

People's Perception Survey on Key Aspects of Public Service Delivery

Public Administration Reform Commission
2024

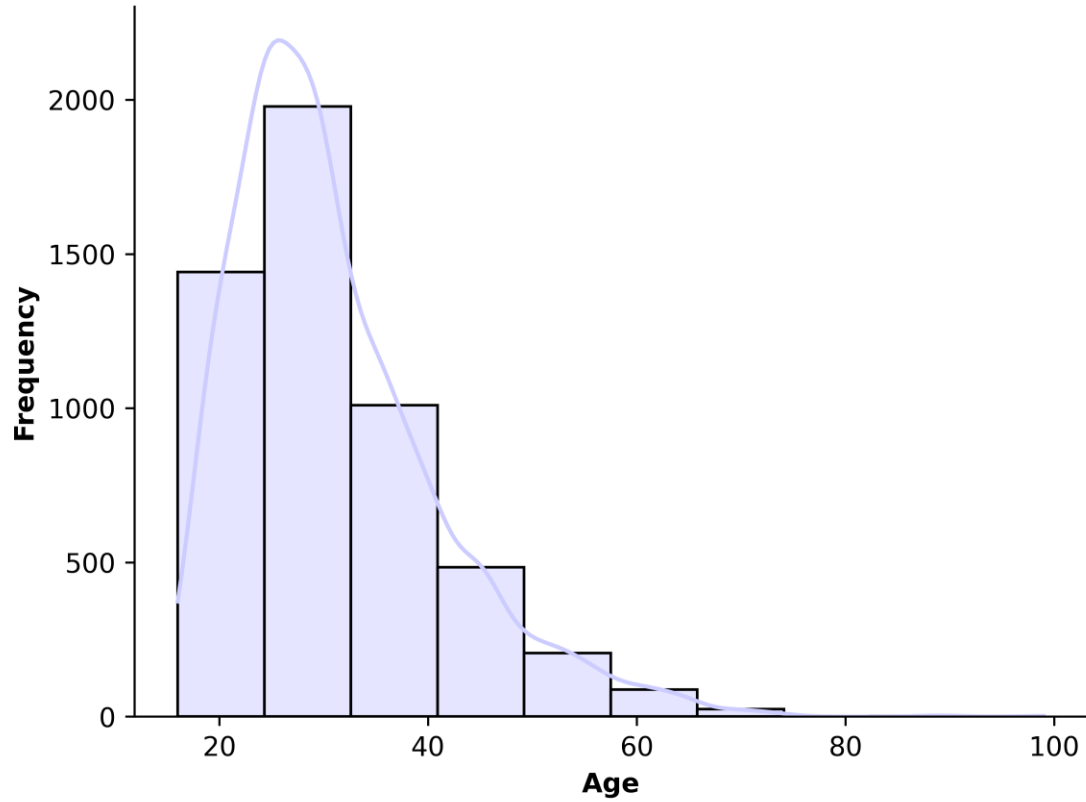


Objective

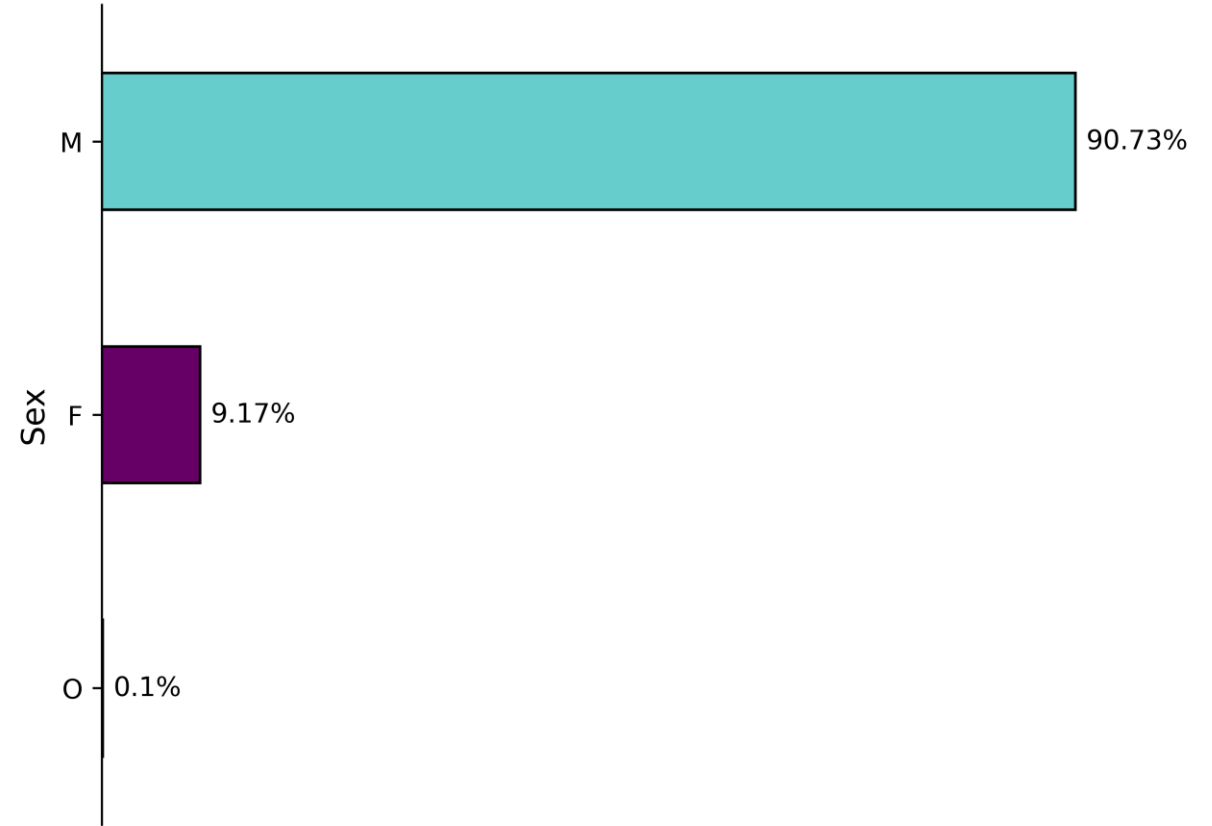
- Gather feedback on experiences with key service sectors.
- Assess satisfaction and identify improvement areas.
- Enhance accountability and service quality.
- Provide insights for citizen-centric reforms.

Demographics of the Survey Respondents

Age Distribution

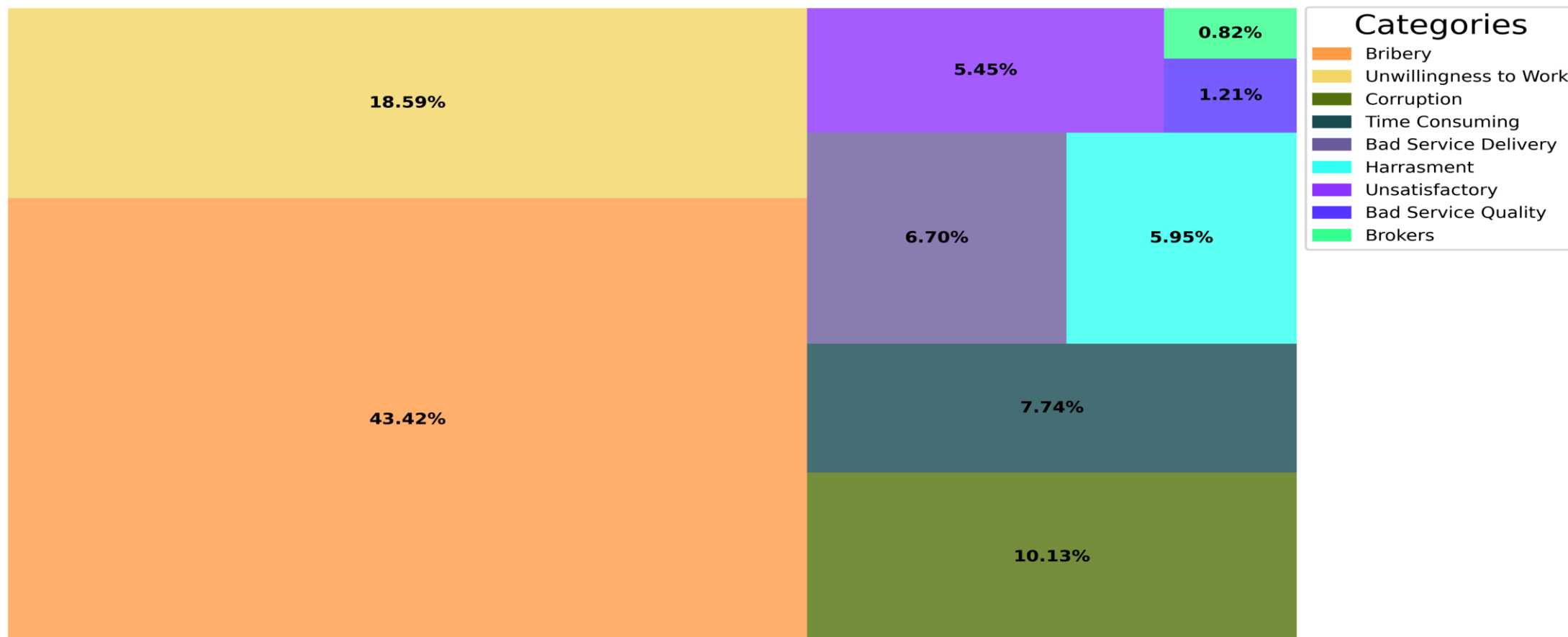


Percentage Distribution of Sex



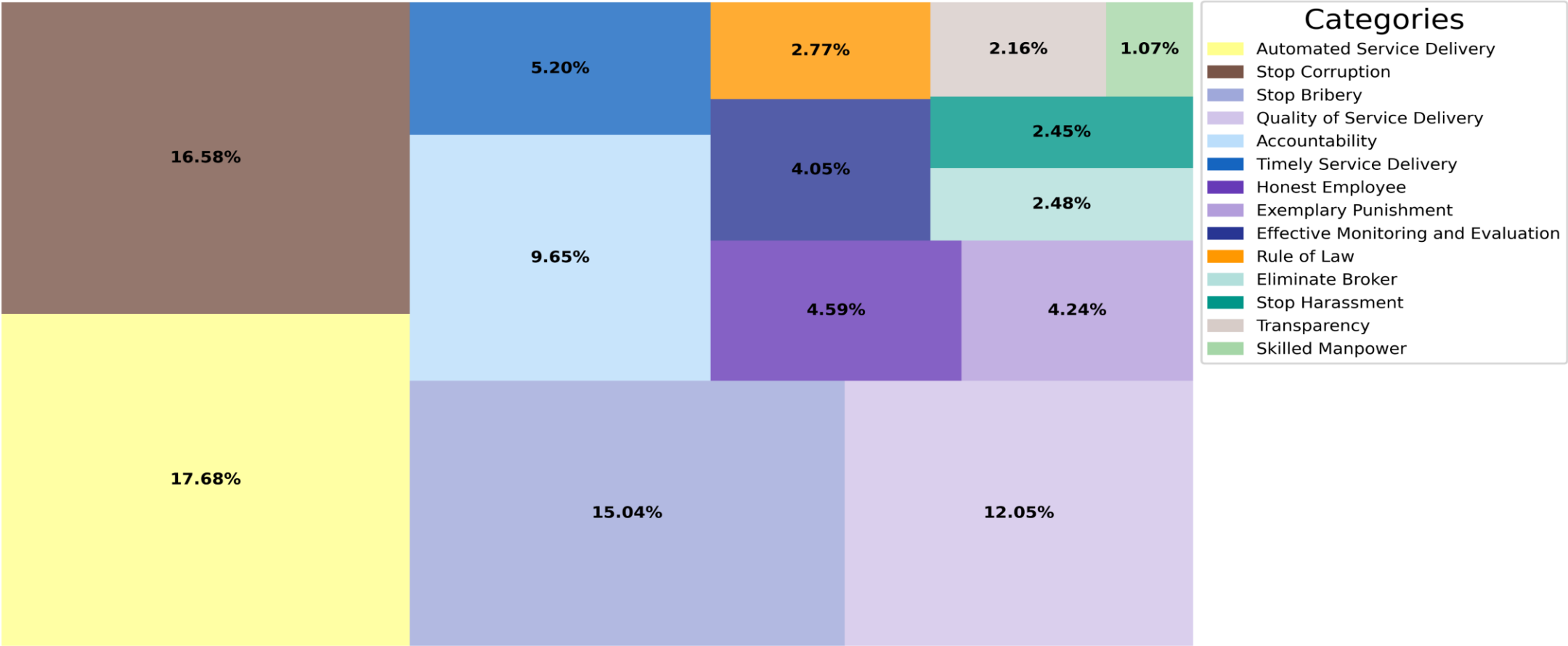
1(a). ইউনিয়ন ভূমি অফিস, সহকারী কমিশনার (ভূমি) অফিস, সাবরেজিস্ট্রি অফিস এবং সেটেলম্যান্ট অফিসের সেবা যদি গ্রহণ করে থাকেন, তবে অফিসভিত্তিক, আপনার অভিজ্ঞতা সংক্ষেপে বর্ণনা করুন

[If you have availed services from the Union Land Office, Assistant Commissioner's (Land) Office, Sub-Registry Office, and Settlement Office, then briefly describe your experience.]

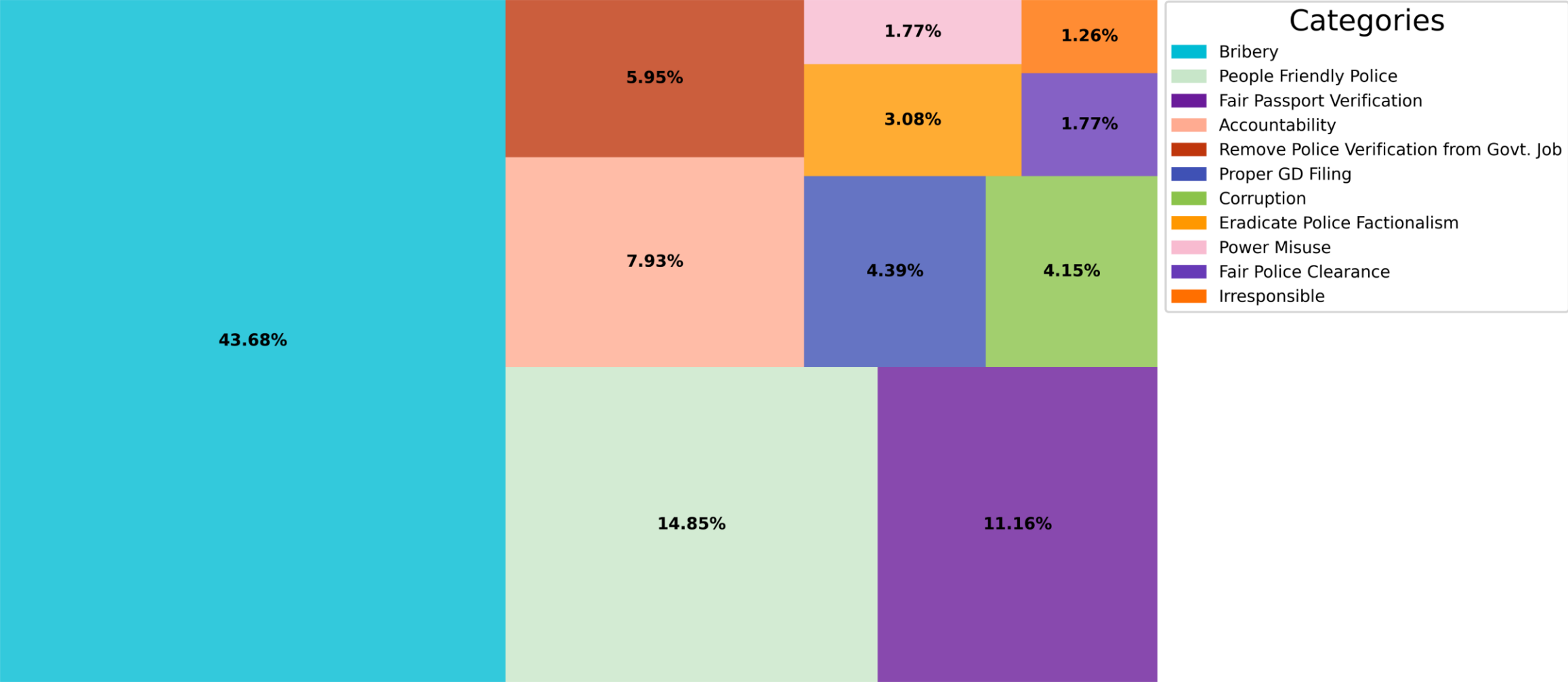


1(b). ইউনিয়ন ভূমি অফিস, সহকারী কমিশনার (ভূমি) অফিস, সাবরেজিস্ট্রি অফিস এবং সেটেলম্যান্ট অফিসের সেবা যদি গ্রহণ করে থাকেন, তবে অফিসভিত্তিক- সেবাটির মানোন্নয়নে আপনার পরামর্শ সংক্ষেপে বর্ণনা করুন

[If you have availed services from the Union Land Office, Assistant Commissioner's (Land) Office, Sub-Registry Office, and Settlement Office, then office-wise-briefly describe your suggestions for improving the quality of the service]

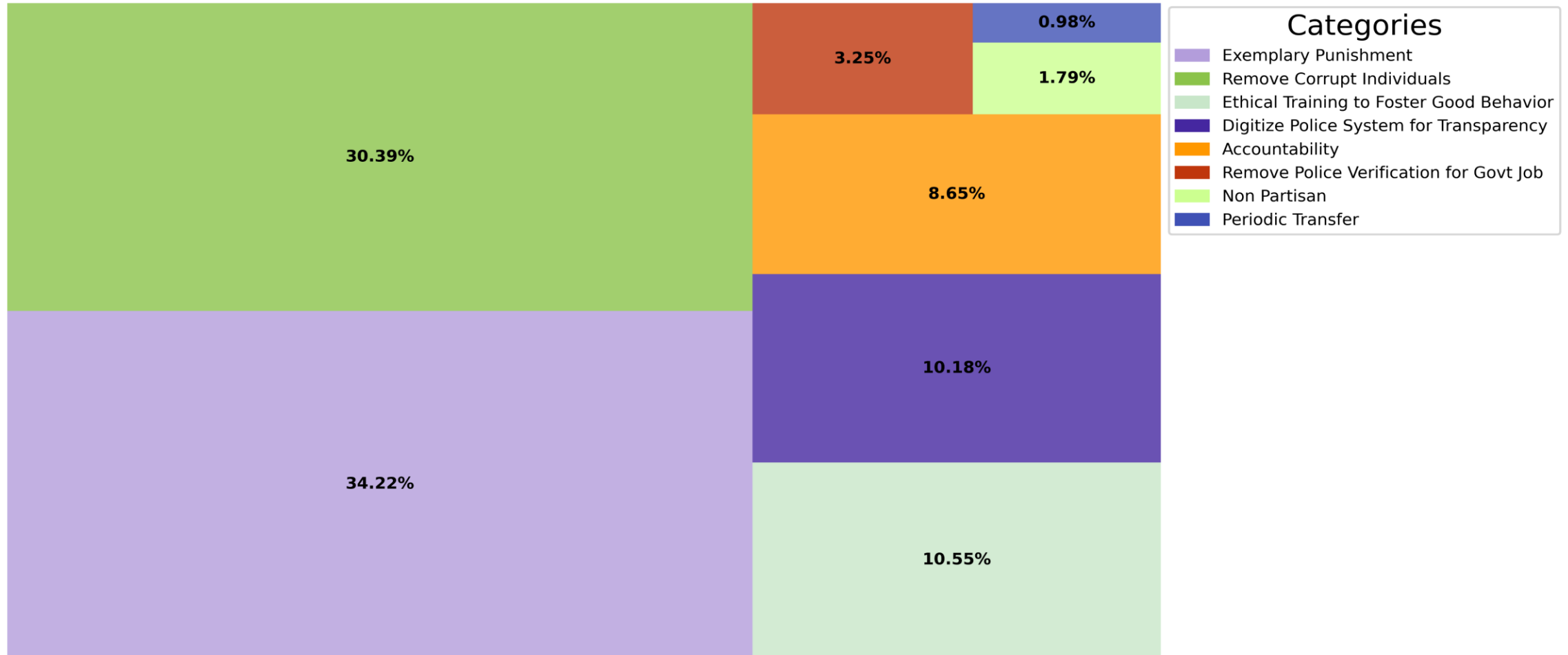


2(a). বাংলাদেশ পুলিশ হতে সেবা যদি গ্রহণ করে থাকেন, তবে আপনার অভিজ্ঞতা সংক্ষেপে বর্ণনা করুন
[If you have availed services from Bangladesh Police, then briefly describe your experience]



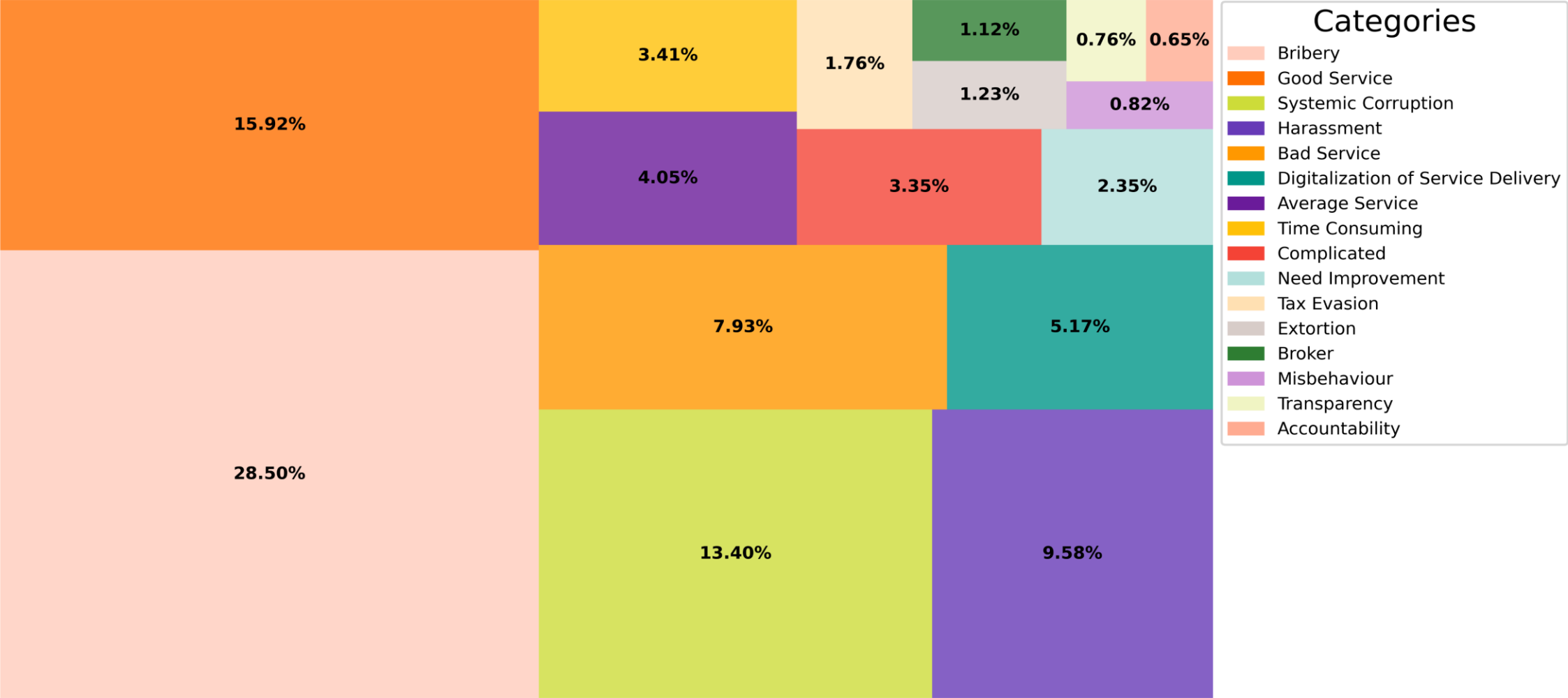
2(b). বাংলাদেশ পুলিশ হতে সেবা যদি গ্রহণ করে থাকেন, তবে সেবাটির মানোন্নয়নে আপনার পরামর্শ সংক্ষেপে বর্ণনা করুন

[If you have availed services from Bangladesh Police, then describe your suggestions for improving the quality of the service]



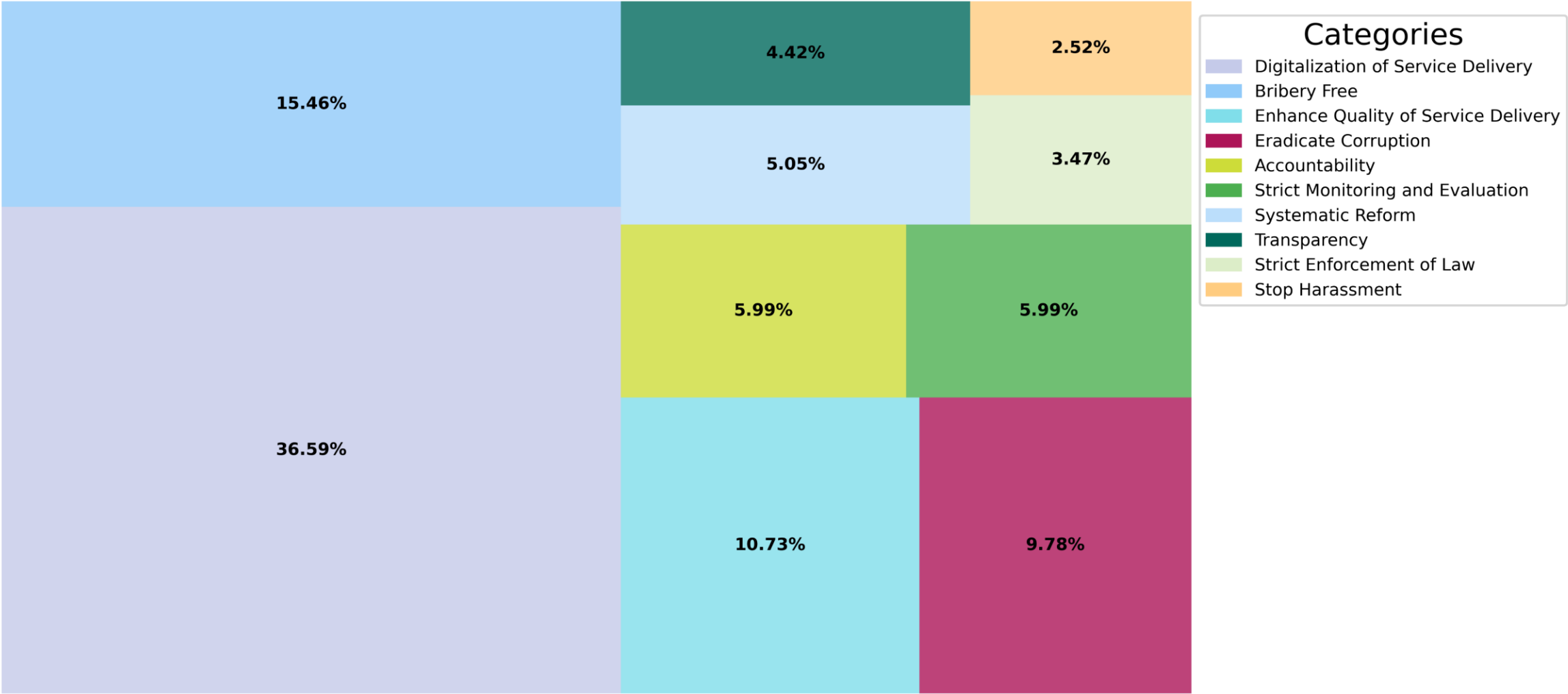
3(a). আয়কর অফিসের সেবা যদি গ্রহণ করে থাকেন, তবে আপনার অভিজ্ঞতা সংক্ষেপে বর্ণনা করুন

[If you have availed the services of Income Tax Office, then briefly describe your experience]

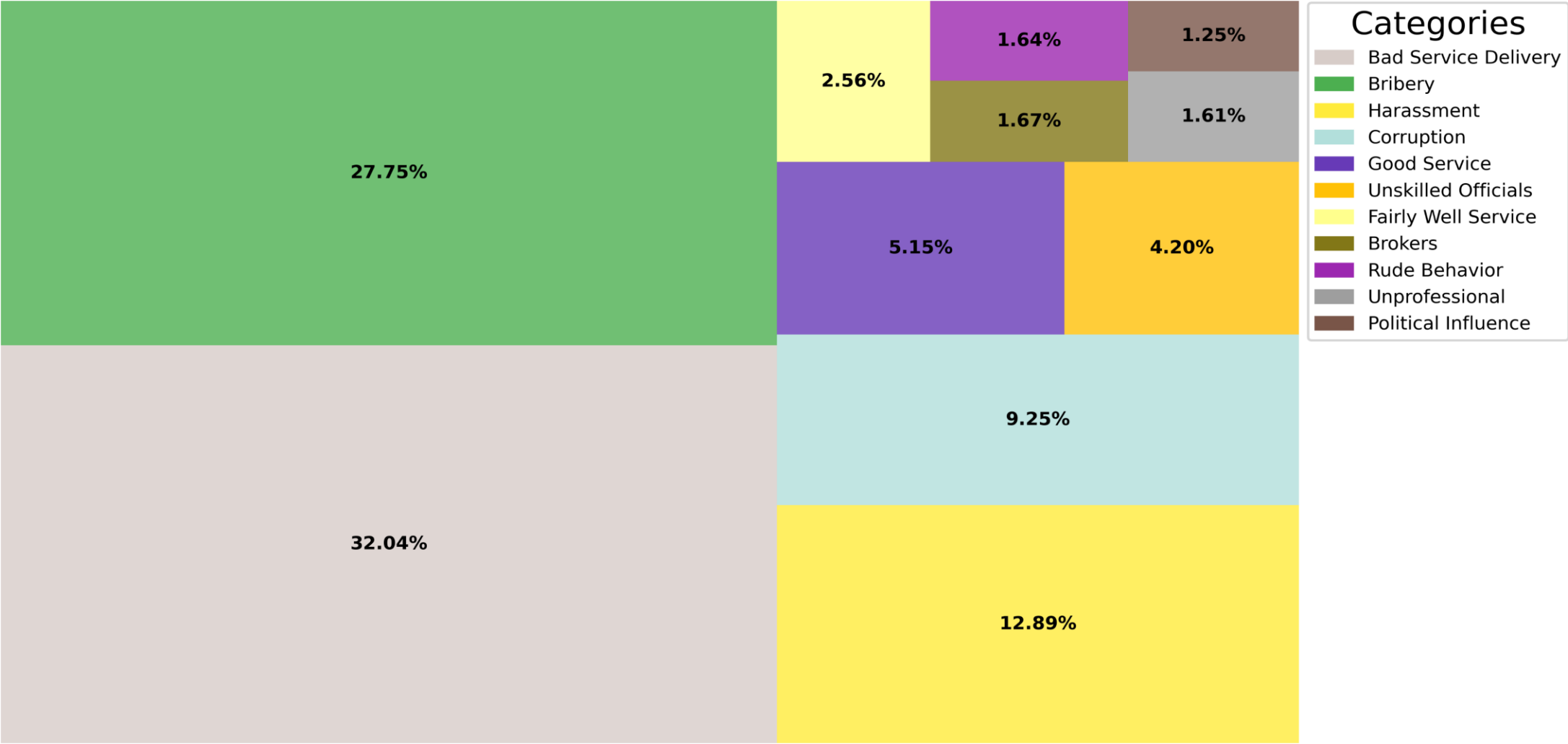


3(b). আয়কর অফিসের সেবা যদি গ্রহণ করে থাকেন, তবে সেবাটির মানোন্নয়নে আপনার পরামর্শ সংক্ষেপে বর্ণনা করুন

[If you have availed the services of Income Tax Office, then describe your suggestions for improving the quality of the service]

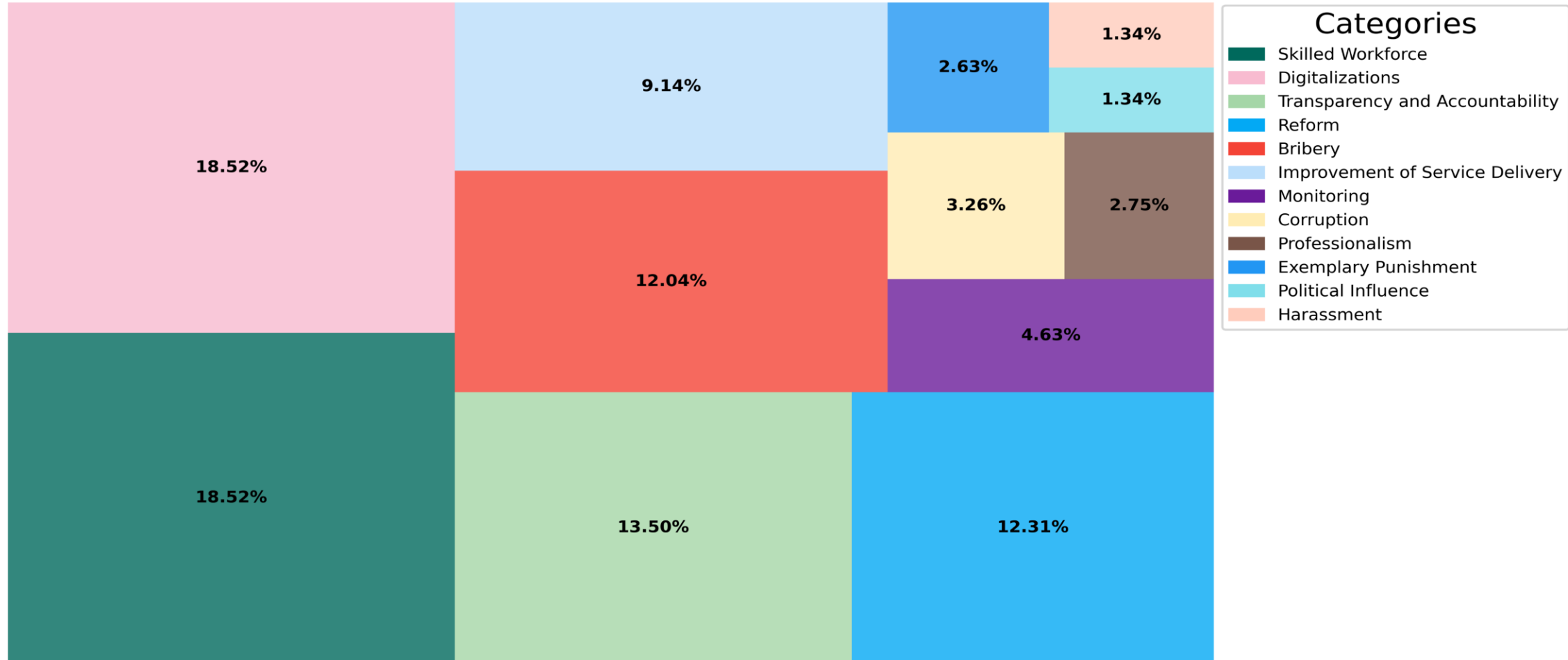


4(a). সিটি কর্পোরেশন/পৌরসভা হতে সেবা যদি গ্রহণ করে থাকেন, তবে আপনার অভিজ্ঞতা সংক্ষেপে বর্ণনা করুন
[If you have availed services from the City Corporation/Municipality, then briefly describe your experience]



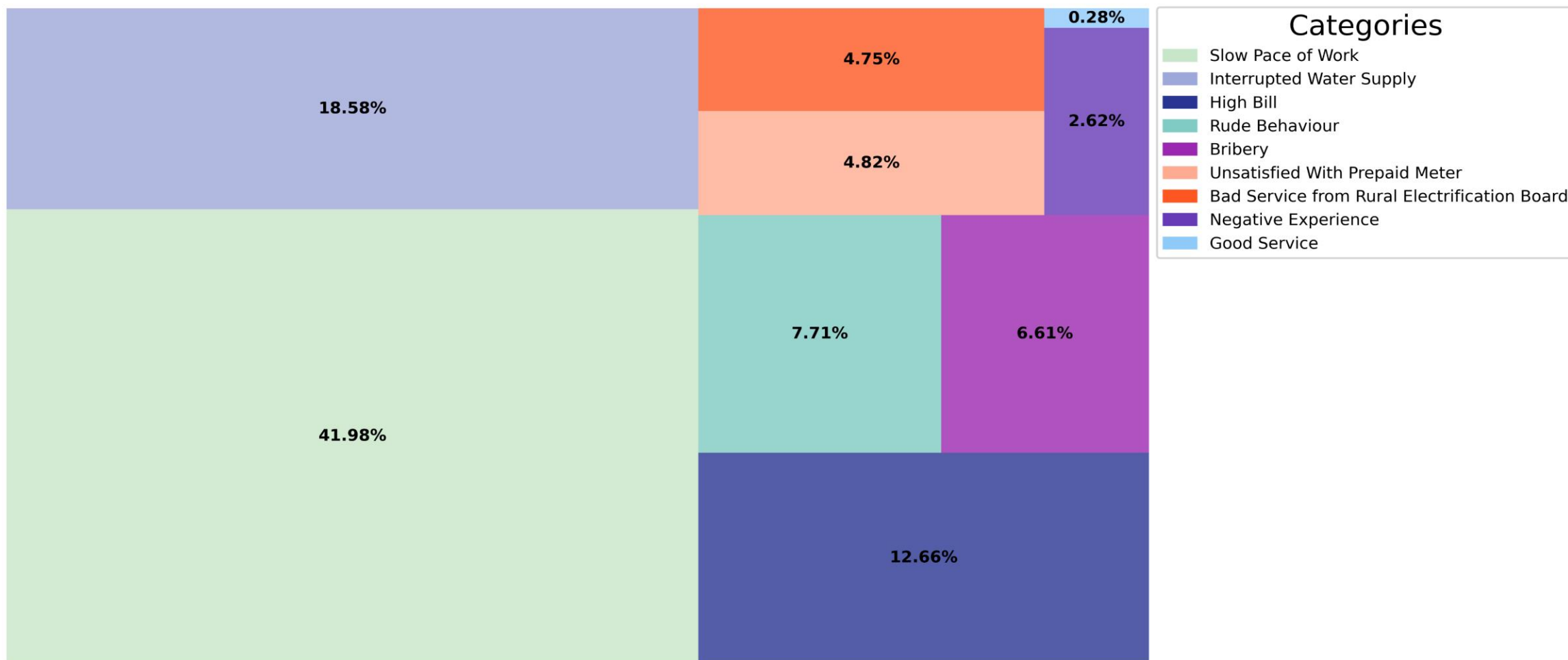
4(b). সিটি কর্পোরেশন/পৌরসভা হতে সেবা যদি গ্রহণ করে থাকেন, তবে সেবাটির মানোন্নয়নে আপনার পরামর্শ সংক্ষেপে বর্ণনা করুন

[If you have availed services from the City Corporation/Municipality, then describe your suggestions for improving the quality of the service]



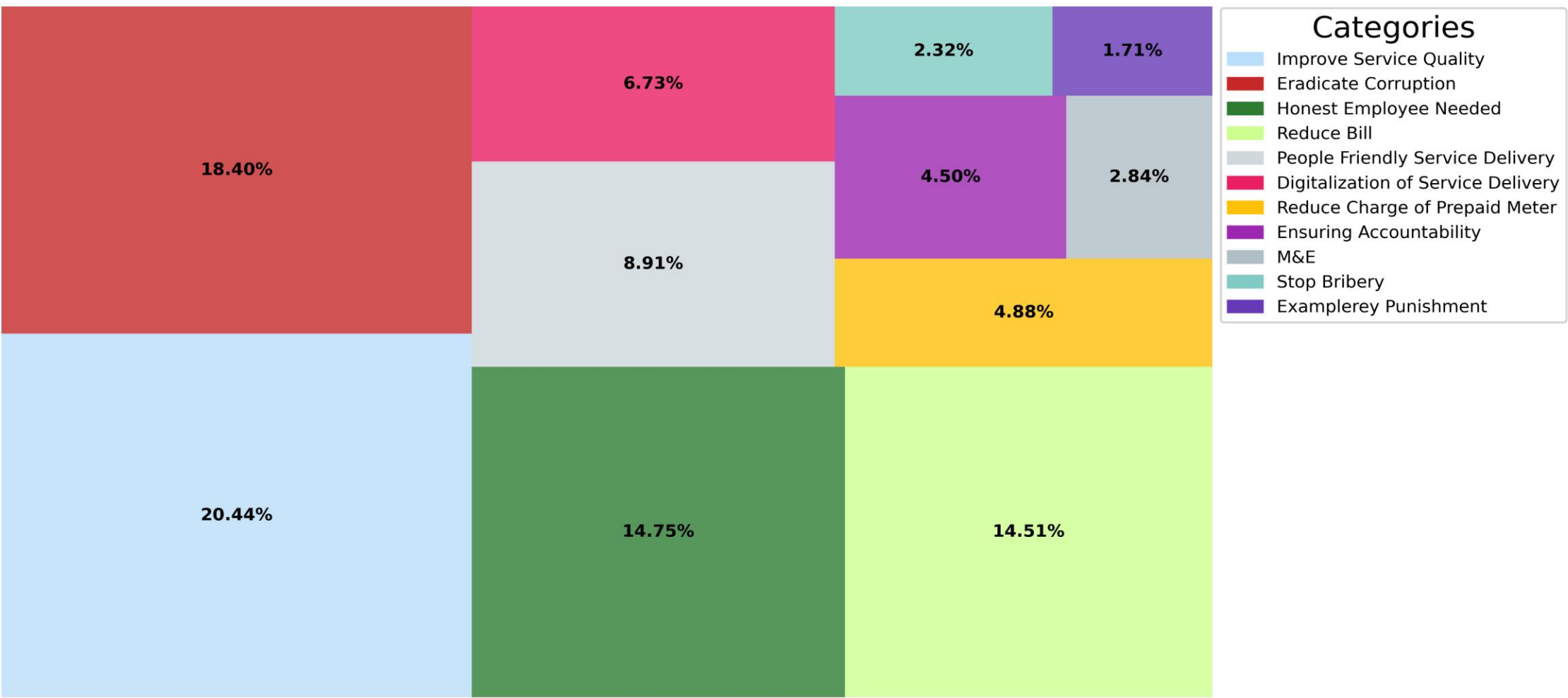
5(a). বিদ্যুৎ/গ্যাস/ পানি সংশ্লিষ্ট অফিস হতে সেবা যদি গ্রহণ করে থাকেন, তবে আপনার অভিজ্ঞতা সংক্ষেপে বর্ণনা করুন

[If you have received the service from the concerned office of electricity/gas/water, then briefly describe your experience]

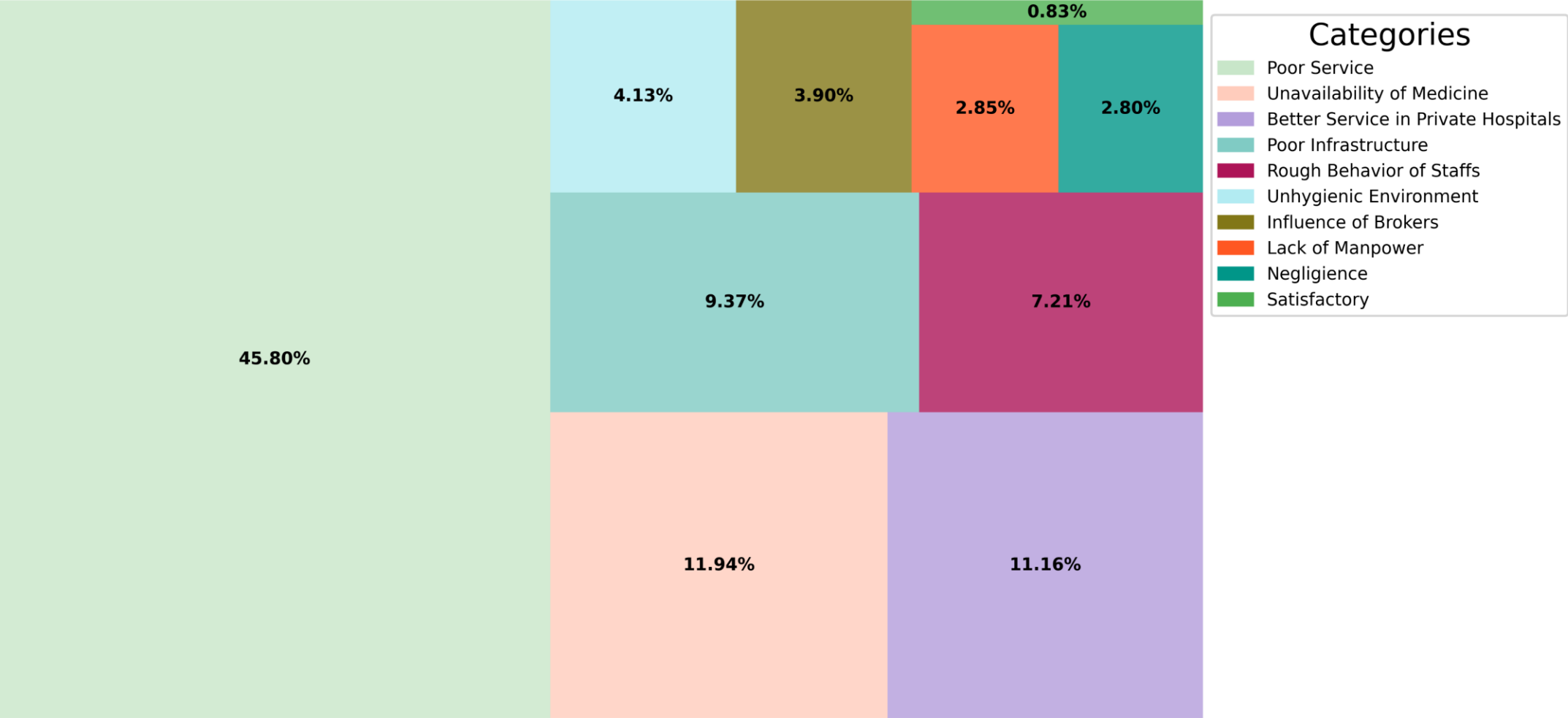


5(b). বিদ্যুৎ/গ্যাস/ পানি সংশ্লিষ্ট অফিস হতে সেবা যদি গ্রহণ করে থাকেন, তবে সেবাটির মানোন্নয়নে আপনার পরামর্শ সংক্ষেপে বর্ণনা করুন

[If you have received the service from the concerned office of electricity/gas/water, then describe your suggestions for improving the quality of the service]

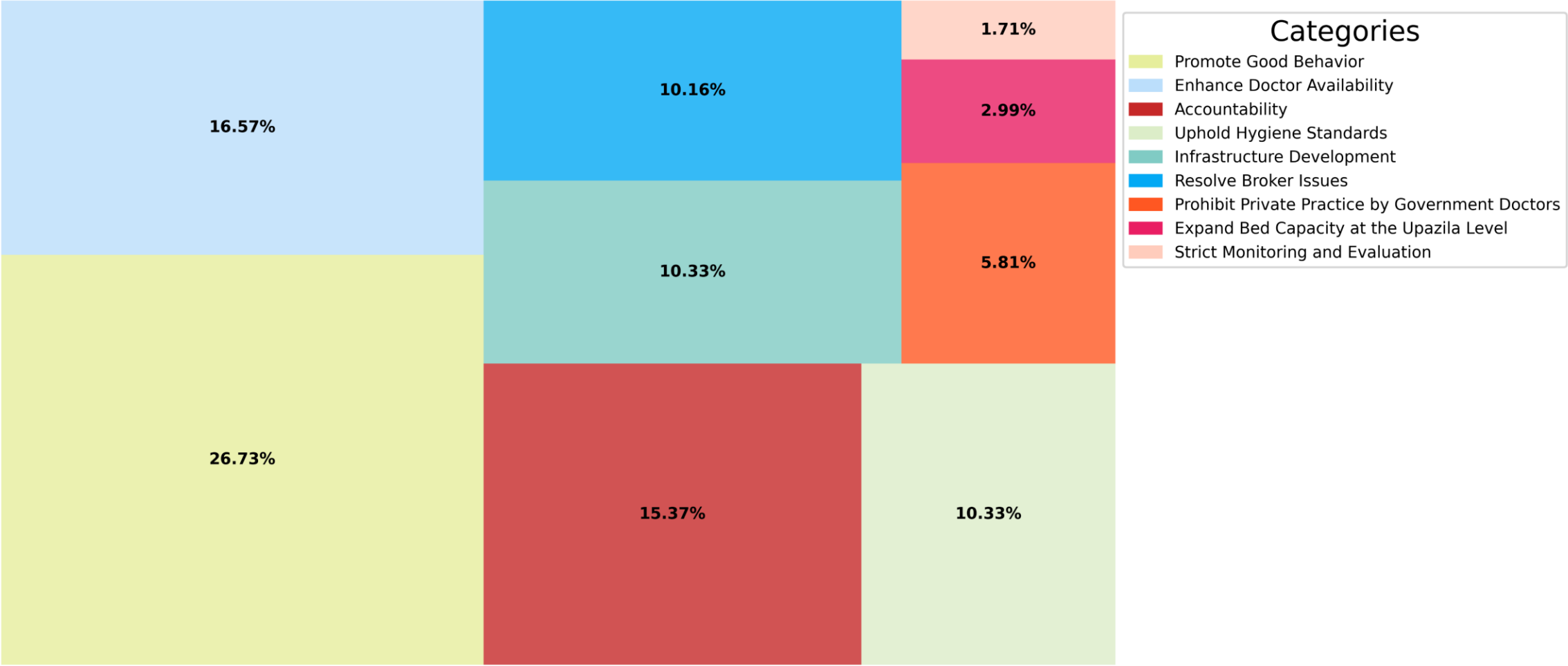


6(a). সরকারি প্রতিষ্ঠানে স্বাস্থ্য সেবা যদি গ্রহণ করে থাকেন, তবে আপনার অভিজ্ঞতা সংক্ষেপে বর্ণনা করুন
[If you have availed health services from a government institution, then briefly describe your experience]



6(b). সরকারি প্রতিষ্ঠানে স্বাস্থ্য সেবা যদি গ্রহণ করে থাকেন, তবে সেবাটির মানোন্নয়নে আপনার পরামর্শ সংক্ষেপে বর্ণনা করুন

[If you have availed health services from a government institution, then describe your suggestions for improving the quality of the service]



**THANK
YOU**

People's Perception Survey on Key Aspects of Public Service Delivery

Insights from National Survey

Key Takeaways ($n = 5233$)

- **Union Land Office, Assistant Commissioner's (Land) Office, Sub-Registry Office, and Settlement Office**
 1. People have highlighted several unpleasant experiences like **bribery (43.42%)**, **unwillingness to work (18.59%)**, **corruptions (10.13%)** and other averse behavior. (Slide 4)
 2. People suggested various essential measures such as **automated service delivery (17.68%)**, **corruption reduction (16.58%)** and **bribery elimination (15.04%)** for improving service quality. (Slide 5)
- **Bangladesh Police**
 1. **More than 50% people** have shared their negative experience like **bribery (43.68%)**, **corruptions (4.15%)** and the remaining people have provided some positive review like **people friendly police (14.85%)**, **fair passport verification (11.16%)**, **proper GD filling (4.39%)**. (Slide 6)
 2. People have emphasized several key takeaways from their experience, such as **stricter punishment (34.22%)**, **eliminating individual corruption (30.34%)**, **ethical training to foster good behavior (10.55%)**, and other initiatives to improve service quality. (Slide 7)
- **Income Tax Office**
 1. People have focused on the dis-satisfactory service of income tax office for example **bribery (28.50%)**, **systemic corruption (13.40%)**, **harassment (9.58%)** and others negative behavior. (Slide 8)
 2. People highlighted key points for improvement, including **digitalization of service (36.59%)**, **removing bribery (15.46%)**, **corruption reduction (10.55%)**, and implementing other measures to enhance service quality. (Slide 9)

- **City Corporation/Municipality**

1. People have encountered various unpleasant behaviors, including **poor service quality (32.04%)**, **bribery (27.75%)**, **harassment (12.89%)**, and other issues. (Slide 10)
2. People identified key areas for improvement, including **developing a skilled workforce (18.52%)**, **digitalization (18.52%)**, **promoting transparency and accountability (13.50%)**, and adopting additional measures to improve service quality. (Slide 11)

- **Concerned office of electricity/gas/water**

1. People have highlighted the dis-satisfactory services provided by the relevant offices for electricity, gas, and water, citing issues such as **slow pace of work (41.98%)**, **interrupted water supply (18.58%)**, **rude behaviour (7.71%)**, and other negative behaviours. (Slide 12)
2. People emphasized several areas for improvement, such as **eradicate corruption (18.40%)**, **people friendly service (8.91%)**, **digitalization of service (9.73%)**, and introducing additional measures to improve service quality. (Slide 13)

- **Health services from a government institution**

1. **Nearly 100% of people** shared their negative experiences, including issues such as **poor service (45.80%)**, **unavailability of medicine (11.94%)**, and **poor infrastructure (9.37%)**. (Slide 14)
2. People recommended several crucial measures to improve service quality, including **promoting good behaviour (26.73%)**, **accountability (15.37%)**, **upholding hygiene standards (10.33%)** and introducing additional measures. (Slide 15)