

SURVEY OF QUALITY AND INTERGRITY OF PUBLIC SERVICES IN NIGERIA

TECHNICAL REPORT

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INTRODUCTION:

The National Survey on the Quality and Integrity of Public Services, otherwise known as Corruption Survey, is a collaborative survey between United Nations Office on Drugs and Crimes (UNODC) and Nigeria's National Bureau of Statistics (NBS), with the financial support from the European Union.

The survey is a follow-up to the 9th ACP UNI 8/1 "European Union support to law enforcement against Economic and Financial Crimes between 2006-2011 tagged FED/2010/306-220", and Support to Anti-corruption in Nigeria 2010-2017. It is aimed at generating evidence-based qualitative and comprehensive data/information on corruption and corrupt practices in the Nigerian public service, particularly among public and private officials.

PILOT SURVEY

A pilot survey is the process of testing all stages of data production that will be carried out during the main survey but on a smaller scale. It helps to perfect all survey instruments as well as ensure adequate planning for all logistics that will be required for the main survey. A pilot survey was conducted to test the adequacy of the survey instruments and the survey operations/logistics.

Pilot Study for the exercise was carried out in Oyo, Kwara, Delta and Katsina states. In each of the four pilot states, 6 Enumeration Areas (EAs) were canvassed - four (4) urban and two (2) rural EAs, being a total of 24 EAs covered in all. 20 Households (HHs) or sampling units (SU) were randomly selected for the interview in each selected EA. 120 HHs were covered in each state, a total of 480 HHs were interviewed during the pilot exercise in all four states. In each EA, 4 HHs were included in the sample size, in the event of non-response to prevent under coverage and to achieve the expected 480HHs.

Two versions of the questionnaire (A&B) were tested at the Pilot stage in order to determine the best way to draw information effectively from the respondents without losing vital content from the objective and also to guide against loss of interest from the respondent in the course of the interview.

FULL SURVEY

SAMPLE DESIGN

The National Bureau of Statistics developed two sets of Enumeration Area (EA) frames - Local Government Area (LGA) Master Frame and National Integrated Survey of Households (NISH), for the purpose of carrying out household surveys across the country.

The LGA Master Frame was developed using a frame of EAs demarcated by the National Population Commission (NPopC) for the 2006 Housing and Population Census. Nigeria is made up of Seven Hundred and Seventy-Four (774) Local Government Areas with a total of 662,529 EAs with an average of 856 EAs per LGA. LGA Master Frame is made of three (3) replicates in each LGA of each state and four (4) replicates in each Area Council of the Federal Capital Territory (FCT) with each replicate containing ten (10) EAs. A set of ten (10) EAs were selected scientifically using systematic selection approach from the total number of EAs in each LGA/Area Council without replacement. From this process, a total of 23,280 EAs (4% of the overall total EAs) were selected. Total number of EAs selected in each state and the FCT is proportional to the number of local government areas/area councils.

The NISH frame adopted for the National Survey on Quality and Integrity of Public Services was drawn from the pool of 30/40 EAs selected for each LGA/Area Council in each state and FCT. NISH comprises of 200 EAs grouped into 20 independent replicates with 10 EAs in each replicate and each of the replicates was drawn scientifically using systematic selection approach without replacement.

Weighting Procedure.

- (a) **Weight Calculation:** The variables used or considered in the calculation of sampling weight are: (i) Total Number of EAs in a state, (ii) Total number of EAs studied in a state, (iii) Total of Number Households listed in each selected EAs, (iv) Total number of Households covered in each selected EA.

$$Wt_{sj} = \frac{N_s}{n_s} \cdot \frac{H_j}{h_j}$$

Wt_{zj} = is the weight per EA

N_s = Total number of EAs in the s^{th} State

n_s = Selected number of EAs in the s^{th} State

H_j = Total number of households listed in the j^{th} EA

h_j = Selected number of households in the j^{th} EA

- (b) **Weight projection:** Linear Method of population project was used to project the computed Sampling Weight using the growth rate generated in 2006 by National Population Commission (NPopC) in each state and FCT, Abuja.

Table to show the level of adequacy of the sample selected

State	Sample	Estimated Population	Average HH Size	Std. Err.	Design Effect	Sample Rate (HH)	Sample Rate (EA)	Overall Sample Rate	Public Official public official directly or indirectly asked for money	
									%	95% CI
Abia	900	2,384,577	3.5	0.072958	0.75346	0.533	0.00518	0.003	1.44	[0.9-2.3]
Adamawa	778	3,519,998	5.9	0.168199	1.33229	0.292	0.004718	0.001	2.41	[1.4-4.2]
Akwa-Ibom	900	4,221,744	3.9	0.134629	1.62859	0.474	0.003517	0.002	1.27	[0.7-2.4]
Anambra	900	4,527,517	3.4	0.105561	1.40363	0.536	0.002739	0.001	4.56	[3.4-6.1]
Bauchi	891	6,633,055	5.7	0.18977	2.19617	0.346	0.003017	0.001	1.77	[1.0-3.2]
Bayelsa	899	1,927,600	3.3	0.101411	0.879628	0.522	0.006649	0.003	1.16	[0.6-2.3]
Benue	895	5,619,845	3.9	0.120612	1.61376	0.454	0.002625	0.001	7.42	[5.8-9.5]
Borno	898	6,762,833	6.5	0.168476	1.62044	0.411	0.002494	0.001	2.14	[1.1-4.0]
Cross River	883	4,439,768	3.9	0.126801	1.58885	0.413	0.003676	0.002	3.84	[2.4-6.0]
Delta	900	4,210,774	2.7	0.100459	1.65583	0.500	0.003291	0.002	4.76	[3.5-6.5]
Ebonyi	900	3,287,098	4.6	0.150892	1.37269	0.468	0.00432	0.002	1.56	[0.9-2.8]
Edo	900	3,891,636	3.6	0.116563	1.85897	0.360	0.00469	0.002	12.55	[9.5-16.3]
Ekiti	900	1,997,156	2.9	0.099551	1.01482	0.660	0.00519	0.003	4.13	[2.9-5.8]
Enugu	896	2,882,582	3.2	0.100601	1.15636	0.543	0.004287	0.002	3.44	[2.3-5.0]
Gombe	899	5,470,277	5.7	0.131575	1.29716	0.299	0.006282	0.002	0.89	[0.4-1.8]
Imo	900	4,123,150	3.7	0.09725	1.32138	0.356	0.003065	0.001	0.99	[0.5-1.8]

Jigawa	884	8,118,007	6.6	0.166197	1.92467	0.544	0.002848	0.002	2.44	[1.5-3.9]
Kaduna	876	6,325,959	5.6	0.280625	2.60862	0.286	0.002753	0.001	2.71	[1.8-4.1]
Kano	900	10,249,793	6.2	0.154129	2.01506	0.373	0.001653	0.001	2.04	[1.3-3.2]
Katsina	900	9,129,316	5.8	0.103933	1.41143	0.400	0.001801	0.001	1.63	[0.9-2.9]
Kebbi	899	4,416,346	6.2	0.13711	1.21921	0.424	0.003606	0.002	1.53	[0.9-2.7]
Kogi	895	3,282,750	3.5	0.102681	1.32783	0.423	0.003821	0.002	1.47	[0.9-2.5]
Kwara	859	3,373,484	3.4	0.091668	1.13982	0.517	0.003688	0.002	1.55	[0.9-2.7]
Lagos	825	10,523,546	3.1	0.088799	2.19593	0.477	0.002412	0.001	3.41	[2.2-5.2]
Nasarawa	897	3,586,074	5.6	0.187515	1.50999	0.245	0.006508	0.002	6.88	[5.2-9.1]
Niger	880	6,200,799	5.0	0.140941	1.85486	0.288	0.002592	0.001	2.00	[1.1-3.6]
Ogun	894	4,365,006	3.2	0.090751	1.30236	0.409	0.004704	0.002	6.12	[4.5-8.2]
Ondo	897	4,228,863	3.1	0.127375	1.86196	0.340	0.003123	0.001	3.49	[2.4-5.0]
Osun	899	5,152,900	2.8	0.092011	1.57248	0.525	0.002316	0.001	1.18	[0.6-2.2]
Oyo	897	7,313,497	3.7	0.150082	2.27721	0.565	0.001927	0.001	2.36	[1.4-3.8]
Plateau	890	4,569,759	4.8	0.147594	1.74772	0.483	0.003801	0.002	3.47	[2.0-5.9]
Rivers	899	4,907,763	3.4	0.093838	1.3796	0.401	0.002414	0.001	1.28	[0.7-2.2]
Sokoto	900	4,638,828	6.0	0.127778	1.21526	0.555	0.004695	0.003	1.9	[1.2-3.0]
Taraba	897	2,789,277	6.0	0.235989	1.49217	0.322	0.005635	0.002	3.08	[2.1-4.5]
Yobe	898	4,149,700	7.5	0.229353	1.47435	0.428	0.004021	0.002	1.38	[0.7-2.8]
Zamfara	896	6,265,128	5.9	0.160485	1.79737	0.383	0.003524	0.001	3.27	[2.3-4.7]
FCT	899	1,597,068	5.2	0.147906	0.784968	0.319	0.014433	0.005	3.8	[2.6-5.5]
Nigeria	32920	181083470.9	4.6	0.136272	1.535322	0.407	0.003351	0.001	2.9	[2.7-3.1]

INTERVIEWERS AND SUPERVISORS: SELECTION AND TRAINING

A team of (5) enumerators (interviewer) and (1) supervisor was constituted in each state. An enumerator covered 4 HHs per day while 5 interviewers completed 20 HHs daily. In 6 days, a team covered 120 HHs

Two levels of training were adopted: First level Training was conducted for Training of Trainers (TOT) and participants at the training included Trainers, Monitors and Coordination. Participants were staff of NBS, UNODC and Practical Sampling International (PSI). The training lasted for two days and was conducted at the NBS national headquarters, Abuja. The second level training, or zonal training was held in 12 states, each of the 6 geo-political zones duly represented.

S/N	NAME OF STATE (Categorized)	Training Centres & Zones	No of Trainers per zone	Zonal Controller	TIME SPENT ON PAPI	TIME SPENT ON CAPI
1	IMO,RIVERS,BAYELSA	RIVERS	2		1 day	1 day
2	EBONYI,ENUGU,ANAMBRA,DELTA	ENUGU	2	S.E	1 day	1 day
3	CROSS RIVER,AKWA IBOM,ABIA	AKWA IBOM	2	S.S.	1 day	1 day
4	EDO,ONDO,EKITI	ONDO			1 day	1 day
5	LAGOS,OGUN,OSUN,OYO,KWARA	OYO	2	S. W.	1 day	1 day
6	FCT,KOGI	FCT	2		1 day	1 day
7	NIGER,KADUNA	KADUNA	2	N. W.	1 day	1 day
8	NASARAWA,PLATEAU,BENUE	NASARAWA	2	N. C.	1 day	1 day
9	BORNO,YOBE,GOMBE,BAUCHI	GOMBE	2	N. E.	1 day	1 day
10	KANO,KATSINA,JIGAWA	KANO	2		1 day	1 day
11	SOKOTO,KEBBI,ZAMFARA	ZAMFARA	2		1 day	1 day
12	ADAMAWA,TARABA	ADAMAWA	2		1 day	1 day

Zonal training began on the 25th April, 2016 in all the zones indicated in the table above. A day apiece was fully dedicated for the training on PAPI and CAPI, to ensure all field enumerators had a full understanding of all the modules in the questionnaire. The third day was used for field practice in readiness for the full exercise at various designated clusters.

Before the teams were dispatched for fieldwork to their various locations, NBS State officers produced introductory letters to be presented by fieldworkers to both state and local authorities within the state. Radio announcements were made as part of the survey awareness campaign.

ORGANIZATION OF FIELD WORK

Letters of introduction from the NBS were sent to the Chairmen of sensitive local government areas, village/ward heads particularly in the northern part of Nigeria for awareness. Computer Assisted Personal Interview (CAPI), a modern method of data collection alongside paper questionnaire was used to capture the data during field exercise.

The field exercise was successfully carried out, with more than 85% response rate. From Interview Evaluation Section K, responses to k6 and k7 on convincing respondents and collaborating with them from all the EAs were positive. There was no allowance for telephone hotlines for the survey. However, calls were made by supervisors and monitors when necessary to follow-up on identified data discrepancies. During the field exercise, an average of 2 visits was made to busy or not available respondents where applicable in some EAs.

To ensure quality control during the data collection, back checks and spot checks were carried out by both field supervisors and monitoring officers to ensure:

- The interviewers abided by the proper fieldwork guidelines during data collection, and recorded the appropriate answers to their questions
- The selected households were actually visited for the interview
- All members of the household (household roster) were part of the household composition and had equal opportunity to be respondents
- All observed mistakes ranging from violating the techniques of asking the questions and wrong entries observed were asked to be corrected by the field interviewers

STATUS	FREQUENCY	PERCENTAGE
Completed	32,751	99.0
The household could not be found at the given address	70	0.2
Nobody in the household was at home despite 3 visits	54	0.2
The household refused to start the interview	31	0.1
The interview was started but the selected respondent was not available despite 3 visits	13	0.0
The selected respondent was available but was not able to carry out the interview (disability or other reason)	19	0.1
The interview was started with the selected respondent but not completed (return to complete interview)	10	0.0
Other reason (please specify)	119	0.4
Total	33,067	100.0

Average Number of Visits	1.2
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SECTIONS	Average Minutes
Section B	6.1
Section C	7.4
Section D	18
Section E	6.1
Section F	3
Section H	0.62
Section I	1.9
Entire Questionnaire	43.1

DATA ENTRY AND CHECKING

All completed survey questionnaires were retrieved from field and dispatched to the NBS Data Processing Centers for further editing by CAPI Managers at the headquarters.

Csentry software was used in the development of the computer-assisted personal interviewer (CAPI) program. Programmers firstly designed the form on a desktop using CSPro. Logics were built into the programme to fully optimize running data collection on a CAPI platform. Such logics included:

- Skip logic
- Inconsistencies logic
- Warning messages
- Out of range messages

The program was then deployed to NBS customized tablets, which run on Android operating system. To ensure data captured on the devices were transmitted back to the headquarters, each one was supplied with a SIM card, preloaded with data for Internet service. The NBS server was also configured to receive these entries for secondary data cleaning and analysis at HQ.

Data cleaning and formatting was carried out using a drafted systematic cleaning process. Some of the areas considered included household Identification cleaning; formatting alphabet response to binary in the dataset; labeling the variables and responses was also carried out as part of cleaning. All variable names were renamed as requested by UNODC.

Some data inconsistencies were observed in wrong coding of some responses, which was noticed after the data collection and was recorded in the headquarters. In other areas, skipped quotations were noticed to have entries and after consultations were removed.