



**Baseline Survey Analysis of Delhi Assembly
&
Municipal Corporation of Delhi Elections, 2022**



ABOUT NYAMAH



At **Nyamah**, we partner with both corporations and policymakers to develop communications and public relations strategies. Being able to communicate effectively with the right audience is at the core of what we do, and our professionals are committed to telling the stories that need to be told.

Our subject matter experts are skilled in developing and implementing communication strategies that will appeal to both general audiences and difficult-to-reach groups as well as influential people. We are fully aware of the potential of combining insightful work, creating alliances, and strong bonds to influence positive change.

Our exceptional team, which consists of consultants, researchers, and practitioners, provides insightful information that is useful, practical, and efficient.

We have the capability to cross-synthesize inputs across industries, geographies, and contexts to tailor public engagement and social impact since we have a deep and studied expertise in media strategy, policy, journalism, and public relations.



FOREWORD



NYAMAH INDIA is often asked whether fully informed voters will lead to good governance.

Our response is that structural changes are also needed so that candidates with serious criminal records are eliminated, there is proper regulation and transparency in election spending, and reform of political parties ensuring inner party democracy and transparency in all forms of funding.



The **NYAMAH INDIA** survey tries to constructively address this issue. It primarily seeks to listen to the voice of the people and find out what their priorities are, and how they rate the performance of the Government. The single most important finding of this survey is that people first and foremost want Employment. It cuts across regions, castes, languages, religions, gender, income brackets, age and education levels. Governments need to create policies and an environment where real fruitful employment is generated.

Moreover, an India that sent an unmanned mission to Mars and the Moon still says that basic essential services like drinking water, education, health services, public transport, electricity, law and order, women's safety and subsidized food are high priorities. Policy and budget allocations need to reflect people's priorities, and implementation needs to match their expectations.



ACKNOWLEDGEMENT



The **NYAMAH INDIA** would like to thank the people and organizations who contributed to the conduct of this survey. This survey would not have been a success without the cooperation of the following:



Interviewees: 560 interviewees across 3 Municipal constituencies gave their time to participate in the survey. We express our deep gratitude to each one of the interviewees.



Interviewers and supervisors: Nagesh kumar and Raju verma along with their team conducted the field survey and trained the field force particularly in issues related to governance and voters' behaviour.



Consultative Group: Sugosh, Manu & Jay who gave their expertise during the development of the questionnaire and survey methodology. Manu had conducted a Voters' Perception Survey on Performance of all 3 candidates.



Mentor: Professor Komal conceptualized the need for this survey, supervised the administration, and mentored the research group.



Research Group: Abhishek and Uttam who developed an analytical framework to accomplish the research and analysis for evaluating the findings of the survey. They also approached a wide range of print, electronic and social media and coordinated with them to disseminate the findings of the survey to the widest possible audience.



INTRODUCTION



The **NYAMAH INDIA** Team conducted perhaps the accurate ever survey in any municipality of the country. The survey was conducted across 3 Municipal constituencies and over 1000 voters participated in this exercise spread among various demographics.

The main objective of this survey was to find out voter perception on specific governance issues and the rated performance of our local Government on those issues. The survey was conducted during November to December 2022.



This report describes the status of the 30 most important issues for the voters in their particular region in terms of their capacity, governance and specific roles in improving the living conditions of the voters. These aspects are analyzed in relation to the performance of the Government on those issues as perceived by the respondents. To identify what are voter priorities in terms of governance issues like water, electricity, roads, food, education and health, a list of 30 items was given to voters and they were asked to rate whether a particular issue was High, Medium, or Low. This list was comprehensive as less than 5% said that there were “other issues” beyond the list.



The results of the Perception Assessment shows the striking difference between the priorities of the voters and the performance of the Government on those issues. Voter priorities have changed and expectations have gone up. There is a need to re-set some of the priorities to reflect what the voters really need and to improve governance. The key objective of this perception assessment is to provide an improved understanding of the important expectations of voters from the Government and how they assess its performance.

In addition, it seeks to fill a vital gap in contemporary times, namely, evidence based research and action on governance. For far too long we have depended entirely on ideology or the opinions or various experts. Though that is important, we also need to reflect the priorities of citizens. These priorities and assessments will change over time, and hence there is a need to repeat this survey periodically.



SUMMARY & HIGHLIGHTS



The **NYAMAH INDIA** have analysed the self-sworn affidavits of 3 candidates & their constituencies, who are contesting in the Municipal Corporation of Delhi (MCD) Elections to be held on 4th December, 2022.

PARTY	CANDIDATE
AAP	ANTUL KOHLI
CONGRESS	AMAR TIWARI
AAP	AARTI CHAWLA



Criminal Background: Candidates with Criminal Cases: Out of 3 candidates analyzed, no one carry any Criminal charges.

Financial Background: Party wise Crorepati Candidates: The role of money power in our elections is evident from the fact that all major political parties give tickets to wealthy candidates.

Among the 3 candidates analysed from AAP, CONG all have declared average assets valued more than Rs 2 crore.

Analysis based on Other Background Details of Candidates

Overall Education Report

All candidates are literate & Graduates & contesting for the first time.

Analysis based on age groups & gender

All candidates are of Age Group between 30-35 years among which 1 is female & 2 are men.



METHODOLOGY



At the outset it is important to note that the survey is entirely about voter perceptions. Whether the voter's perception is right or wrong is immaterial for our purposes. For instance in urban areas, some group may perceive garbage clearance as very important while another may not think so 'scientifically' one may say that garbage causes health hazards, but we present the data as voters tell it, and not based on what 'ought' to be done. The reason is that a voter votes based on his/her own perception, and not on what may be 'scientifically' known to be true or false. There was no attempt to prompt or influence responses during the survey. At the same time, there are socially accepted 'preferred' answers. For instance asking "will you vote for someone with a serious criminal record?" is of no use. The questionnaire was suitably designed to take care of these issues.



Given the size of the survey, the time and budget limitations, we wanted to keep the questionnaire short and simple. It collected the following information:

Demographic data. Name, gender, caste/religion, age, type of assets owned (to get wealth ranking information).

What are the important **factors for voting**: Candidate, Political Party, Candidate caste/religion, Party's PM Candidate, Distribution of 'gifts'?

'Knowledge' of voter regarding crime and money in elections. Specifically whether they know of distribution of such gifts and whether they know of criminal record of candidates.



The 30 Issues on Governance and rating of local governance on each issue. These included agriculture, electricity for agriculture and domestic use, farm prices, consumer prices, irrigation, subsidy for seed and fertilizers, accessibility and trustworthiness of MP, terrorism, employment, health care, law and order, public transport, roads, education, drinking water, empowerment and security of women, eradication of corruption, reservation, strong defence/military, subsidized Pan-India Survey of Governance Issues in food distribution (PDS), training for jobs, garbage clearance, encroachment of public land / lakes, facility for pedestrians and cyclists on roads, traffic congestion, environment and “others”. As mentioned earlier, “others” was included in case something important was missed in the list. Less than 5% respondents came up with any other issue.



Due to limitations of time, budget and logistics, we were able to do around 3 of the 250 municipal constituencies. We had around 250 respondents in each constituency. The respondents were randomly selected to represent various segments of the population rural-urban, gender, caste, religion, and income classes. Every care was taken to make the samples fully representative of the population. The accuracy of the survey is 95%, i.e., the true values are within 5% of the survey predictions. The assessment does not seek to offer an in-depth evaluation of specific governance issues. Rather, it seeks breadth, aiming to examine all relevant pillars across a wide number of indicators to gain a view of the overall system. Understanding the interactions between various inter-related institutions helps to prioritize areas for reform. To take account of important contextual factors, the evaluation is embedded in a concise analysis of the overall political, social, economic, and cultural conditions, the foundations in which our entire system operates.



To keep things simple for ordinary voters, we used a three-level scale of High, Medium, and Low for the importance or priority of each issue, and Good, Average, and Bad for performance on each issue. This was converted to a 3-point scale, with scores of 3, 2, and 1 respectively. This in turn was scaled to 10 for ease of comprehension. So a voter may rate garbage clearance as Medium Importance or Priority (score 2 on a 3-point scale or 6.67 on a 10-point scale) and Performance as Bad (score 1 on a 3-point scale or 3.33 on a 10-point scale). The score on each issue was averaged for all voters. Thus any score between 3.33 and 6.67 on any issue like garbage clearance meant priority for all voters was between Low and Medium, or that performance was between Bad and Average (or Below Average), scores between 6.67 and 10 meant Medium to High priority or between Average and Good performance (or Above Average). The overall score in India, on a scale of 10, for the Importance of Issues was 7.51. This meant that the 30 issues presented to them were rated as between Medium and High Priority.



In other words, expectation from the Government across India was high. The voters gave an overall performance rating of 5.68 on a scale of 10, to these 30 issues, which meant Below Average performance. In India, Better Employment Opportunities was by far the highest priority across regional, caste, income, religious and gender categories, getting a score of 7.94, followed by Drinking Water, Better Roads, Public Transport, Electricity, Health, Education, Law and order, Women's Empowerment and safety, and Ration through subsidized means as the Top 10 issues with scores between 7.61 and 7.8 about which people are most concerned.



Table: Importance and Performance Ratings of the constituency

Sr. No	Score (on a scale of 10)	Constituency
1	IMPORTANCE OF ISSUES	7.51
2	PERFORMANCE	5.68



**Given below are the importance and performance as rated by the respondents across India:
Constituency wise Performance rating on important governance issues**

S.NO.	State Name	Constituency name	Average of Performance Scores (out of 10)	Average of Importance Scores (out of 10)	Performance Score: Above Average or Below Average? (Average Score = 6.67)
1	DELHI	RAJINDER NAGAR	7.20	6.10	ABOVE AVERAGE
2	DELHI	MUKHERJEE NAGAR	5.10	5.70	BELOW AVERAGE
3	DELHI	SULTANPUR	5.90	5.30	BELOW AVERAGE



**The top issues which the voters prioritized in India are given below:
Ratings of Top 10 Governance Issues**

TOP 10 GOVERNANCE ISSUES	IMPORTANCE (PRIORITY) SCORES OF ISSUES (OUT OF 10)	AVERAGE OF IMPORTANCE SCORES (OUT OF 10)	PERFORMANCE SCORE: ABOVE AVERAGE OR BELOW AVERAGE? (AVERAGE SCORE = 6.67)
BETTER EMPLOYMENT OPPORTUNITIES	6.90	6.10	BELOW AVERAGE
DRINKING WATER	6.10	5.50	BELOW AVERAGE
BETTER ROADS	5.10	4.50	BELOW AVERAGE
BETTER PUBLIC TRANSPORT	7.20	7.00	ABOVE AVERAGE
BETTER ELECTRIC SUPPLY	7.50	6.20	BELOW AVERAGE

TOP 10 GOVERNANCE ISSUES	IMPORTANCE (PRIORITY) SCORES OF ISSUES (OUT OF 10)	AVERAGE OF IMPORTANCE SCORES (OUT OF 10)	PERFORMANCE SCORE: ABOVE AVERAGE OR BELOW AVERAGE? (AVERAGE SCORE = 6.67)
BETTER HOSPITALS / PRIMARY HEALTHCARE CENTRES	7.38	5.80	BELOW AVERAGE
BETTER SCHOOLS	7.80	7.10	ABOVE AVERAGE
BETTER LAW AND ORDER / POLICING	7.30	5.0	BELOW AVERAGE
EMPOWERMENT OF WOMEN	6.40	4.60	BELOW AVERAGE
SUBSIDIZED FOOD DISTRIBUTION	7.80	6.30	BELOW AVERAGE



The performance score, given by voters on the issues that they feel are the most important, clearly shows that they want more from their Government. On the most important issue of better employment opportunities for the voters in India, the performance has been rated as the least (5.64 on a scale of 10) among the top 10 important issues. For all the top 10 governance issues, the voters have rated the performance as below average.



1. JOB OPPORTUNITIES

It is rated as the most important issue across most divides – gender, age, general, OBC, SC/ST categories, rural and urban. This is hardly surprising given the phase of jobless growth India has been going through in recent years.

- On a scale of 10, better employment opportunities score an importance of 7.94 all over India. It is slightly lower in OBC Category (7.86), however, in W3* Category voters score better employment opportunities as 8.04.

- The performance rating given by the respondents on the issue of better employment opportunities is below average across all categories.

- The overall performance rating is 6.10 on a scale of 10.

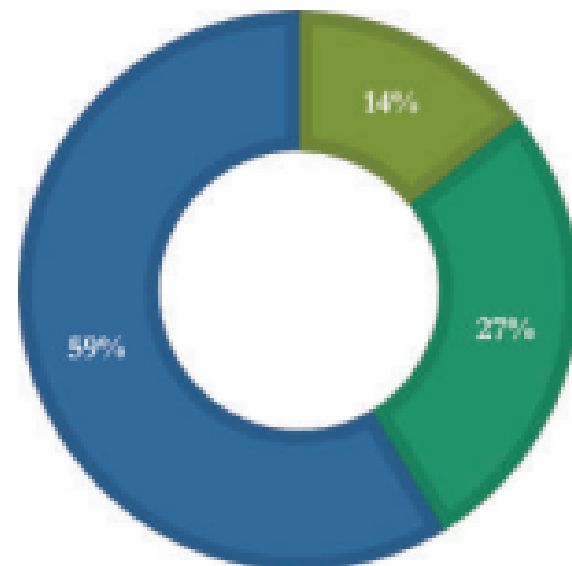
- The highest rating of 5.99 on a scale of 10 is given by respondents in the W3 category.

- The lowest rating 5.13 has been given by respondents in the SC Category

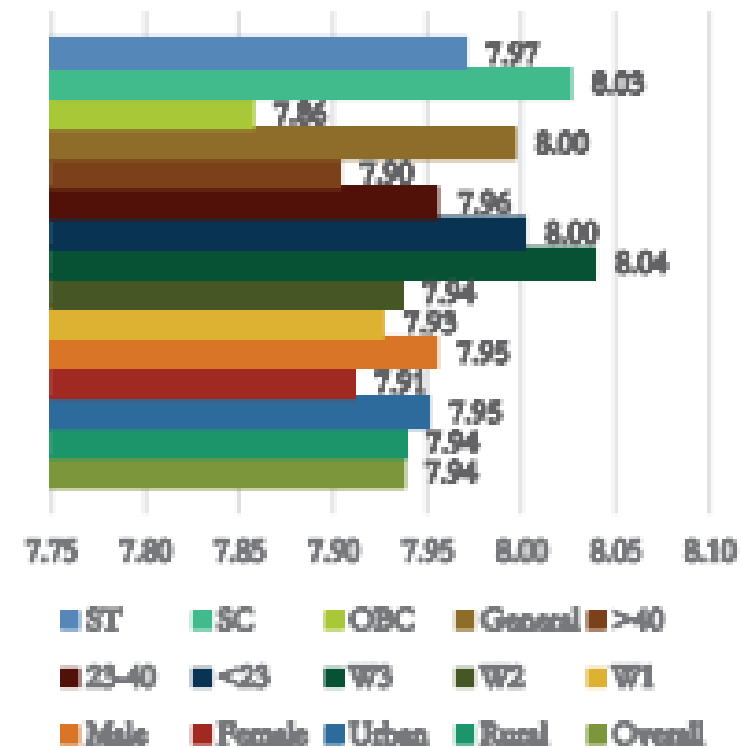
(W1 = Low Income group, W2 = Medium Income group and W3 = High Income group)

BETTER EMPLOYMENT OPPORTUNITIES

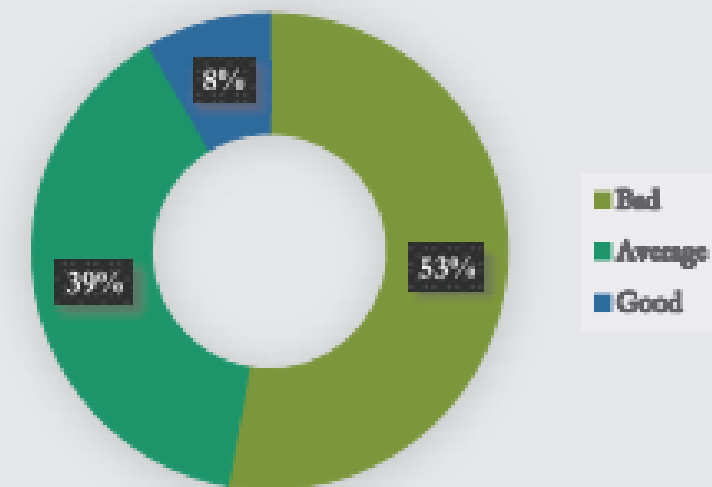
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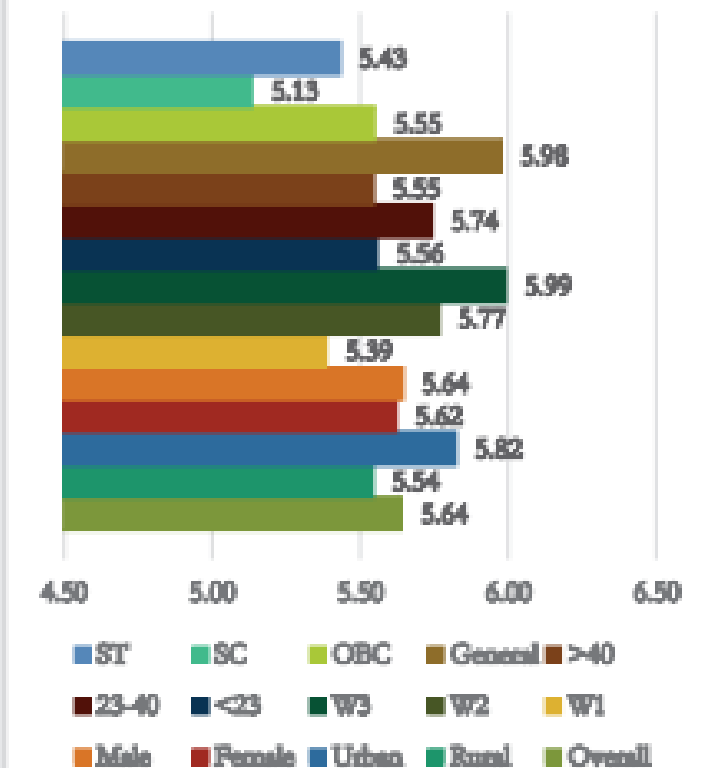
Better Employment Opportunities - Importance



Better employment opportunities



Better Employment Opportunities - Performance



Better Employment Opportunities



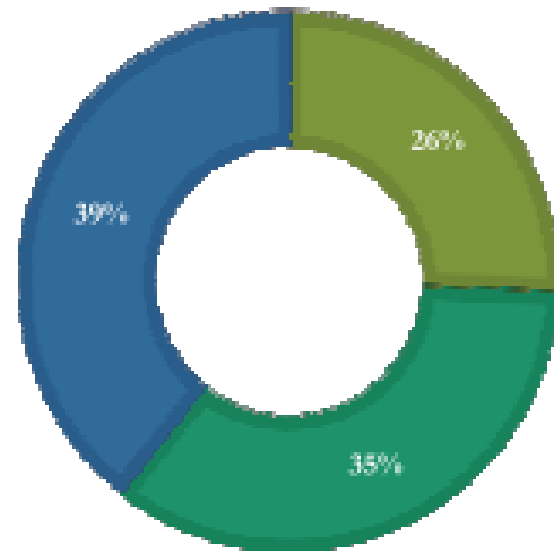
2. DRINKING WATER

Like jobs, drinking water is an issue that cuts across most divides. Interestingly though, it ranks second in General category and fourth in urban areas, 1st time voters and 23-40 years age group but seventh in above 40 age group. Similarly, people from the high-wealth category rank it way lower than those from relatively less well-off backgrounds. This is also true of ST category voters as compared to OBC and SC category voters.

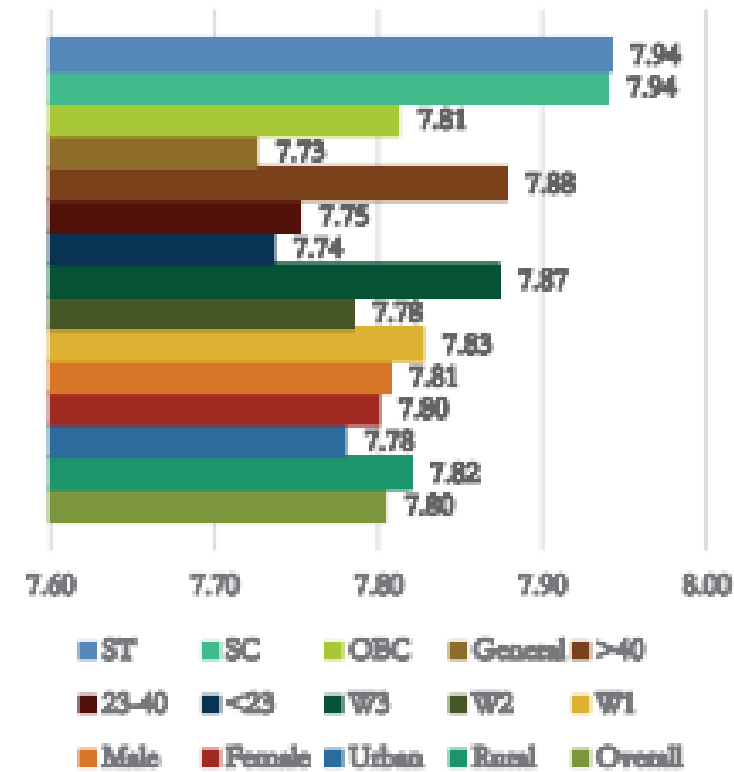
- There is mixed view between better public transport and drinking water. While better public transport and training for jobs are a priority in rural areas, drinking water comes higher on priority for urban voters.
- The performance rating given by the respondents on the issue of drinking water is below average across all categories.
- The overall performance rating is 5.50 on a scale of 10.
- The highest rating of 6.11 on a scale of 10 is given by respondents in the high income category W3 voters.
- SC category respondents have given the lowest rating of 5.51.

BETTER DRINKING WATER

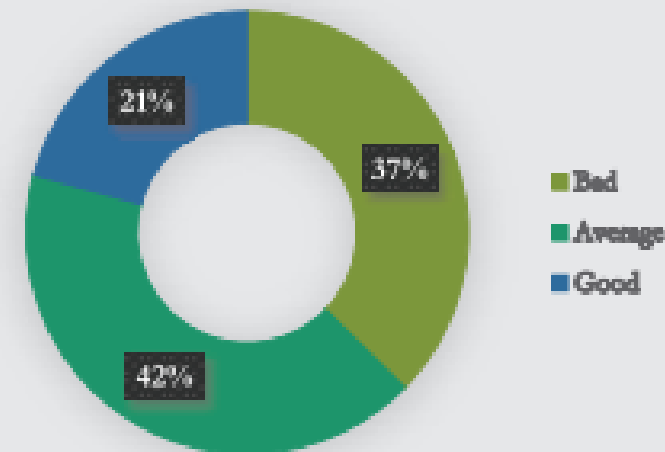
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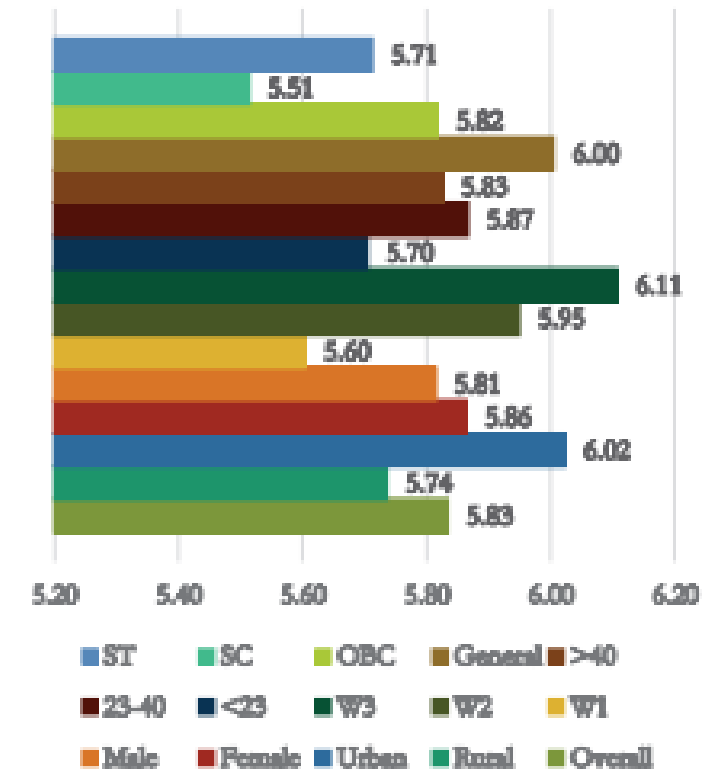
Drinking Water - Importance



Drinking water



Drinking Water - Performance



Drinking Water



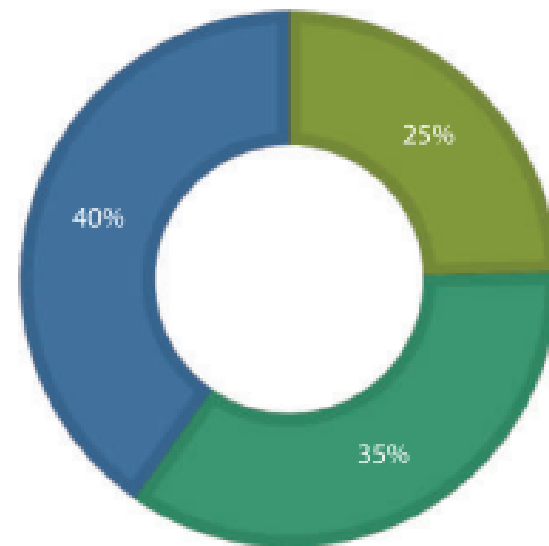
3. ROADS

Unlike jobs and electricity supply, how important roads are ranked as an issue differs from segment to segment. For instance, it is the third top issue for respondents above 40 but only the fifth most important one for 1st time voters and voters between the age group of 23-40 years. Not surprisingly, it also ranks lower for those in the SC and ST category than for those from the general and OBC category.

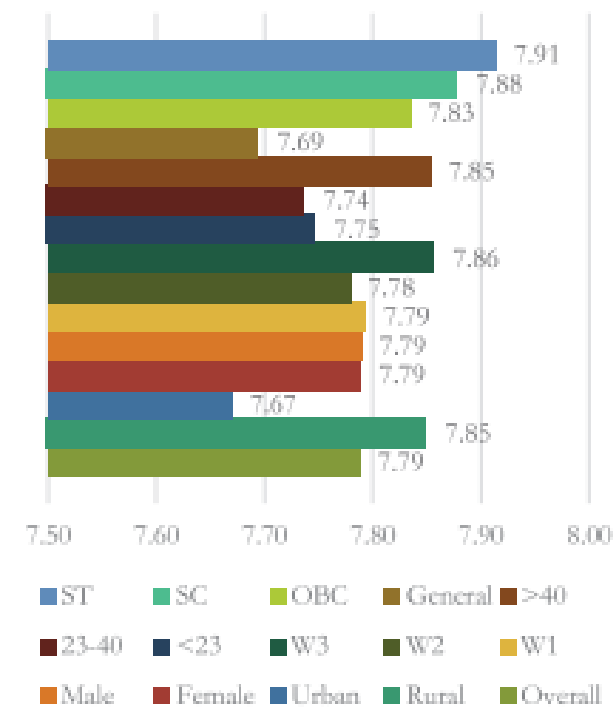
- The performance rating given by the respondents on the issue of better roads is below average across all categories.
- The overall performance rating is 4.50 on a scale of 10.
- The highest rating of 6.19 on a scale of 10 is given by respondents in the urban and high income group W3.
- SC Category respondents have given the lowest rating of 5.66.

BETTER ROADS

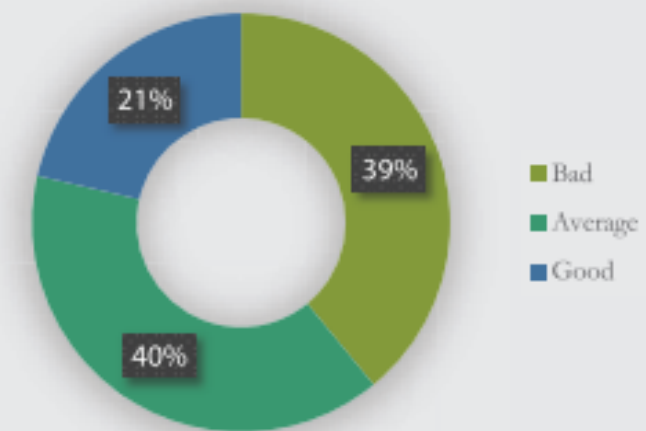
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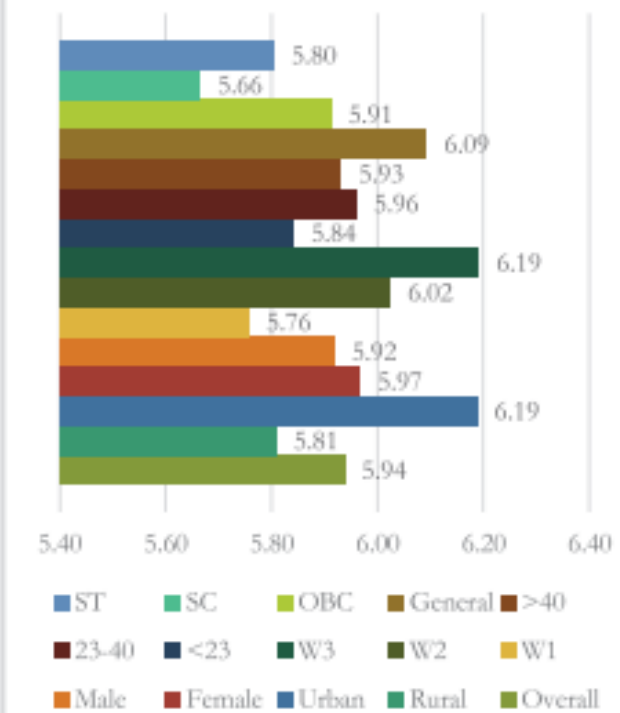
Better Roads - Importance



Better roads



Better Roads - Performance



Better Roads.



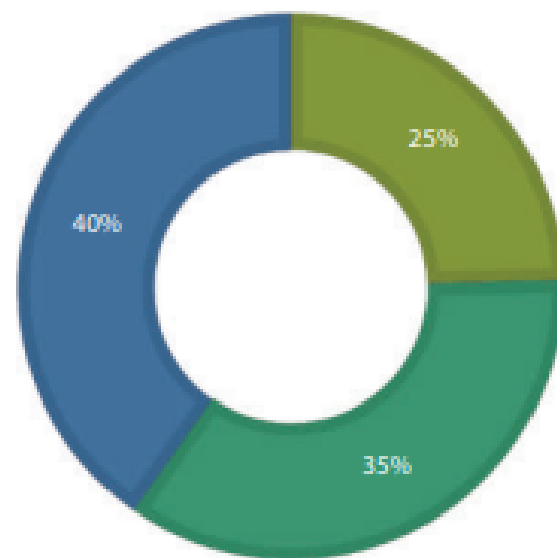
4. PUBLIC TRANSPORT

Public Transport as an issue varies quite a lot across different categories of respondents, though it remains in the top 10 in most cases. Surprisingly, it ranks as low as ninth and tenth for ST category and 1st time voters and at sixth position for voters in urban areas and in the age group 23-40 years respectively.

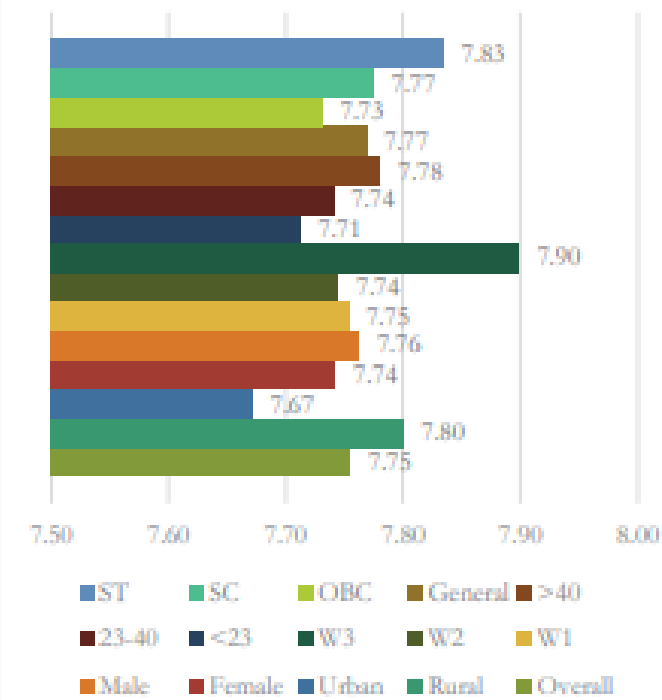
- The performance rating given by the respondents on the issue of better public transport is above average across some categories.
- The overall performance rating is 7.0 on a scale of 10.
- The highest rating of 6.31 on a scale of 10 is given by respondents in W3 Category.
- SC Category respondents have given the lowest rating of 5.60.

BETTER TRANSPORT

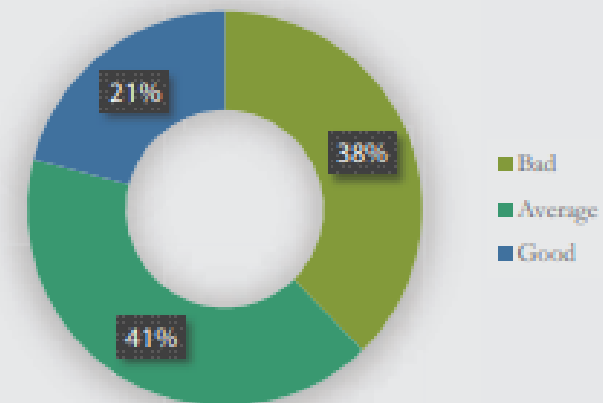
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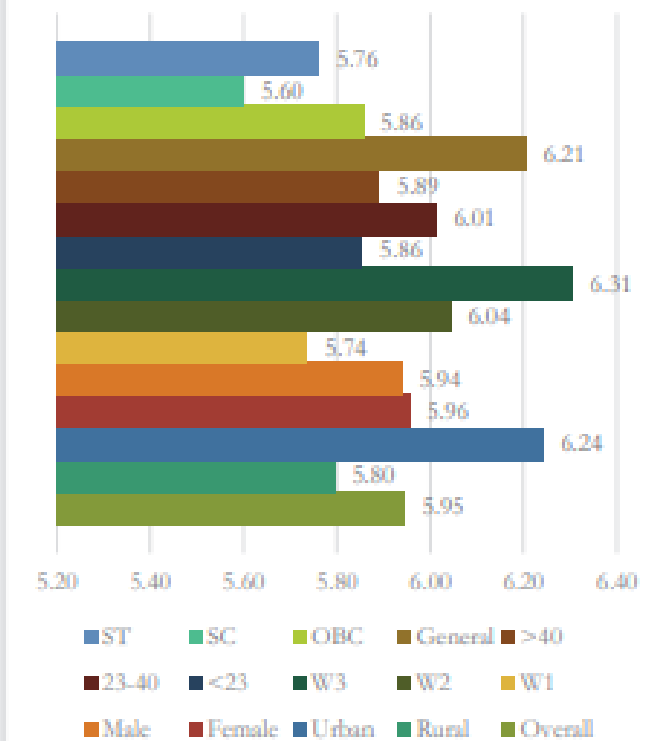
Better Public Transport - Importance



Better public transport



Better Public Transport - Performance



Better Public Transport.



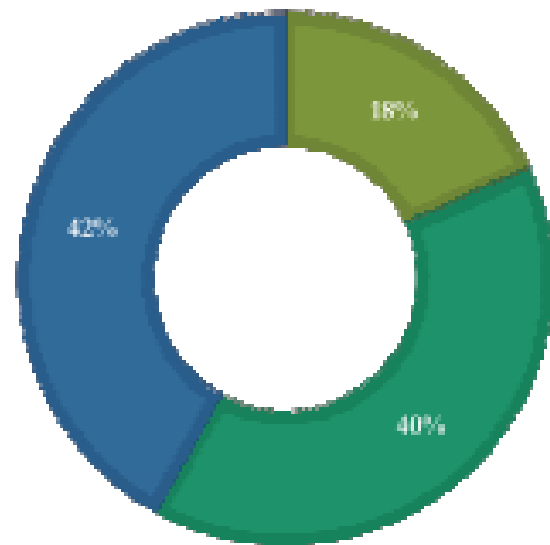
5. ELECTRIC SUPPLY

While better employment opportunities is the most important issue for voters in India overall, economic infrastructure issues like better electric supply and better roads are not far behind and trump clean drinking water, better schools, healthcare etc. as the most important issues for India.

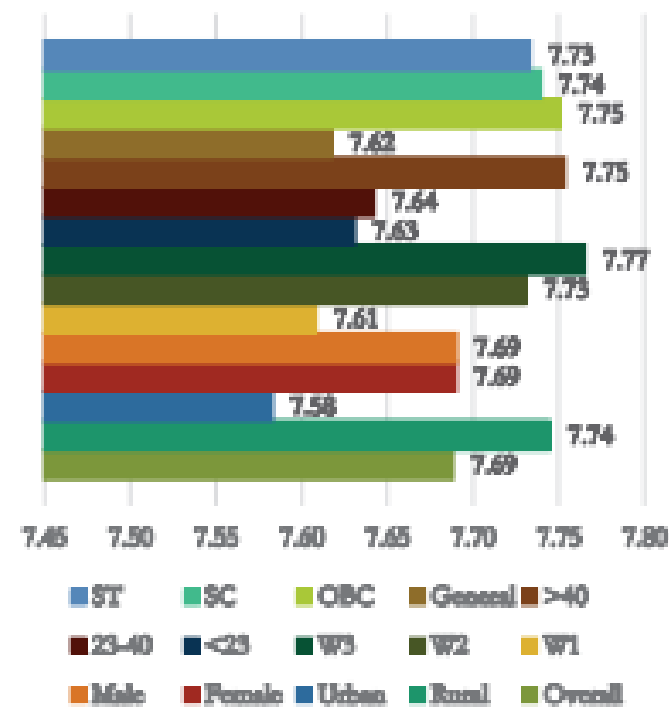
- Like jobs, electricity supply remains an important issue for almost all categories of those surveyed, it is clearly a bigger issue in towns and cities than in villages, interestingly more so for women than men and also less important an issue for those from the general category than for those from the reserved categories (OBC, SC, ST).
- The performance rating given by the respondents on the issue of better electric supply is below average across all categories.
- The overall performance rating is 6.20 on a scale of 10.
- The highest rating of 6.12 on a scale of 10 is given by respondents in the high income group W3.
- SC Category respondents have given the lowest rating of 5.55.

BETTER ELECTRICITY SUPPLY

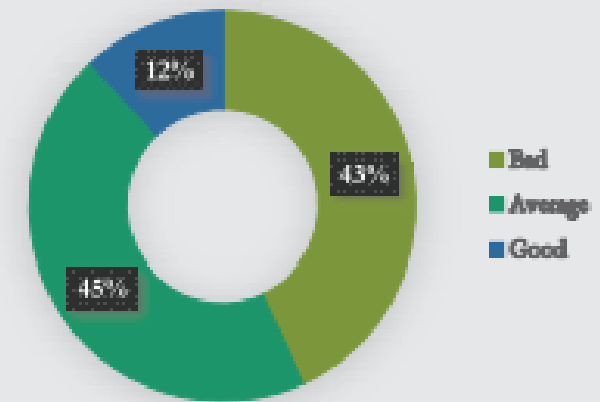
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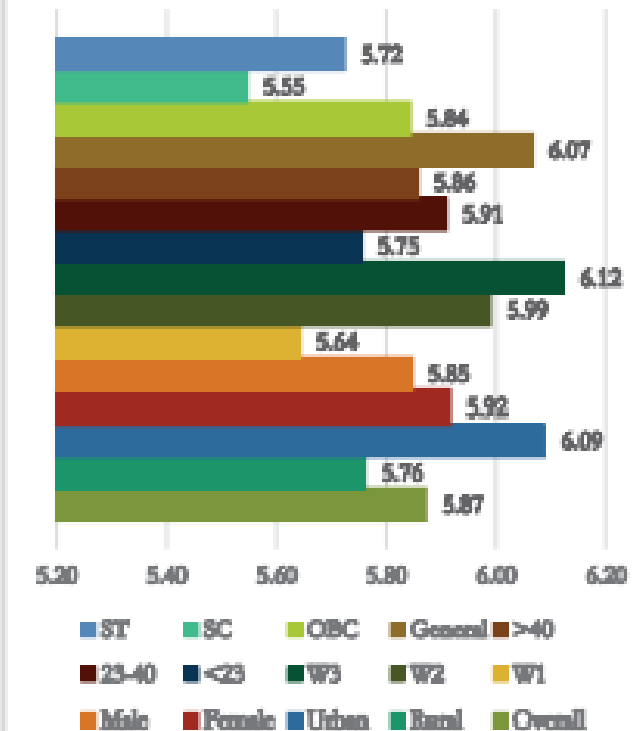
Better Electric Supply - Importance



Better electric supply



Better Electric Supply - Performance



Better Electric Supply



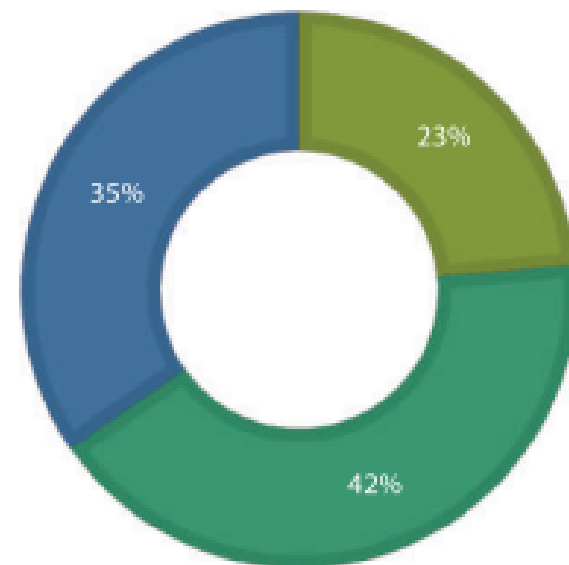
6. HOSPITALS

The lack of quality healthcare facilities obviously agitates nearly everybody, but the rankings show clearly how some have less access to good hospitals than others. It's clearly more of an issue in villages than towns, among the poor than among the well-off and among the younger lot than in older respondents. Better healthcare is amongst the top priorities for voters from the ST category.

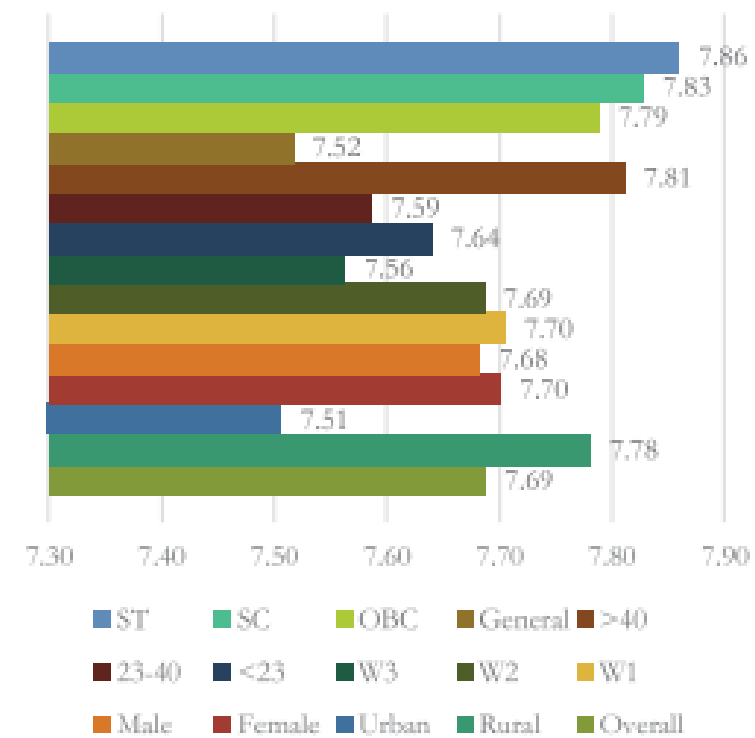
- The performance rating given by the respondents on the issue of better hospitals is below average across all categories.
- The overall performance rating is 5.80 on a scale of 10.
- The highest rating of 5.95 on a scale of 10 is given by respondents in the Urban areas.
- SC category respondents have given the lowest rating of 5.66.

BETTER HOSPITALS

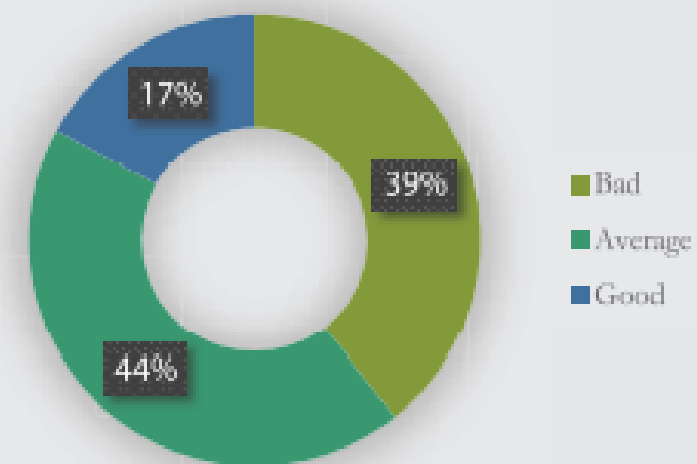
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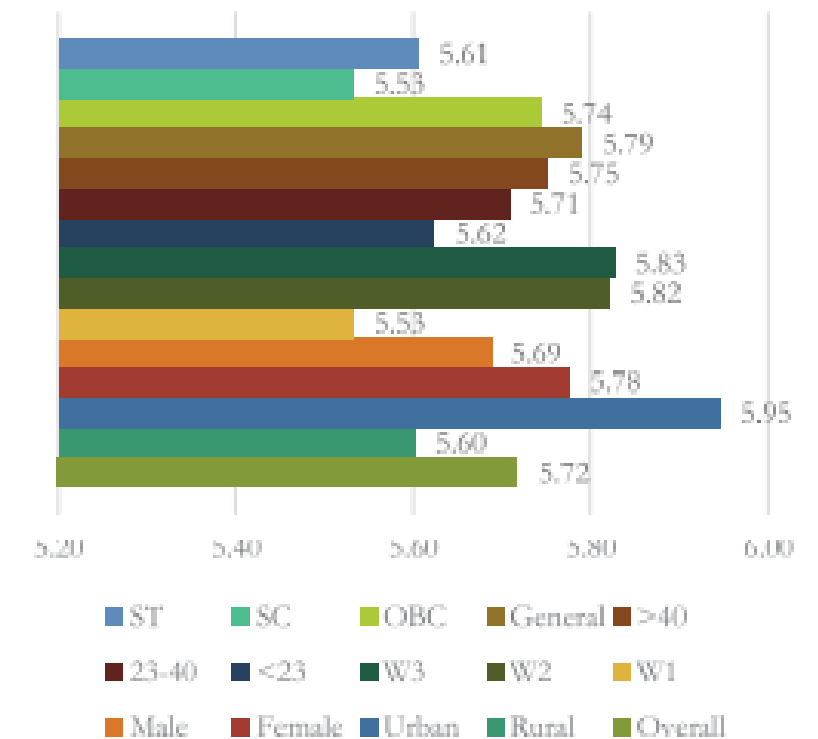
Better Hospitals - Importance



Better hospitals / Primary Healthcare Centres



Better Hospitals - Performance



Better Hospitals/Primary Healthcare Centres



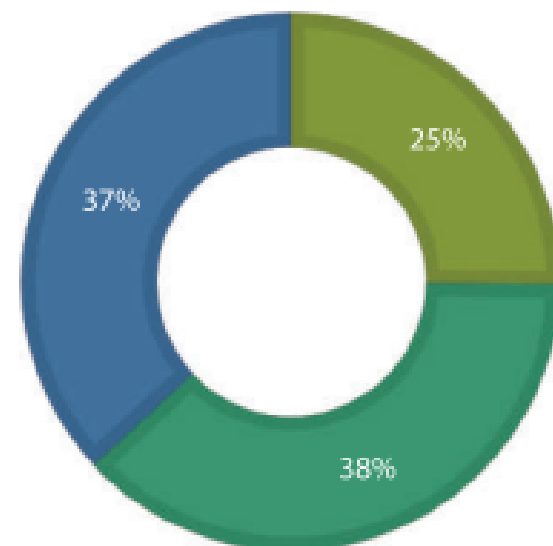
7. SCHOOLS

Another issue on which the divide between female and male voters shows up, with the latter clearly feeling the lack of good quality schools much more acutely. Across most categories, however, this issue ranks somewhere between 7th and 10th. The differentiation in ST category is more marked.

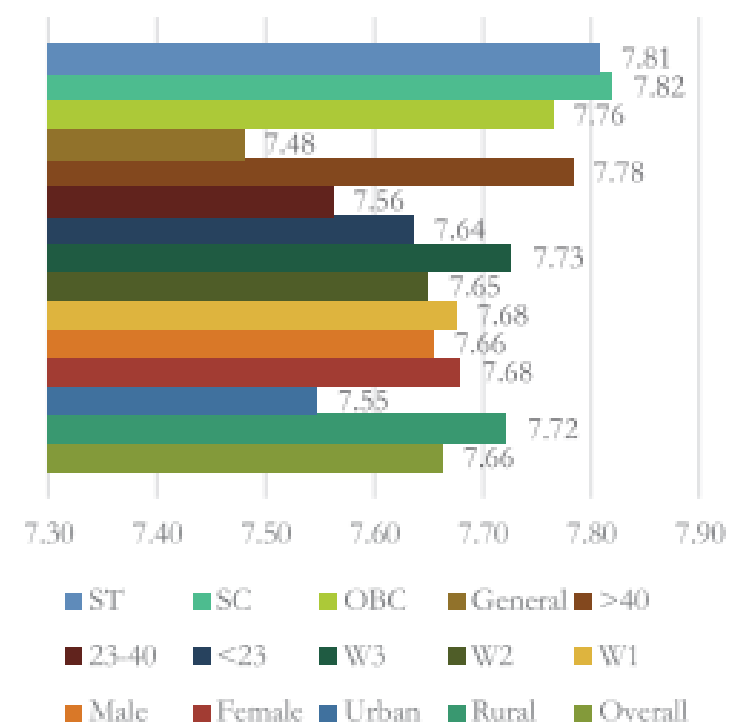
- The performance rating given by the respondents on the issue of better schools is above average across all categories.
- The overall performance rating is 7.10 on a scale of 10.
- The highest rating of 6.14 on a scale of 10 is given by respondents in the high-income group W3.
- Respondents in the SC Category have given the lowest rating of 5.68.

BETTER SCHOOLS

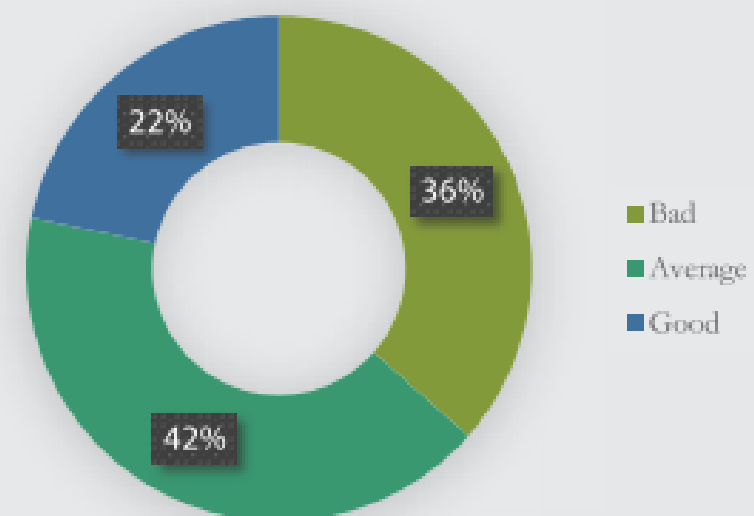
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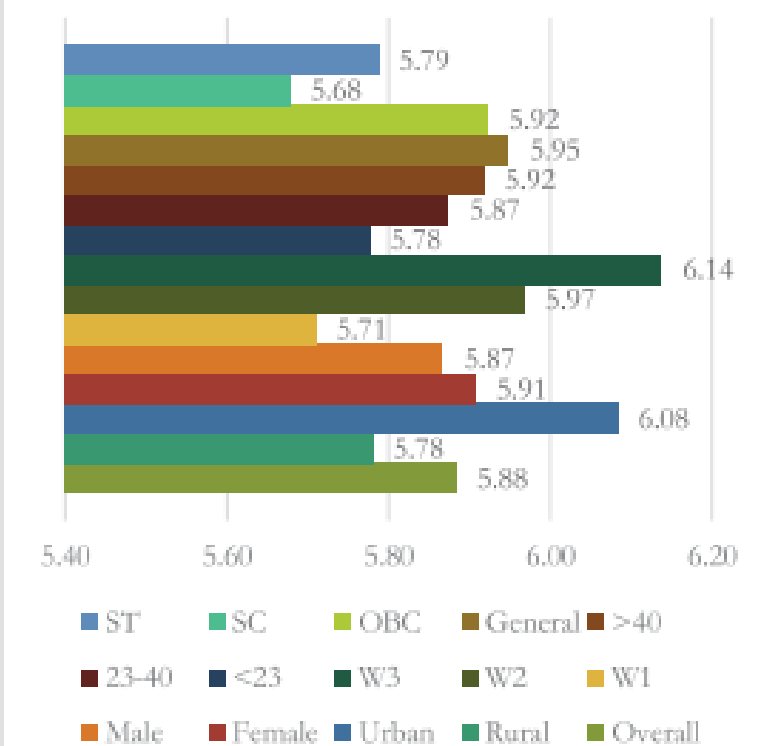
Better Schools - Importance



Better schools



Better Schools - Performance



Better Schools



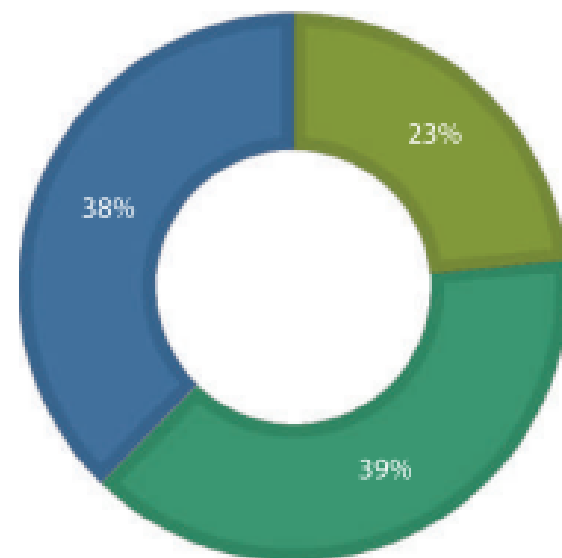
8. BETTER LAW and ORDER

While it remains an important issue for almost all categories of those surveyed, it is clearly a bigger issue for lower income groups, voters in the age group 23-40 years and for the SC category, interestingly not so for high income group, 1st time voters and for voters in the ST category.

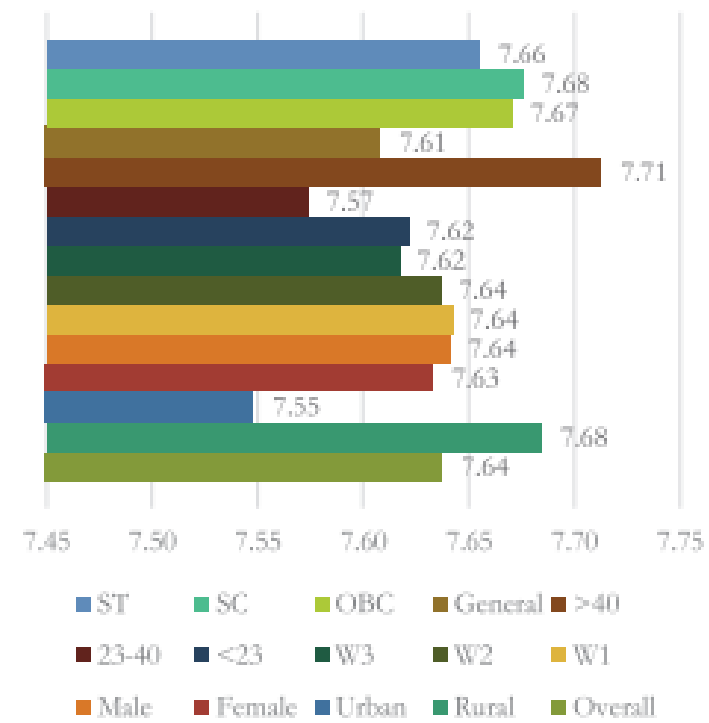
- The performance rating given by the respondents on the issue of law and order is below average across all categories.
- The overall performance rating is 5.0 on a scale of 10.
- The highest rating of 6.06 on a scale of 10 is given by respondents in the W3 Category.
- SC Category respondents have given the lowest rating of 5.51.

BETTER LAW AND ORDER

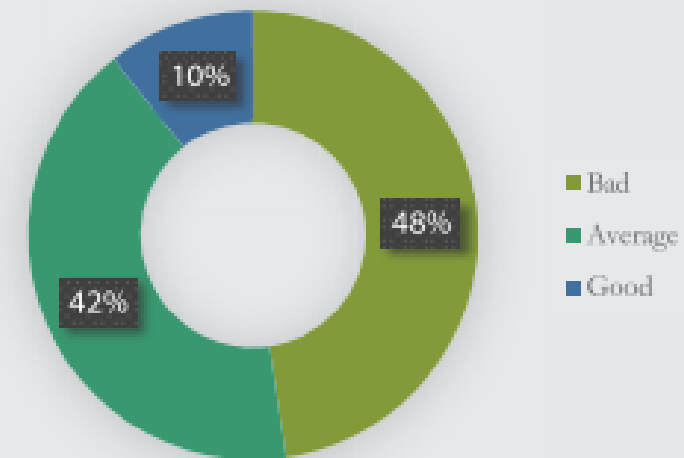
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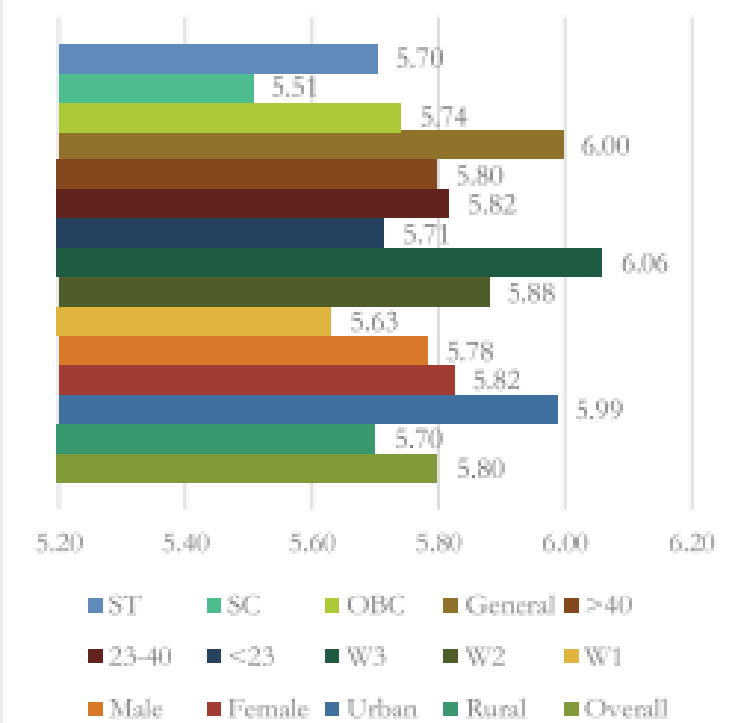
Better Law and Order - Importance



Better Law and Order



Better Law and Order - Performance



Better Law and Order



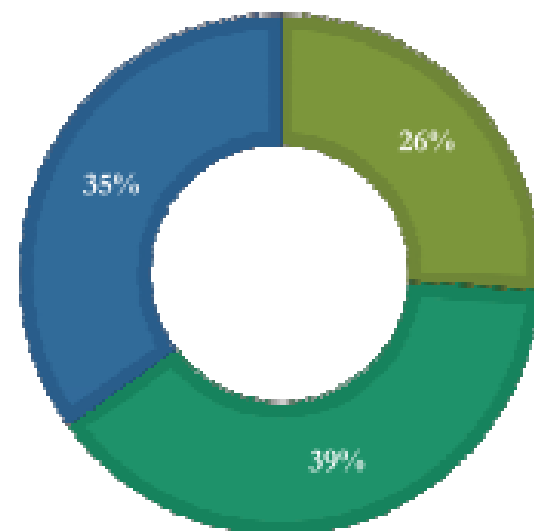
9. Empowerment of Women

For most of the categories, empowerment of women does not even figure in the top 10 important issues. However it is slightly important to urban, OBC and SC category voters.

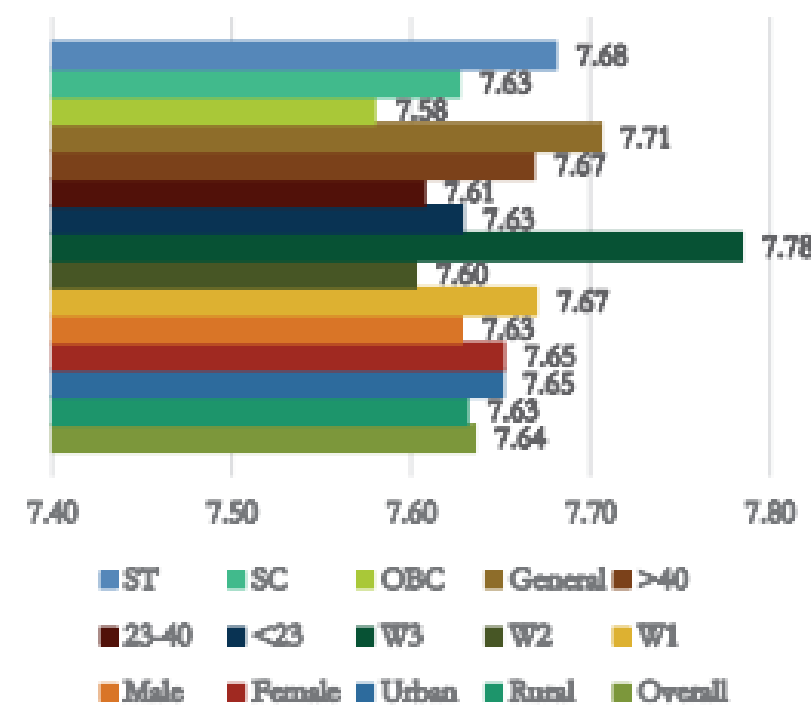
- The performance rating given by the respondents on the issue of empowerment of women is below average across all categories.
- The overall performance rating is 4.60 on a scale of 10.
- The highest rating of 6.07 on a scale of 10 is given by respondents in the high income group W3.
- SC category respondents have given the lowest rating of 5.38.

EMPOWERMENT OF WOMEN

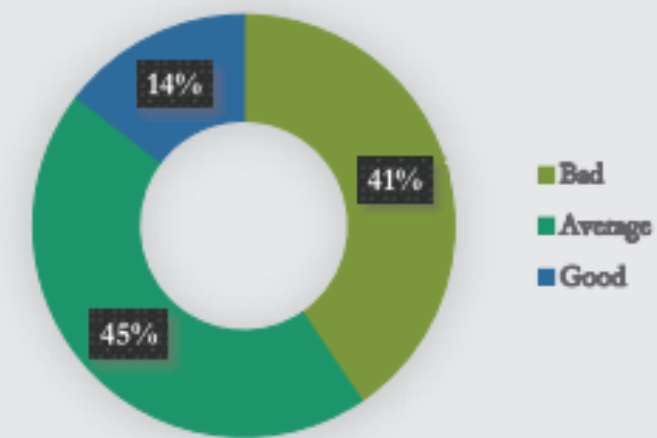
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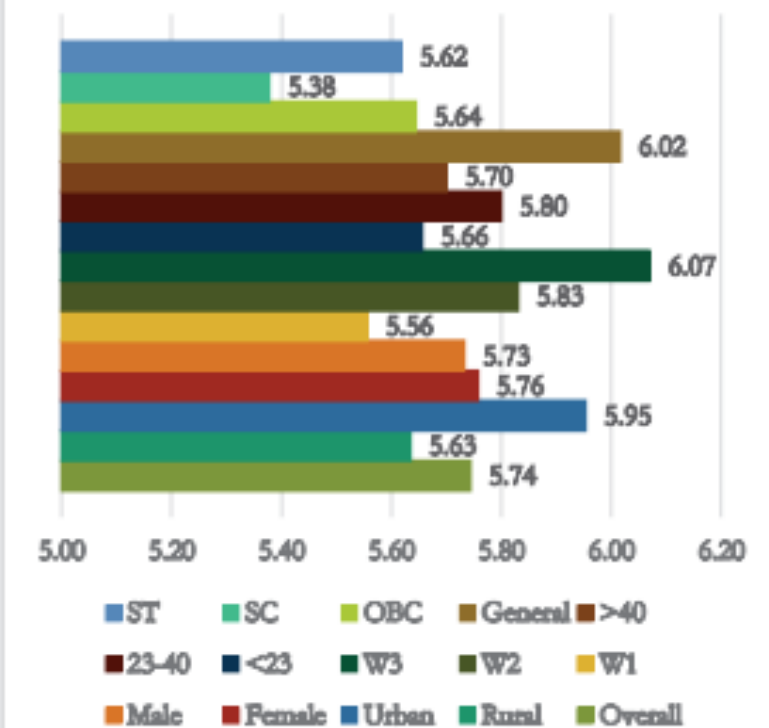
Empowerment of Women - Importance



Empowerment of women



Empowerment of Women - Performance



Empowerment of Women



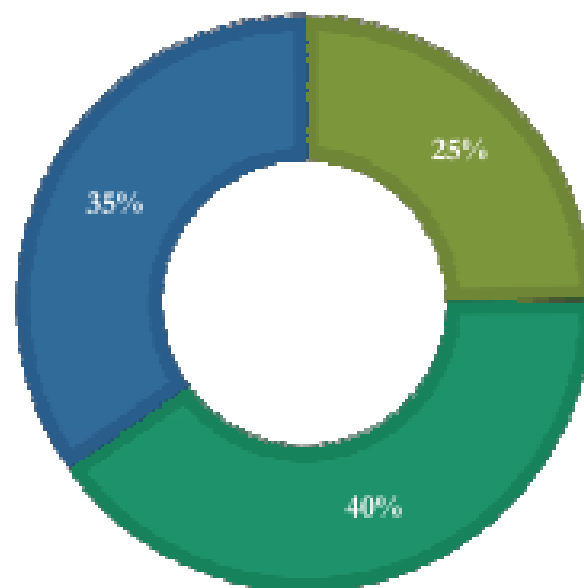
10. Subsidized Food Distribution

This is more important an issue with the OBC and SC category than for General and SC category voters. Similarly, it is more of an issue with the poor than among the well-off voters. Z

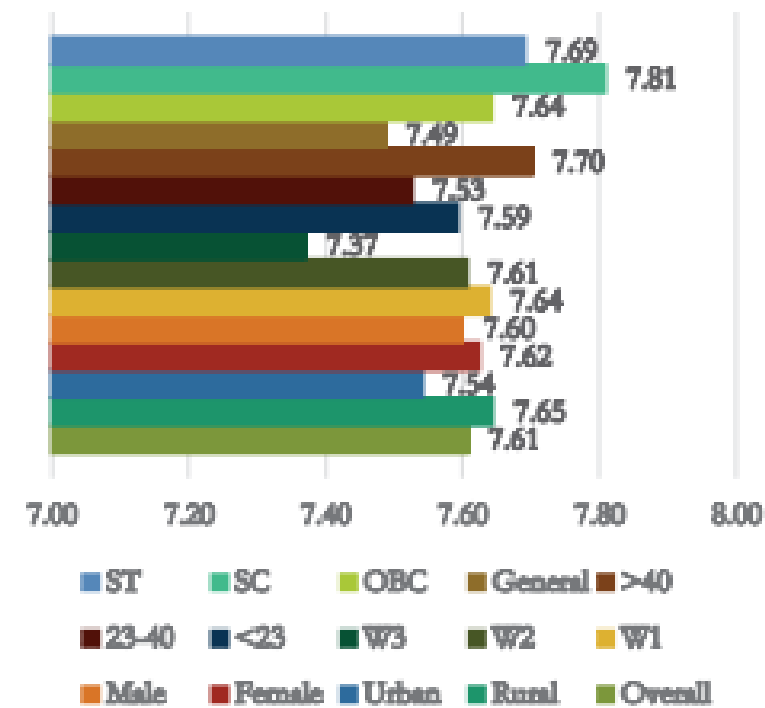
- The performance rating given by the respondents on the issue of subsidized food distribution is below average across all categories.
- The overall performance rating is 6.30 on a scale of 10.
- The highest rating of 5.81 on a scale of 10 is given by respondents in the high income group W3.
- SC category respondents have given the lowest rating of 5.55.

SUBSIDIZED FOOD

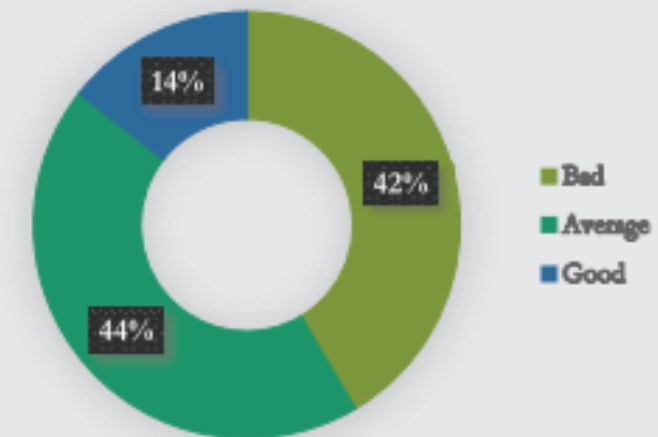
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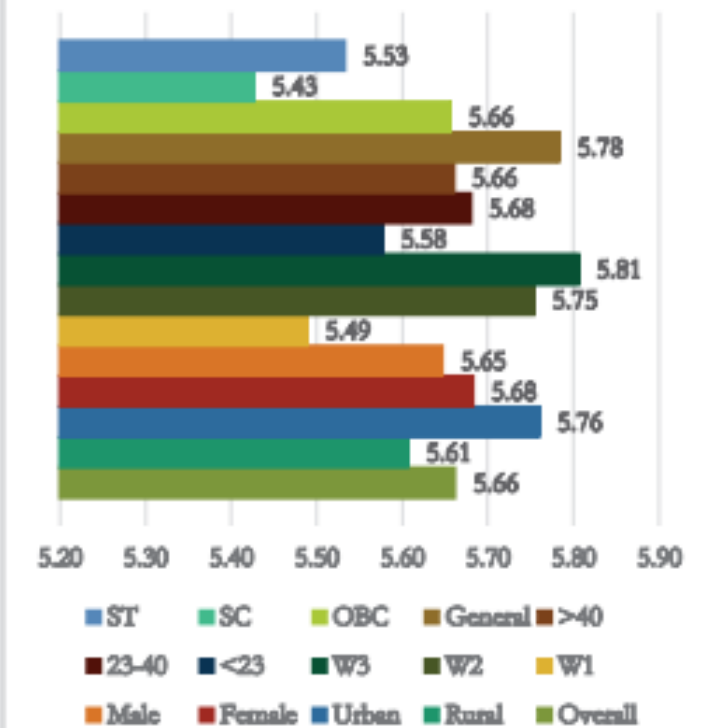
Subsidized Food Distribution - Importance



Subsidized food distribution



Subsidized Food Distribution - Performance



Subsidized Food Distribution



VOTING BEHAVIOR



The survey tried to identify the important factors that people take into account before voting for a particular candidate. Issue like whether the candidate matters the most or his Political Party or other issues like caste/religion of the candidate, PM/CM candidate of the party, and distribution of 'gifts' etc. are more important

Voting Behaviour – 3 Constituencies Delhi

VOTING BEHAVIOUR	ALL INDIA
WHY PEOPLE VOTE: (OUT OF 10)	
PARTY	6.49
CANDIDATE	8.10
PM/CM CANDIDATE	5.29
CASTE/RELIGION	4.23
DISTRIBUTION OF 'GIFTS'	3.79
YES/NO "KNOWLEDGE AND OPINION QUESTIONS": DO YOU KNOW (IN%)	
DO YOU KNOW "GIFTS" FOR VOTE IS ILLEGAL	83.35%
DO YOU KNOW OF CANDIDATES DISTRIBUTING 'GIFTS'	26.96%

VOTING BEHAVIOUR	ALL INDIA
DO YOU KNOW YOU CAN GET CANDIDATE CRIMINAL RECORD	36.86%
WHY DO PEOPLE VOTE FOR THOSE WITH SERIOUS CRIMINAL RECORDS: (IN%)	
CANDIDATE DOES GOOD WORK	55.35%
POWERFUL CANDIDATE	22.82%
SPENDING IN ELECTIONS	36.55%
CASES NOT SERIOUS	29.33%
VOTERS DON'T KNOW	33.51%
CASTE OR RELIGION	24.81%



The survey asked respondents about the reason they vote for a particular candidate. They were given five choices —candidate, party, party's prime ministerial candidate, caste and money distribution. Respondents had to rank each of these as either very important, important or not important. Taking the average across respondents for each of these factors, we can gauge the aggregate importance of each of the five factors across all voters.

People in India gave more importance to the candidate than party of the candidate. The PM/CM candidate of the party and caste/ religion of the candidate were the 3rd and 4th most important factors which voters consider before voting. Distribution of gifts was the least important factor for voting in India



ROLE OF CASTE, RELIGION, CRIME AND MONEY IN ELECTIONS



The survey also tried to identify if voters are aware of the use of money and muscle power in elections. Specifically, whether they are aware of distribution of gifts and money by candidates before polls or they have the knowledge about the criminal record of their candidates. It was observed that nearly 84 per cent of people in India are well aware that distribution of gifts and money by candidates ahead of elections is illegal. However, only 37 per cent people knew that they can get information about the criminal records of their candidates easily.

Contrary to popular notion, over 50 per cent people in India said that they will ignore the criminal record of their candidates because they feel such candidates have done “good work.” Whereas around 25 per cent people vote for candidates facing criminal charges because they were of their own caste/ religion.



If we look at why people vote for candidates with criminal cases across all categories, we can see that in all categories people would vote for candidates with criminal cases if the candidate has done good work.

- 61% of SC voters said that they would vote for a candidate with criminal cases if the candidate has done good work. This is the highest % among all the categories.
- 35% general category voters said that they would vote for a candidate with criminal cases if the cases are not serious.
- ST voters are more likely to vote for a candidate with criminal cases if the candidate has spent generously in elections.
- Voting for a candidate from a similar caste or religion, even if the candidate has criminal cases, is the highest among high-income voters, 36% and 35% respectively.
- Urban voters are the least likely based on basis on caste or religion.
- Among all the categories, the highest, 27% ST voters said that they will vote for a powerful candidate even if he/she has criminal cases against them. On the contrary of y, only 18% SC voters, which is the least among all categories said that they will vote for a powerful candidate with criminal cases



CONCLUSION



The priorities of voters and citizens from the Government are not being addressed, and their expectation are not being met. Therefore, the analysis brings out mainly two important questions to the forefront.

- What important factors may drive divergence?
-
- What can be done to improve congruence?

We need to examine whether decisions in policy making, infrastructure, social and economic development etc. are made in favour of some categories of people at the expense of overall social welfare.



The voters have to make a choice from among those candidates that are available. It is assumed that the voters vote for candidates that have as similar opinions as possible with the voters, based on the promises made during election campaigns and in their election manifesto. However, lack of information about the candidates, and the role of money in elections are two basic issues that eventually lead to poor governance. The fact that the electorate has no role once the politician is elected allows the priority of the candidates elected to be determined by the political parties. It is then hoped that the electorate takes care to elect a better politician to represent them.

Political representation is about making constituents' preferences present in politics and governance. Behind these ratings is the daily reality that people living in our country face. The ratings try to capture this and help inform our Government what that number means and how the Government is perceived by the voters of this country.



DISCLAIMER



This survey was conducted to ascertain the most pressing governance issues that voters of Delhi perceive to be affecting their daily lives and also to investigate whether the voters are happy with their respective governments with regard to the addressing of those issues.

The survey was conducted using sound scientific techniques and the consequent findings and reports were prepared using recognized data analysis techniques. The inferences drawn in this report are based on the responses provided by the Indian voters.

This survey is a systematic and scientific attempt to study the gap between governance-demands of the voters of India and the delivery of the respective governments as perceived by the Indian voters. This survey is in no way an attempt to appreciate or denigrate any government(s) or political party or individual or any other organization or institution. Every effort has been made by **NYAMAH INDIA** to ensure the accuracy and reliability of the data contained in this report.



NYAMAH INDIA EXPERTISE



Besides the routine activities of processing and analysing data of surveys, the team at the Data Unit also takes up two broad types of services:

Survey Design and Analysis

Over the years there have been increasing demands to conduct surveys for different organisations. However, the team at the centre has been selective in taking up survey-based projects. It has been committed to taking up projects that serve its long-term research agenda of understanding and analysing political processes across South Asia. Yet another commitment of the centre has been to develop high levels of sophistication in survey research methods, in order to raise the overall quality of surveys in South Asia.

It is for this reason that the team at the centre has been involved with a number of sample surveys, which are not conducted by CSDS, but are designed and analysed by its research team. Consultancy is provided in designing the survey instruments, sampling and in data processing and analysis. The NYAMAH INDIA Data Unit holds the right to archive and use the data set for social scientific analysis, once it has been used by the organisation that conducts the survey. This has helped the Data Unit in acquiring new data sets.



Guidance and Consultancy

The Guidance and Consultancy services located at NYAMAH INDIA are a valuable help for young researchers doing research in any Indian university. Students/ Researchers researching attitudes, opinions, and political behavior of the people have greatly benefited from this scheme for the past many years.

Under this scheme, the researchers are provided research support in terms of constructing their hypothesis, designing their research instruments, data collection, data entry, and analysis. There has always been an effort to encourage these researchers and involve them in their research work with greater interest. There have always been efforts to keep in touch with many of the researchers who visit the Centre under this scheme. Some of them are even encouraged to participate in some of the ongoing project work, which relates to their research topic. The researcher can avail of the following facilities:

- Research Design
- Designing Research Instruments
- Data Processing
- Data Analysis



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