



The Asia Foundation

Survey of the Sri Lankan People

Findings from a public perceptions survey

November – December 2010

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Results from a public perceptions survey of 4,114 Sri Lankans from all nine provinces and the four major ethnic groups (Sinhalese, Sri Lankan Tamil, Upcountry Tamil, and Sri Lankan Moor), conducted in November - December 2010. This summary report should be read in tandem with the attached Powerpoint slide presentation. The summary report has charts and graphs that disaggregate the results by province. The Powerpoint presentation contains more charts and graphs, including ones that disaggregate the results by ethnic group. A report on the methodology of the survey, also attached, is an integral part of this final report.

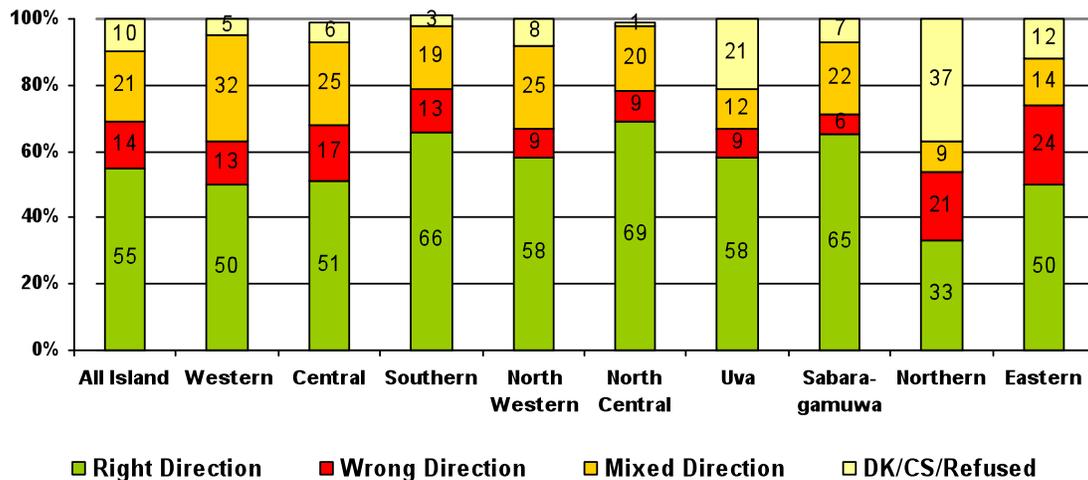
In late 2010 The Asia Foundation commissioned Nielsen Company to conduct a public perceptions survey that aimed to capture the post-war mood of the nation. The survey sought to gauge public opinion about the overall direction of the country, the economy, public institutions, the central government, and local conditions. The Asia Foundation supports public perception surveys in many countries where it operates, to make statistically sound generalizations about public opinion and provide a more complete picture of the country context. It is not enough to rely solely on key informant interviews and qualitative techniques. The questionnaire was administered by over 110 trained interviewers from Nielsen Company which is a professional market research firm that has a long track-record of conducting social sector surveys for development agencies and is apolitical. The ‘Survey of the Sri Lankan People’ is modeled on similar surveys the Foundation has conducted in Afghanistan and Thailand. Our main units of analysis were the all-island (national) level and the provincial level. The all-island findings have a margin of sampling error of +/- 1.5 at a 95 percent confidence level. The provincial findings have a margin of error of +/- 5.0 at a 95 percent confidence level. In this report the main units of analysis are geography and ethnicity: we show the aggregate (all-island) results and then disaggregate by province and ethnic group. Sri Lanka has nine provinces and four major ethnic groups. Survey findings may be disaggregated and analyzed based on other demographic categories for which the samples were sufficiently large but we have not done so here.

Direction of the country

Citizens were asked questions about the direction they felt the country was moving in. Island-wide, the majority of the respondents (55%) felt that the country was headed in the right direction. Fourteen percent (14%) of respondents felt the country was headed in the wrong direction. Another fifth (21%) believed that in some respects the country was moving in the right direction and in other respects it was moving in the wrong direction. Opinions differed across provinces. The North Central and Southern Provinces were most positive about the direction of the country: 69 percent and 66 percent respectively said the country was moving in the right direction. The Northern Province was the least positive, with 33 percent of people saying the country was moving in the right direction.

In the multi-ethnic Eastern Province, 50 percent of respondents said the country was moving in the right direction, the same as for the Western and Central Provinces, two other provinces that are ethnically diverse. In the Eastern Province, 24 percent of respondents felt that the country is headed in the wrong direction and in the Northern Province 21 percent said the same. In the Western and Central Provinces, 13 percent and 17 percent respectively felt the same. In the Southern, North Central, and Uva Provinces, only nine percent of respondents said the country was moving in the ‘wrong direction’. A high percentage of respondents in the Northern and Uva Provinces said they didn’t know, couldn’t say, or refused to answer: 37 percent in the North and 21 percent in Uva.

Graph 1: Direction of the country



Island-wide, those who mentioned that the country was going in the right direction primarily attributed it to the end of the war and advent of peace. Respondents were asked in an open-ended question to give the top two reasons why the country was moving in the ‘right direction’ and their answers were recorded. Sixty-two percent of those who said the country is moving in the right direction gave the ‘war is over’ or ‘there is peace’ as one of their top two reasons why the country was moving in the right direction. Fifty-seven percent (57%) of those who said the country is moving in the ‘right direction’ gave developmental activities and new projects that were underway as the main reason. Construction of roads and bridges, and other development activities were also mentioned. In the Northern Province, of those who believe the country is moving in the right direction, sixty-nine percent gave ‘the war is over’ as the reason, while a fourth (23%) gave ‘the roads were open and now they were free to travel anywhere’ as the reason. In the Eastern Province, of those who believe the county is moving in the right direction, three-fourths (75%) gave ‘the war is over’ as the reason.

Table 1: What is going well with the country?

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	Sabara (%)	N (%)	E (%)
The war is over/ there is peace	62	55	64	61	52	67	68	58	69	75
Development works in progress	57	57	63	66	53	67	54	59	23	50
Roads are open after the war is over/can travel anywhere	7	6	8	5	4	4	9	9	23	5
Correct path chosen by the President	4	3	2	7	4	5	5	5	1	3
Implementing economic development programs in the whole country	3	3	2	5	5	2	2	4	1	3
Actions taken for controlling drugs	3	5	2	4	5	3	1	3	0	0
Economy is good	3	3	1	4	5	3	6	1	1	2
Level of education is high	3	3	2	2	1	3	4	3	5	2

AI = All Island; Sabara = Sabaragamuwa Province

Among those who said the country is moving in the *wrong* direction, the rising price of goods was mentioned as one of the top two reasons by 54 percent of respondents. Eighteen percent mentioned the lack of job opportunities. A tenth (11%) of the respondents cited increasing corruption, bribery and fraud as the reason for the movement in the wrong direction.

Table 2: What is going wrong with the country?

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	Sabara (%)	N (%)	E (%)
Inflation/ price rise	54	52	57	54	54	45	60	35	57	68
Lack of jobs	18	7	21	32	13	14	18	22	24	27
Corruption	11	14	7	12	9	18	7	11	6	12
Economic issues	6	8	6	5	3	10	7	3	3	4
Decrease in values	5	8	4	6	5	8	1	1	2	2
Increasing threat of drugs	4	2	2	7	10	7	5	12	0	1
Salaries are not increasing	4	4	6	4	2	4	3	3	5	4
Lack of development	4	3	5	3	1	3	8	10	3	2
Economy is collapsing	3	2	3	6	1	3	4	5	1	5
Number of crimes are Increasing in the country	3	2	2	6	3	2	2	9	1	1

The biggest problems

Respondents were asked in an open-ended question what is the biggest problem facing the country at the national level. The top two problems were recorded. Rising prices was most frequently mentioned as one of the two biggest problems: three-fifths (59%) of the respondents mentioned the increasing price of goods. Thirty percent mentioned lack of job opportunities.

Table 3: What is the biggest problem at the national level? Give biggest problem and the next biggest problem. (Responses below were those given as either the biggest or the next biggest.)

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Inflation/ price rise	59	60	63	61	65	68	54	53	61	50
Lack of jobs	30	21	34	41	29	37	21	30	33	31
Economic issues	11	13	11	6	8	10	18	6	9	12
Insufficient salaries	4	3	3	2	5	3	3	3	8	4
No problems	4	3	4	2	5	2	2	5	5	4
Corruption	4	4	2	3	2	6	2	3	3	6
Break down of the economy	3	3	0	5	1	3	7	2	0	6
Issues arising from increasing poverty	3	1	2	1	1	3	5	2	5	7
Increasing threat of drugs	3	2	2	3	7	5	0	3	0	1

The respondents were asked in an open-ended question about the biggest problem at the Grama Niladhari (GN) division level. Again, the top two problems were recorded. Thirty percent mentioned the poor condition and ill-maintenance of roads and bridges in their GN division as one of the two biggest problems at the GN level. A fifth (19%) mentioned lack of drinking water facilities. Fifteen percent mentioned the lack of job opportunities.

Table 4: What is the biggest problem at the GN division level? Give biggest problem and the next biggest problem. (Responses below were those given as either the biggest or the next biggest.)

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Roads/bridges are in bad state/not maintained properly	30	23	37	41	27	27	42	40	21	25
Availability of drinking water	19	8	19	14	18	29	30	18	24	20
Lack of jobs	15	11	23	20	14	11	10	18	15	15
No problems	13	20	11	8	16	12	5	9	21	8

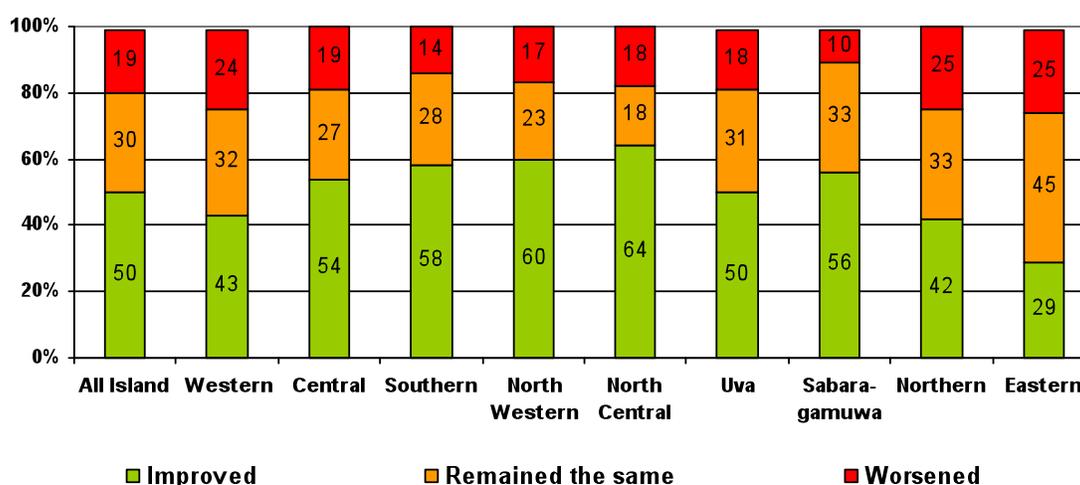
Public transport facilities not available	12	10	8	15	12	12	16	25	5	10
Electricity facilities/ street lights not available	9	3	6	2	9	11	8	10	20	15
Don't know / Can't Say	5	7	4	3	4	7	2	2	5	5
Health matters	4	0	6	5	2	6	8	3	5	9
Lack of water for cultivation	4	0	4	5	15	8	3	0	1	6

Economic situation

Respondents were asked about their family's economic condition now compared to five years ago and whether their situation had improved, worsened or remained the same. Half of the respondents (50%) felt that they were economically more prosperous now compared to five years ago. Another 30 percent felt that their situation was the same as five years ago. A fifth (19%) said that their economic situation has worsened in the last five years.

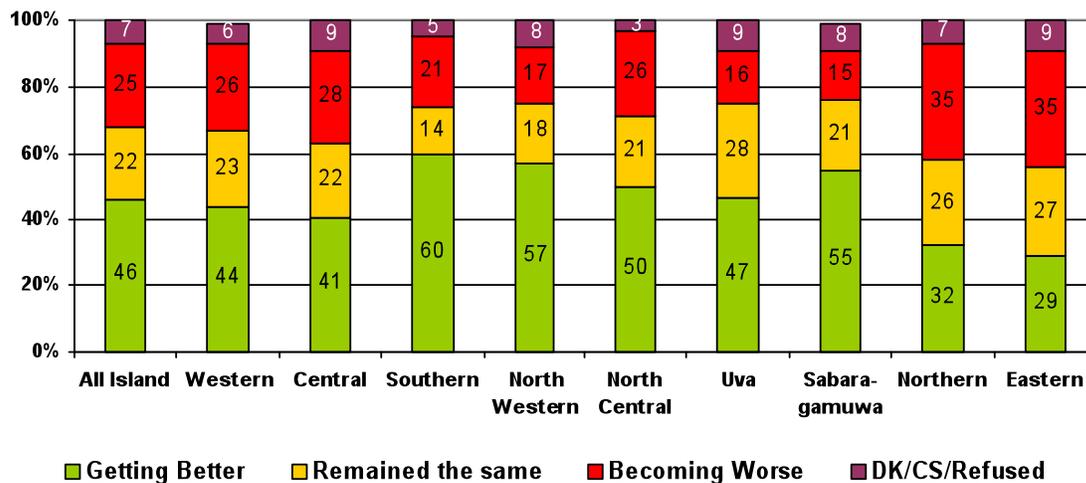
People in the North Central and North Western Provinces were the most likely to say that their economic situation has improved in the past five years. Sixty-four percent of those in the North Central Province and 60 percent of those in the North Western Province said that their economic situation has improved in the last five years. Only 29 percent in the Eastern Province felt that their economic condition has improved. In the Eastern Province 45 percent said their economic situation had remained the same in the last five years while another fourth (25%) said they were worse off. In the Northern Province 25 percent felt they were worse off now compared to five years ago. Similarly in the Western Province 24 percent felt that they were worse off than five years ago.

Graph 2: Has the economic situation improved, worsened or remained the same for your family in the past 5 years?



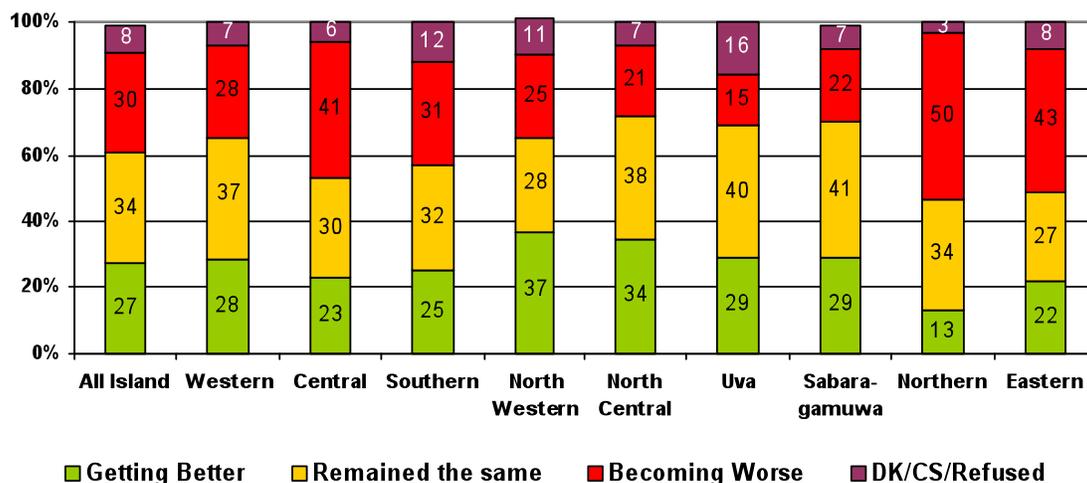
We also asked about people’s perception of the economic condition in the country in the last 12 months (over a shorter time span than the previous question), whether it had gotten better, remained the same, or become worse. Overall 46 percent of the respondents believed that the economic condition in the country has gotten better in the last one year. Twenty-two percent believed that it has remained the same, while a fourth (25%) felt it had become worse. The Southern Province and the North Western Province were the most positive about the economic situation with 60 percent and 57 percent respectively saying that the economy had gotten better in the last one year. The Eastern and Northern Provinces were less convinced about this and only 29 percent and 32 percent respectively said that the economy was better.

Graph 3: Has the economic condition in the country improved, worsened, or remained the same in the last 12 months?



Respondents were less upbeat about the employment situation in the country. When respondents were asked about the employment situation over the past one year, only 27 percent felt that the situation was getting better; 34 percent felt that there was no change in the job situation and another 30 percent felt things had worsened on the job front. Respondents in the Northern Province were least satisfied with the job situation over the past year; only 13 percent felt that there were signs of improvement. Half of respondents in the North (50%) felt that the job situation had worsened. Similarly, 43 percent in the Eastern Province and 41 percent in the Central Province felt that the situation had worsened.

Graph 4: Has the employment situation in the country improved, worsened, or remained the same in the last 12 months?

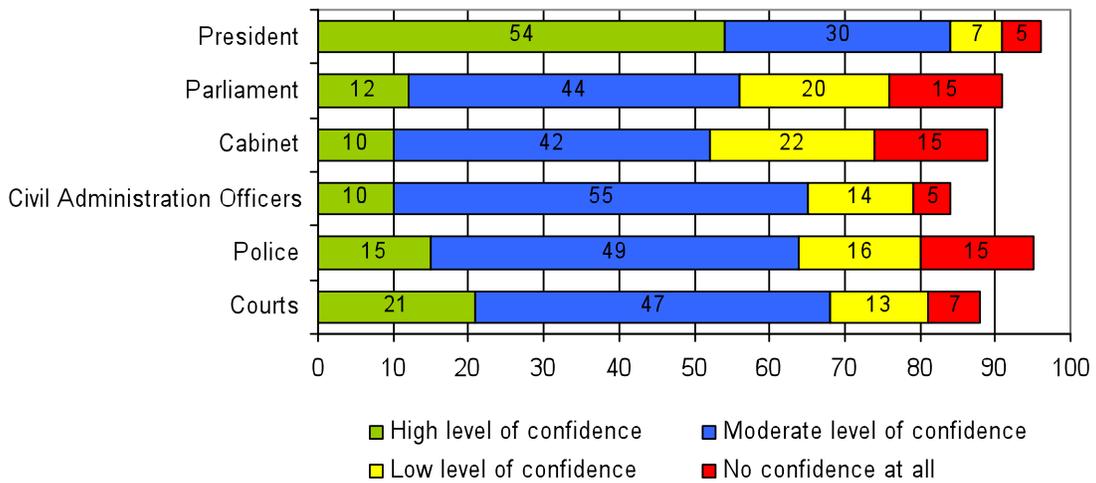


Confidence in public institutions

Citizens were asked about their confidence in the ability of key national and sub-national institutions to carry out their functions. Respondents were asked how much confidence they had, in each of the institutions below, to perform their jobs. The president was highly rated in this regard; 54 percent said they were ‘highly confident’ in his ability to perform his job. Thirty percent said they were ‘moderately confident’ and only 12 percent expressed ‘low confidence’ or ‘no confidence’. Respondents expressed less confidence in parliament and the cabinet: 12 percent and 10 percent respectively said they were ‘highly’ confident in these institutions.

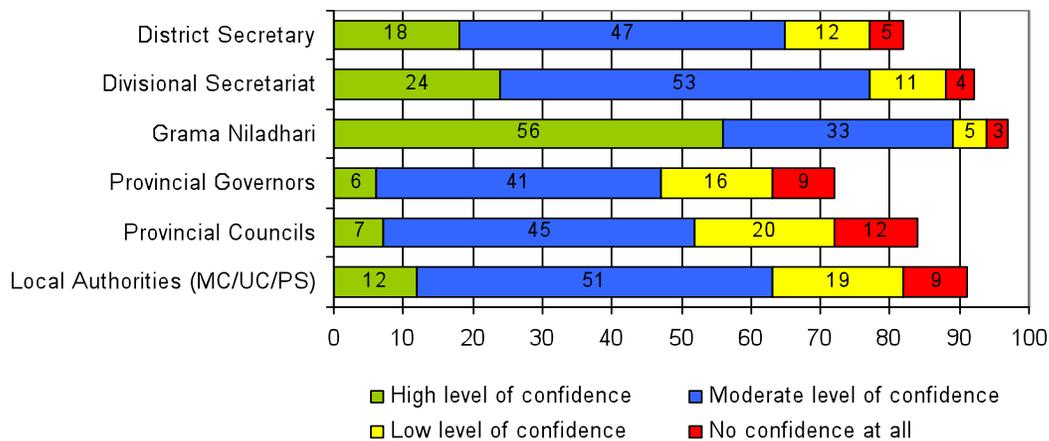
There were differences in the level of confidence in key institutions by province. Ninety-five percent of respondents in the Southern, North Central and Sabaragamuwa Provinces had either ‘high’ or ‘moderate’ confidence in the ability of the President to carry out his functions, while in the Northern and Eastern Provinces 63 percent expressed the same level of confidence in the President.

Graph 5: Confidence in the national level institutions



Among sub-national institutions, people expressed the most confidence in the Grama Niladhari (GN): nine in ten (89%) respondents said they are ‘highly’ or ‘moderately’ confident in them. As the graph below shows, Divisional Secretariats and District Secretaries also received relatively high ratings. Seventy-seven percent expressed a ‘high’ or ‘moderate’ level of confidence in Divisional Secretariats. Sixty-five percent expressed the same level of confidence in District Secretaries. Only 47 percent expressed either a ‘high’ or ‘moderate’ level of confidence in the Provincial Governors and 52 percent in Provincial Councils. Sixty-three percent expressed a ‘high’ or ‘moderate’ level of confidence in their respective local authorities: Urban Councils (UC), Municipal Councils (MC), and Pradeshiya Sabhas (PS).

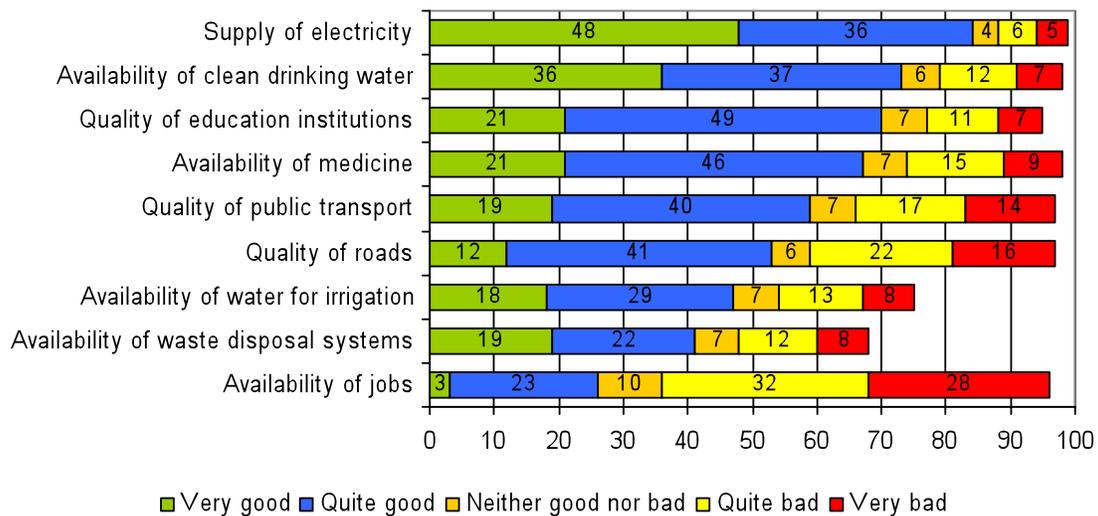
Graph 6: Confidence in the sub-national level institutions



Local conditions

The respondents were asked to rate some of the facilities, services, and conditions in their GN divisions. Electricity supply was rated the most highly with 84 percent of the citizens saying that this facility is either 'very good' or 'quite good' in their area. Availability of clean drinking water came in next with almost three-fourths (73%) saying that it is good (very good or quite good) in their area. People were least satisfied with the availability of jobs: only three percent said the conditions were 'very good' and 23 percent said 'quite good'. Thirty-two percent said the job situation was 'quite bad' and 28 percent said it was 'very bad'.

Graph 7: Conditions and services in the GN division



Again, there were differences when the results were studied by province. Electricity and drinking water were rated the highest in the Western and Southern Provinces. Ninety-five percent in the Southern Province and 94 percent in the Western Province said that the electricity supply in their area was good. This is in comparison to only 54 percent in the Northern Province who said it is good. Eighty-eight percent of those in the Western Province said that the availability of clean drinking water in their area was good, while 80 percent said the same in the Southern Province.

Table 5: Conditions and services in the GN division (by provinces)

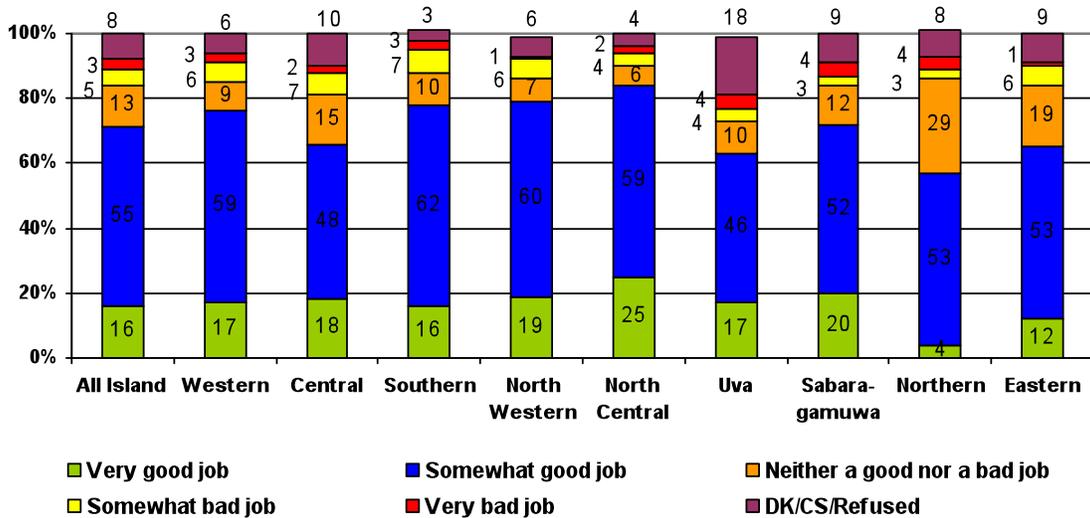
	AI (%)	Provinces								
		W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
The availability of clean drinking water	73	88	69	80	68	68	71	74	60	61
The availability of water for agriculture	47	41	37	63	44	70	37	60	54	29
The availability of jobs	26	33	12	25	25	28	24	30	21	26
The supply of electricity	83	94	86	95	89	90	84	81	54	65
The availability of clinics and hospitals medicine	66	72	55	68	80	71	66	58	65	54
The quality of roads	53	69	46	54	49	65	46	45	43	42
The quality of public transport	59	68	62	61	50	64	56	49	50	58
The quality of education institutions	70	72	63	73	74	75	70	75	65	57
The availability of waste disposal systems	40	40	42	57	19	31	32	67	43	33

Central Government

The citizens were asked their opinion of how the Central Government was performing its duties and responsibilities. Island-wide, 16 percent felt that the Central Government was doing a ‘very good job’ and another 55 percent felt that they were doing a ‘somewhat good job’. Only three percent said that the Government did a ‘very bad job’ and another five percent said that it did a ‘somewhat bad job’.

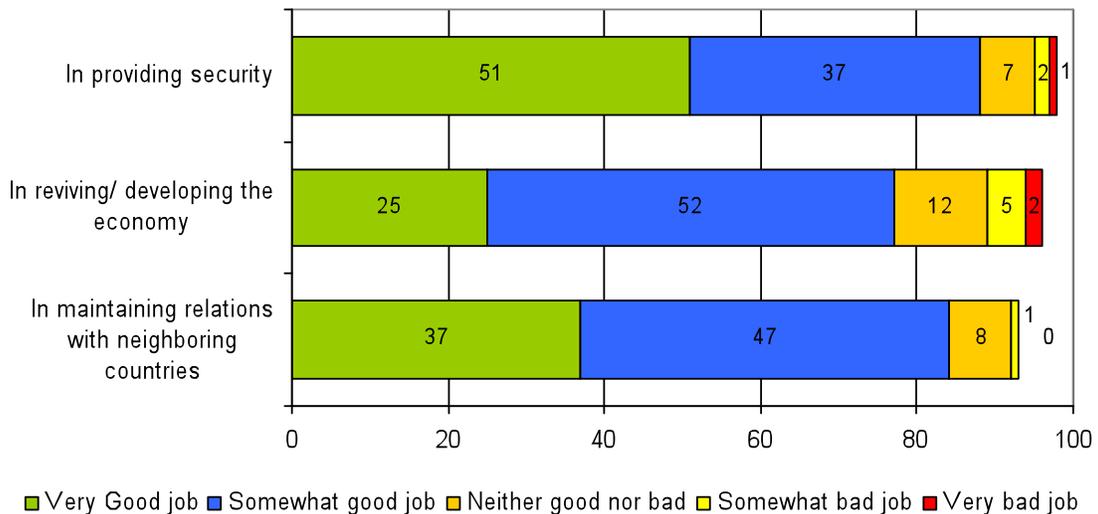
Across provinces, the most positive response was from the North Central Province where 84 percent felt the Central Government did a very good job or somewhat good job. Seventy-nine percent in the North Western and 78 percent in the Southern Province felt the same. The least happy with the government’s performance were those from the Northern Province where 57 percent said it was doing a good job. In the Northern Province only four percent of respondents said the Central Government was doing a ‘very good job’.

Graph 8: Whether the Central Government is doing a good or a bad job



The respondents were also asked about how the Central Government fared in three specific areas; in providing security, in reviving or developing the economy and in maintaining relations with neighboring countries. Overall 88 percent felt that the central government was doing a good job in providing security. Of these, over half (51%) felt the Government was doing a ‘very good job’. Seventy-seven percent said the Central Government was doing a ‘very good’ or ‘somewhat good job’ of reviving and developing the economy. Eighty-four percent also felt that the central government was doing a good job in maintaining relations with neighboring countries.

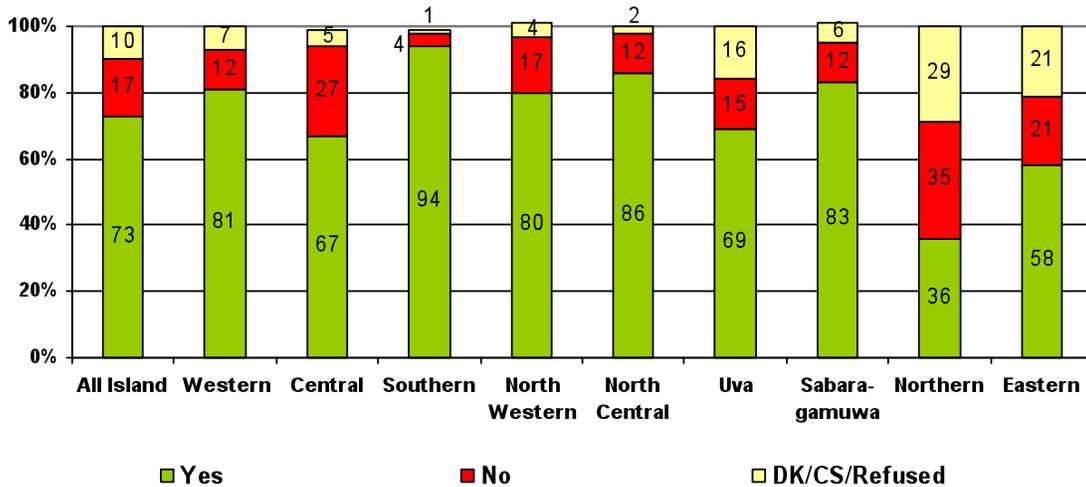
Graph 9: Whether the Central Government is doing a good or a bad job in (i) providing security, (ii) developing the economy, or (iii) maintaining relations with neighboring countries



Political participation

Respondents were asked whether they believe people in their respective areas feel free to express their political opinions. Island-wide 73 percent said yes, 17 percent said no, and 10 percent said they didn't know or refused to answer the question. People in the Southern Province were the most positive: 94 percent said they have the freedom to express political opinions. In the Northern Province only 36 percent said they could freely express their political opinions while 35 percent said they could not; 29 percent of people in the North didn't know or refused to answer. In the Eastern Province 58 percent of the respondents said 'yes' while 21 percent said 'no'; 21 percent did not know or refused to answer.

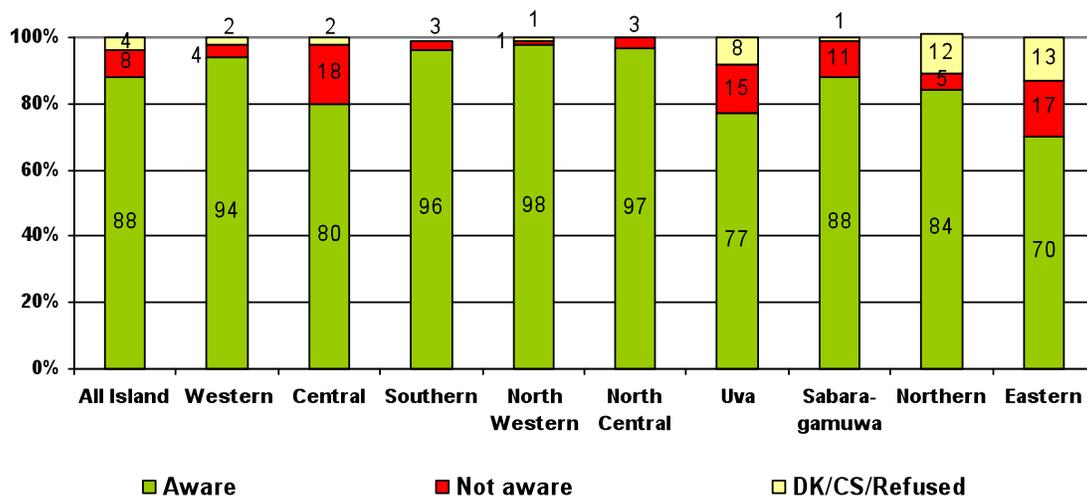
Graph 10: Whether there is freedom to express political opinions?



Democracy

The survey asked respondents whether they were aware of the term ‘democracy’. Island-wide, 88 percent of the respondents were aware of the term, eight percent were not aware and four percent refused to answer the question. Awareness was highest in the North Western Province (98%) and North Central Province (97%). Only 70 percent of respondents in the Eastern Province and 77 percent in Uva Province were aware of the term.

Graph 11: Are you aware of the term ‘democracy’?



Respondents were then asked what the term ‘democracy’ meant. Island-wide a third (33%) of the respondents said they don’t know the meaning. The number of those who did not know the meaning was as high as 56 percent in the Northern Province and 51 percent in Uva.

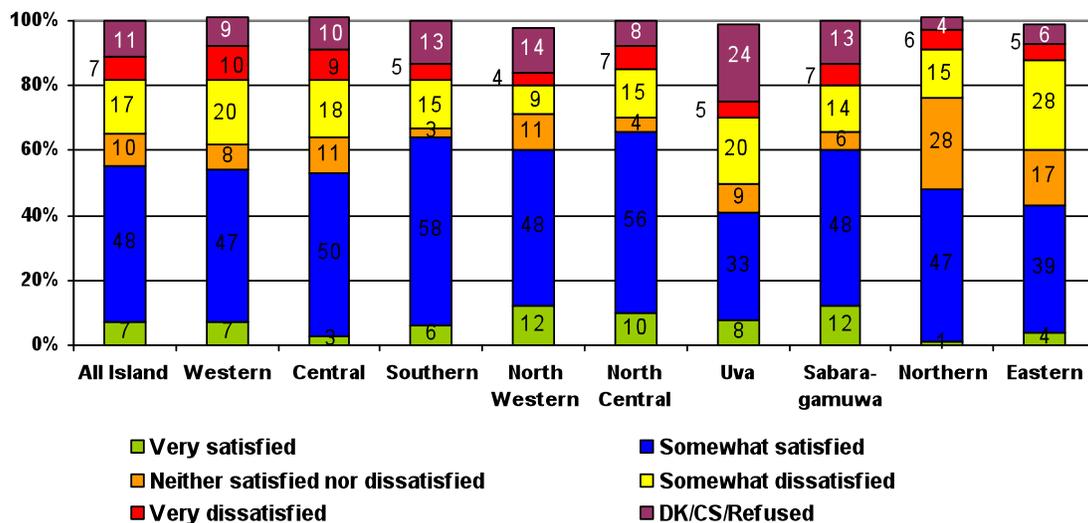
Twenty-four percent of respondents island-wide said the term meant the ‘ability to live peacefully’. ‘Freedom to express ideas’ and ‘equal rights’ were the other most frequent answers.

Table 6: What does the term ‘democracy’ mean? Asked of those who said they were aware of the term in the previous question.

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Don't know / Can't Say	33	28	30	24	28	33	51	31	56	30
Can live peacefully	24	32	26	35	28	24	13	23	6	19
Free to express ideas	9	12	10	14	8	7	7	14	1	6
Equal rights/ Equality in the law	7	5	8	9	8	5	9	9	4	10
People can do things according to their will	7	9	3	5	8	9	4	13	1	6
Having fundamental rights	4	3	5	3	8	6	2	4	1	7
A system of law made by the people for the people	4	1	5	3	2	1	3	1	13	8

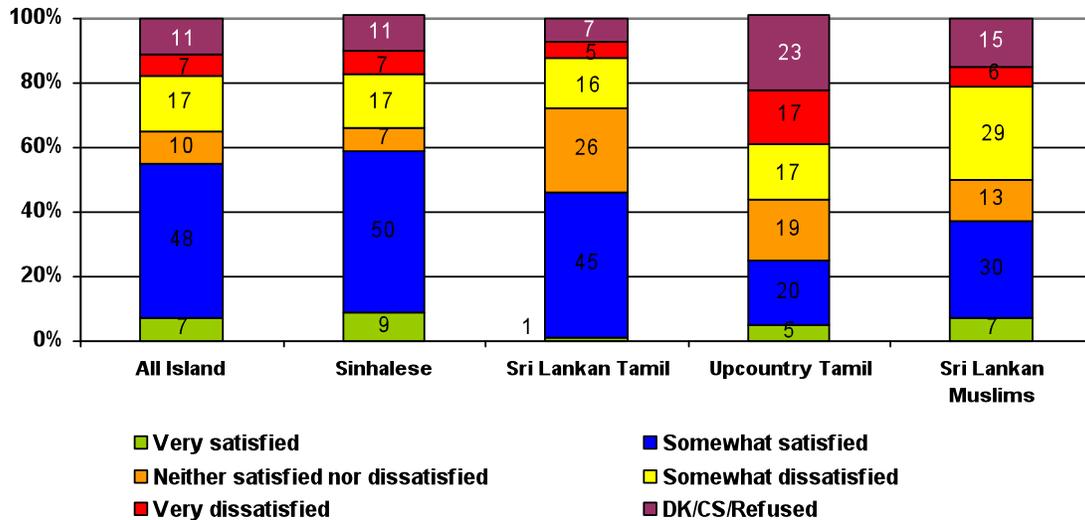
Citizens were asked if they were satisfied with the way in which democracy works in the country. Only seven percent were ‘very satisfied’ while 48 percent were ‘somewhat satisfied’. Fifty-eight percent in the Southern Province and 56 percent in the North Central Province said they were ‘somewhat satisfied’. Nationally 17 percent said they were ‘somewhat dissatisfied’ and another seven percent said they were ‘very dissatisfied’. Respondents in the Eastern Province were most dissatisfied with 28 percent saying they were ‘somewhat dissatisfied’ and five percent said they were ‘very dissatisfied’.

Graph 12: Satisfaction with the way democracy works in the country – by province



Disaggregated by ethnicity, Sinhalese are the most satisfied with the way democracy works while Upcountry Tamils are the least satisfied. Nine percent of Sinhalese said they were ‘very satisfied’ and 50 percent said they were ‘somewhat satisfied’. Among Upcountry Tamils only 25 percent expressed satisfaction with the way democracy works. A similar number (23%) among Upcountry Tamils said they did not know or refused to answer the question. Seventeen percent of Upcountry Tamils said they are ‘very dissatisfied’.

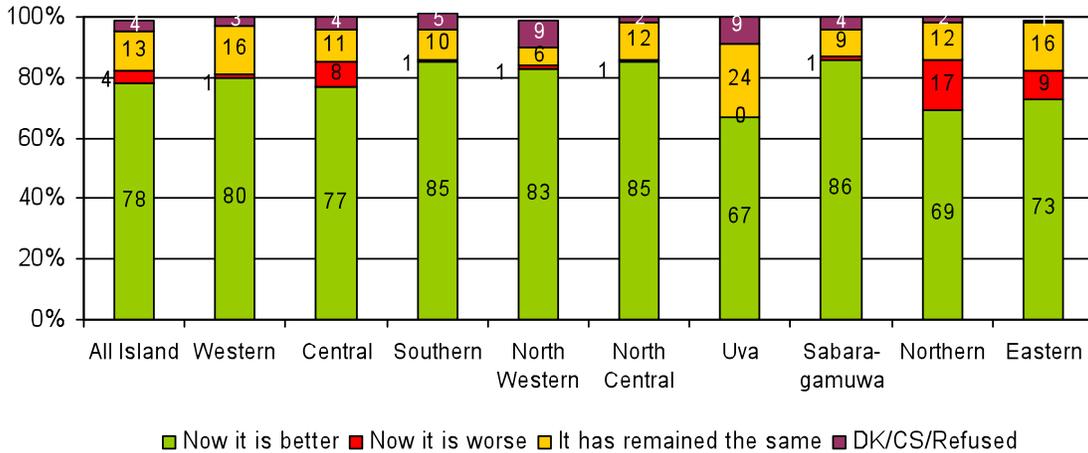
Graph 13: Satisfaction with the way democracy works in the country – by ethnicity



Relations between ethnic groups

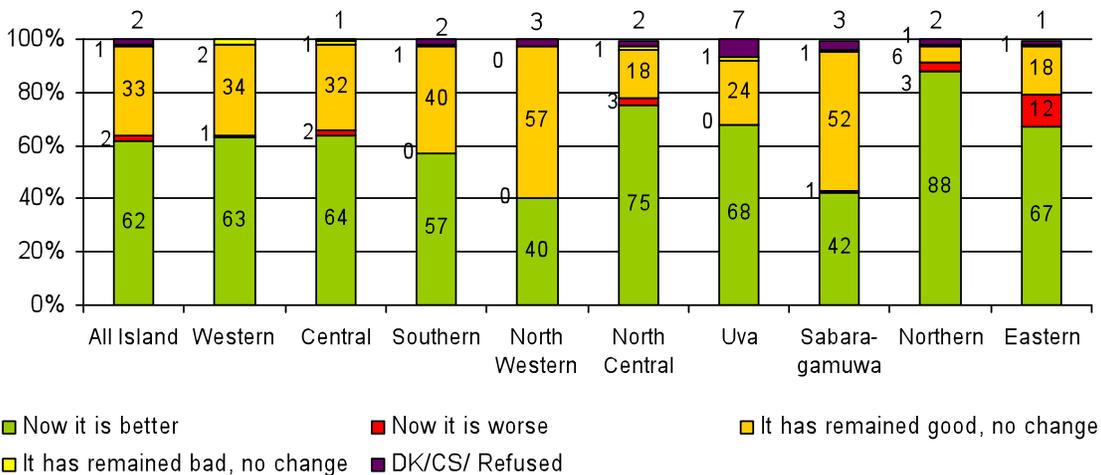
Citizens were asked about what they felt about the relations between ethnic groups in the country both in the country at large and in their GNs, now versus two years ago (before the end of the war). Seventy-eight percent felt that relations between ethnic groups at the national level are now better. Only four percent felt that things are worse now. Another 13 percent felt that things have remained the same between ethnic groups.

Graph 14: Relations between ethnic groups in the country



At their GN division level, 62 percent of all respondents who said there were other ethnic groups living in their area, said relations were better. Thirty-three percent said it has remained the same or remained good. Only two percent said ethnic relations at the local level were worse now than two years ago. At the GN level, respondents who said there were no other ethnic groups living in their area were excluded and not asked this question.

Graph 15: Relations between ethnic groups in their GN division



Summary

Conducted in November-December 2010, 18 months after the end of war, the *Survey of the Sri Lankan People* indicates that a majority of citizens are upbeat about the direction of the country. Results differ based on province but most people believe the country is moving in the right direction. ‘Peace’ and the ‘end of war’ are the primary reasons why most Sri Lankans believe the country is moving in the right direction. A lower percentage of people in the Northern Province believe the country is moving in the right direction

(33% compared to 55% island-wide). In the Eastern Province, 50 percent of respondents believe the country is moving in the right direction, the same percentage for the Western and Central Provinces. Of the respondents in the North and East who believe the country is moving in the right direction, 69 percent in the Northern Province and 75 percent in the Eastern Province identify 'peace' and the 'end of the war' as the main reasons.

The rising price of goods is mentioned as the 'biggest problem' in the country. This is also the main reason people gave for believing the country is moving in the wrong direction. Island-wide 54 percent of the respondents identified 'high prices', 'increasing living expenses' and 'insufficient salaries' as their major problems. Unemployment is the second big challenge. Only 26 percent of respondents said the job situation is good in their areas. At the GN level, the poor state of roads, bridges and other infrastructure as the biggest problem; it was mentioned by 30 percent of respondents. Lack of safe drinking water and the lack of jobs are the second and third most frequently cited problem at the GN level – mentioned by 19 percent and 15 percent of respondents, respectively.

Half of respondents island-wide believe their family's economic prosperity has improved in the past five years; 30 percent said it had remained the same; and 19 percent said it had worsened. Almost half (46%) believe the general economic conditions in the country have improved in the previous 12 months. However, only 27 percent of respondents said they thought the employment situation had improved in the previous 12 months. The North Western and North Central Provinces recorded the highest percentage of respondents who said their family's economic prosperity had improved in five years (64% and 60%, respectively). The Northern and Eastern Provinces recorded the lowest percentages (42% and 29% respectively). The Southern, North Western and North Central Provinces recorded the highest percentage of respondents who said economic conditions were getting better over the previous 12 months. The Northern and Eastern Provinces recorded the lowest, with the Central Province not far behind.

The survey indicates that Sri Lankans have high or moderate levels of confidence in many public institutions to perform their jobs, although some enjoy more public confidence than others. Citizen confidence is particularly high for institutions at the top and bottom of the political and administrative hierarchy. Eighty-four percent respondents across the country have a high or moderate level of confidence in the president's ability to perform his job. This figure is lower in the Northern and the Eastern Provinces (63% in each) but still substantial. Nine of 10 respondents have confidence in the *grama niladhari*, and this goodwill extends across all provinces. Other deconcentrated central government officials (district and divisional secretaries) enjoyed higher confidence than institutions associated with devolved government: the provincial governor, provincial councils, and local authorities.

Geographical and ethnic disparities were evident in the way people responded to the questions on Political Participation and Democracy. Large majorities of people in predominantly Sinhalese provinces said they were free to express political opinions in their areas. Island-wide 73 percent of respondents said 'yes', while 17 percent said 'no', and 10 percent didn't know, couldn't say, or refused to answer. Between 80-94 percent of respondents answered 'yes' in the Western, Southern, North Western, North Central,

Uva, and Sabaragamuwa Provinces; the percentage answering ‘no’ in these six provinces ranged from 12-17 percent. Affirmative responses were highest in the Southern Province where 94 percent of respondents said they were free to express their political opinions and only four percent said they were not. However, in the Northern Province only 36 percent answered ‘yes’ to the question, 35 percent answered ‘no’, and 29 percent didn’t know, couldn’t say, or refused to answer. In the multi-ethnic Eastern Province 58 percent said ‘yes’, 21 percent said ‘no’, and 21 percent couldn’t say or refused to answer. In the Central Province, which has a substantial Upcountry Tamil population, 67 percent said ‘yes’, 27 percent said ‘no’, and five percent couldn’t say or refused to answer.

Most respondents were aware of the term ‘democracy’ but a significant number could or would not say what the term meant, especially in the Northern and the Uva Provinces, where 56 percent and 51 percent respectively could not answer or refused to answer when asked. When asked whether they are satisfied with the way democracy works in the country, island-wide, seven percent of respondents said they were ‘very satisfied’ with how democracy works in the country and 48 percent said they were ‘somewhat satisfied’. The percentage responding ‘very satisfied’ was low across all nine provinces. ‘Somewhat satisfied’ was the most frequent response across the board. The satisfaction levels were lowest in the Uva, Eastern and Northern Provinces; slightly less than 50% were either ‘very satisfied’ or ‘somewhat satisfied’ in these three provinces. In the Western and Central Provinces, 54 percent and 53 percent respectively were ‘very satisfied’ or ‘somewhat satisfied’. In the other four provinces, 60-64 percent of respondents were ‘very satisfied’ or ‘somewhat satisfied’. The results broken down by ethnicity showed that Upcountry Tamils are the least satisfied: only 25 percent responded ‘very satisfied’ or ‘somewhat satisfied’; 34 percent are ‘somewhat dissatisfied’ or ‘very dissatisfied’. Sri Lankan Tamil respondents were most likely to choose the middle-point answer: 26 percent said that they were ‘neither satisfied nor dissatisfied’.

A significant majority of those who live in multi-ethnic localities are positive about the relationship between ethnic groups. Sixty-two percent were of the opinion that the relationship is ‘better’ in their GN division now than two years ago while another third (33%) believe it has ‘remained good’ or that there has been ‘no change’.

This perceptions survey takes a snapshot of the Sri Lankan people’s views about their country’s direction, the economy, public institutions, local conditions, the central government, political participation, democracy, and ethnic relations at a particular moment in time (November – December 2010). Perceptions surveys are even more valuable if done at regular intervals. Done at regular intervals, they can record shifts or continuity in the national mood, and whether it is trending toward continued optimism or renewed pessimism.



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Survey of the Sri Lankan People

Findings from a public perceptions survey

November - December 2010

Version 1.5



Presentation flow

- Objective
- Research Methodology
- Survey Findings
 - National Mood
 - Economy
 - Confidence in Public Institutions
 - Local Conditions
 - Government
 - Political Participation
 - Democracy
 - Ethnic Relations
 - Respondent Demographics
- Summary



Objective

This survey aims to capture the post-war mood of the nation and gauge public opinion about the direction of the country, the economy, public institutions, and local conditions.

The Asia Foundation supports public perception surveys in many countries where it operates, to understand the social context and to be able to make statistically sound generalizations about public opinion rather than rely solely on key informants to understand the country context.



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Research Methodology



Research Design

- Fieldwork period – November 1 to December 15, 2010
- Quantitative Research
 - 4114 face-to-face personal interviews across the 9 provinces
 - Sampling limited in Northern Province
 - No interviews in Mullaitivu and certain parts of Kilinochchi
 - Overall margin of sampling error at +/- 1.53 at 95% confidence level
 - Sample split 50%-50% by gender
- Distribution of sampling points
 - Sample of 400 respondents from each province, except Western Province
 - Margin of sampling error by province at +/- 5.0
 - In Western Province, 800 respondents sampled
 - Within provinces, cluster sampling done using GN division as cluster
 - Urban – rural split maintained based on actual proportions



Research Design

- Selection of households and respondents
 - Households selected using random walk methodology
 - Every 3rd household in urban and every 2nd household in rural
 - Household respondents were selected using a Kish Grid

- Quality control
 - A third of the interviews checked
 - Accompanied interviews – 12%
 - Back checked – 22%



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Survey Findings



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National Mood



Direction in which the country is moving

- More than half (55%) perceive the country to be headed in the right direction
- A fifth (21%) mention that some things are going in the right direction while some in the wrong

November-December 2010



Right Direction

56%



Wrong Direction

11%



Mixed Direction

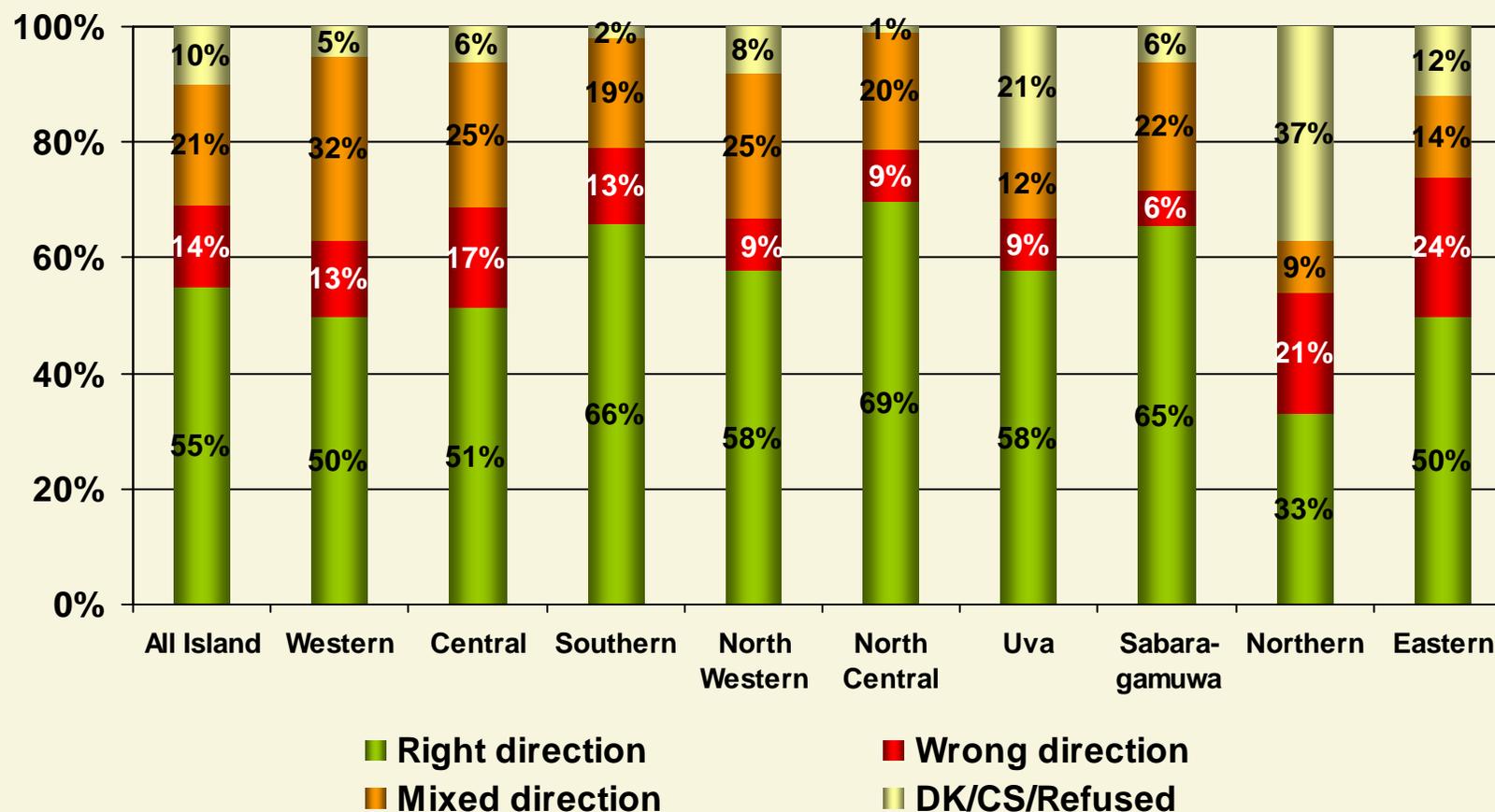
23%

May-June 2010 survey data



Direction in which the country is moving – *by province*

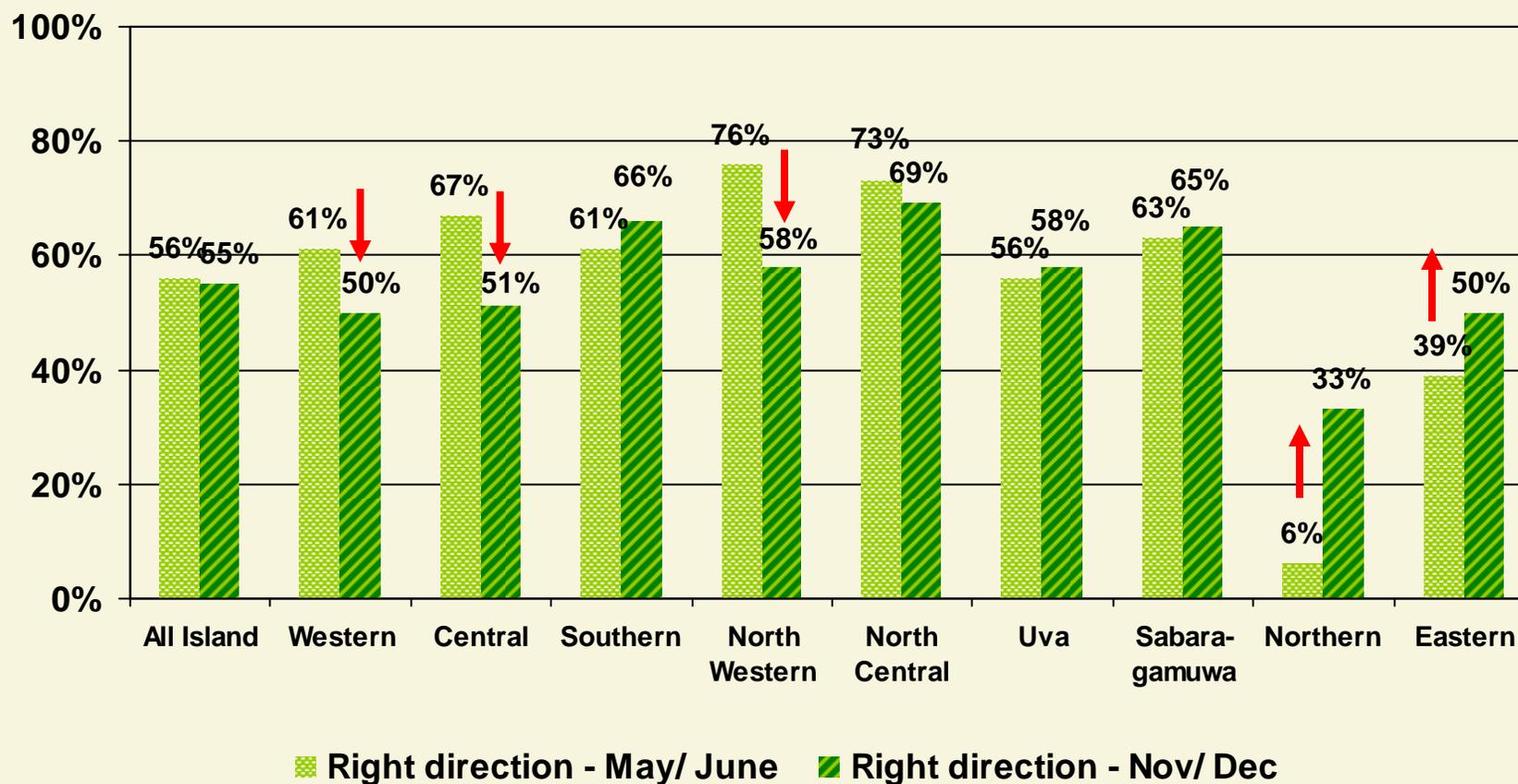
- All island – 55% say right direction, 14% wrong direction, 21% mixed
- North Central and Southern most positive – Northern and Eastern most negative
- Don't know/Can't say/Refused to answer' high for Northern (37%) and Uva (21%)





Direction in which the country is moving – Comparison with May-June survey by province

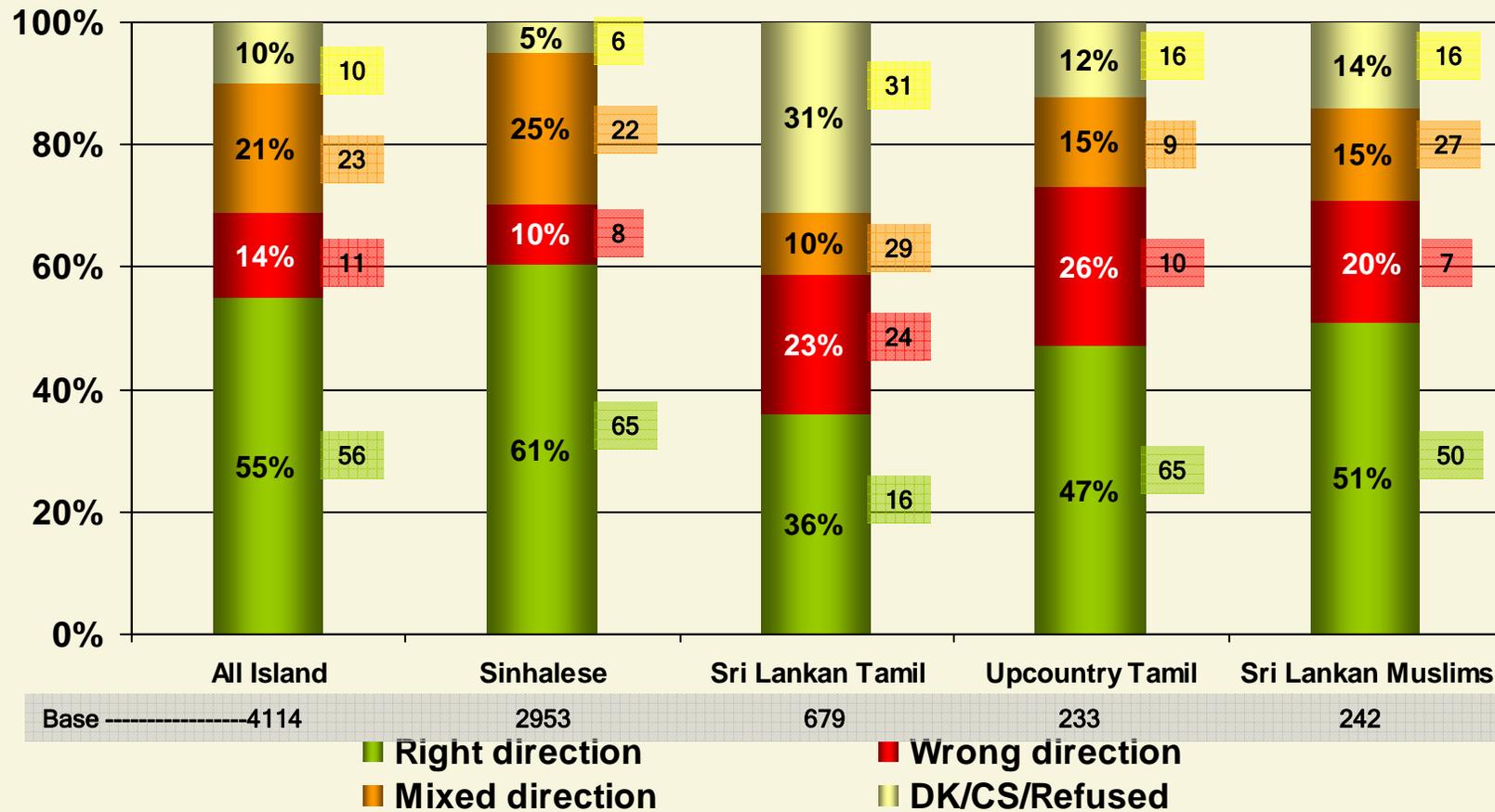
- Noticeable positive change in the Northern and Eastern Provinces
- Noticeable decline in 'right direction' in Western, Central, and North-Western Provinces





Direction in which the country is moving – *by ethnicity*

- **Sinhalese (61%) respondents are most positive**
- **Sri Lankan Tamils are least positive; Upcountry Tamils and Muslims in the middle**

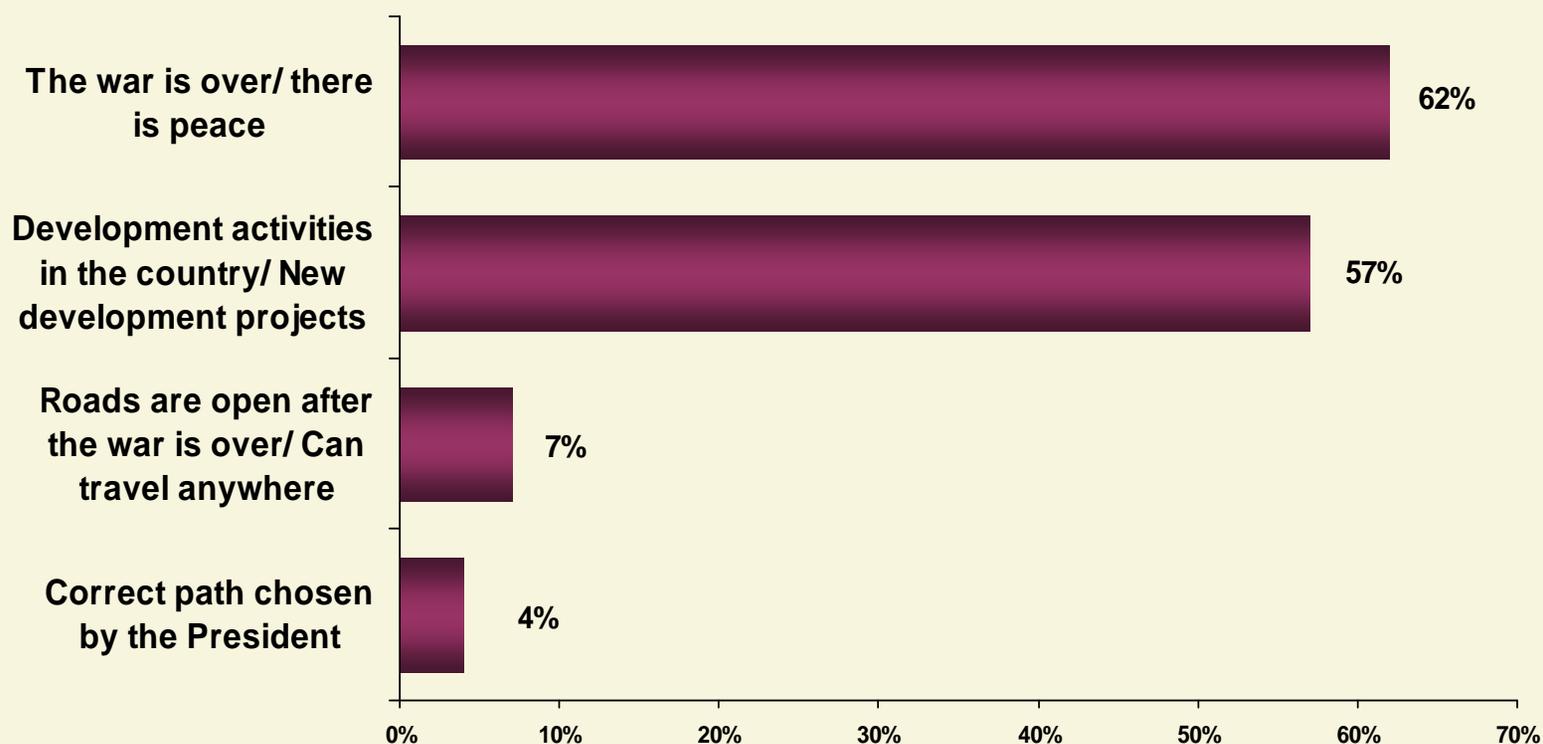


The numbers in the boxes beside the bars signify our May-June survey numbers



What is going well with the country*?

• The end of the war and increased development activities are what is seen as going right



** Top 2 responses included*

Base: 3135 (Those saying things are going in the right direction or mixed direction)



What is going well with the country*? – by province

- *The end of war and increased development activities are most salient*
- *Those in the Northern Province value ability to travel freely*

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
The war is over/ there is peace	62	55	64	61	52	67	68	58	69	75
Development works in progress	57	57	63	66	53	67	54	59	23	50
Roads are open after the war is over/can travel anywhere	7	6	8	5	4	4	9	9	23	5
Correct path chosen by the President	4	3	2	7	4	5	5	5	1	3
Implementing economic development programs in the whole country	3	3	2	5	5	2	2	4	1	3
Actions taken for controlling drugs	3	5	2	4	5	3	1	3	0	0
Economy is good	3	3	1	4	5	3	6	1	1	2
Level of education is high	3	3	2	2	1	3	4	3	5	2

* Top 2 responses included

Base: 3135 (Those saying things are going in the right direction or mixed direction)



What is going well with the country*? – by ethnicity

- “War is over” finds high mention among Upcountry and Sri Lankan Tamils
- Development activities mentioned most frequently by Sinhalese

	Ethnicity				
	AI (%)	Sinhalese (%)	Sri Lankan Tamil (%)	Upcountry Tamil (%)	Sri Lankan Muslims (%)
The war is over/ there is peace	62	61	66	71	55
Development works in progress	57	62	34	31	41
Roads are open after the war is over / can travel anywhere	7	5	18	21	10
Correct path chosen by the President	4	4	2	1	4
Actions taken for controlling drugs	3	3	1	2	1
Implementing economic development programs in the whole country	3	3	1	1	3
Economy is good	3	3	1	1	1
Level of education is high	3	3	3	3	4

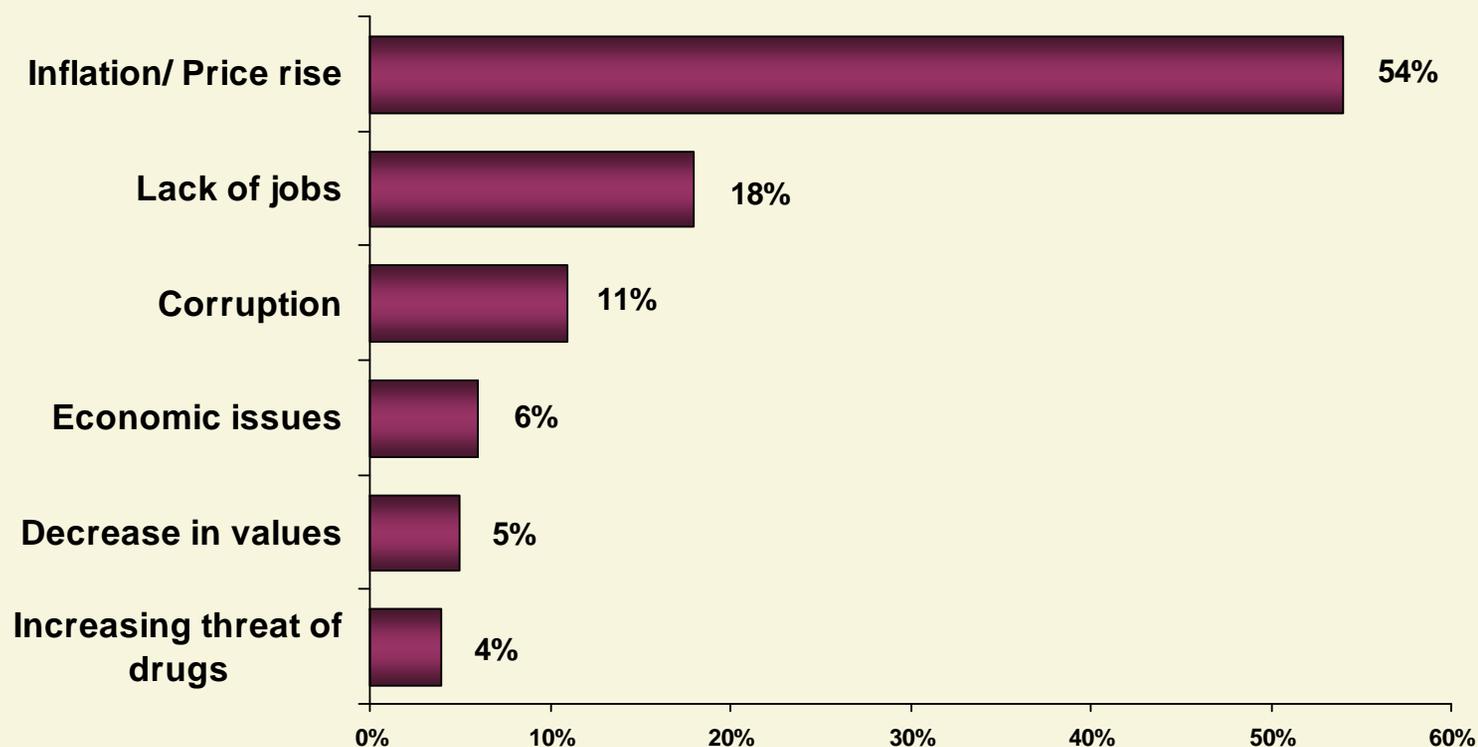
* Top 2 responses included

Base: 3135 (Those saying things are going in the right direction or mixed direction)



What is going wrong*?

• Inflation and unemployment are chief reasons why country is going in the wrong direction



** Top 2 responses included*

Base: 1427 (Those saying things are going in the wrong direction or mixed direction)



What is going wrong*? – *by province*

- **Price of goods most mentioned in all places, particularly in Uva (59%) & Northern (56%) Provinces**
- **Jobs given as the main reason in the Southern Province (32%)**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Inflation/ price rise	54	52	57	54	54	45	60	35	57	68
Lack of jobs	18	7	21	32	13	14	18	22	24	27
Corruption	11	14	7	12	9	18	7	11	6	12
Economic issues	6	8	6	5	3	10	7	3	3	4
Decrease in values	5	8	4	6	5	8	1	1	2	2
Increasing threat of drugs	4	2	2	7	10	7	5	12	0	1
Salaries are not increasing	4	4	6	4	2	4	3	3	5	4
Lack of development	4	3	5	3	1	3	8	10	3	2
Economy is collapsing	3	2	3	6	1	3	4	5	1	5
Number of crimes are Increasing in the country	3	2	2	6	3	2	2	9	1	1



What is going wrong*? – *by ethnicity*

- **Price of goods most frequently mentioned by all communities**

	Ethnicity				
	AI (%)	Sinhalese (%)	Sri Lankan Tamil (%)	Upcountry Tamil (%)	Sri Lankan Muslims (%)
Inflation/ price rise	54	50	62	65	56
Lack of jobs	18	16	25	27	20
Corruption	11	13	6	8	1
Economic issues	6	6	4	3	8
Decrease in values	5	6	1	1	0
Increasing threat of drugs	4	6	1	1	0
Salaries are not increasing	4	3	6	5	8
Lack of development	4	4	2	1	4
Economy is collapsing	3	4	2	3	1
Number of crimes are Increasing in the country	3	4	1	1	0

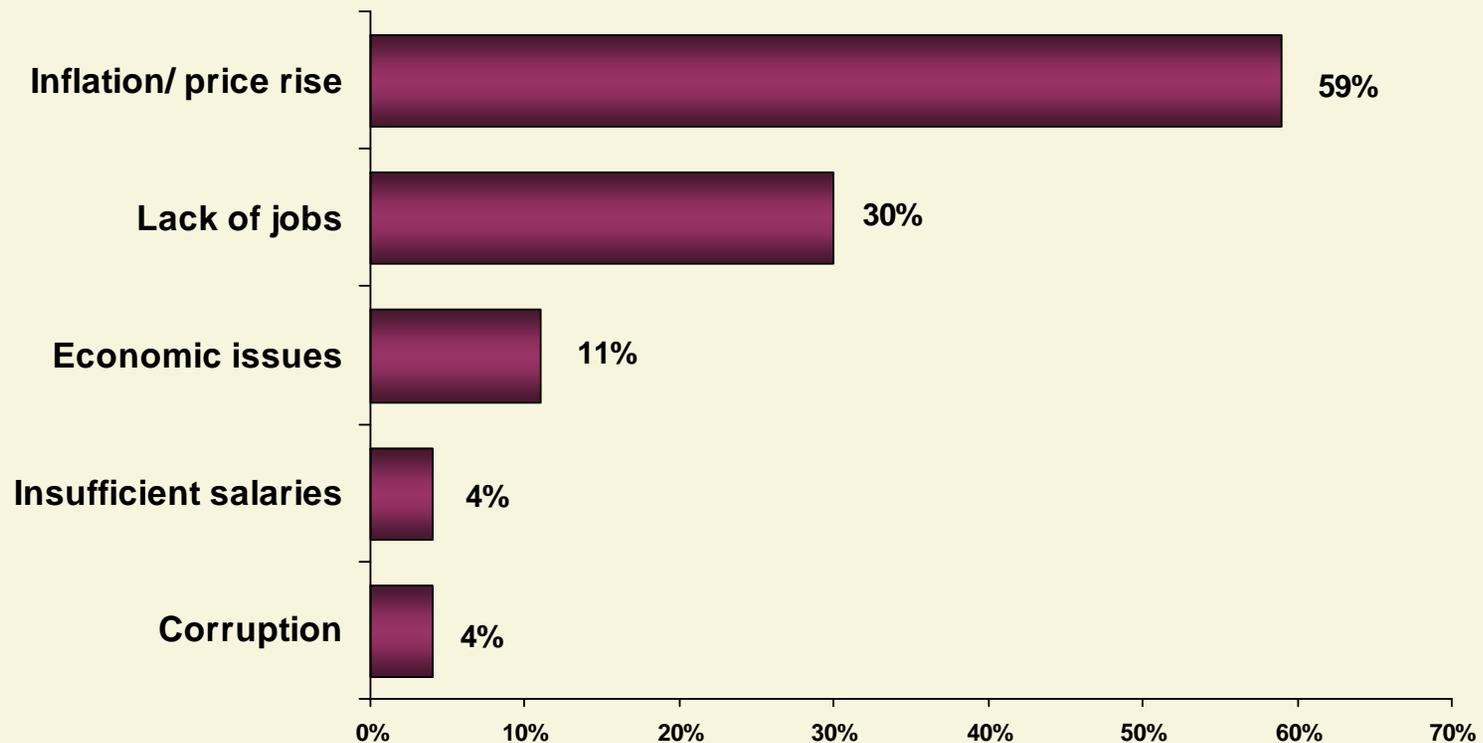
* Top 2 responses included

Base: 1427 (Those saying things are going in the wrong direction or mixed direction)



Biggest problems* – national level

- *Rising prices and lack of jobs mentioned as biggest national problems*



* *Biggest and the next biggest problems included*



Biggest problems* national level – *by province*

- **Rising cost of essential goods is the biggest problem across the country**
- **Lack of jobs is the next concern especially in the Southern and North-Central Provinces**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Inflation/ price rise	59	60	63	61	65	68	54	53	61	50
Lack of jobs	30	21	34	41	29	37	21	30	33	31
Economic issues	11	13	11	6	8	10	18	6	9	12
Insufficient salaries	4	3	3	2	5	3	3	3	8	4
No problems	4	3	4	2	5	2	2	5	5	4
Corruption	4	4	2	3	2	6	2	3	3	6
Break down of the economy	3	3	0	5	1	3	7	2	0	6
Issues arising from increasing poverty	3	1	2	1	1	3	5	2	5	7
Increasing threat of drugs	3	2	2	3	7	5	0	3	0	1

* Biggest and the next biggest problems included



Biggest problems* national level – *by ethnicity*

• **Majority Sinhalese now mention rising price of goods**

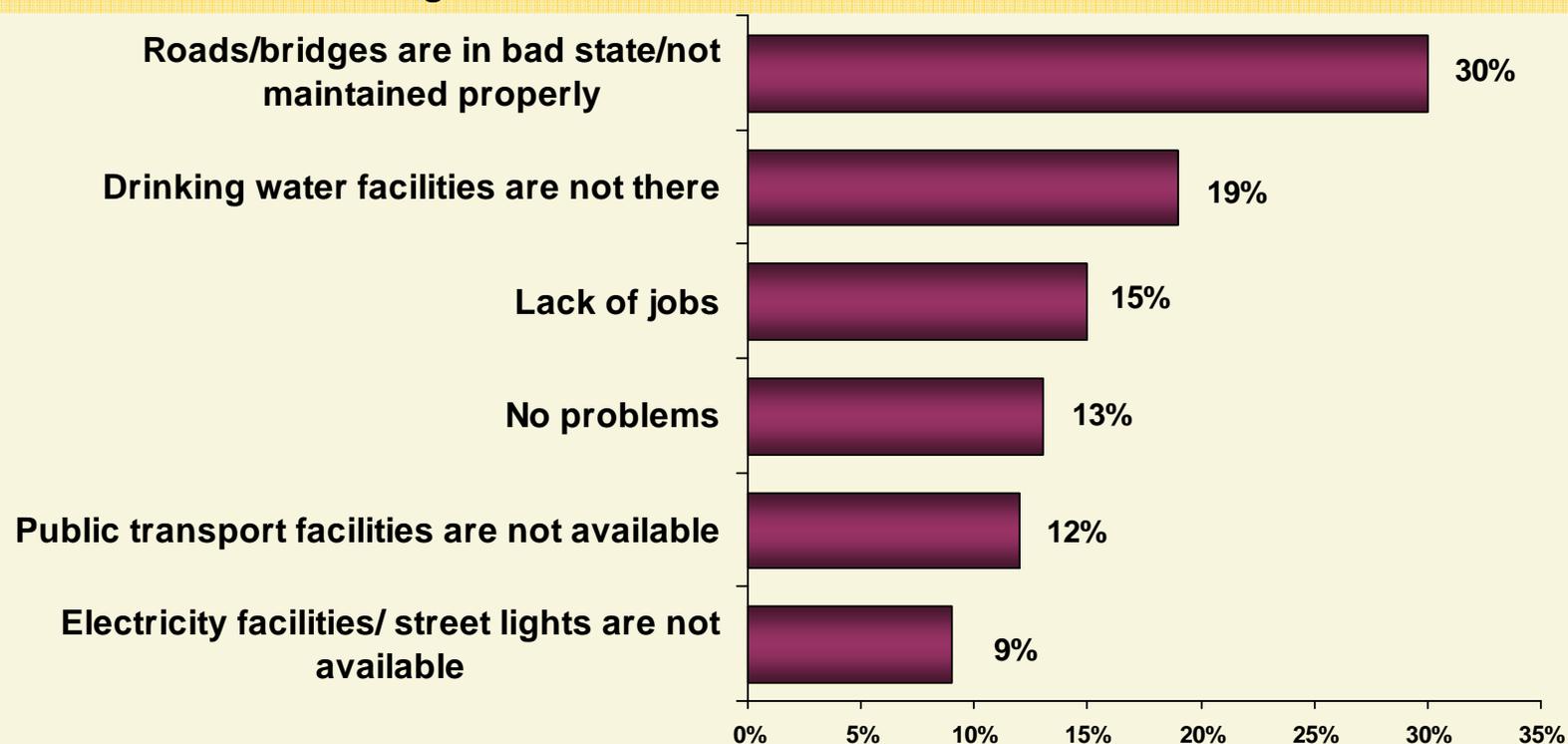
	Ethnicity				
	AI (%)	Sinhalese (%)	Sri Lankan Tamil (%)	Upcountry Tamil (%)	Sri Lankan Muslims (%)
Inflation/ price rise	59	64	48	54	30
Lack of jobs/ government jobs	30	31	26	30	15
Economic issues	11	10	15	13	20
Insufficient salaries	4	3	7	7	5
None	4	3	6	4	13
Corruption	4	4	3	3	2
Break down of the economy	3	3	3	4	1
Issues arising from increasing poverty	3	2	6	5	7
Increasing threat of drugs	3	4	0	0	0

* Top 2 responses included



Biggest problems* – GN division level

- *State of roads and bridges the biggest concern voiced by almost a third*
- *A fifth mention drinking water*



* *Biggest and the next biggest problems included*



Biggest problems* GN level– *by province*

- **Roads, bridges, drinking water and lack of job opportunities are the biggest problems at local level**

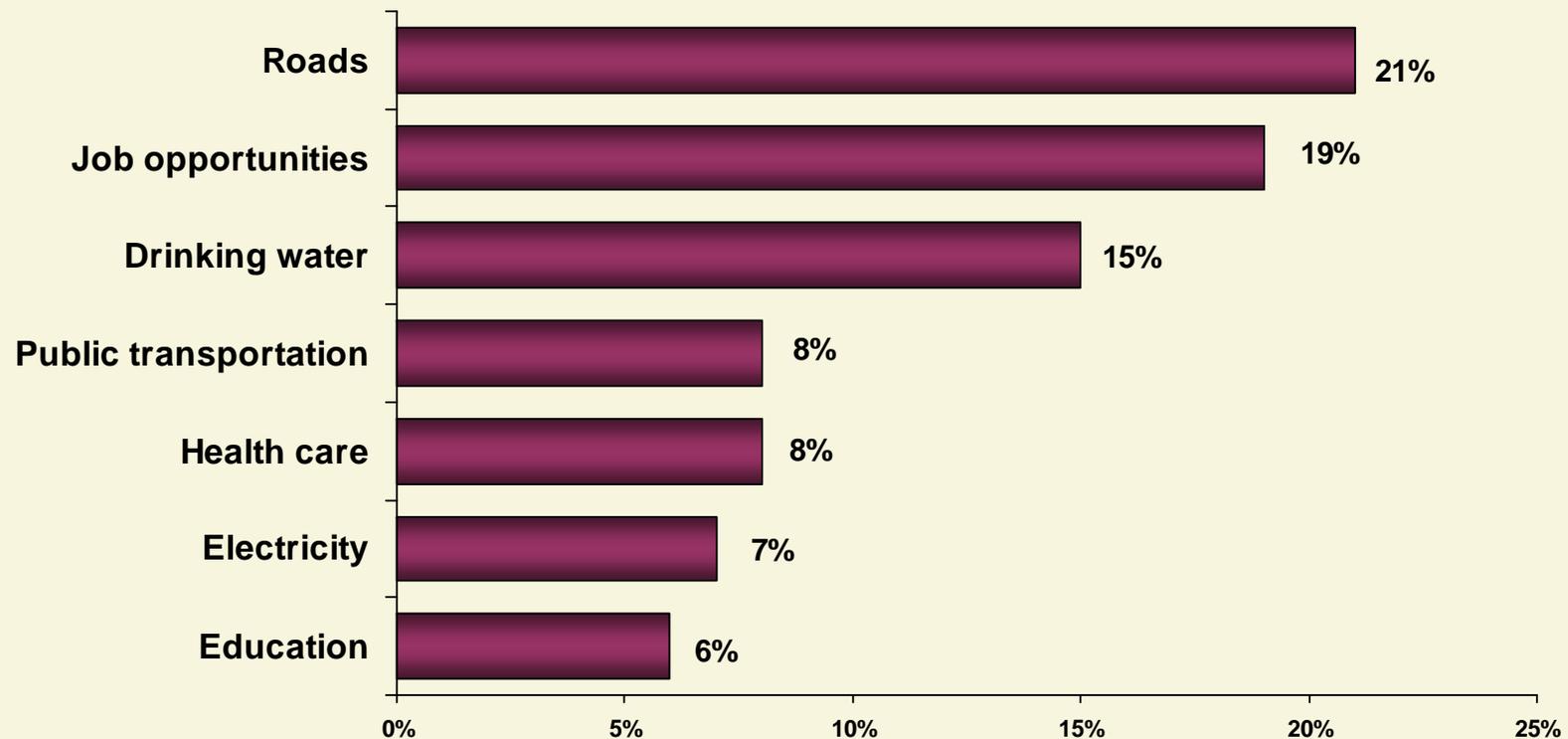
	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Roads/bridges are in bad state/not maintained properly	30	23	37	41	27	27	42	40	21	25
Availability of drinking water	19	8	19	14	18	29	30	18	24	20
Lack of jobs	15	11	23	20	14	11	10	18	15	15
No problems	13	20	11	8	16	12	5	9	21	8
Public transport facilities not available	12	10	8	15	12	12	16	25	5	10
Electricity facilities/ street lights not available	9	3	6	2	9	11	8	10	20	15
Don't know / Can't Say	5	7	4	3	4	7	2	2	5	5
Health matters	4	0	6	5	2	6	8	3	5	9
Lack of water for cultivation	4	0	4	5	15	8	3	0	1	6

* *Biggest and the next biggest problems included*



Most important issue for the family

- *Roads, job opportunities, and drinking water most important*



Respondents asked to pick most important issue from a list



Most important issue for the family – *by province*

- **Roads mentioned most in Uva Province; jobs mentioned most in Southern Province**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Roads	21	15	20	21	21	13	37	33	17	18
Job opportunities	19	21	20	28	13	14	16	20	17	21
Drinking water	15	7	16	11	16	23	16	15	24	15
Public transportation	8	10	5	12	11	9	8	10	3	3
Health care	8	11	14	6	4	10	6	4	6	4
Electricity	7	3	5	3	8	10	3	8	13	10
Education	6	6	9	5	3	6	4	5	6	10
Water for agriculture	5	2	5	8	14	11	6	0	2	7
Garbage collection and disposal	5	13	4	2	1	1	2	2	5	4



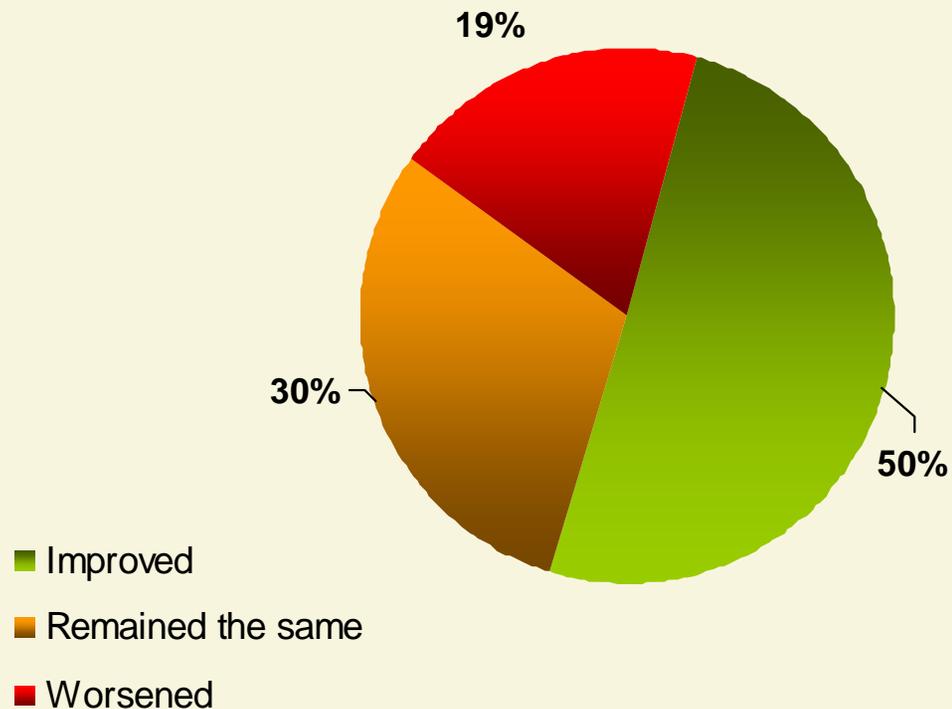
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Economy



Family's economic prosperity versus 5 years ago

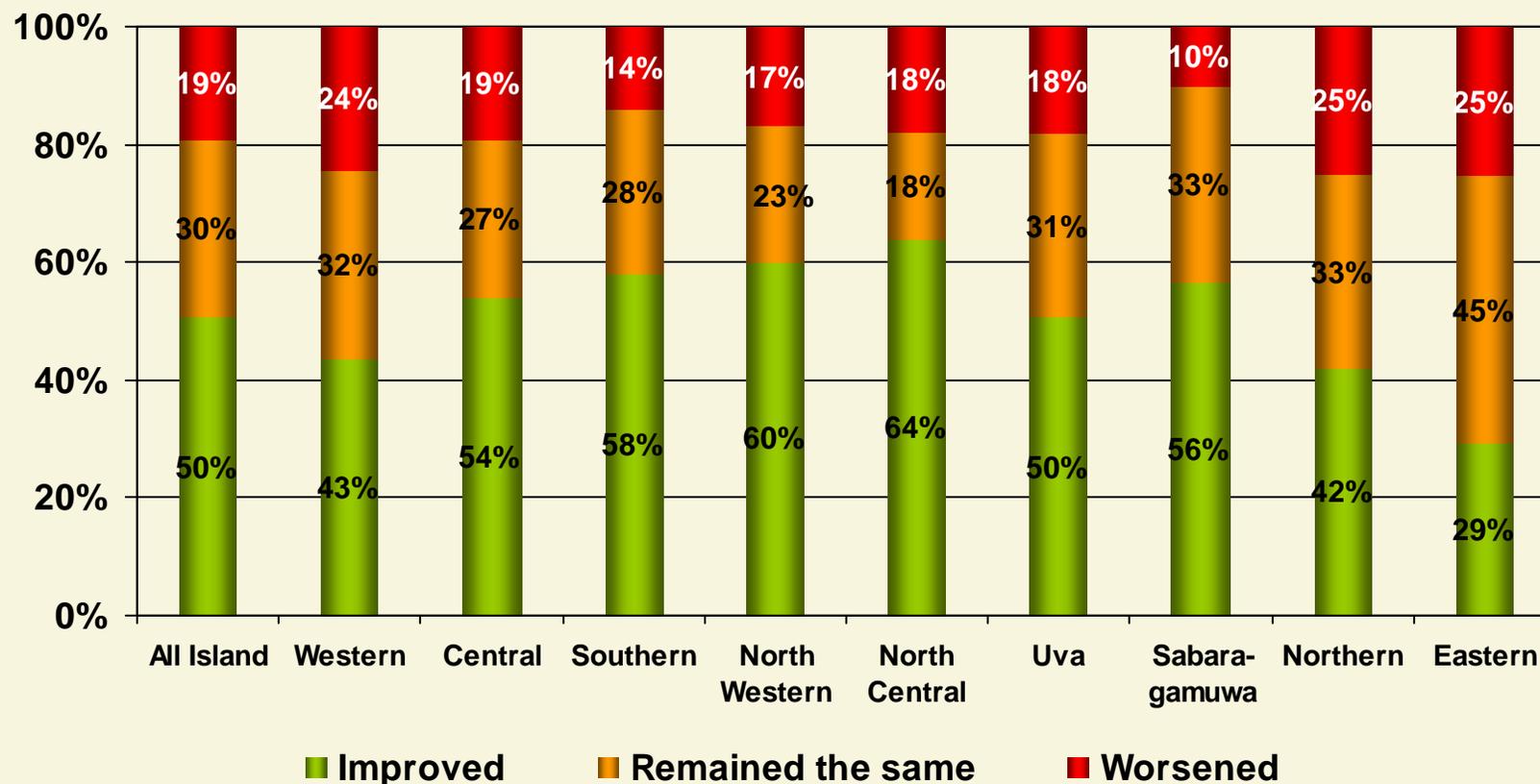
- *The economic situation has improved for half of the respondents*
- *A fifth say economically they are worse off than 5 years ago*





Economic prosperity versus 5 years ago – *by province*

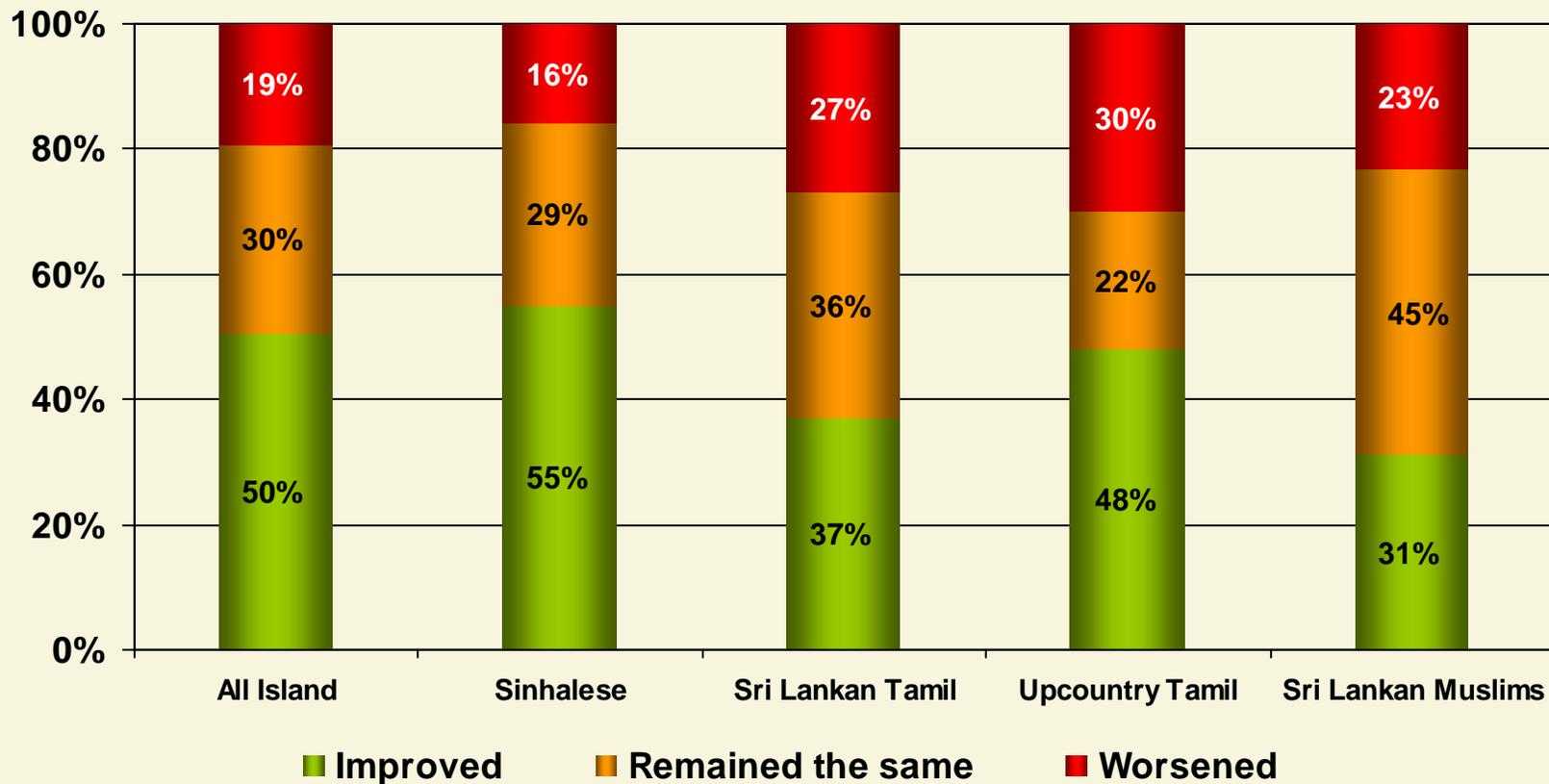
- Increase in prosperity highest in North Central and North Western Provinces
- Majority (45%) of those in the Eastern Province say that situation is the same





Economic prosperity versus 5 years ago – *by ethnicity*

- **Economic improvement highest among Sinhalese and Upcountry Tamil respondents**
- **Upcountry Tamil and Sri Lankan Tamils most likely to say their situation worsened**
- **Least improvement among Muslims**

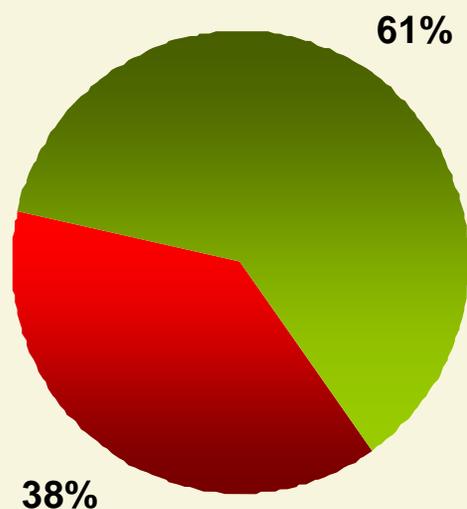




Whether loan or credit taken in the last year?

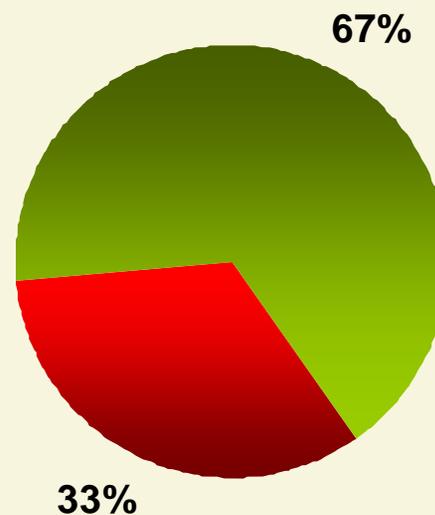
- *More than a third each have taken loans from informal sources and formal sources*
- *57 percent have taken either a loan from an informal or a formal source*

Informal sources
– for day to day needs



■ Yes ■ No

Formal sources
– long-term household needs





Whether loan or credit taken in the last year? – by province

- Half of those in the Eastern Province have borrowed from informal sources
- The incidence of those borrowing from formal sources is highest in the North-Central Province

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
From informal sources:										
Yes	38	35	46	32	40	45	37	36	29	50
No	61	65	54	68	60	55	63	64	71	47
From formal sources:										
Yes	33	30	37	39	39	43	25	31	27	31
No	66	69	62	61	61	57	74	68	73	67



Savings as a percentage of income in the last one year – *by province*

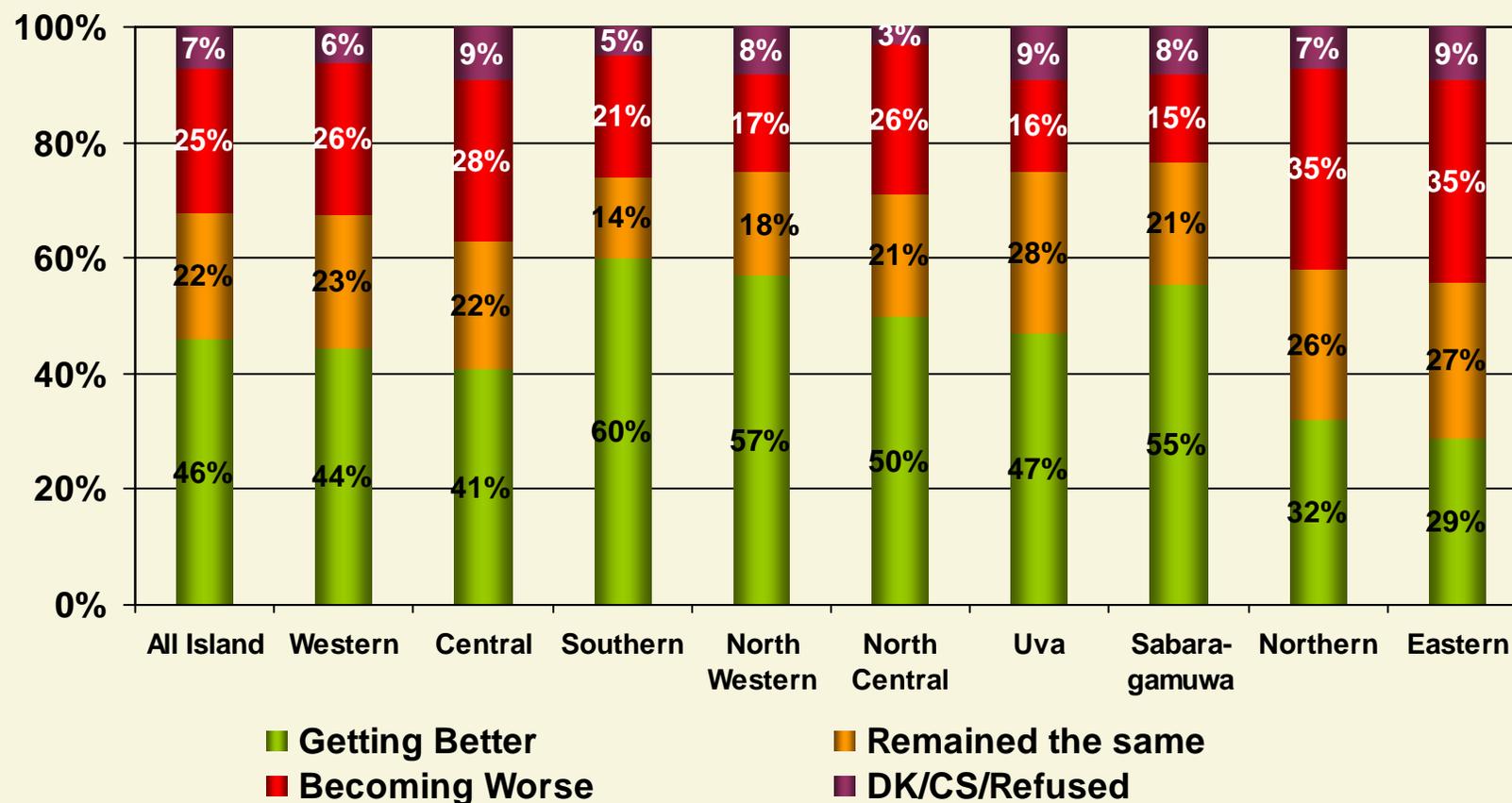
- **Almost 7 in 10 respondents from the Central Province reported having no savings**
- **Almost 9 in 10 respondents from Uva Province save nothing or less than 5% of their income**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
0% or No savings	51	62	68	26	51	29	59	51	58	42
Less than 5%	28	22	15	46	32	26	29	28	27	30
Approximately 6% - 10%	12	10	8	17	10	25	9	11	4	19
Approximately 11% - 15%	3	2	3	4	1	7	1	2	1	6
Approximately 16% - 20%	2	1	1	2	1	5	1	2	1	1
Approximately 21% - 30%	1	1	2	2	2	2	0	2	0	1
Approximately 31% - 40%	0	0	0	1	1	1	0	1	0	0
Approximately 41% - 50%	1	0	0	1	1	2	0	1	0	1
51% and above	0	0	0	0	1	0	0	0	0	0



Economic condition of the country in last 12 months – *by province*

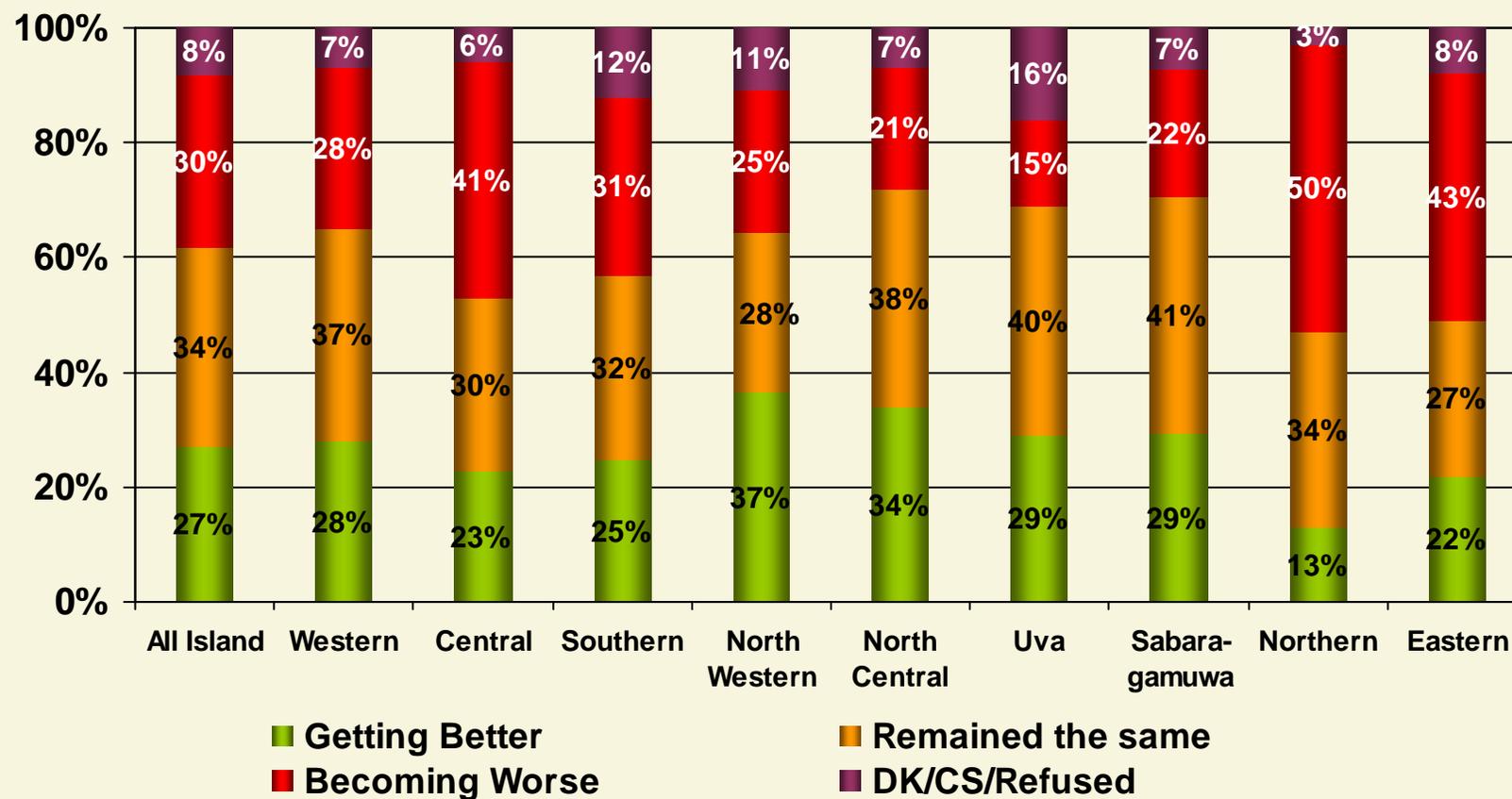
- Overall 46% believe conditions getting better while a fourth believe they're getting worse





Employment situation in last 12 months – *by province*

- Over a fourth say the job situation is getting better
- Overall, 3 in 10 believe the situation is getting worse





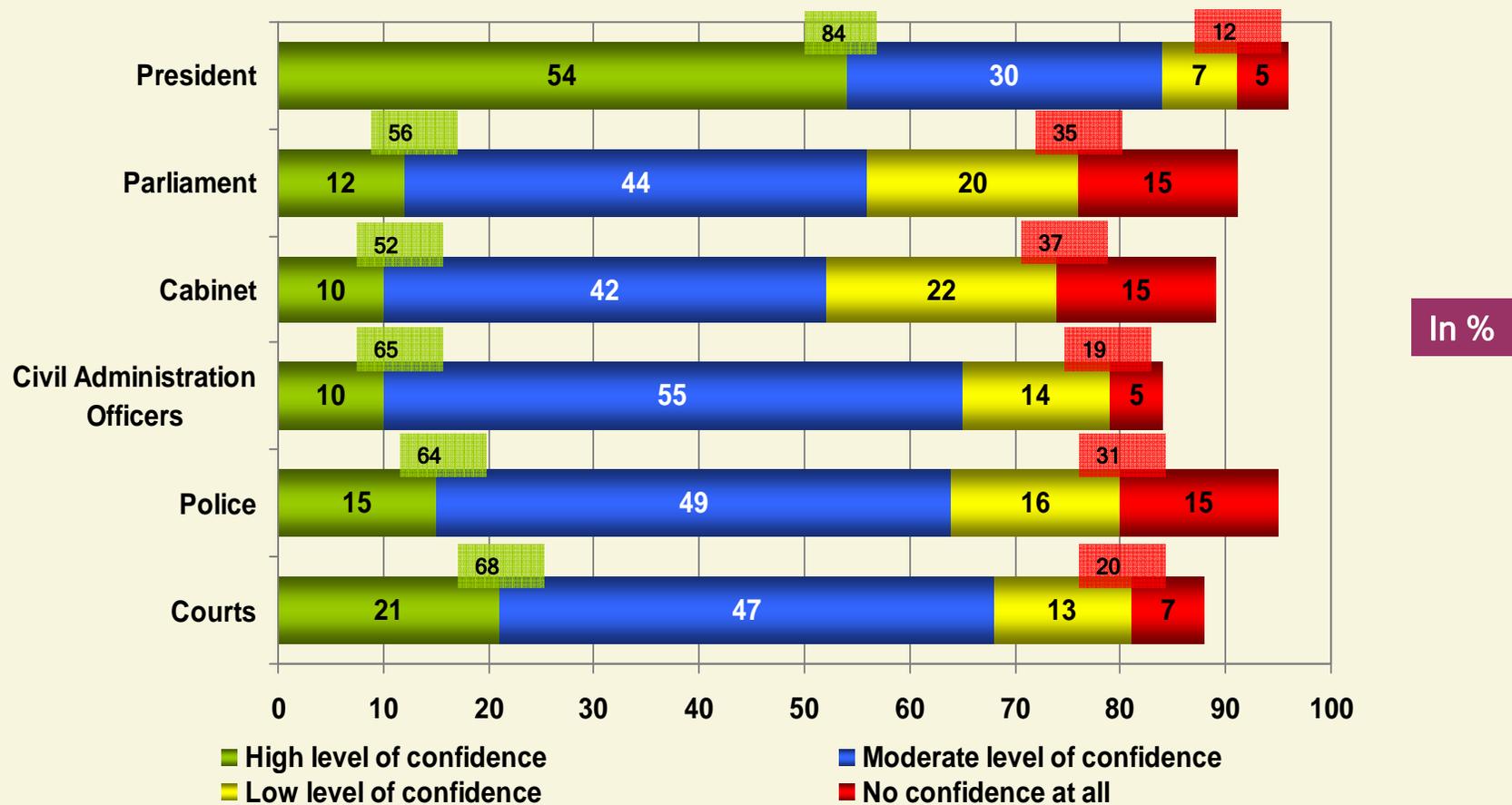
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Confidence in Public Institutions



Level of confidence – national institutions

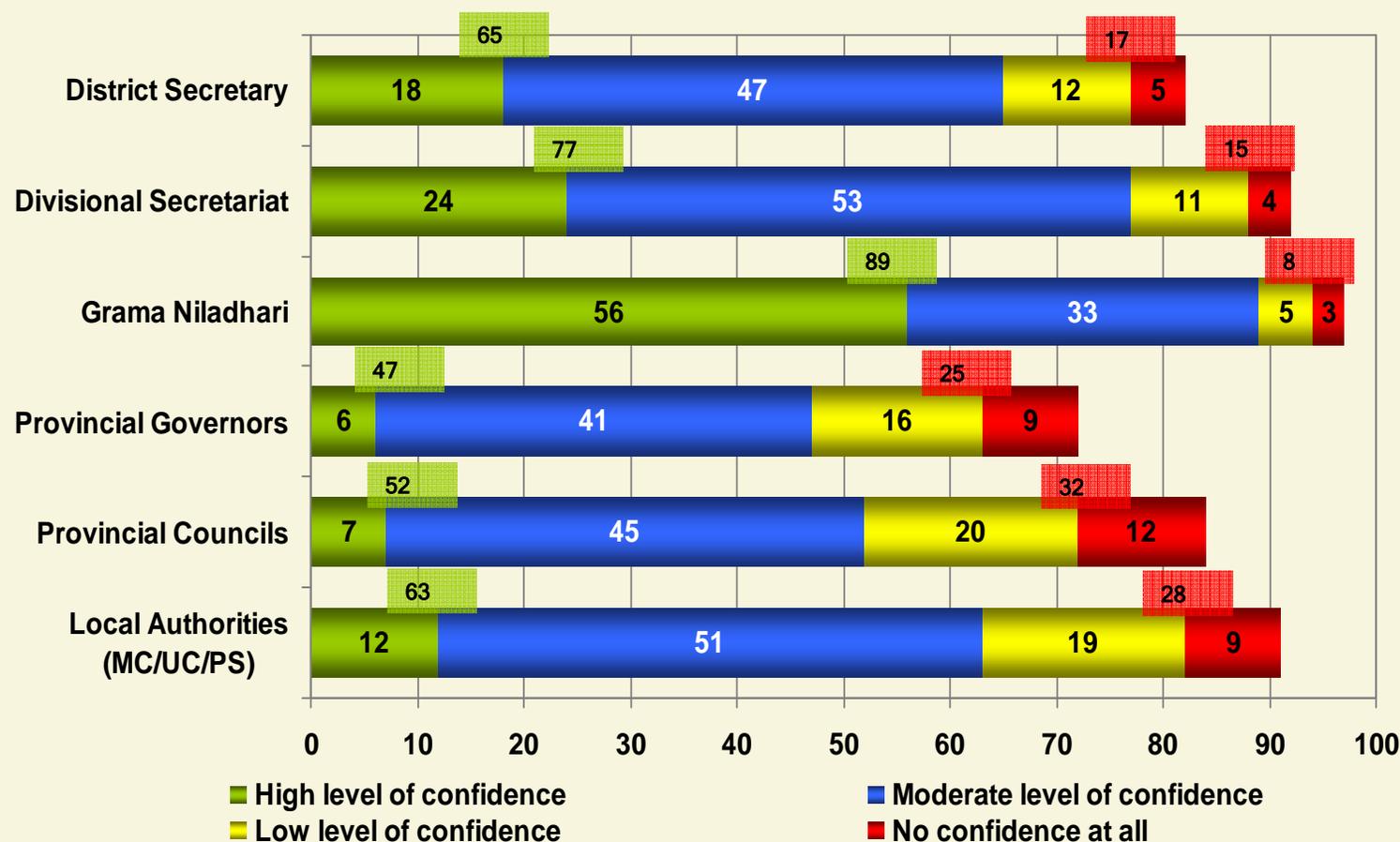
- *Very high level of confidence in the President*





Level of confidence – sub-national institutions

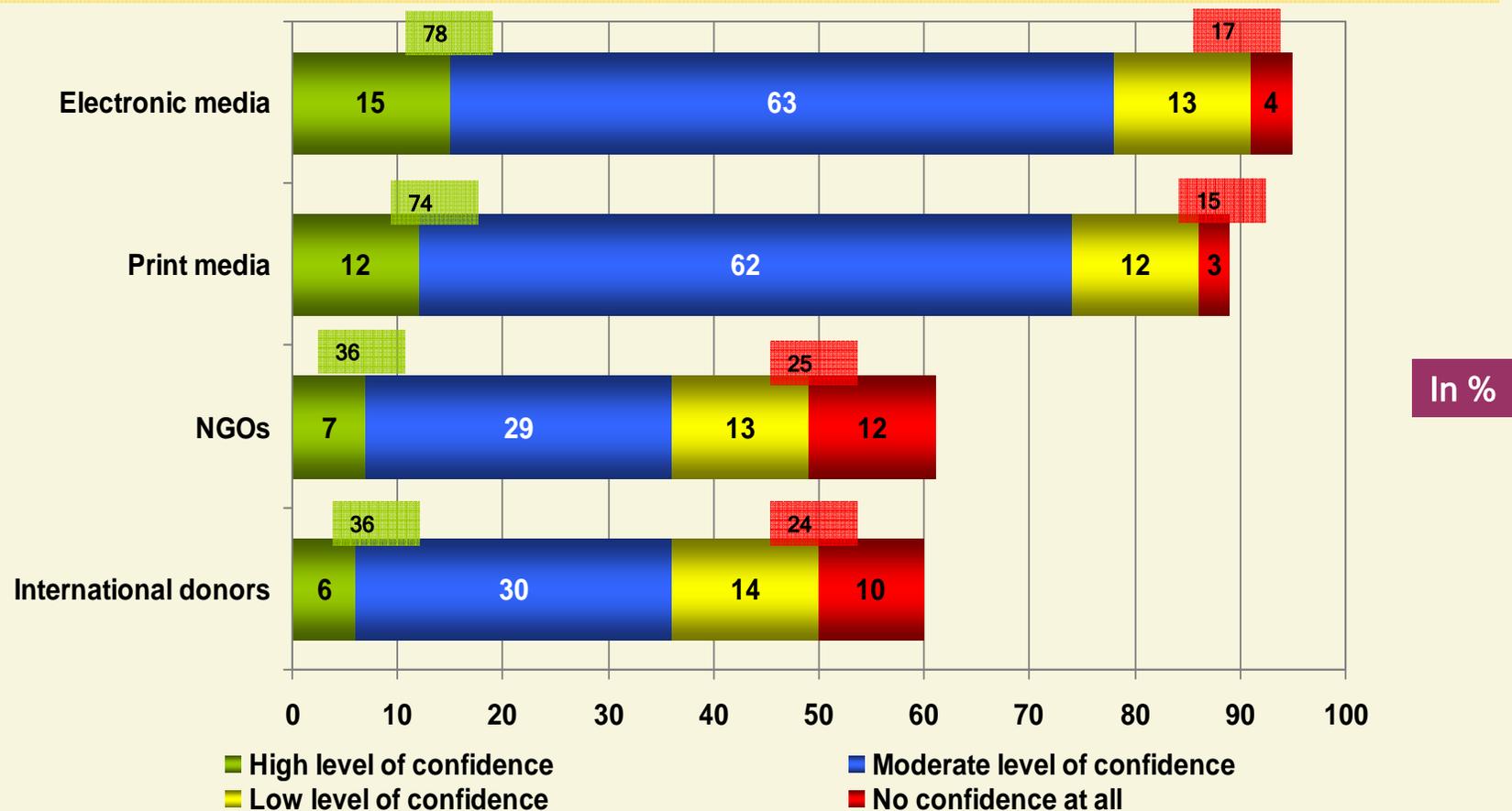
- *Very high level of confidence in the Grama Niladhari*





Level of confidence – other institutions

• Overall confidence in the media is high





Level of confidence in national institutions -- *by province*

- **High confidence across the board in President, GN, civil administration, courts, and police**
- **Low levels of confidence in Governor and PCs in Central, Eastern, and Northern Provinces**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
President	84	86	86	95	93	95	81	95	63	63
Parliament	56	54	50	56	62	63	57	62	54	45
Cabinet	52	52	44	51	60	60	53	58	47	40
Civil Administration	65	59	63	77	58	70	60	67	67	75
Police	64	58	65	64	55	67	68	63	67	78
Courts	68	65	72	74	60	62	67	68	66	77

Percentages displayed show those saying 'high level of confidence' or 'moderate level of confidence'



Level of confidence in sub-national institutions -- *by province*

- **High confidence across the board for the GN**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
District Secretary	65	58	56	72	79	74	55	68	75	54
Divisional Secretariat	77	73	71	85	87	80	70	82	79	67
Grama Niladhari	89	89	89	93	95	92	83	94	86	79
Provincial Governors	47	43	36	61	48	54	48	55	39	38
Provincial Councils	52	58	39	62	52	58	56	62	36	39
Local Authorities (MC/UC/PS)	63	67	49	71	63	63	56	74	64	53

Percentages displayed show those saying 'high level of confidence' or 'moderate level of confidence'



Level of confidence in other institutions – *by province*

- Northern Province displays high confidence in NGOs and international donors; low in other places

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
NGOs	36	23	29	26	29	36	33	29	75	58
International donors	35	28	28	35	29	38	32	22	66	48
Electronic media such as radio, TV	78	78	79	88	78	80	68	82	73	77
Print media such as newspapers, magazines	75	79	71	85	72	76	59	76	72	75



Level of confidence in national institutions -- *by ethnicity*

- **High level of confidence in President although lower among Sri Lankan Tamils and Muslims**
- **Lower levels of confidence in Parliament and Cabinet**

	Ethnicity				
	AI (%)	Sinhalese (%)	Sri Lankan Tamil (%)	Upcountry Tamil (%)	Sri Lankan Muslims (%)
President	84	92	61	74	66
Parliament	56	59	46	47	47
Cabinet	52	56	40	37	43
Civil Administration	65	66	69	55	63
Police	64	62	70	77	68
Courts	68	68	66	67	72



Level of confidence – Sub-national Institutions, *by ethnicity*

- **High level of confidence in the GN among all ethnic groups**
- **Confidence in Provincial Governors and Provincial Councils relatively low**

	Ethnicity				
	AI (%)	Sinhalese (%)	Sri Lankan Tamil (%)	Upcountry Tamil (%)	Sri Lankan Muslims (%)
District Secretary	65	69	60	33	54
Divisional Secretariat	77	80	70	66	64
Grama Niladhari	89	91	81	88	86
Provincial Governors	47	50	36	32	41
Provincial Councils	52	57	35	38	48
Local Authorities (MC/UC/PS)	63	67	53	45	57



Level of confidence – Others, *by ethnicity*

- **Generally high levels of confidence in media**
- **Confidence in NGOs and donors higher among Sri Lankan Tamils and Muslims**

	Ethnicity				
	AI (%)	Sinhalese (%)	Sri Lankan Tamil (%)	Upcountry Tamil (%)	Sri Lankan Muslims (%)
Electronic media such as radio, TV	78	81	69	71	77
Print media such as newspapers, magazines	75	77	67	64	72
NGOs	36	28	66	38	50
International donors	35	30	55	23	52



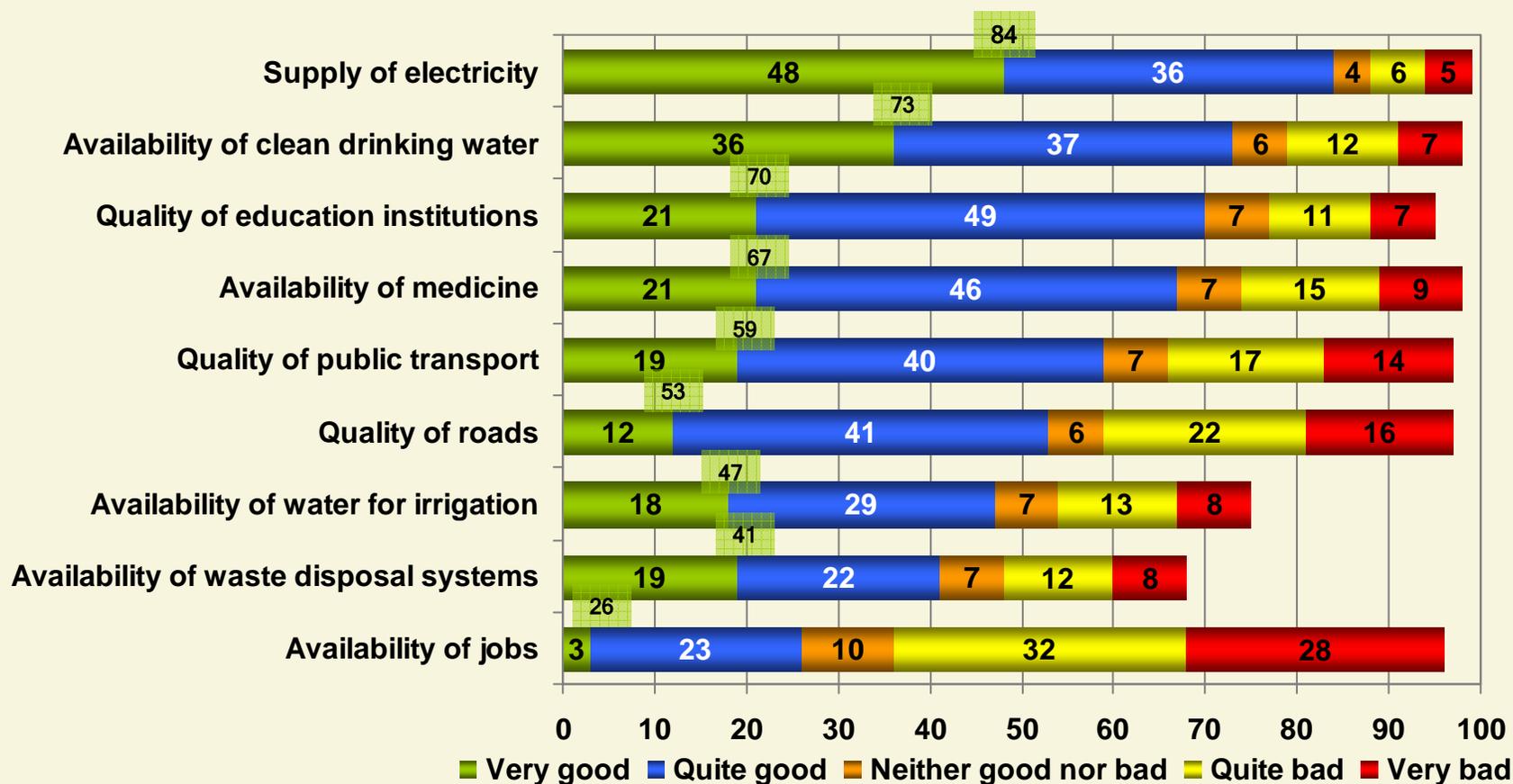
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Local Conditions



Conditions and services in their GN divisions

- **Electricity supply is best rated with 84% saying it is good in their area**
- **Availability of jobs is biggest concern with only a fourth saying conditions are good**





Conditions in their GN division – *by province*

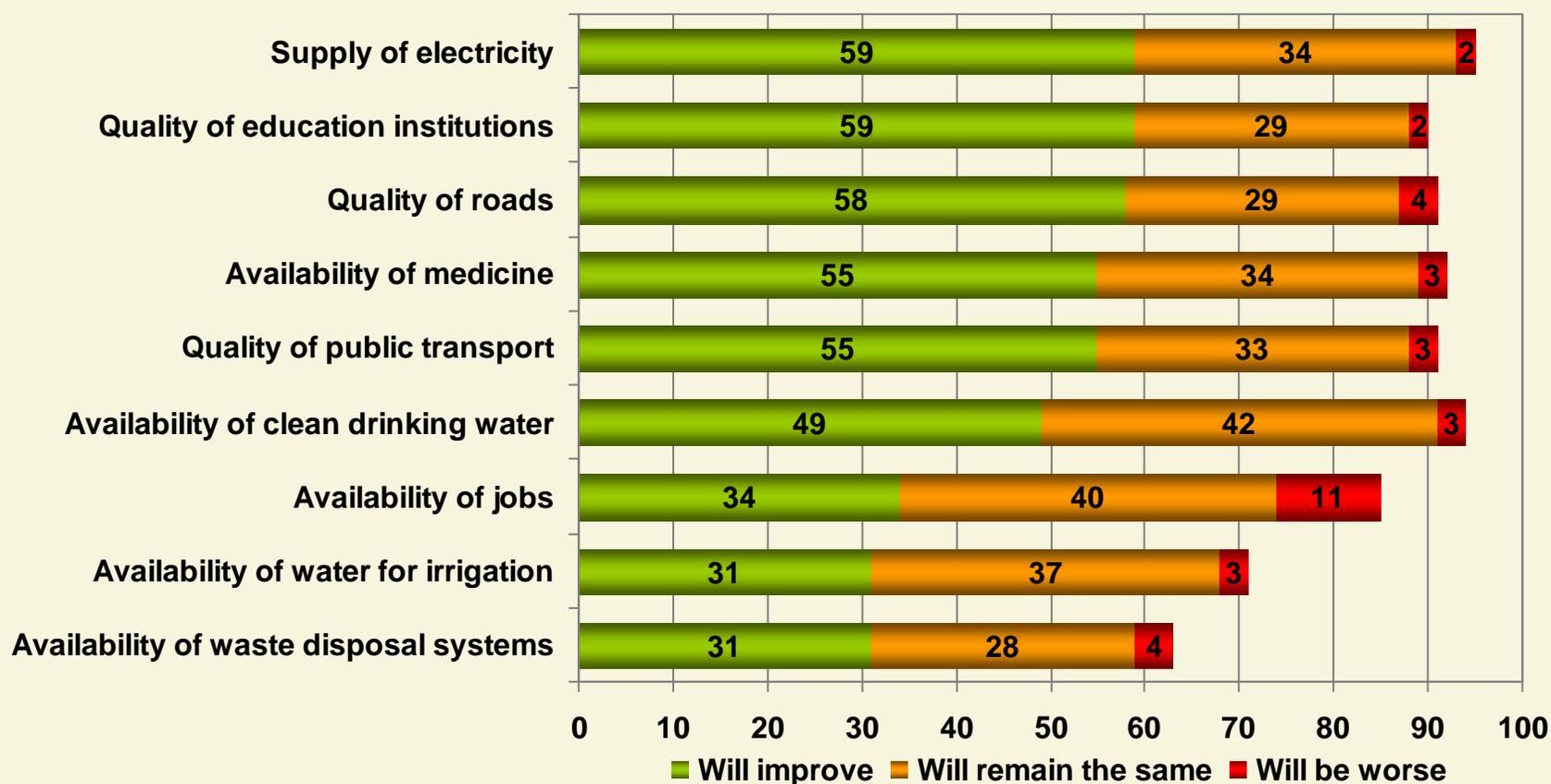
- **Drinking water and electricity supply rated highest in the Western and Southern Provinces**
- **Availability of jobs least satisfactory in the Central Province**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
The availability of clean drinking water	73	88	69	80	68	68	71	74	60	61
The availability of water for agriculture	47	41	37	63	44	70	37	60	54	29
The availability of jobs	26	33	12	25	25	28	24	30	21	26
The supply of electricity	83	94	86	95	89	90	84	81	54	65
The availability of clinics and hospitals medicine	66	72	55	68	80	71	66	58	65	54
The quality of roads	53	69	46	54	49	65	46	45	43	42
The quality of public transport	59	68	62	61	50	64	56	49	50	58
The quality of education institutions	70	72	63	73	74	75	70	75	65	57
The availability of waste disposal systems	40	40	42	57	19	31	32	67	43	33



Expectations a year from now

- *Expectations are lowest for availability of jobs, waste disposal systems, and water for irrigation*





Expectations a year from now – *by province*

- **Low expectations for jobs, specially in Central Province**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
The availability of clean drinking water	49	57	56	48	46	54	40	52	37	49
The availability of water for agriculture	31	30	26	30	34	46	25	34	30	31
The availability of jobs	34	47	19	37	28	38	28	37	41	34
The supply of electricity	59	66	68	61	59	66	42	56	59	59
The availability of clinics and hospitals medicine	55	61	56	54	58	59	44	52	63	55
The quality of roads	58	64	56	64	57	60	53	53	62	58
The quality of public transport	55	61	51	60	49	55	46	51	61	55
The quality of education institutions	59	60	58	53	61	64	55	60	66	59
The availability of waste disposal systems	31	40	36	28	17	23	17	39	41	31



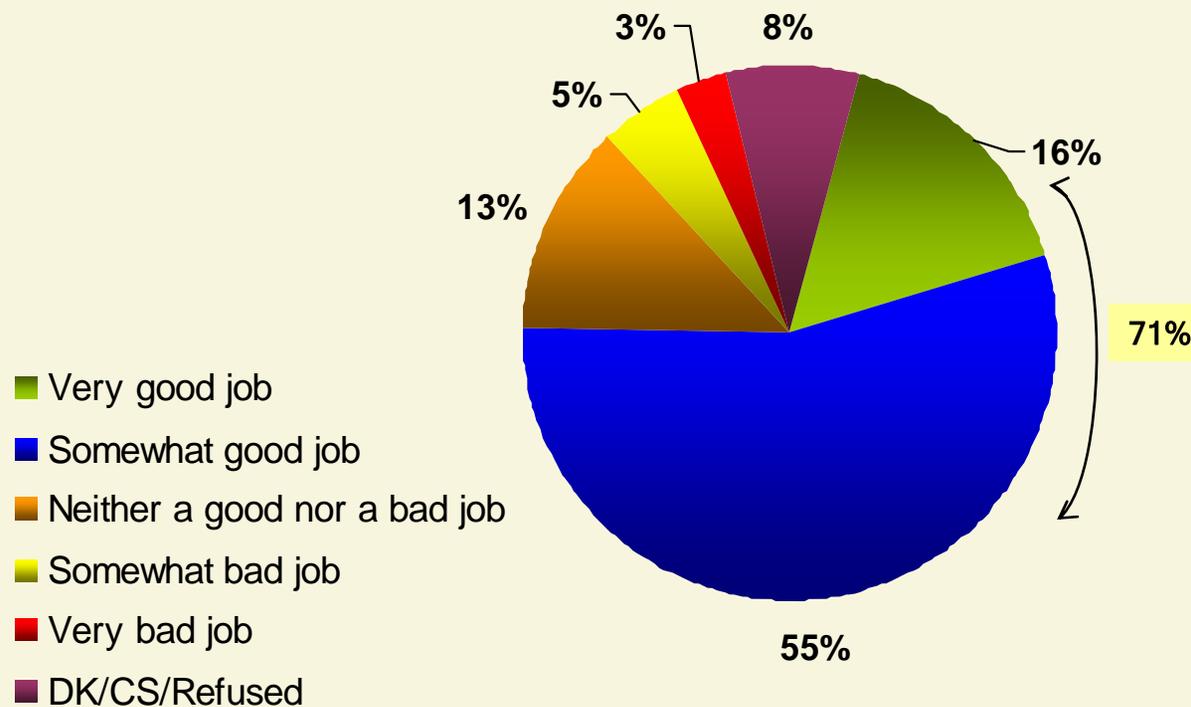
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Government



Opinion of job done by the Central Government

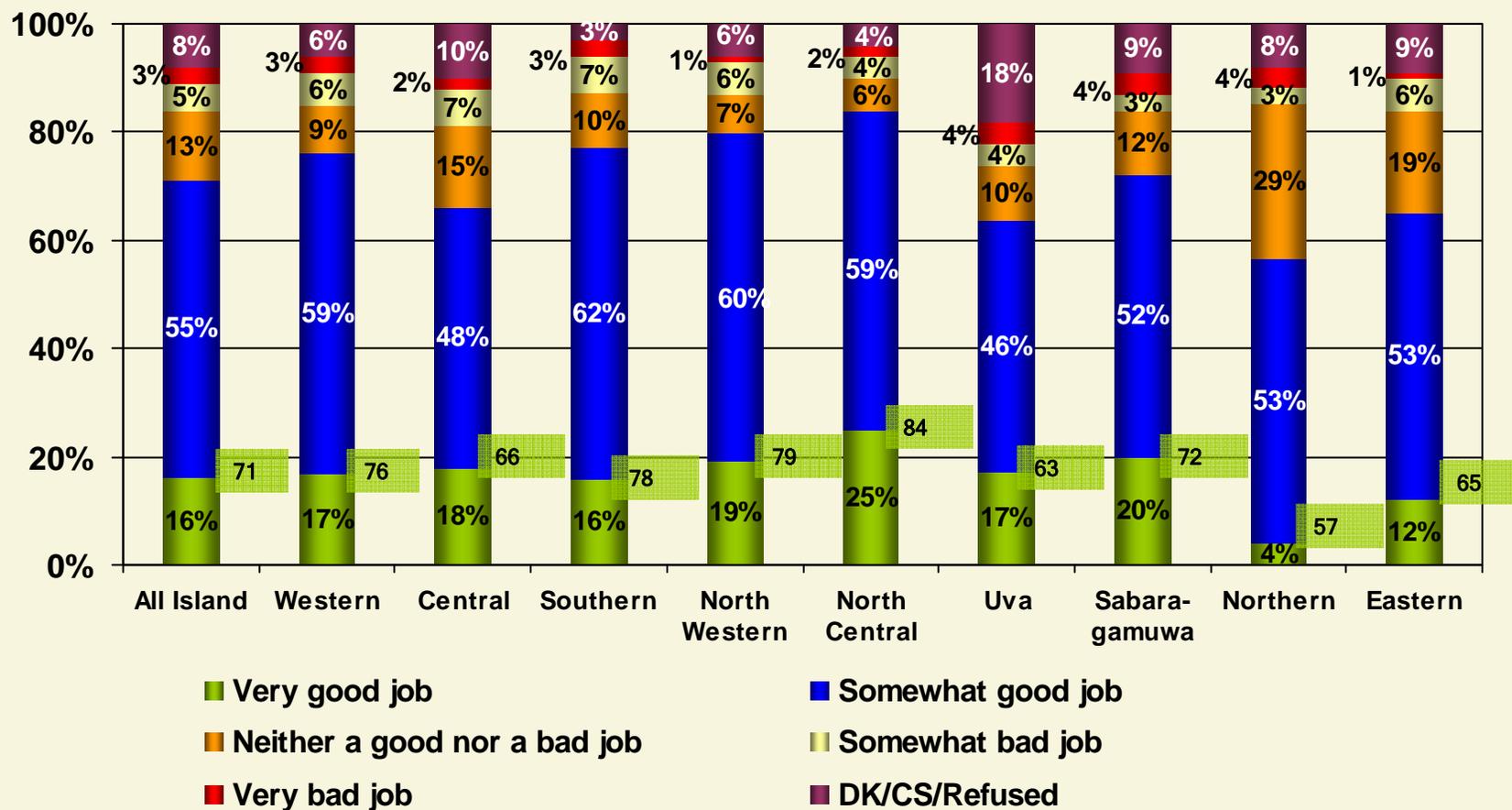
• 7 of 10 respondents say that the central government has done a good job





Opinion of job done by the Central Government – by province

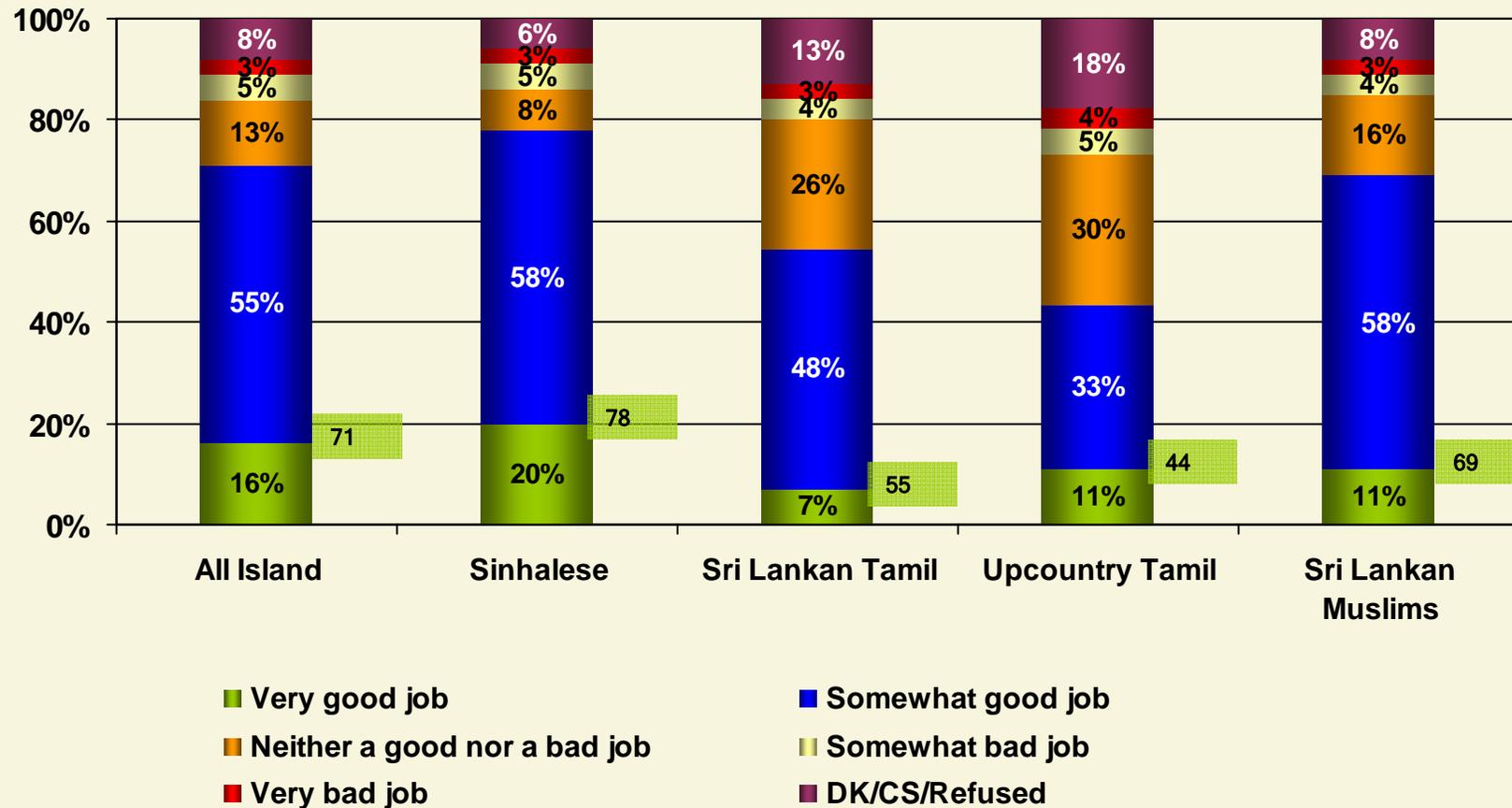
• Respondents in North-Central Province are most positive about central government





Opinion of job done by the Central Government – by ethnicity

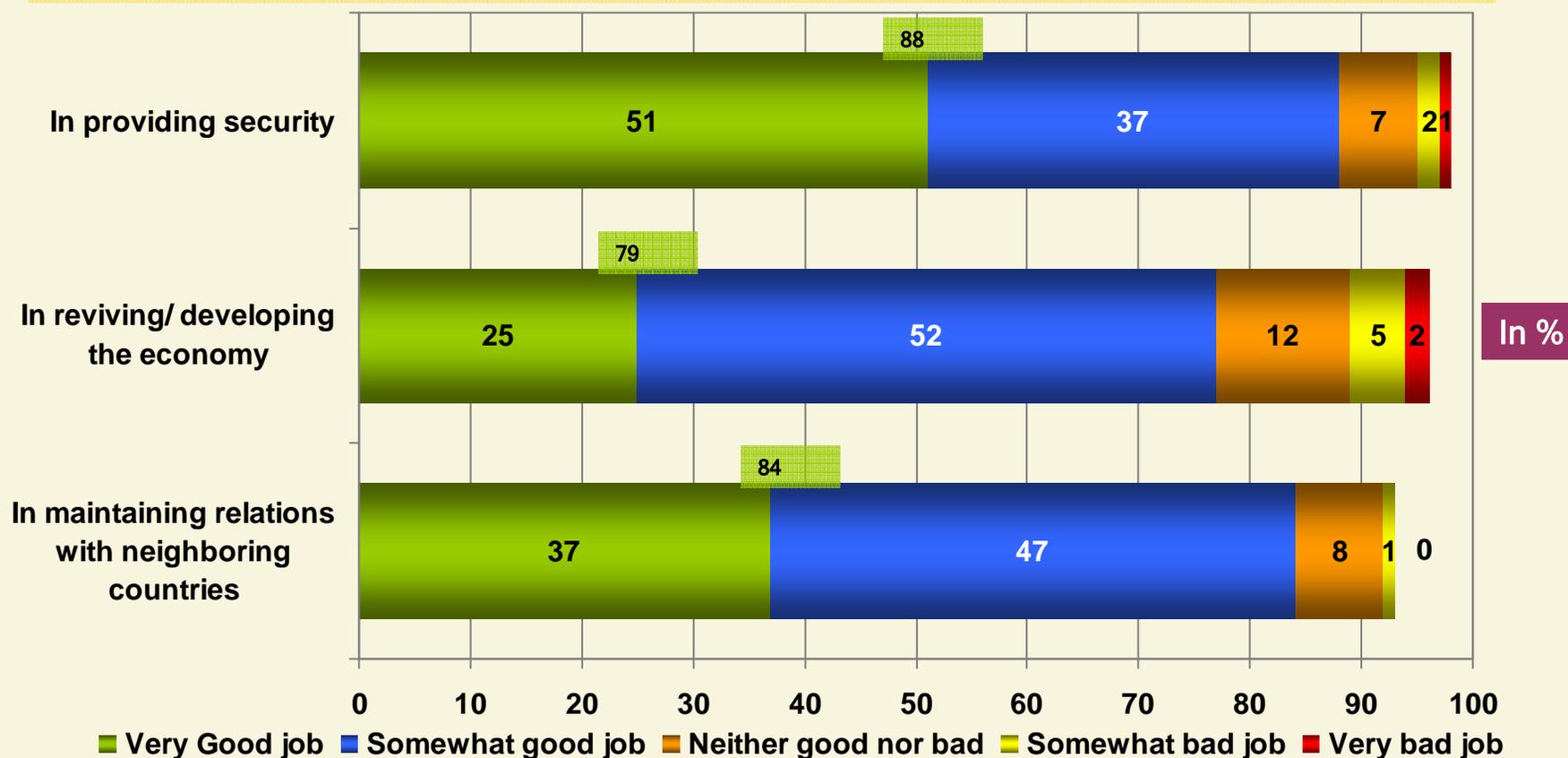
- Sinhalese respondents are most happy with the job done by the central government
- Upcountry Tamils least happy





Opinion of job done by the Central Government...

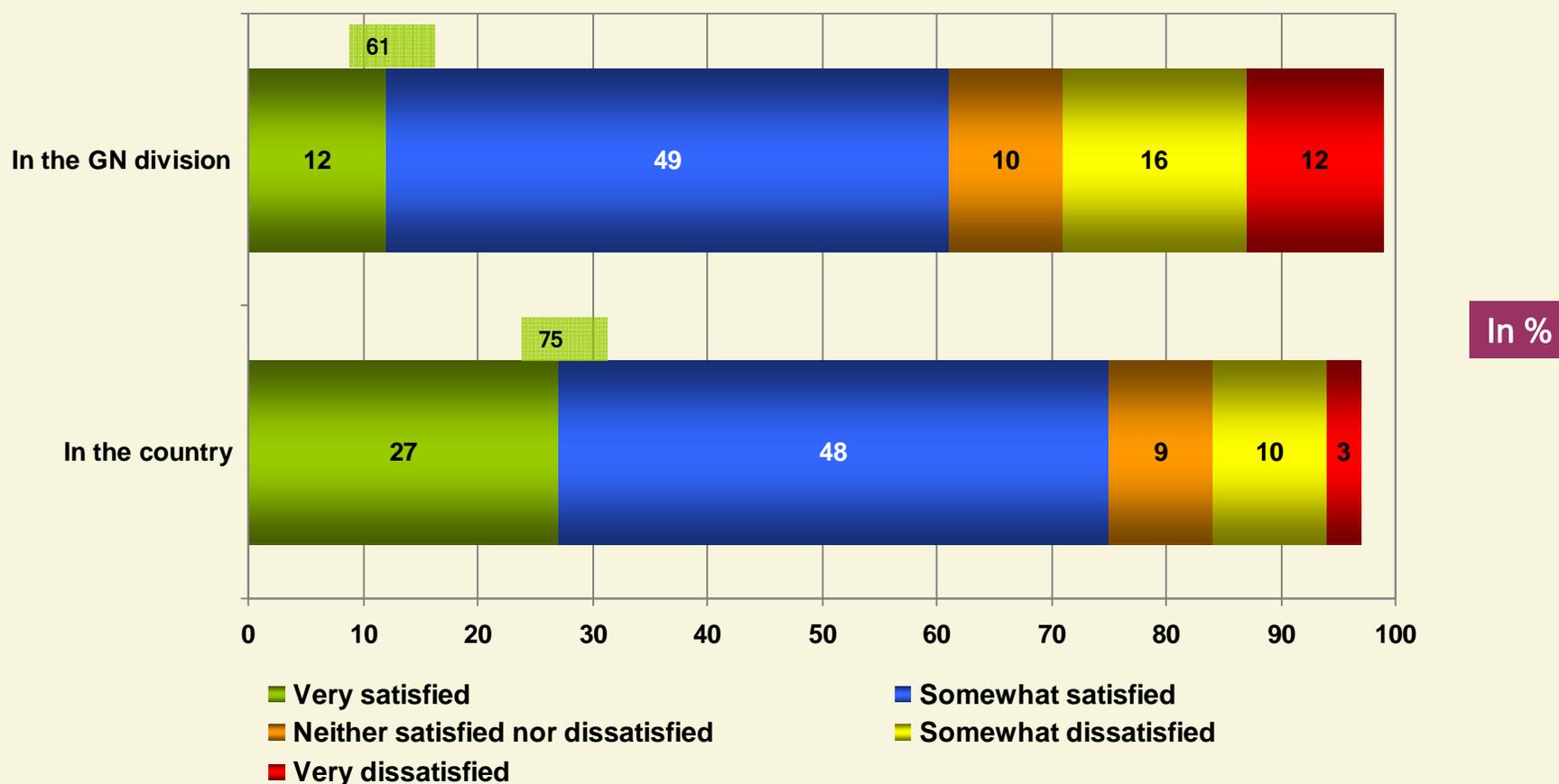
• Over half believe that the government has done a very good job in providing security





Satisfaction with current pace of development

• *Three-fourths are satisfied with the pace of development in the country while three-fifths are satisfied with the pace in their GN division*





Satisfaction with current pace of development – by province

- Over 9 in 10 from the North-Central Province are satisfied with pace of development in country

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
In the country :										
Very satisfied	27	29	22	33	30	38	25	35	8	19
Somewhat satisfied	48	50	48	51	52	54	45	52	49	34
Neither satisfied nor dissatisfied	9	6	10	3	8	2	17	4	24	12
Somewhat dissatisfied	10	11	13	9	5	4	8	5	12	25
Very dissatisfied	3	2	3	4	2	1	2	3	4	3
In the GN division:										
Very satisfied	12	12	10	14	11	20	6	16	7	7
Somewhat satisfied	49	48	38	57	48	56	44	57	50	40
Neither satisfied nor dissatisfied	10	9	8	5	10	3	14	5	17	17
Somewhat dissatisfied	16	18	16	15	15	7	24	15	10	22
Very dissatisfied	12	11	26	9	13	14	9	7	13	7



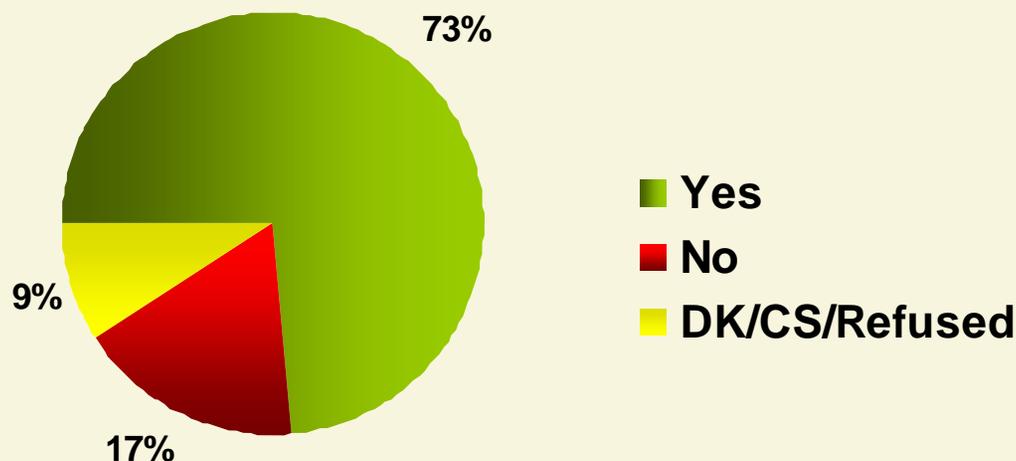
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Political Participation



Do people freely express political opinions?

• Overall almost three-fourths feel free to express political opinions; 94% of respondents from the Southern Province and 36% from the Northern Province answered “yes”



	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Yes	73	81	67	94	80	86	69	83	36	58
No	17	12	27	4	17	12	15	12	35	21
DK/CS/Refused	10	7	5	1	4	2	16	6	29	21



Reasons for not being able to express political opinions – by province

• **Fear for their safety is the biggest reason**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Fear for their safety	69	70	79	62	59	67	79	67	79	47
No real democracy	34	45	15	27	39	34	12	31	37	55
The Government doesn't allow freedom of political opinions	30	35	40	23	24	40	26	11	22	38
Ethnic discrimination	11	10	10	6	2	2	2	20	18	16
Lack of awareness of legal rights	10	6	15	6	5	0	8	16	8	22
Political divisions/ differences	4	1	4	3	13	2	5	2	2	3
Don't Know/ Can't say	3	2	1	0	4	5	3	2	5	1

* Top 2 responses included

Base: Those saying people don't feel free to express political opinions



Does public vote lead to improvements in the future – *by province*

- *Two-thirds believe voting leads to improvements*

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Voting leads to improvements	67	71	51	74	72	79	66	76	67	71
Voting does not bring improvements	20	20	36	16	15	14	18	10	20	20
DK/CS/Refused	13	9	13	10	12	7	16	14	13	9



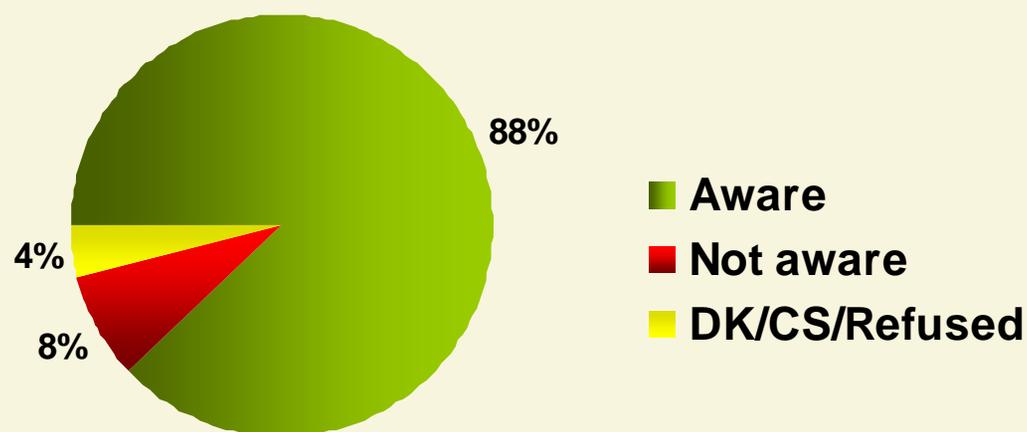
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Democracy



Awareness of the term 'democracy'

- *Almost 9 in 10 respondents are aware of the term*



	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Aware	88	94	80	96	98	97	77	88	84	70
Not aware	8	4	18	3	1	3	15	11	5	17
DK/CS/Refused	4	2	2	0	1	0	8	1	12	13



What does democracy mean? – *by province*

- **More than half of those in the Northern Province don't know what it means**
- **Being able to live peacefully and freely express ideas is seen as democracy by many**

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Don't know / Can't Say	33	28	30	24	28	33	51	31	56	30
Can live peacefully	24	32	26	35	28	24	13	23	6	19
Free to express ideas	9	12	10	14	8	7	7	14	1	6
Equal rights/ Equality in the law	7	5	8	9	8	5	9	9	4	10
People can do things according to their will	7	9	3	5	8	9	4	13	1	6
Having fundamental rights	4	3	5	3	8	6	2	4	1	7
A system of law made by the people for the people	4	1	5	3	2	1	3	1	13	8

Base: 3617 (Those aware of the term democracy)



What did democracy bring them personally – by province

• **Being able to live freely, travel freely and freely express opinions are the main personal gains from democracy**

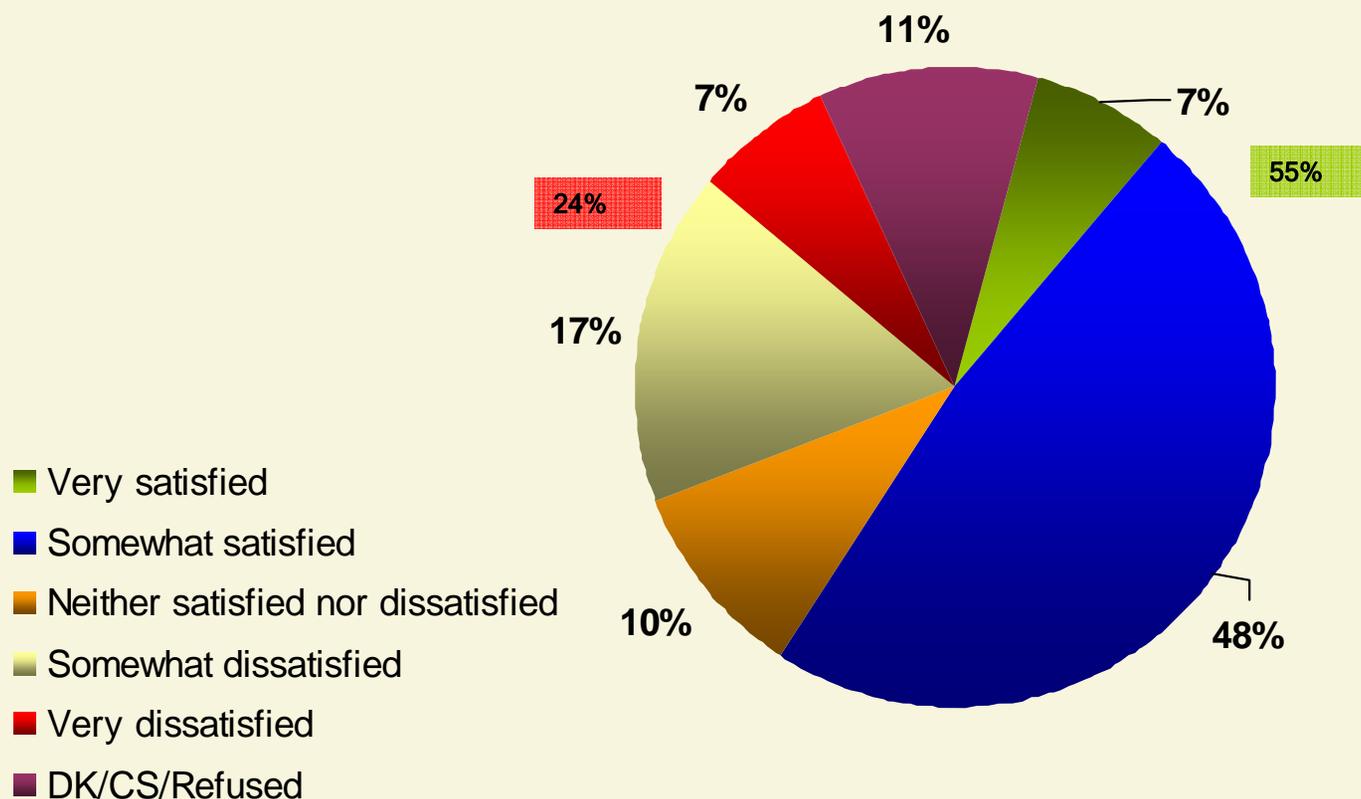
	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Can live freely	30	28	21	49	31	38	27	33	8	33
Freedom of movement	29	21	20	37	29	21	31	32	44	32
Freedom of expression	29	23	20	42	38	19	21	44	23	29
Peace	27	18	24	18	19	30	30	31	42	53
Right to vote/ chose representatives	21	19	16	22	17	16	18	21	39	22
It brought nothing	15	23	26	6	14	21	19	6	6	6
Don't know/ Can't say	11	8	8	14	17	9	20	12	2	10
Rights and law	9	4	4	14	12	5	8	11	17	11
Prosperity	5	1	3	10	5	7	6	5	2	8

Base: 3617 (Those aware of the term democracy)



Satisfaction with how democracy works in the country

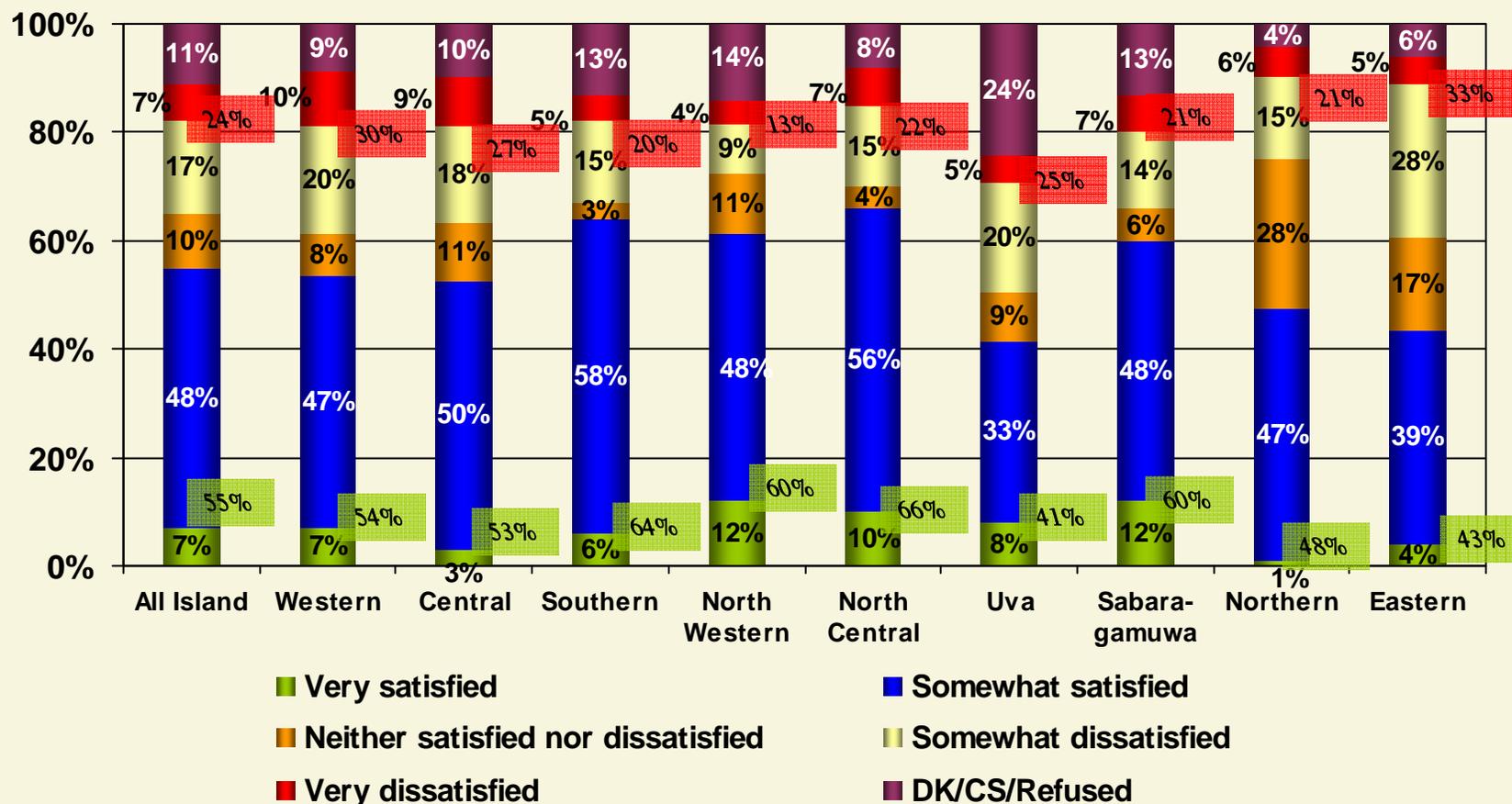
- *Over half the respondents are satisfied*
- *A fourth of the respondents dissatisfied*





Satisfaction with how democracy works in the country – *by province*

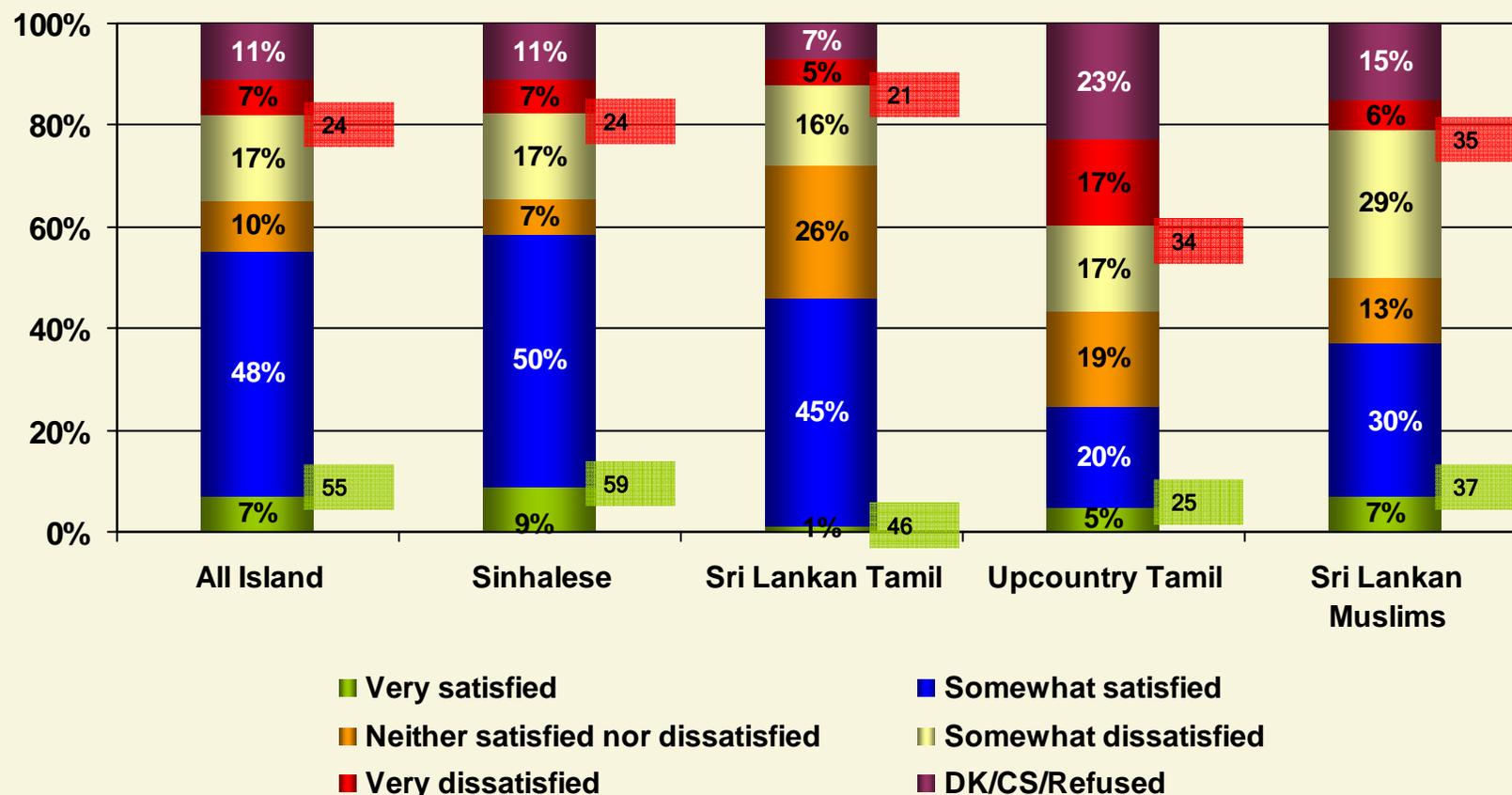
• Respondents in North Central Province most satisfied: respondents in Eastern Province most dissatisfied





Satisfaction with how democracy works in the country – *by ethnicity*

• *Sinhalese respondents are most satisfied while Upcountry Tamils are least satisfied*





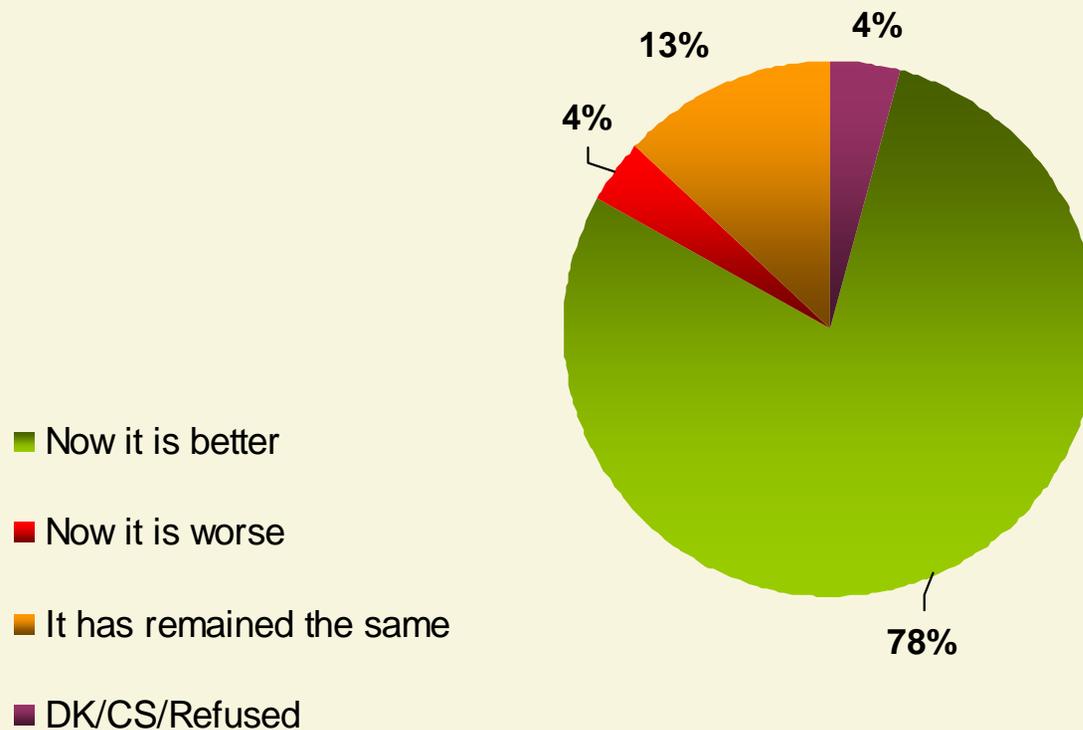
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Ethnic Relations



Relations between ethnic groups in the country

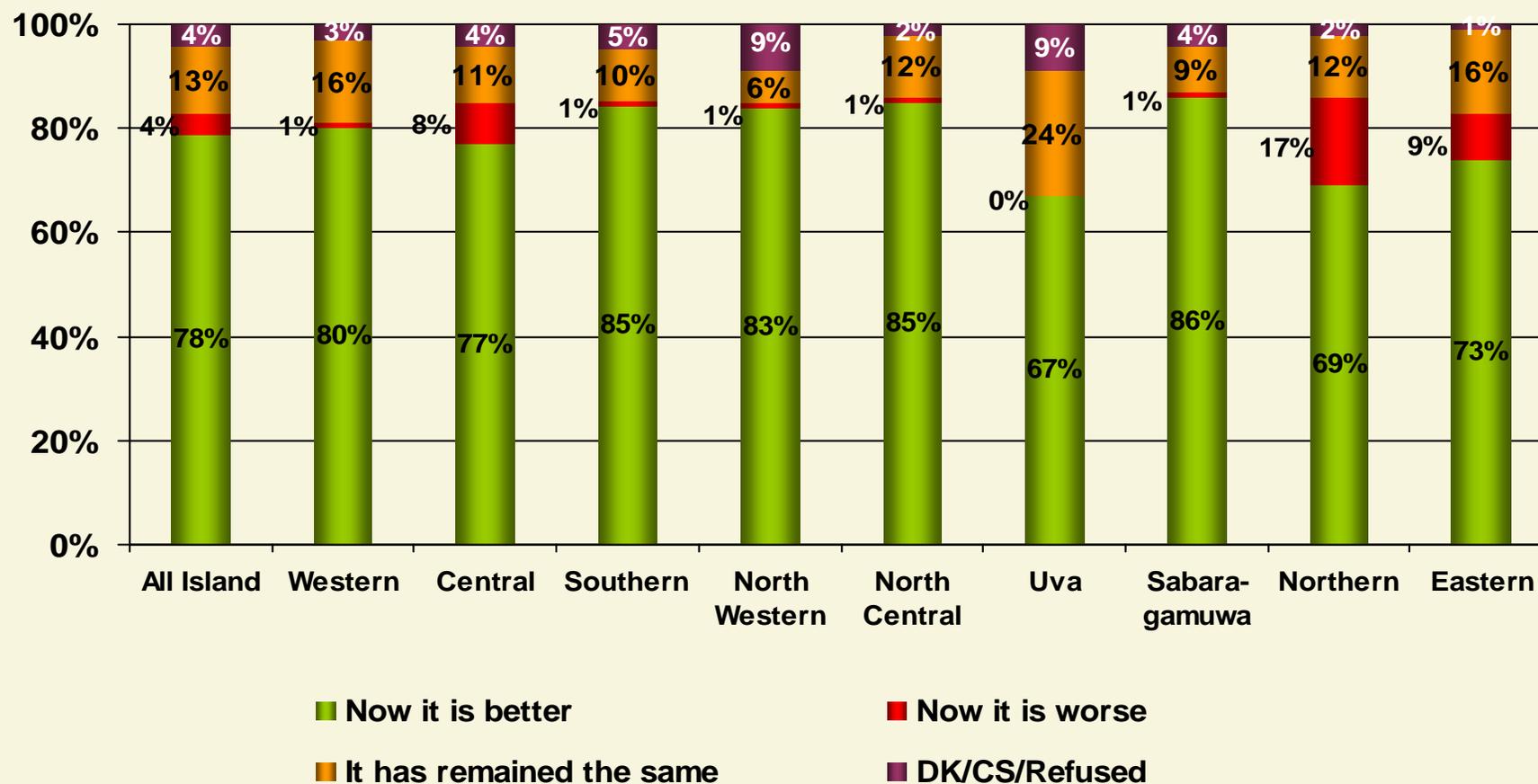
- *Almost four-fifths say the relation is better now*





Relations between ethnic groups in the country – by province

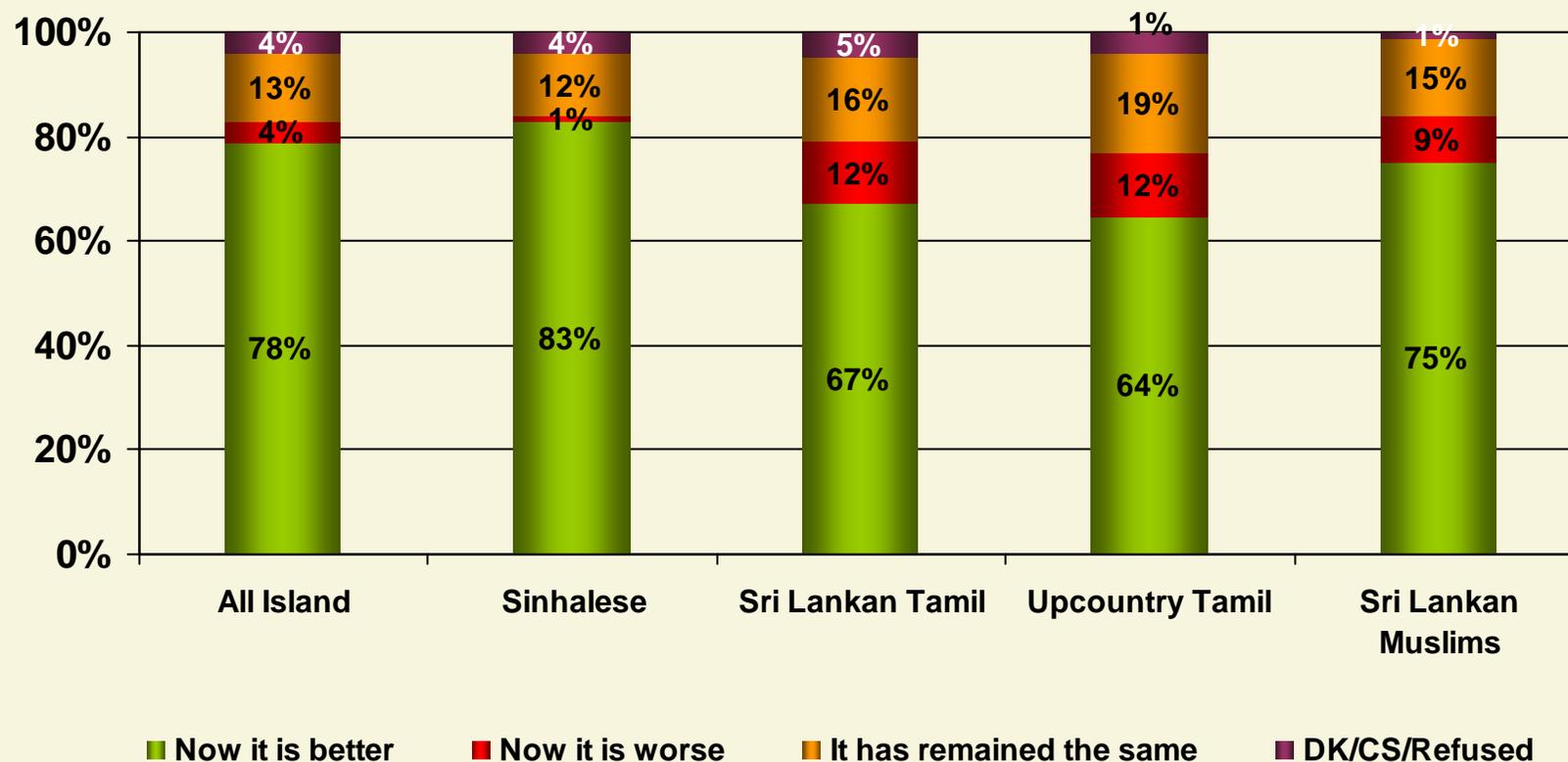
- Over 85% of those in Sabaragamuwa and Southern Provinces feel that relations are better
- 17% in the Northern Province say its become worse





Relations between ethnic groups in the country – by ethnicity

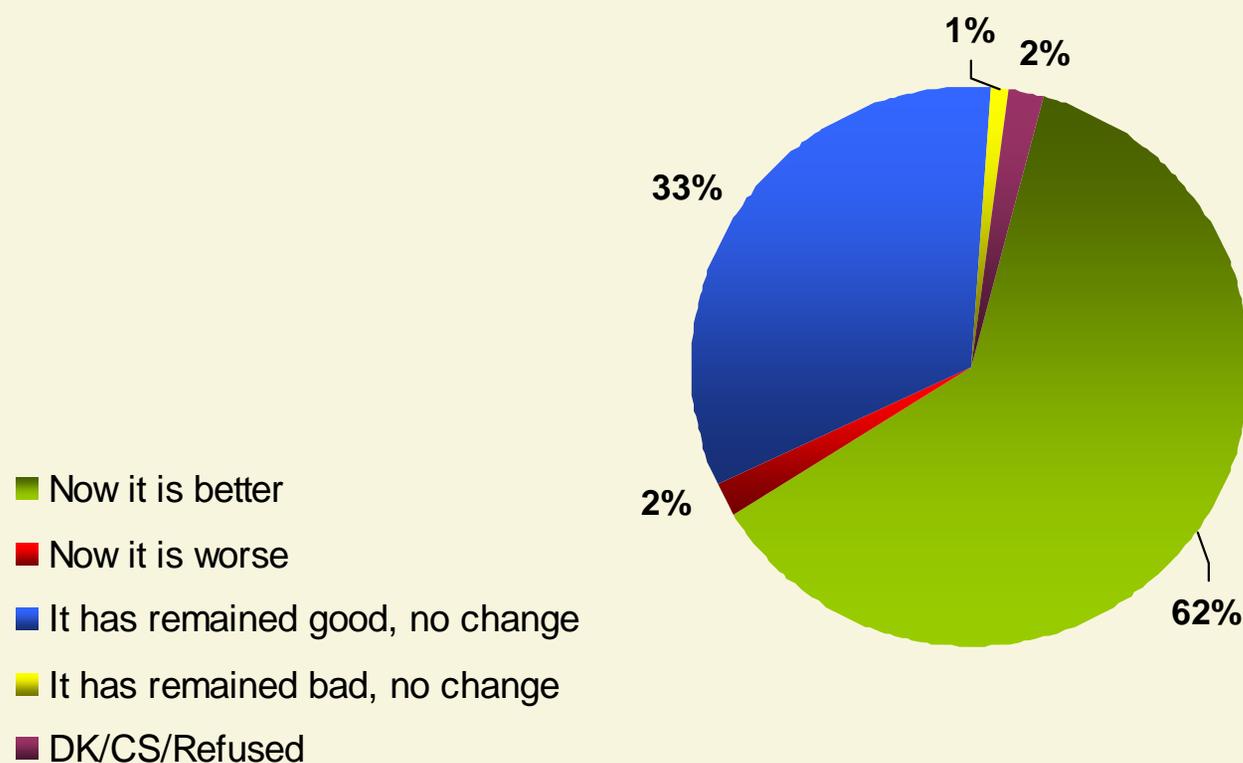
- Over four-fifths of the Sinhalese feel inter-ethnic relations are better
- Around two-thirds of Sri Lankan Tamils and Upcountry Tamils feel the same





Relations between ethnic groups in their GN division

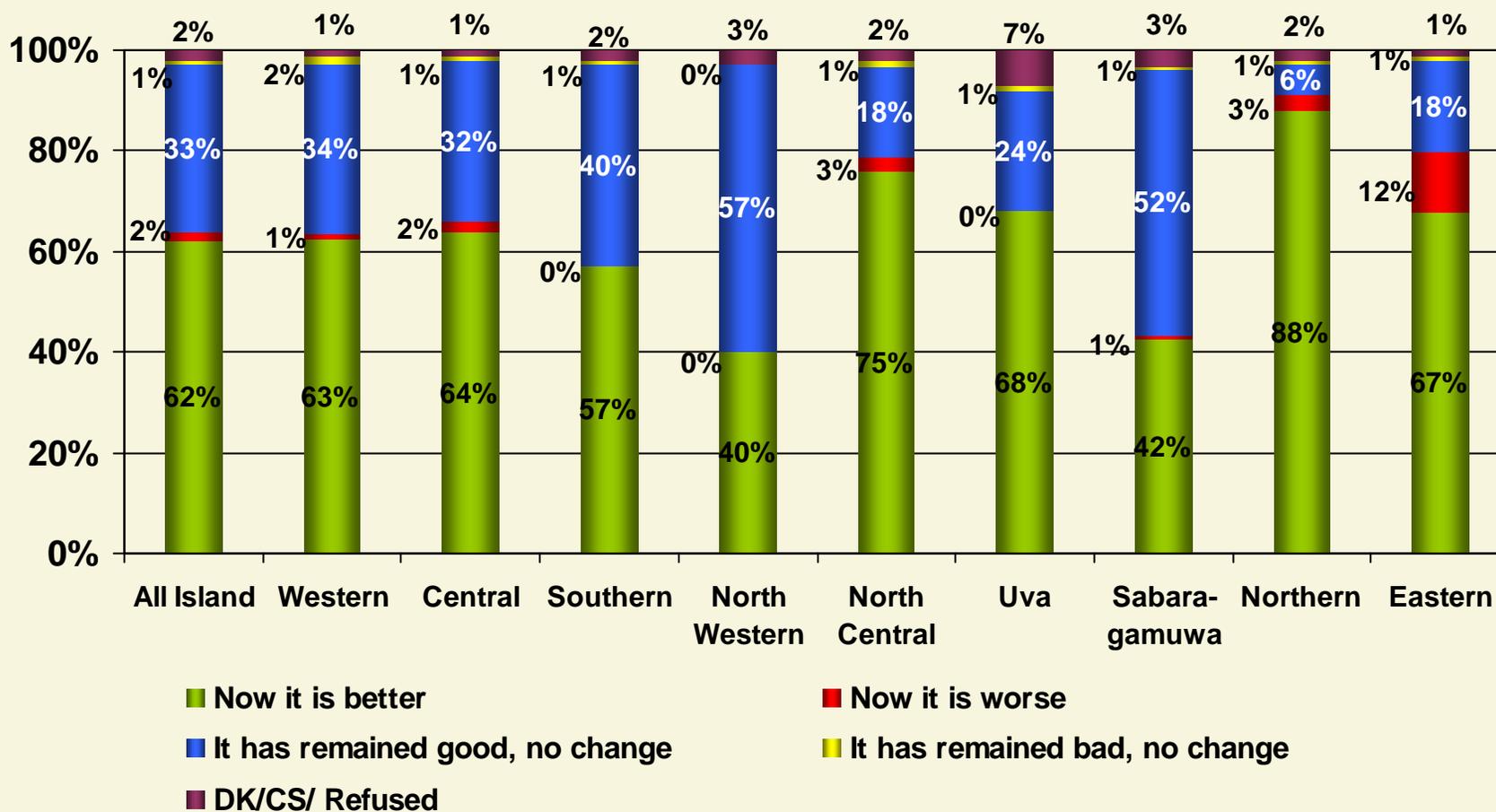
- **Over three-fifths believe the relationship between ethnic groups has improved**





Relations between ethnic groups in their GN division – *by province*

• **Almost 9 in 10 respondents from the Northern Province believe the relationship has improved**



Base: 2623 (Excludes those saying that there are no other ethnic groups in their area)

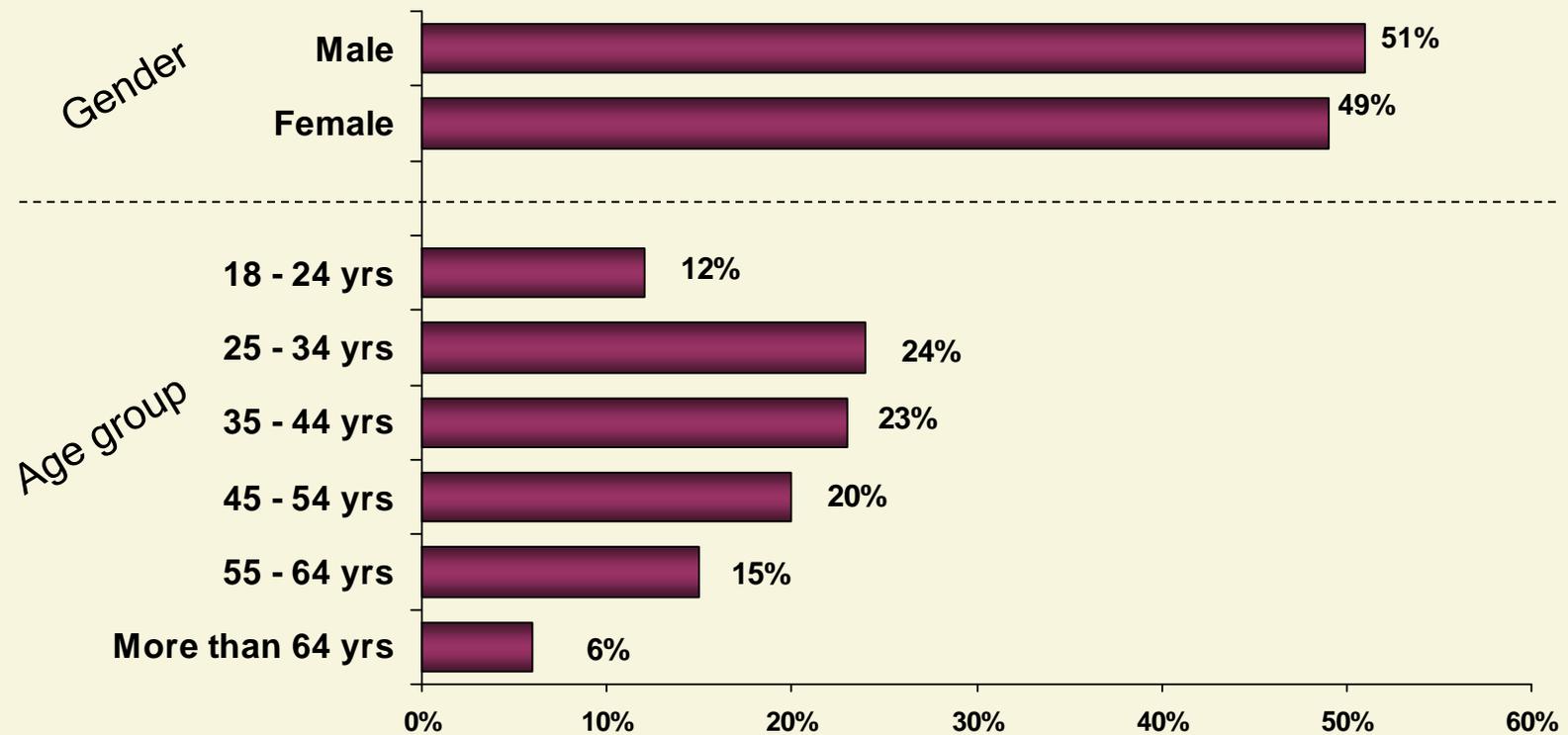


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Respondent Demographics

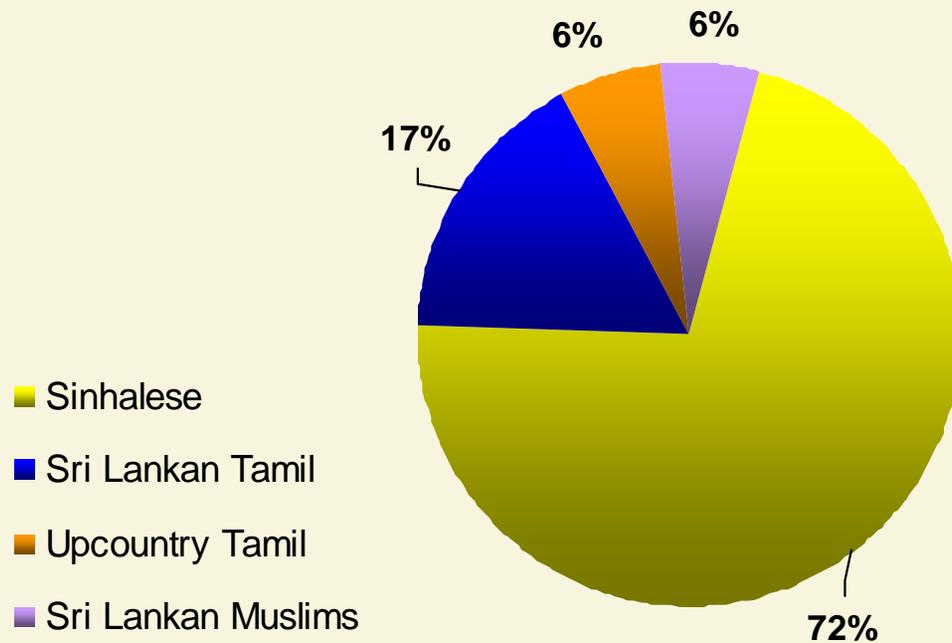


Gender and age breakdown



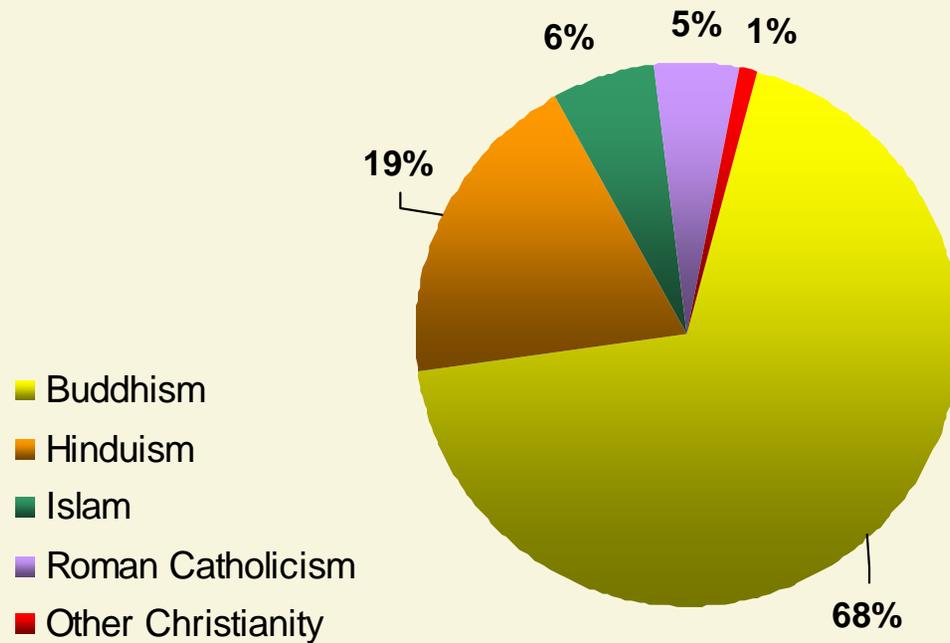


Ethnic breakdown





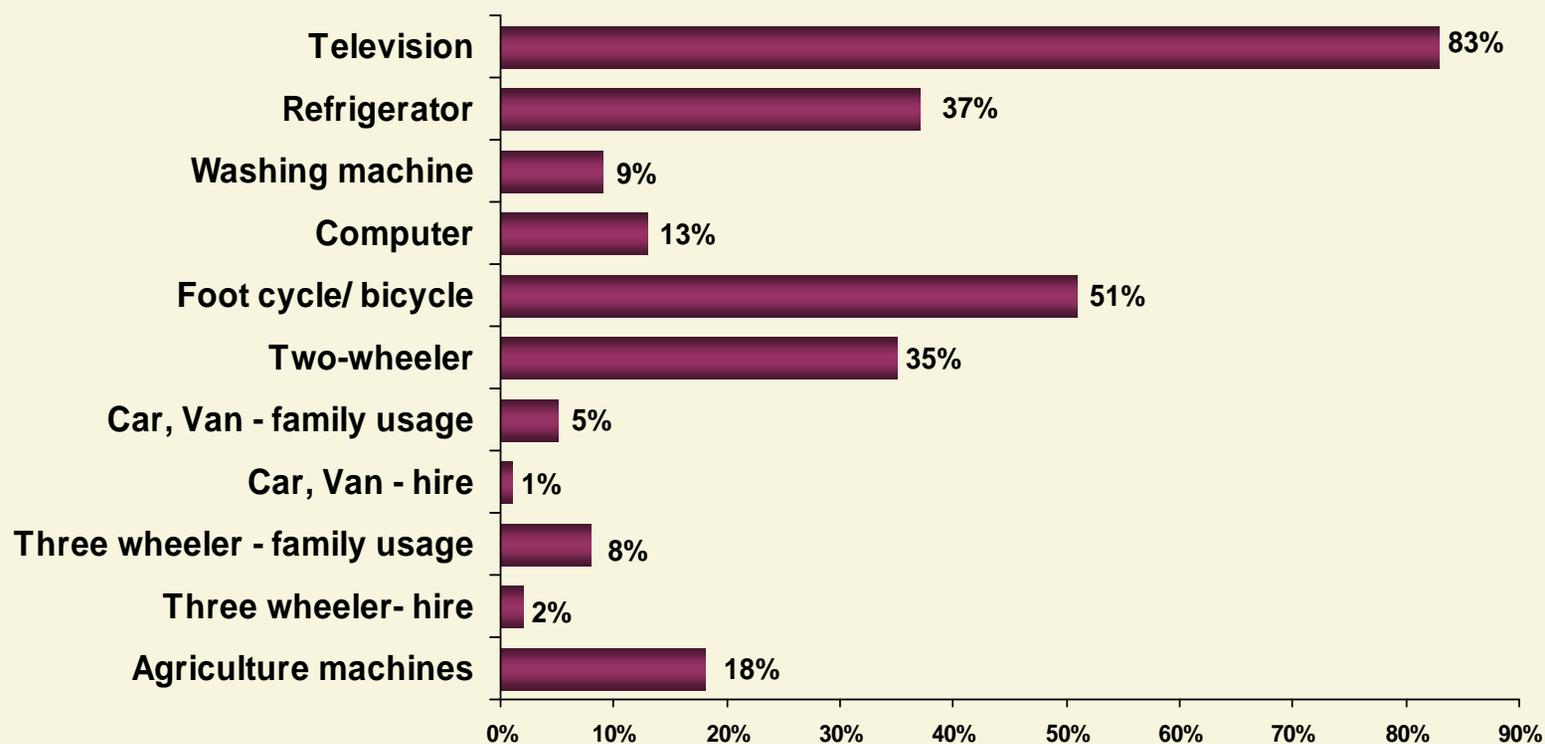
Religious breakdown





Asset ownership

- *Television ownership is high at 83%*





Asset ownership – *by province*

- *Almost a fourth in the Western Province own a computer*

	Provinces									
	AI (%)	W (%)	C (%)	S (%)	NW (%)	NC (%)	Uva (%)	SBWA (%)	N (%)	E (%)
Television	83	93	86	89	88	89	78	85	60	72
Refrigerator	37	61	30	42	39	40	18	40	16	24
Washing machine	9	23	7	6	8	5	4	7	2	6
Computer	13	24	15	14	10	9	5	16	10	8
Foot cycle/ bicycle	51	45	22	60	73	78	27	18	84	53
Two-wheeler	35	37	13	42	54	52	13	21	32	47
Car, Van - family usage	5	11	4	3	6	3	2	6	4	5
Car, Van - hire	1	1	0	0	0	1	1	1	1	1
Three wheeler - family usage	8	10	6	11	10	8	4	9	3	3
Three wheeler- hire	2	3	2	2	1	1	1	1	6	2
Agriculture machines	18	14	13	24	26	39	10	11	18	9



Summary

- A majority of the citizens believe the country is moving in the right direction (55%). 14% believe it is moving in the wrong direction; 21% said some things are going in the right direction and some in the wrong. There is significant variation between provinces and between ethnic groups. Generally speaking, the survey suggests that the mood of Sinhalese is upbeat; that Sri Lankan Tamils are downbeat; and that Upcountry Tamils and Muslims are in-between.
- Among Sinhalese, 61% said the country is moving in the right direction. The number of Sri Lankan Tamils who believe the country is moving in the right direction is lower but there was a significant positive change from the way people answered this question in this survey compared to an earlier May-June 2010 survey (with Sri Lankan Tamils island-wide saying “right direction” increasing from 16% to 36% and from 6% to 33% in the Northern Province).
- To the question “is the country moving in the right direction?”, a high percentage of Sri Lankan Tamil (31%) respondents said they didn’t know, couldn’t say or refused to answer. Normally, Nielsen perception surveys elicit a 10% non-response. 14% of Muslims, 12% of Upcountry Tamils and 5% of Sinhalese had the same response. The high non-response of people in the North (37%) is noteworthy.



Summary

- 'Peace' and the 'end of the war' are the primary 'dividends' seen to be moving the country in the right direction (62% overall cite this). Not surprisingly high numbers of those in the Eastern (75%) and Northern (69%) Provinces identify the 'end of the war' as major reasons for movement in the 'right direction'.
- Inflation/rising prices is the main reasons respondents give for what's going wrong with the country across all provinces and ethnic groups. Overall 54% of the respondents identified 'high prices', 'increasing living expenses' and 'insufficient salaries' as their major problems. Sixty-eight percent of respondents in the Eastern Province took this position.
- Island-wide, half of those surveyed believe their economic well-being had improved in the last 5 years. This opinion was expressed by 55% of Sinhalese respondents, 37% of Sri Lankan Tamils, 48% of Upcountry Tamils, and 31% of Muslims.
- Unemployment is the next biggest challenge. Only 27% of informants across the country said that the employment situation had gotten better in the previous 12 months; 30% believe it was getting worse. In the Northern Province: only 13% believe it had improved; 50% said it had become worse; 41% said it had remained the same.



Summary

- Lack of good roads is mentioned by 30% of respondents as being the main problem in their GN division. Drinking water is the other issue of concern, mentioned by a fifth.
- Citizen confidence is particularly high for institutions at the top and bottom of the political/ administrative hierarchy. Fifty-four percent of respondents across the country have a high level of confidence in the president's ability to do his job. This figure is lower in the Northern and the Eastern Provinces (63% each) but still substantial. Fifty-six percent of respondents have a high level confidence in the *grama niladhari*, and this goodwill extends across all provinces.
- When respondents were asked whether people are free to express their political opinions, island-wide 73% said yes, 17% said no, and 10% didn't answer. However, in the North, only 36% said yes, 35% said no, and 29% didn't know, couldn't say or refused to answer. The high percentage of people in the North who didn't know, couldn't say, or refused to answer suggests that they were afraid to give their opinion.



Summary

- While 88% of respondents were aware of the term 'democracy', 33% did not know or could not say what it meant. 56% of respondents in the Northern Province did not know or could not say what it meant.
- Island-wide, 78% of respondents said relations between ethnic groups in the country is better now than two years ago; 4% said relations are worse while 13% said it has remained the same. Among Sri Lankan Tamils and Upcountry Tamils, 67% and 64% of respondents respectively said relations were better; 12% of respondents from both communities said relations are worse.
- A significant majority of those who live in multi-ethnic enclaves were positive about the current relationship among ethnic groups in their areas compared to two years ago. Sixty-two percent were of the opinion that the relationship is now 'better' in their GN division while another third believe that it has 'remained good'.
- The questions about ethnic relations are relative indicators– i.e. relative to two years ago. If people were asked the question in absolute terms -- e.g. on a scale of 1 to 10, how would you rate ethnic relations -- the responses may have painted a somewhat different picture.



The Asia Foundation

Thank you!

Survey of the Sri Lankan People

Final Report on Survey Methodology

1.0 Purpose and Methodology

1.1 Study Objectives

With the end of the armed conflict in Sri Lanka in May 2009, The Asia Foundation sought to understand the post-war mood of the nation. The survey sought to gauge public opinion about the overall direction of the country, the economy, public institutions, the central government, and local conditions. The Asia Foundation supports public perception surveys in many countries where it operates to make statistically sound generalizations about public opinion and provide a more complete picture of the country context.

1.2 Research Questions

This is a survey of public perceptions. The broad questions to be answered were:

1. What direction do the people think the country is headed in?
2. What are the biggest problems or concerns at the national level and at the local level?
3. How is their current economic condition and how does it compare with the past?
4. What is the level of confidence that people have in different public institutions?
5. What is the opinion of the people about the central government's performance?
6. What is the availability and condition of government services at the local level?
7. What is the current state of relations between the ethnic groups in the country as a whole and in respondents' localities?
8. From where do people get news and information about what is happening in the country?

1.3 Use of response scales and open-ended questions

1.3.1 Use of response scales

The interviews lasted approximately one hour. It took enumerators approximately 15 minutes to introduce themselves and Nielsen Co and discuss the purpose of the survey. The questionnaire took approximately 45 minutes to apply. It primarily used closed-ended questions where the respondents were asked to select from a pre-determined list of responses. This made the questionnaire easier to administer and reduced errors in coding responses. The respondents were also in some cases given the option to specify other responses that they did not find in the list provided.

For some questions, a likert scale (bipolar response scale measuring positive and negative responses) was used. We normally used a 5-point scale in which the respondents had the option of choosing a middle path or neutral response (neither positive nor negative). For example, when we asked respondents how well the central government was performing its duties and responsibilities, we offered the following 5-point likert response scale:

1. Very good job
2. Somewhat good job
3. Neither a good nor a bad job
4. Somewhat bad job
5. Very bad job

Here we can see that options 1 and 2 are positive responses, options 4 and 5 are negative, and option 3 is a neutral response. We believe that providing a mid-point option helps respondents who may not be comfortable giving an unequivocal or decisive response to any of the questions. Giving respondents the option of a “safe” mid-point response also makes positive and negative responses more meaningful; it draws out and allows us to quantify those who feel strongly about an issue.

1.3.2 Use of open-ended questions

We asked a limited number of open-ended questions in our survey when an answer to a “why” question was required. The responses to open-ended questions in our survey were recorded verbatim by the interviewer. Each response to an open-ended question was then assigned a unique code number at the central office by data entry operators. On every occasion that the same response appeared in a completed questionnaire, the code number was ascribed to it and entered into the data base to quantify the open-ended responses.

1.4 Research Design and Methodology

This section discusses the sampling process, the database used, the sample and sampling points per province, and how the sampling points were selected.

1.4.1 Sampling Process

- The population for the study was Sri Lankan citizens that were living in households (owned/ rented/ leased) in all provinces during the survey period, aged between 18 -70.
- All nine provinces were included in this study.
- In the Northern Province, part of Kilinochchi and Mulaitivu Districts were not included because they were not accessible.
- Individual citizens were the sampling unit.
- The province was the main unit of analysis.

The Sample Size

The total sample size was 4,114. Nielsen conducted 800 respondent interviews in the Western Province and 400 in each of the other eight provinces. An additional 114 interviews were conducted for good measure. The margin of error for a sample this size is +/- 1.55 percent. The sample size for the Western Province was increased because it is by far the most populated of Sri Lanka’s nine provinces with a diverse ethnic composition and we wanted to ensure representativeness. The margin of error for the Western Province (800 respondents) is +/- 3.5 percent. The margin of error for other provinces (400 respondents) is +/- 5.0 percent. The margin of error has been worked out based on the following formula.

Formula

$$m^2 = z^2 * p (1-p) / n$$

Where: m = margin of error
z = 1.96 (z value at 95% confidence level)
p = 0.5
n = sample size

The final sample sizes are displayed in the below table.

Table 1: Sample Size by province

Province	Total Population (18 yrs and above)	Sample size with 5% error margin*	Sample size Round off	Final sample size
Western Province	3,840,492	384	400	800*
Central Province	1,578,971	384	400	400
Southern Province	1,489,824	384	400	400
North Western Province	1,411,662	384	400	400
North Central Province	715,433	384	400	400
Uva Province	728,935	384	400	400
Sabaragamuva Province	1,192,654	384	400	400
Eastern Province	973,959	384	400	400
Northern Province	841,651	384	400	400
Total	12,773,581	3454	3600	4000

* increased to 800 with 3. 5% error margin

- Nielsen followed the cluster sampling (area sampling) method.
- A grama niladhari (GN) division was the geographic cluster. There are 14,006 GNs in Sri Lanka. A GN in an urban area consists of about 500-600 households. A GN in a rural or estate area consists of 200-250 households.
- Nielsen had all-island list of GN divisions except for the Northern Province and some parts of the Eastern Province. Lists of GNs in previously LTTE-controlled areas were found from various sources and used for the cluster sampling.

Table 2: MC, UC and PS numbers by District

Province	District	Urban		Rural	Grand Total
		MC	UC	PS	
Central	Kandy	1	4	17	22
	Matale	1		11	12
	Nuwara Eliya	1	2	5	8
Provincial Total		3	6	33	42
Eastern	Ampara	1	1	16	18
	Batticaloa	1	1	10	12
	Trincomalee		2	11	13
Provincial Total		2	4	37	43
Northern	Jaffna	1	3	13	17
	Kilinochchi			3	3
	Mannar		1	4	5
	Mullatitivu			4	4
	Vavuniya		1	4	5
Provincial Total		1	5	28	34

Province	District	Urban		Rural	Grand Total
		MC	UC	PS	
North- Central	Anuradhapura	1		18	19
	Polonnaruwa			7	7
Provincial Total		1		25	26
North-Western	Kurunegala	1	1	18	20
	Puttlam		2	10	12
Provincial Total		1	3	28	32
Sabaragamuwa	Kegalle		1	11	12
	Rathnapura	1	2	14	17
Provincial Total		1	3	25	29
Southern	Galle	1	2	17	20
	Hambanthota		2	10	12
	Matara	1	1	15	17
Provincial Total		2	5	42	49
Uva	Baddulla	1	2	14	17
	Moneragala			10	10
Provincial Total		1	2	24	27
Western	Colombo	4	5	4	13
	Gampaha	2	5	12	19
	Kalutara		4	12	16
Provincial Total		6	14	28	48
Grand Total		18	42	270	330

In each province, the sample was drawn taking into consideration the following:

- Urban and rural distribution of the sample
- District-wise distribution of the sample
- Local Authorities covered by the sample

1.4.2 Urban and rural distribution

At the all island level, the proportion of the population living in urban areas (municipal and urban council areas) compared to rural *pradeshiya sabha* (PS) areas is 15:85. In most of the provinces the urban-rural split was similar, with relatively low proportions in MC and UC areas. If the provincial samples were split using the actual urban-rural proportions then we would have very few urban interviews to be able to make generalizations about urban viewpoints. Thus, the sample of 400 respondents per province was split between 150 urban and 250 rural respondents (a 3:5 ratio) in order to ensure that sufficient urban respondents were sampled per province. This resulted in an over sampling of urban respondents since the proportion of urban respondents is higher in the sample than in the population (15:85).¹ For this reason, the data was *weighted* by the actual urban-rural proportions when the data was analyzed to remove any urban bias from the final island-wide and province-level results.

¹ Note that distinguishing between urban and rural citizens based on whether they live in an MC/UC area or a PS area is somewhat imprecise because many *pradeshiya sabhas* are urbanized (“peri-urban”) areas. The urban-rural divide is not so clear cut in terms of the physical and social space dividing urban segments of the population from rural ones.

As an example the sample distribution in the Western Province is described below.

Table 3: Urban Rural population distribution in Western Province by districts

District	Urban	Rural	Total
Colombo	885,736	742,471	1,628,207
Gampaha	219,791	1,254,458	1,474,249
Kalutara	78,860	659,176	738,036
Western (Total)	1,184,387	2,656,105	3,840,492

1.4.3 District distribution

In the Western Province 800 interviews were to be conducted. The actual urban-rural proportion in the province is 31:69 but since the Western Province has a larger, more heterogeneous, multi-ethnic, and multi-religious urban population than other provinces, the survey firm made a judgment call to over-weight urban respondents in the sample. The sample was therefore comprised of 340 urban respondents and 460 rural respondents. These samples were then distributed across the three districts as shown in Table 4 based on their proportion of the Western Province population as shown in Table 3 above.

Table 4: Urban/Rural sample distribution in Western Province by district

District	Urban	Rural	Sample
Colombo	254	128	382
Gampaha	63	215	278
Kalutara	23	117	140
	340	460	800

1.4.4 Local Authority selection (MC, UC and PS areas)

The sample was drawn from randomly selected local authority areas in each district. Urban interviews were to be conducted in the MC and UC areas and rural interviews in PS areas. The plan was to conduct about 30 interviews in each local authority (LA) selected. In Colombo District for example, nine urban areas (MC or UC) and four rural (PS) areas were selected to interview the 800 respondents as per Table 4. LAs were randomly selected from a list containing all the LAs in each district. In Colombo, the 13 LAs selected for the sample were as follows:

Table 5: LAs randomly selected for the Colombo District

District	Urban		Rural	Total
	MC	UC	PS	
Colombo	Moratuwa MC	Kesbewa UC	Kotikawatta-Mulleriyawa PS	
	Sri Jayawardepepura Kotte MC	Kolonnawa UC	Seethawaka PS	
	Colombo MC	Boralesgamuwa UC	Homagama PS	
	Dehiwala-Mount Lavinia MC	Maharagama UC	Kaduwela PS	
		Seethawakapura UC		
	4	5	4	13

GN Division selection

After selecting the MC/UC/PS to be sampled, three or four GN divisions were randomly selected for each local authority area using the exhaustive list of GNs in that LA using the SPSS software.

1.4.5 Household selection

Nielsen adopted the following procedures to select the households:

- Households in an area were selected using the ‘random walk’ method and right-hand rule.
- In urban areas, two households were skipped after a successful interview while in rural areas, only one household was skipped.
- This process was continued until the 10 interviews assigned for an area were completed.

In each of the GNs, the 10 interviews were divided into two sets of five and the interviewers commenced from two separate starting points. This helped enhance the representativeness of the sample since the sample was spread over a larger area. In each GN, easily identifiable landmarks were used as starting points, like junctions, religious places, and schools.

1.4.6 Respondent Selection

How respondents from a household were selected is mentioned in detail in the survey questionnaire (questions S1 to S4). The Kish grid was used to select a suitable respondent. The interviews were conducted only if there was a willing respondent in the household; otherwise the next household was approached. Call-back was allowed if the respondent was available later and the interviewer was returning to the GN. A respondent above the age of 18 from the household was thus randomly selected and interviewed.

1.4.7 Field Level Contact Results

The table below shows what the result was when enumerators stopped at a house or dwelling to interview. 35 percent of the households that enumerators initially stopped at were closed or had no permanent resident and so they had to move on to the next household; 11 percent of households that enumerators first approached refused to answer.

Table 6: Reasons why interview was not conducted in certain households

	Percentage
(Non contact) House was closed/no permanent residents between 18 - 70 yrs	35%
Refused to answer	11%
Was not able to meet the selected person	5%
Survey was stopped half way/gave an appointment for another day	4%
Other reasons for not being able to conduct an interview with the selected respondent (Examples - interviewer language skills not good enough to conduct the interview, elderly respondent not able to follow the questions or the show cards, selected respondent not well, etc.)	7%

The above sampling design was adopted for the survey except in some war-affected areas. The deficit in some parts of the Northern Province was covered by over sampling from the Jaffna, Vavuniya, and Mannar Districts. The proposed sample design and final number of interviews is presented in the table below. Column ‘a’ has the number of planned interviews; column ‘b’ has the number of interviews actually conducted

Table 7: Proposed and Achieved Sample Sizes

	Proposed Sample size (a)	Achieved Sample Size (b)
Western Province	800	848
Central Province	400	402
Southern Province	400	409
North Western Province	400	414
North Central Province	400	404
Uva Province	400	413
Sabaragamuwa Province	400	402
Northern Province	400	412
Eastern Province	400	410
Total	4000	4114

2.0 Translating and pre-testing questionnaire

2.1 Translate the Survey Instruments

TAF prepared the first draft questionnaire in English based on the questions they wanted the survey to answer and similar surveys that they have designed in other countries. This questionnaire was discussed with Nielsen and Nielsen's input was incorporated. The questionnaire was then translated to Sinhala by Nielsen Company for the initial pre-test. The pre-tests were conducted by Nielsen's senior research staff on October 14 and 15 in Kalutara District and Agalawatta and Bulathsinhala DS divisions. Pre-test findings were discussed with TAF staff on October 18 and the draft English version was improved to reflect what was learned. The modified questionnaire was then translated into Sinhala and Tamil. The questionnaire underwent several more rounds of vetting and re-translation by native Sinhala and Tamil speakers to improve its accuracy and ensure that the intent of the questions was properly conveyed.

2.2 Sinhala and Tamil Translation

The Sinhala translation was supervised by Nielsen team leader Jinendra Kothalawala and Vishuddhi who have substantial experience in survey design.

2.3 Tamil Translation

The Tamil translation was supervised by Nielsen Tamil translation consultant Mr. Thambithurai Thanapalasingham, retired deputy director of the Department of Census and Statistics.

2.4 Design, Developing and Translating Other Survey Instruments

Other survey instruments such as interviewer instructions and show cards were prepared in the pre-test stage and prior to the interviewer training. Initial materials were designed and developed in Sinhala and translated into Tamil with expert advice and further pre-testing in Tamil.

2.5 Pre-Testing of the Questionnaire

The target duration for the survey interviews was 40 minutes. The pre-test showed that the interviews marginally exceeded the target duration. This could have an impact on the respondent's interest and attention, the quality and accuracy of the data and the number of interviews that can be

conducted in a day; thus, the questionnaire was further modified in order to limit the time of the interview to 40 minutes. The majority of interviews were conducted during weekends and holidays and at times when people were expected to be at home.

Pre-tests of the translated questionnaire enabled Nielsen managers to familiarize themselves with the questionnaire and obtain more in-depth understanding of refusals, non response, inconsistencies, average time taken for an interview and other challenges. The learning from the pre-tests was shared with the enumerators during their training.

3.0 Enumerator Training

The training in Sinhala language was held on October 25-27. Eighty enumerators and supervisors were trained. TAF staff participated in the field team training along with senior Nielsen staff. The Tamil language training was held on November 2-3 in Colombo for the interviewers in Eastern and Northern Province. The questionnaires were further improved based on the feedback from the Sinhala and Tamil-speaking enumerators. The trainings comprised of the following:

- One to two days of classroom training (questionnaire and materials)
- One day field training and pilot testing of the survey and discussion of the findings of the pilot tests

The classroom training covered the following topics:

- Introduction to the survey – purpose and objectives
- Detailed review and discussion of questionnaire, significance of questions, and possible issues/questions/problems that might come up among respondents, e.g. in comprehending the questions
- Specific issues/questions/problems that might come in each section of the questionnaire
- Practicing the interview
- Logistics planning

4.0 Pilot Survey

Once the classroom training was over, one day was spent piloting the survey in the field; enumerators and supervisors pilot-tested the refined Sinhala questionnaire on October 27. All the supervisors and interviewers conducted one interview in the Bandaragama DS.

Nielsen supervisors scrutinized the completed questionnaire for coding and data entry errors; mistakes were brought to the attention of the enumerators.

Further minor modifications to the questionnaire were made based on the pilot testing. After finishing the pilot testing, Nielsen reconvened all the enumerators and supervisors to discuss what had been learned from the testing and clarify outstanding questions. Logistical arrangements were also discussed with the district supervisors.

5.0 Fieldwork

Fieldwork started on October 30 and finished on December 11. The fieldwork was conducted mostly on weekends and holidays. The fieldwork in the Eastern and Northern Provinces started on November 6 and finished on December 15. In rural areas where people are engaged in agriculture,

the survey was conducted on weekdays also, since the selected respondents were available during that time. This was also the case in the Northern and Eastern province where there were transportation problems.

Since resettlement is still going on in severely war-affected areas of Mulaitivu, Kilinochchi and some parts of Mannar, and it was difficult to gain access to the populations there, and so respondents were not surveyed in some of these areas.

During the survey, Nielsen and TAF staff conducted field visits to check the quality of the interviews and completed questionnaires, and to back-check some of the interviews. Back-checks by Nielsen researchers and TAF staff happened on November 5 in Kegalle District and November 11 in Kurunegala District. The back checks by Nielsen supervisors continued through the duration of the fieldwork.

6.0 Quality Control Procedures

Nielsen normally ensures quality control by back-checking 20 percent of questionnaires. Supervisors or other designated personnel go back to the interviewed household to verify that the interview was conducted and well-administered. In addition, 10 percent of the interviews are accompanied by a supervisor which means that a supervisor sits in on the interview. However, for this survey, 28 percent of interviews were back-checked and 13 percent were accompanied. In all, 41 percent of interviews were thus directly subject to quality control.

Table 8: Quality control – planned versus actual

	Planned	Actual
Back checked	20%	28%
Accompanied	10%	13%
Total quality controlled	30%	41%

Nielsen fielded 110 enumerators and 24 supervisors. Two field executives managed the overall effort and oversaw the work of the supervisors and enumerators. The field executives also went on field visits while the survey was being carried out to ensure quality control.

All the completed questionnaires were scrutinized and double-checked for errors by coding staff before data entry.

4.3 Tabular Report of the Findings

TAF and Nielsen agreed in advance on a statistical analysis plan – i.e. how the data would be presented in tabular form. Coding and tabulating open ended questions took more time.

4.4 Data Weightings

The following table presents the population universe figures and sample breakdown used for data weighting calculations.

Table 9: Universe Figures

Province	Urban	Rural	Total
Western Province	1,184,387	2,656,105	3,840,492
Central Province	161,237	1,417,734	1,578,971
Southern Province	133,963	1,355,861	1,489,824
North Western Province	65,992	1,345,670	1,411,662
North Central Province	40,769	674,664	715,433
Uva Province	35,261	693,674	728,935
Sabaragamuwa Province	53,142	1,139,512	1,192,654
Eastern Province	222,659	751,301	973,959
Northern Province	113,519	728,131	841,651
Total	2,010,929	10,762,652	12,773,581

Table 10: Sample Distribution

Province	Urban	Rural	Total
Western Province	391	457	848
Central Province	53	349	402
Southern Province	70	339	409
North Western Province	32	382	414
North Central Province	40	364	404
Uva Province	30	383	413
Sabaragamuwa Province	34	368	402
Northern Province	86	326	412
Eastern Province	134	276	410
Total	870	3244	4114