair.



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%

# Additional Road Taxes

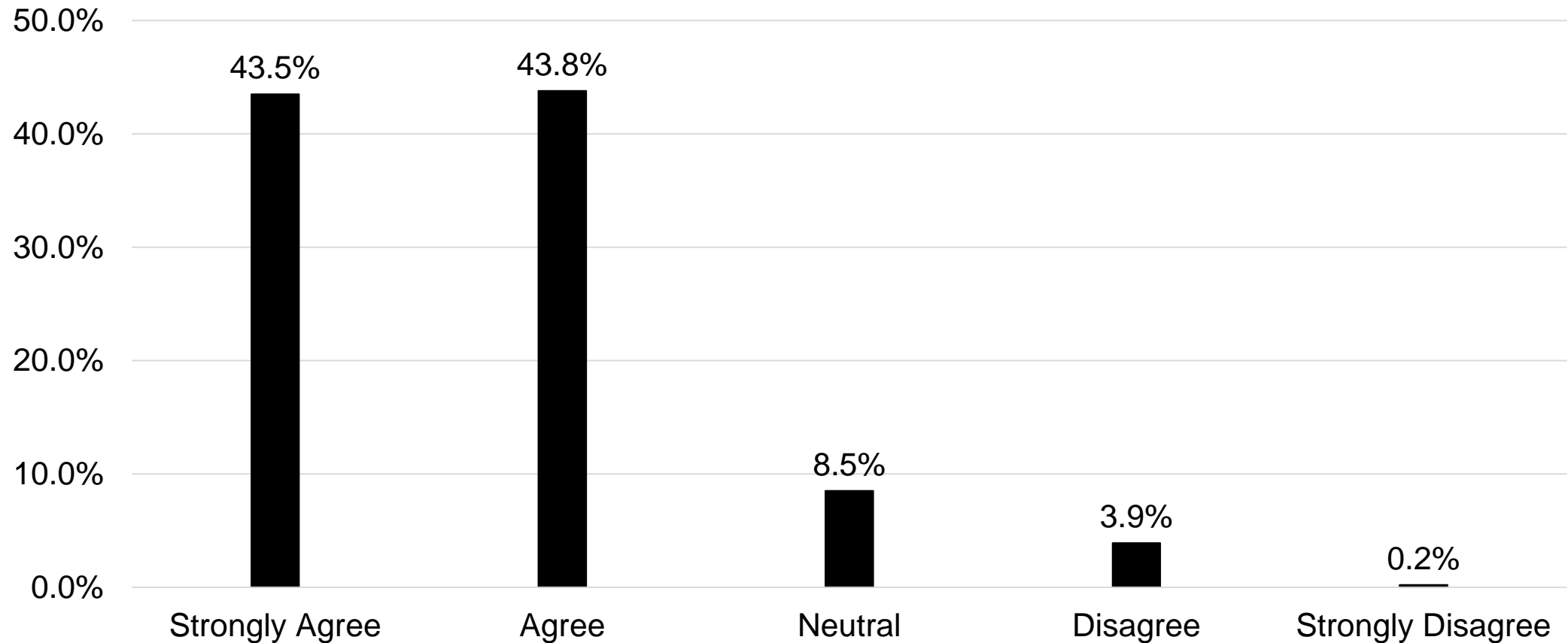
Q 100. I would pay additional vehicle taxes to build/prepare new roads.



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%

# Budget Allocation: Street Lights

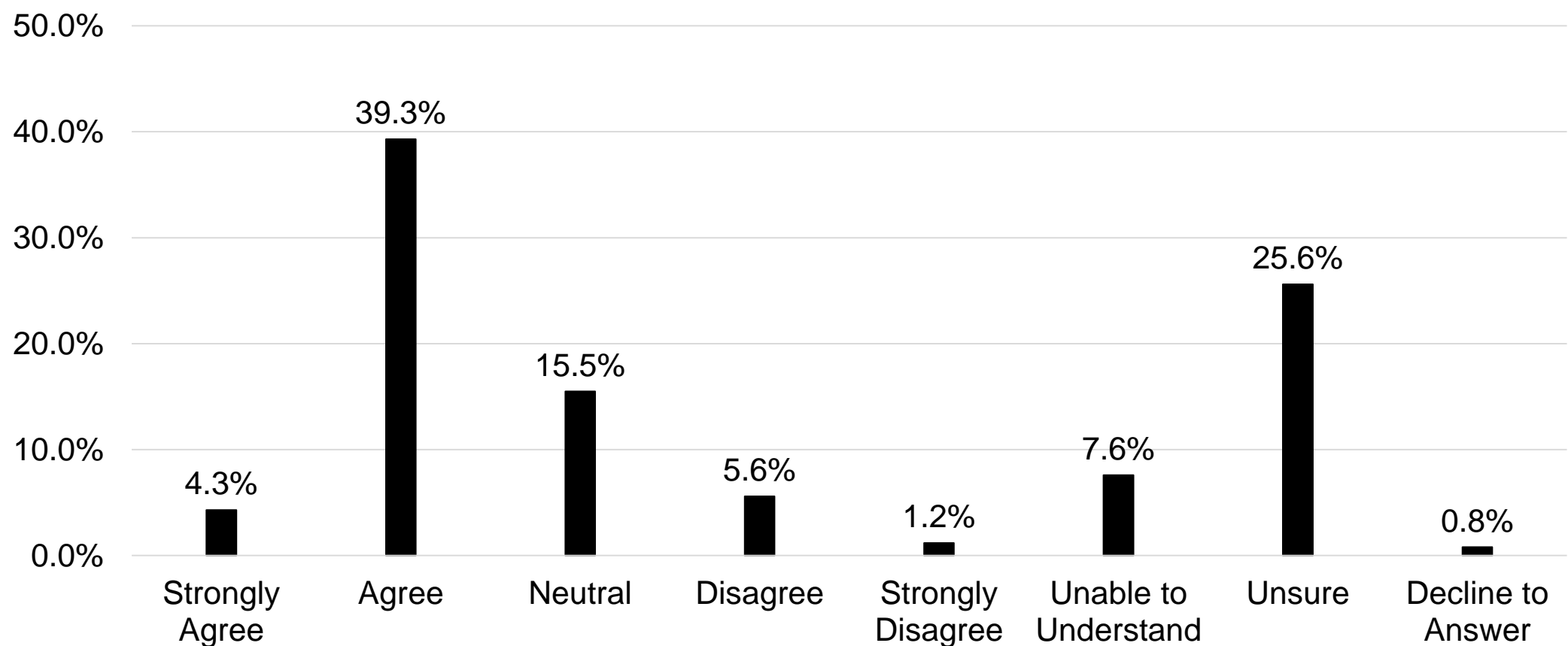
Q 101. YCDC should invest resources from next year's budget on street lights.



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

# Property Taxes for Street Lights

Q 102. Paying property taxes for street lights is fair.

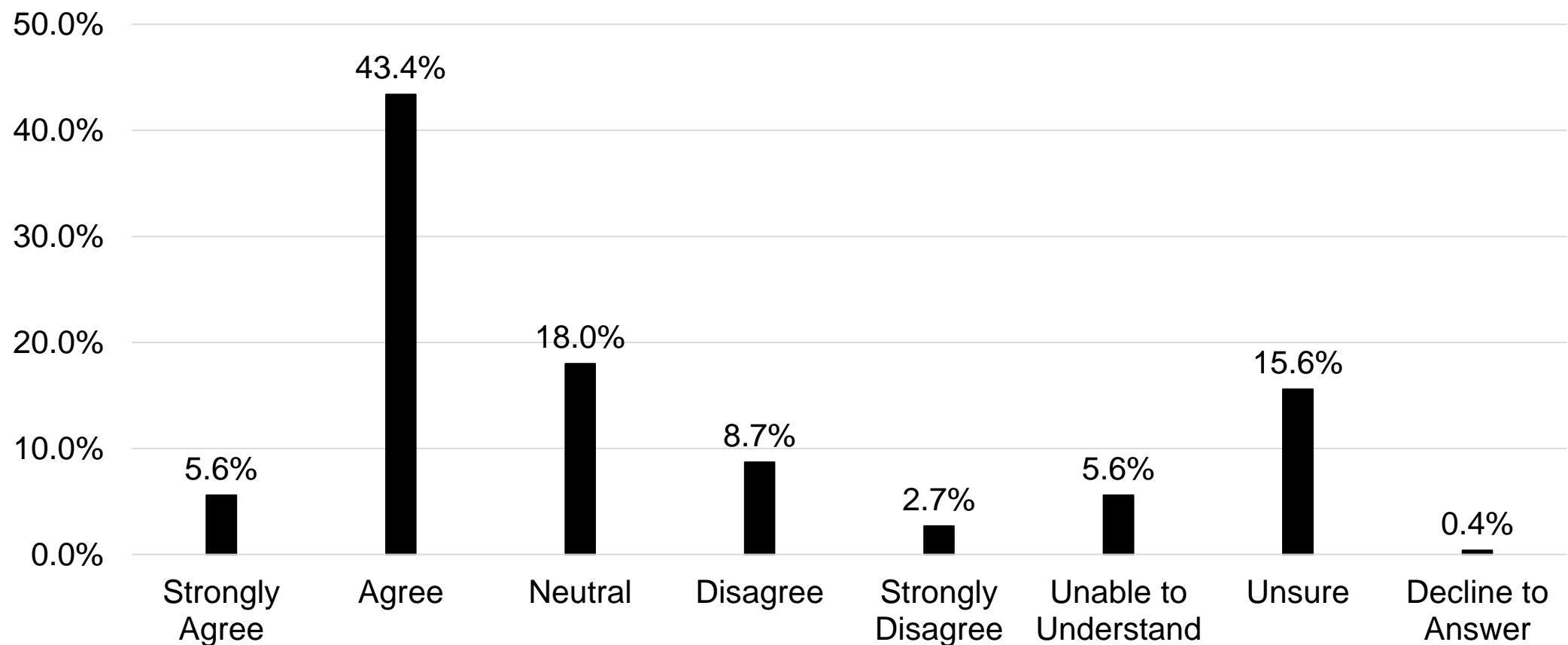


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unable to Understand	Unsure	Decline to Answer
4.3%	39.3%	15.5%	5.6%	1.2%	7.6%	25.6%	0.8%



# Property Taxes for Street Lights

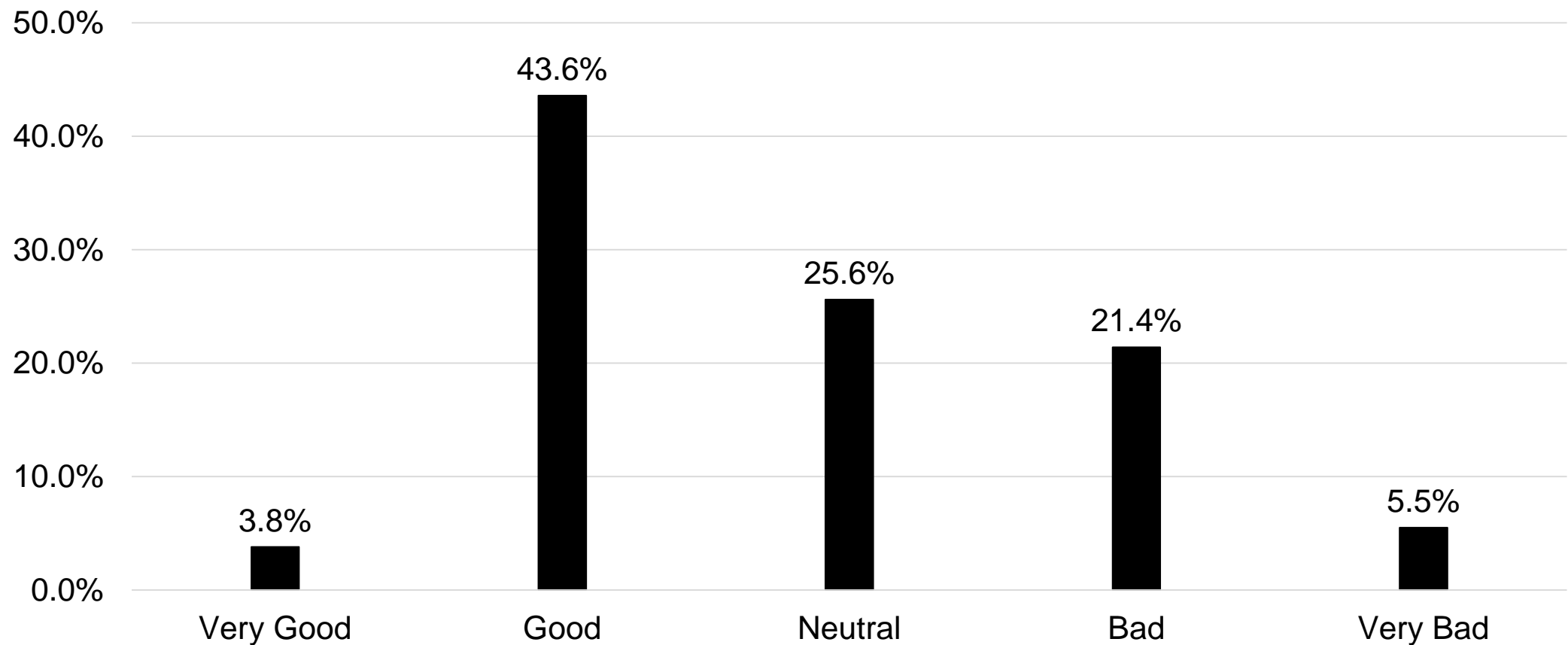
Q 103. I would pay additional property taxes to install more street lights.



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Unable to Understand	Unsure	Decline to Answer
5.6%	43.4%	18.0%	8.7%	2.7%	5.6%	15.6%	0.4%

# Budget Allocation: Street Lights

Q 104. 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%

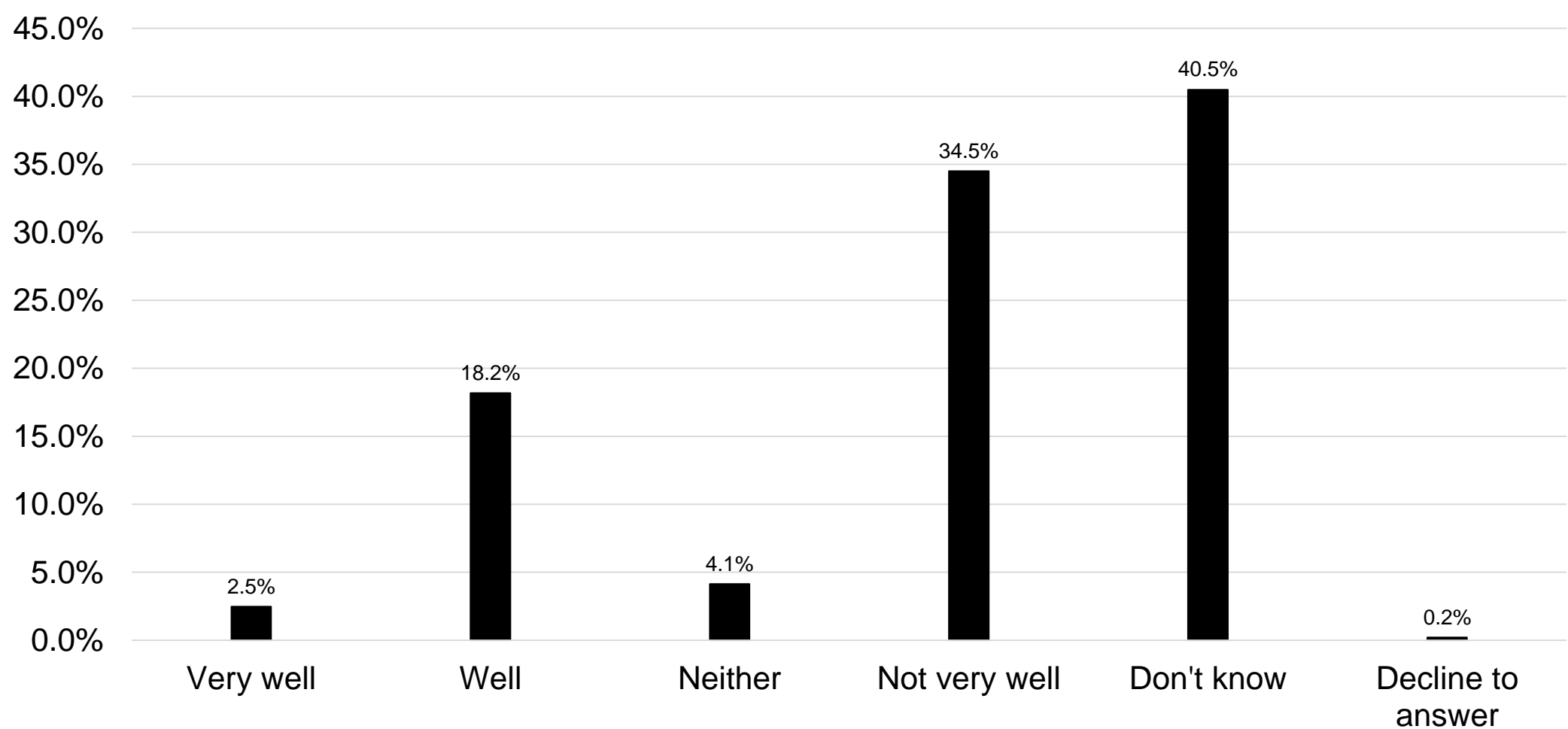


# **YCDC Taxes**

**Salween Institute  
for Public Policy  
(SIPP)**

# Taxes, Fees, and Charges Knowledge

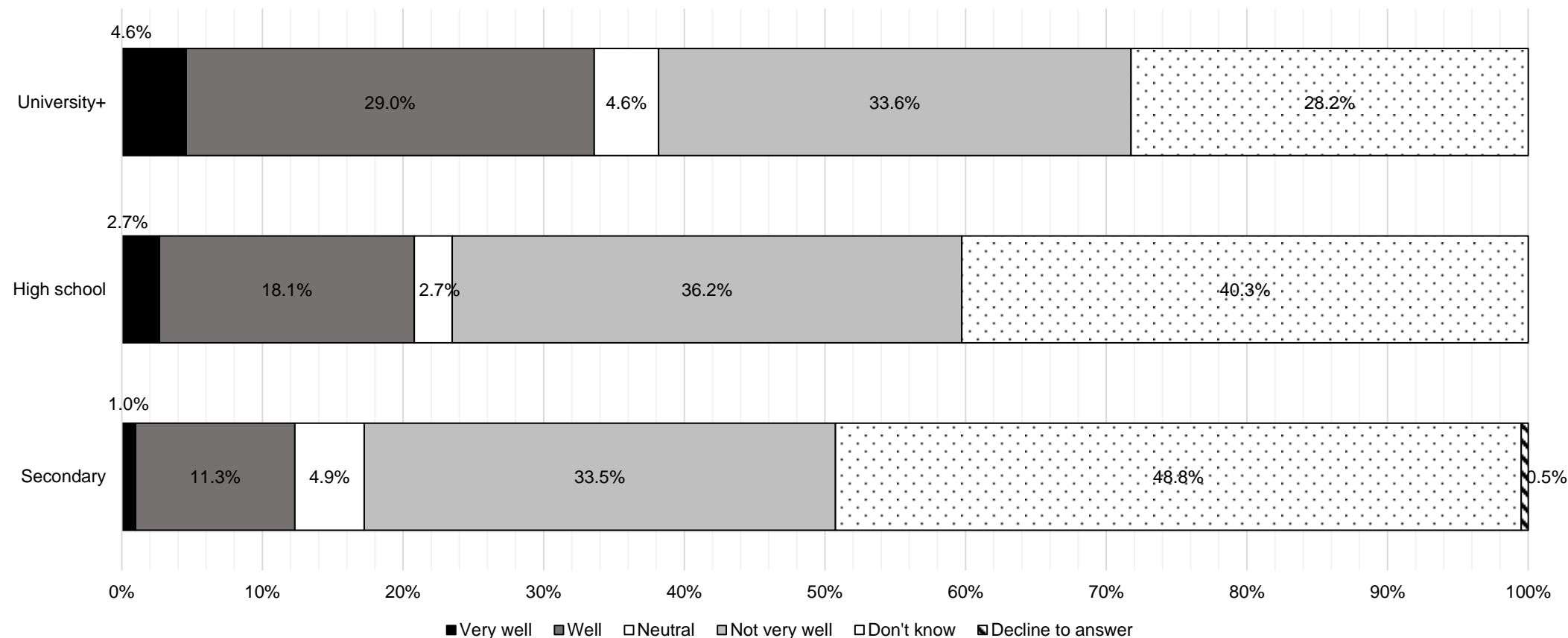
Q 105. How well do you know the difference between tax, fees, and charges?



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

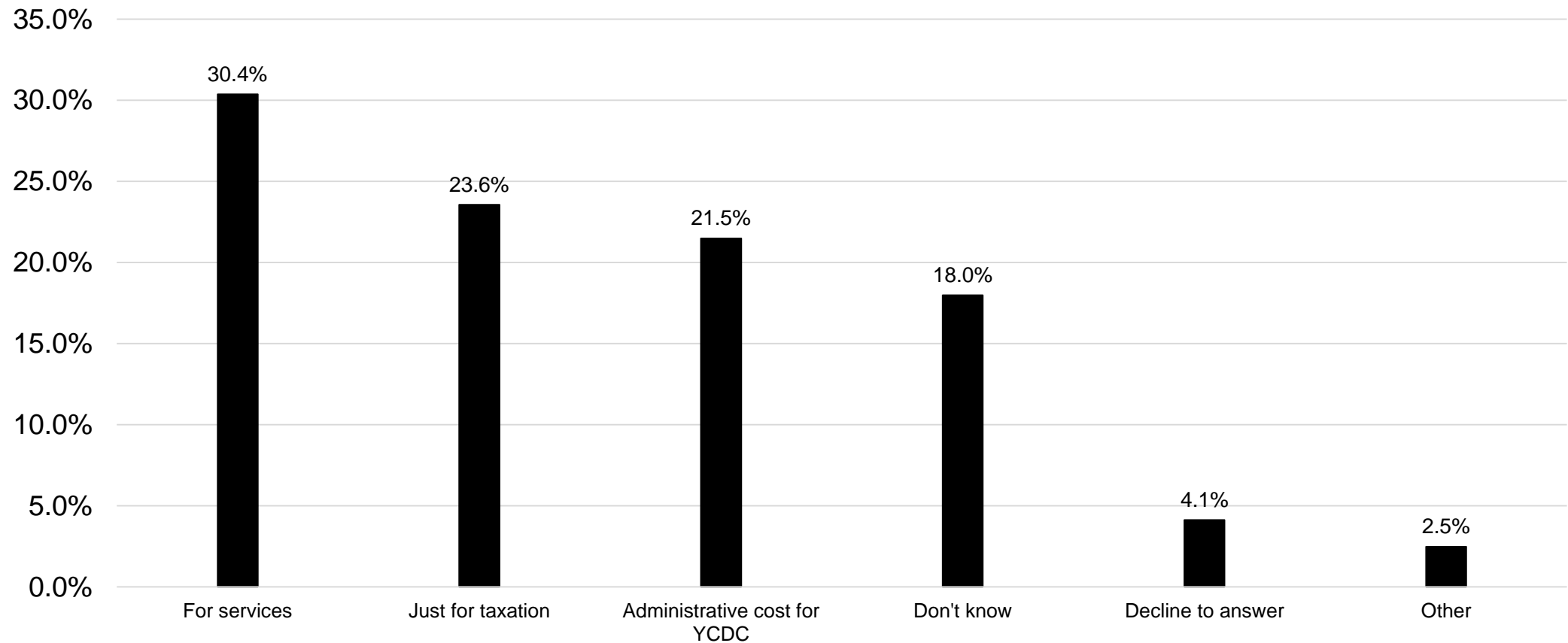
Q 105. How well do you know the difference between tax, fees, and charges?



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%

# Taxes, Fees, and Expenses Reasons

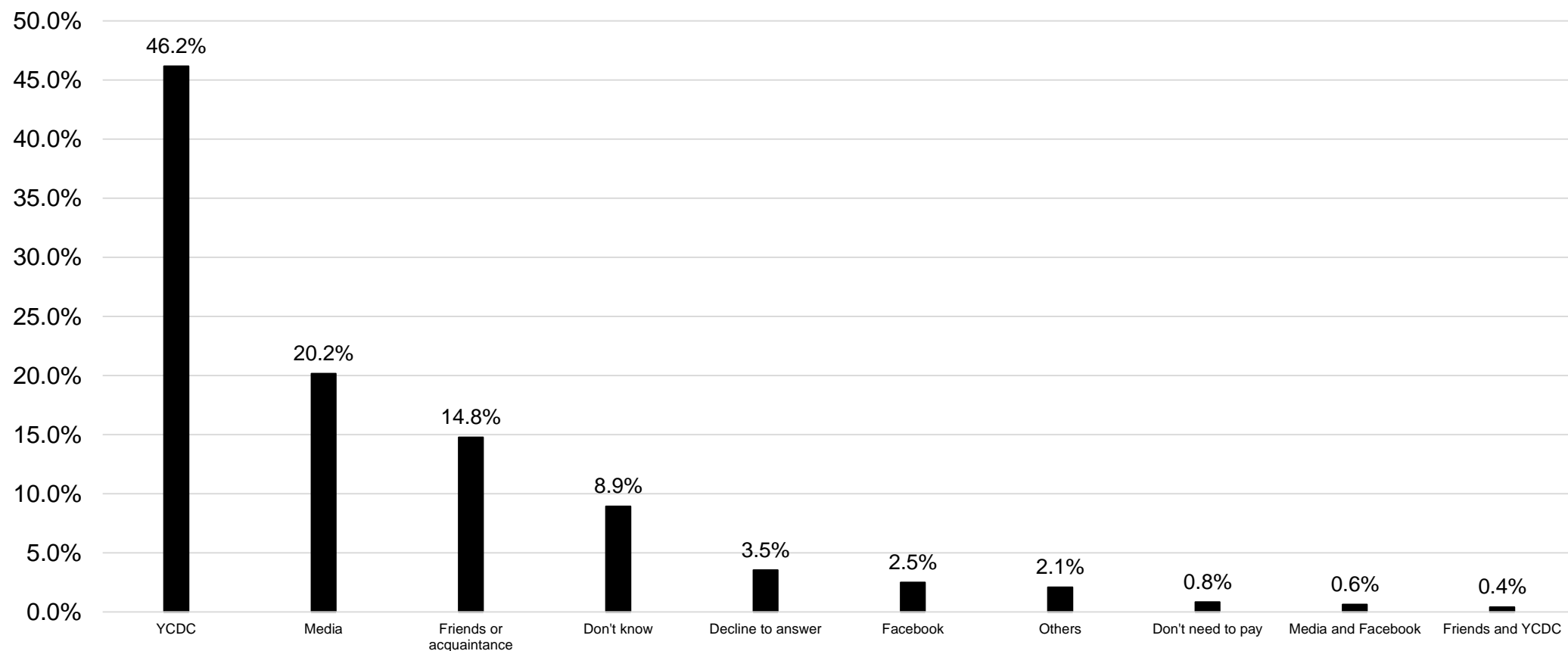
Q 106. What do you think is the main reason for paying taxes, fees, and expenses?



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%

# Information on Expenses

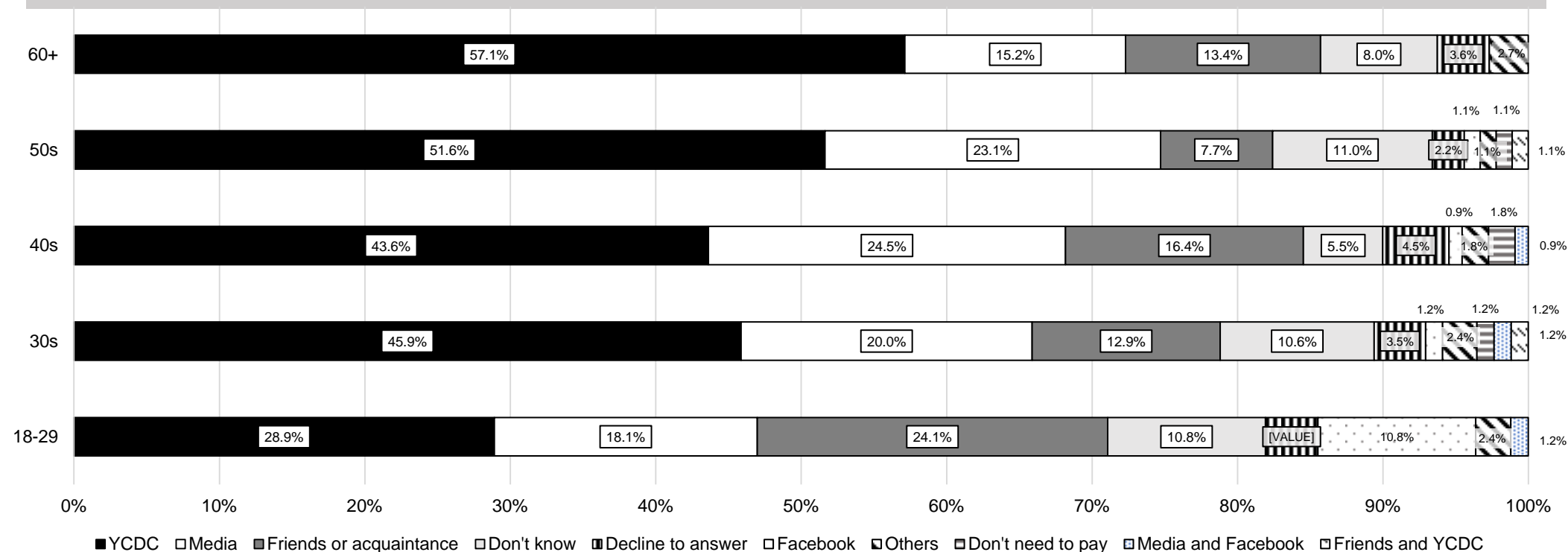
Q 107. What are the main sources of information on paying taxes, fees, and expenses?



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%

# Information on Expenses

Q 107. What are the main sources of information on paying taxes, fees, and expenses?

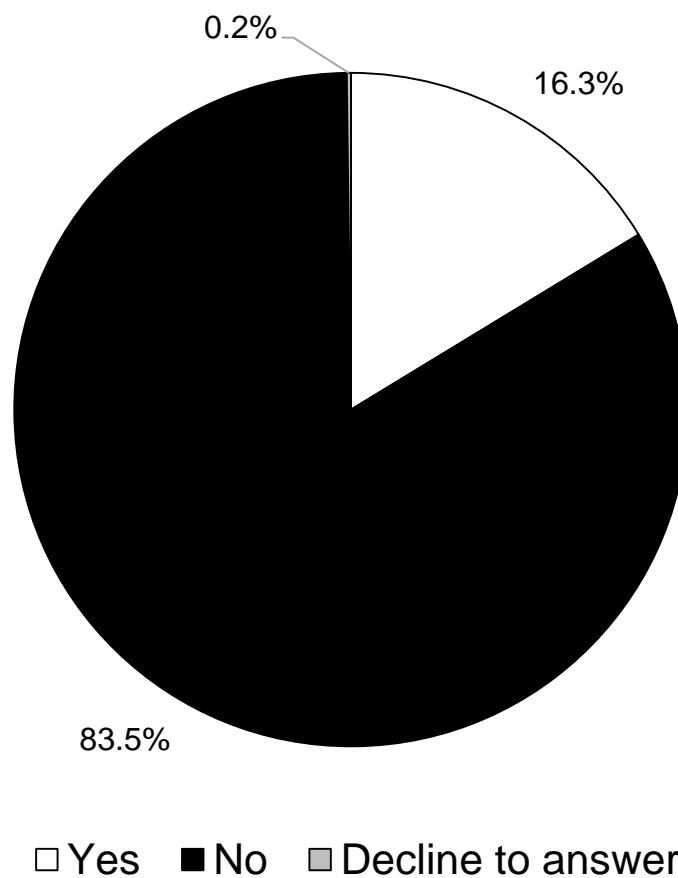


Age	YCDC	Media	Friends or Acquaintance	Don't know	Decline to answer	Facebook	Others	Don't need to pay	Media and Facebook	Friends and YCDC
18-29	28.9%	18.1%	24.1%	10.8%	3.6%	10.8%	2.4%	0.0%	1.2%	0.0%
30s	45.9%	20.0%	12.9%	10.6%	3.5%	1.2%	2.4%	1.2%	1.2%	1.2%
40s	43.6%	24.5%	16.4%	5.5%	4.5%	0.9%	1.8%	1.8%	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%



# Right to Reimbursement

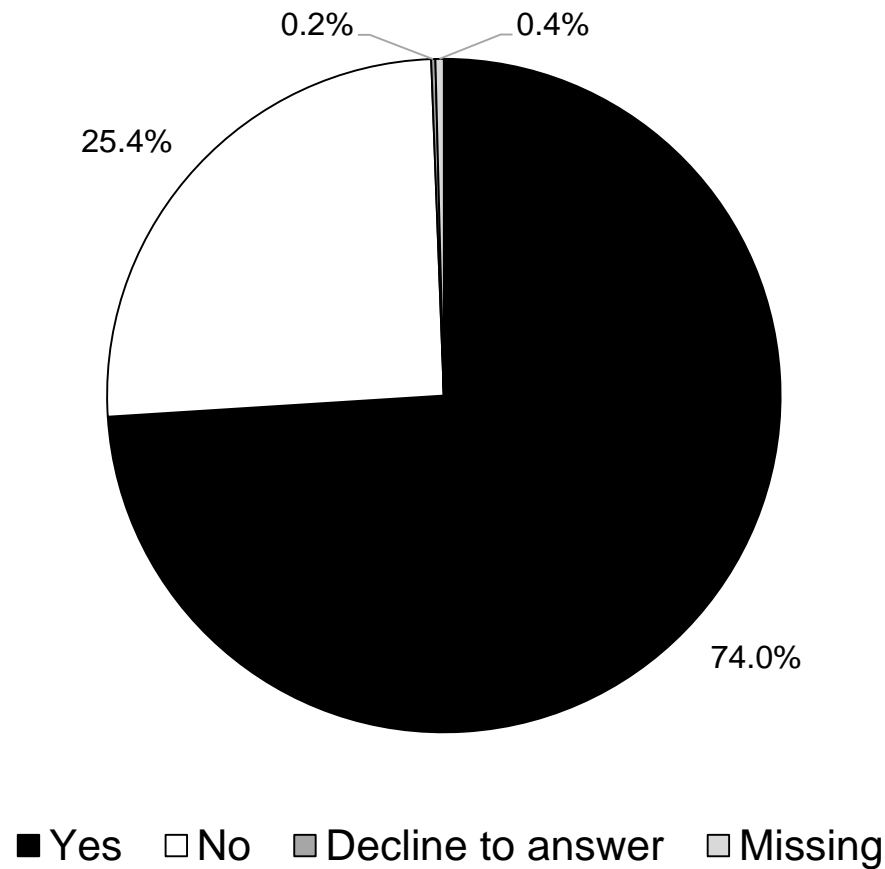
Q 108. Did you know you have the right to a reduced tax rate or reimbursement?



Yes	No	Decline to answer
16.3%	83.5%	0.2%

# Monthly YCDC Taxes

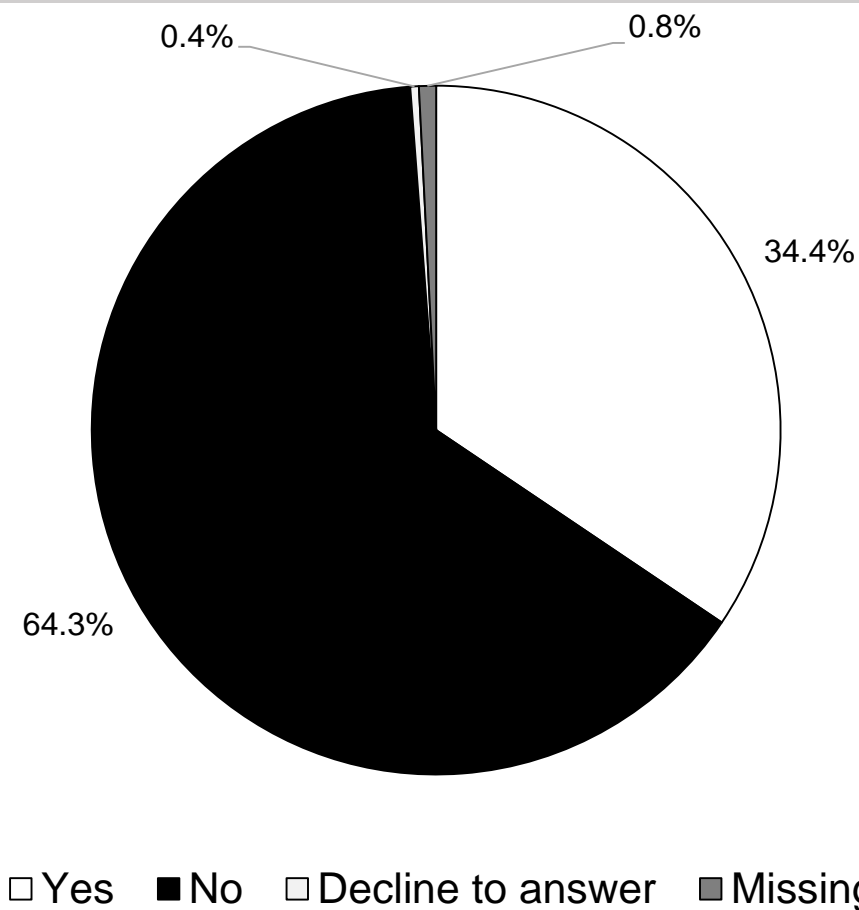
Q 109. Are you paying any monthly taxes to YCDC?



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

# Annual YCDC Taxes

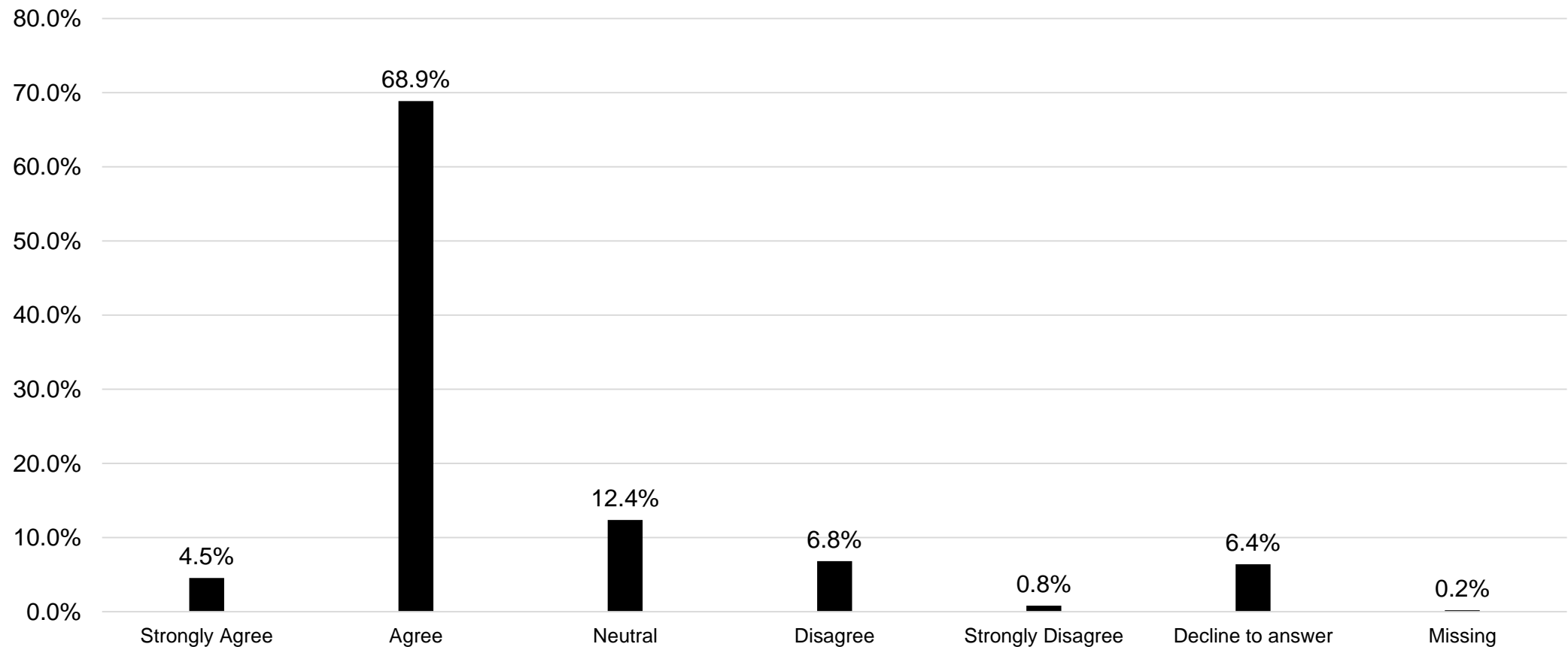
Q 110. Are you paying any annual taxes to YCDC?



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

# Taxes, Fees, and Expenses Affordability

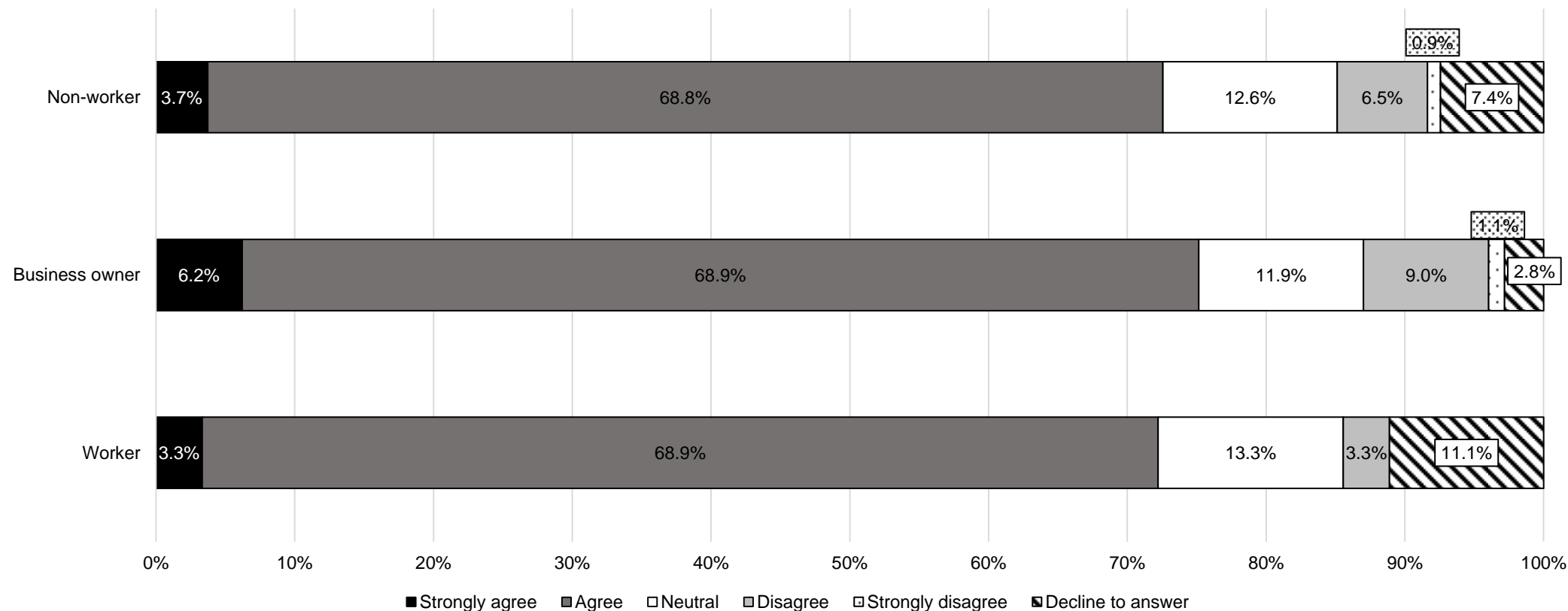
Q 111. Please rate how much you agree with the statement “It is reasonable and affordable to pay taxes, fees, and expenses.”



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%

# Tax Affordability Based on Occupation

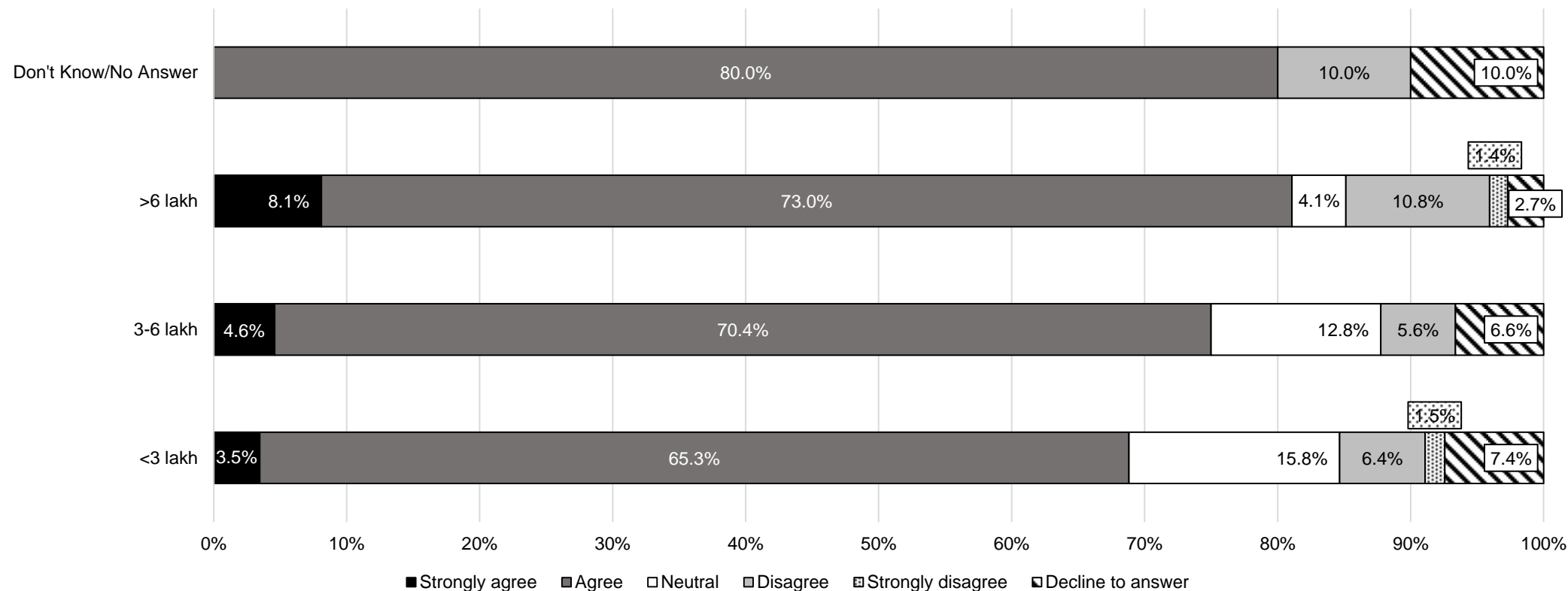
Q 111. Please rate how much you agree with the statement “It is reasonable and affordable to pay taxes, fees, and expenses.”



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%

# Tax Affordability Based on Income

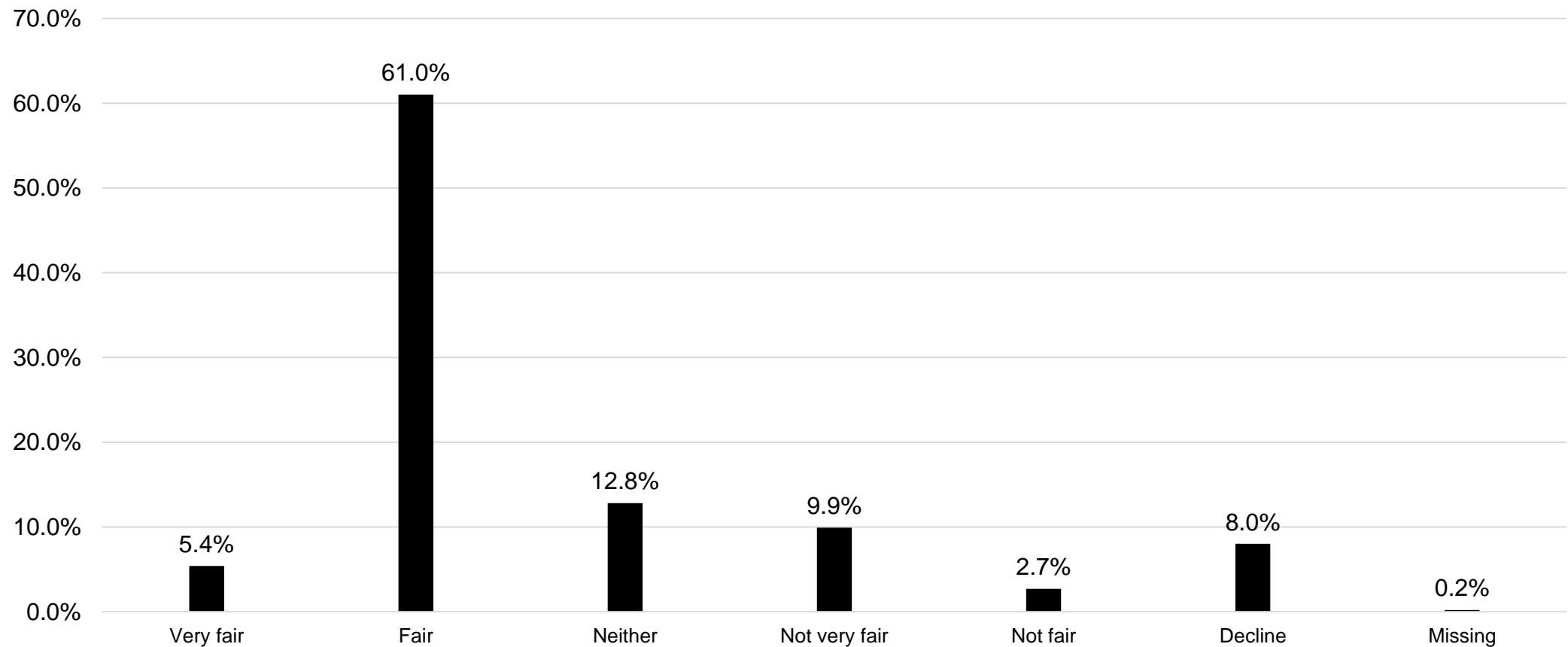
Q 111. Please rate how much you agree with the statement “It is reasonable and affordable to pay taxes, fees, and expenses.”



	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%

# Taxes, Fees, and Expenses Fairness

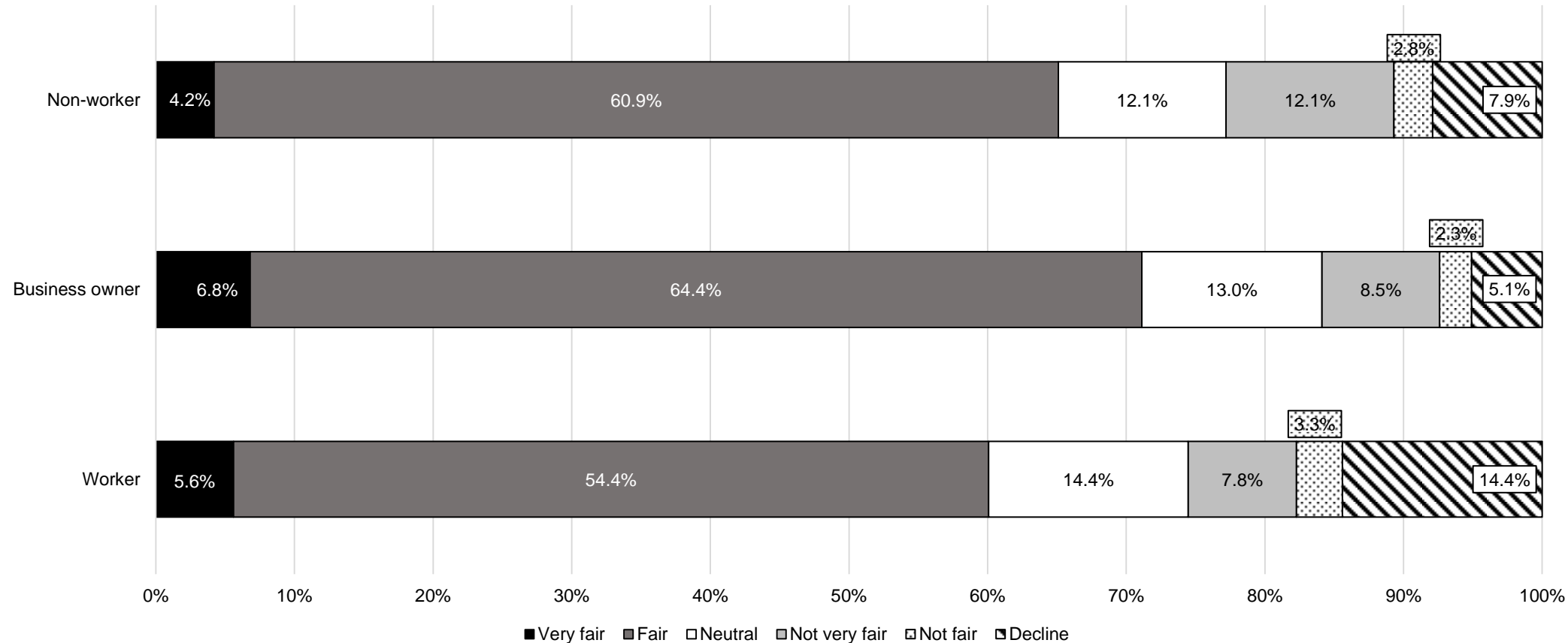
Q 112. Do you believe it is fair to pay taxes, fees, and expenses on your income?



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

# Taxes Fairness Based on Occupation

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

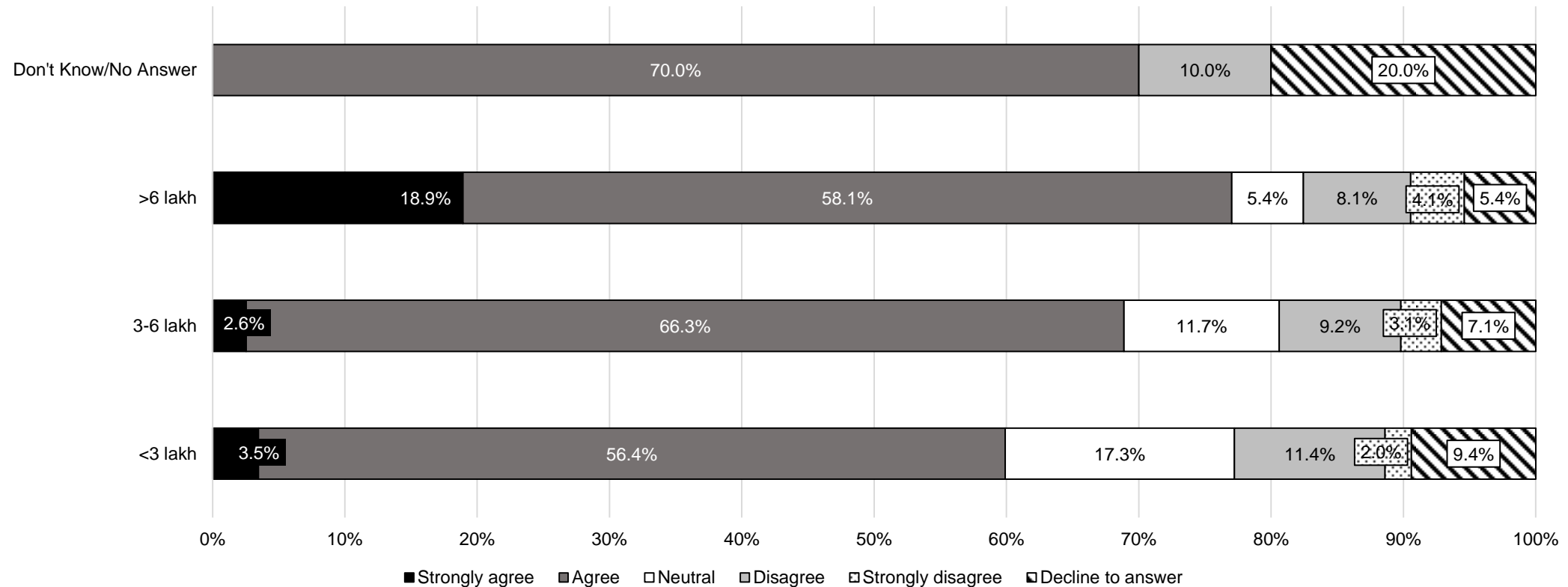


	Very fair	Fair	Neither	Not very fair	Not fair	Decline to answer
Worker	5.6%	54.4%	14.4%	7.8%	3.3%	14.4%
Business Owner	6.8%	64.4%	13.0%	8.5%	2.3%	5.1%
Non-worker	4.2%	60.9%	12.1%	12.1%	2.8%	7.9%



# 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%