VOICE 2014

Voice of India's Citizens Survey

Salient Findings Snapshot

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This VOICE survey…

- A part of Annual Survey of India's city systems, now into its second edition…
- For measuring citizen's perceptions on
  - Quality of Life (QoL)
  - Quality of underlying "city systems"

VOICE survey 2014 coverage

- 25,397 adults drawn randomly from 4326 polling parts, spread across 43 parliamentary constituencies from 21 cities

Survey Timing : April – May 2014

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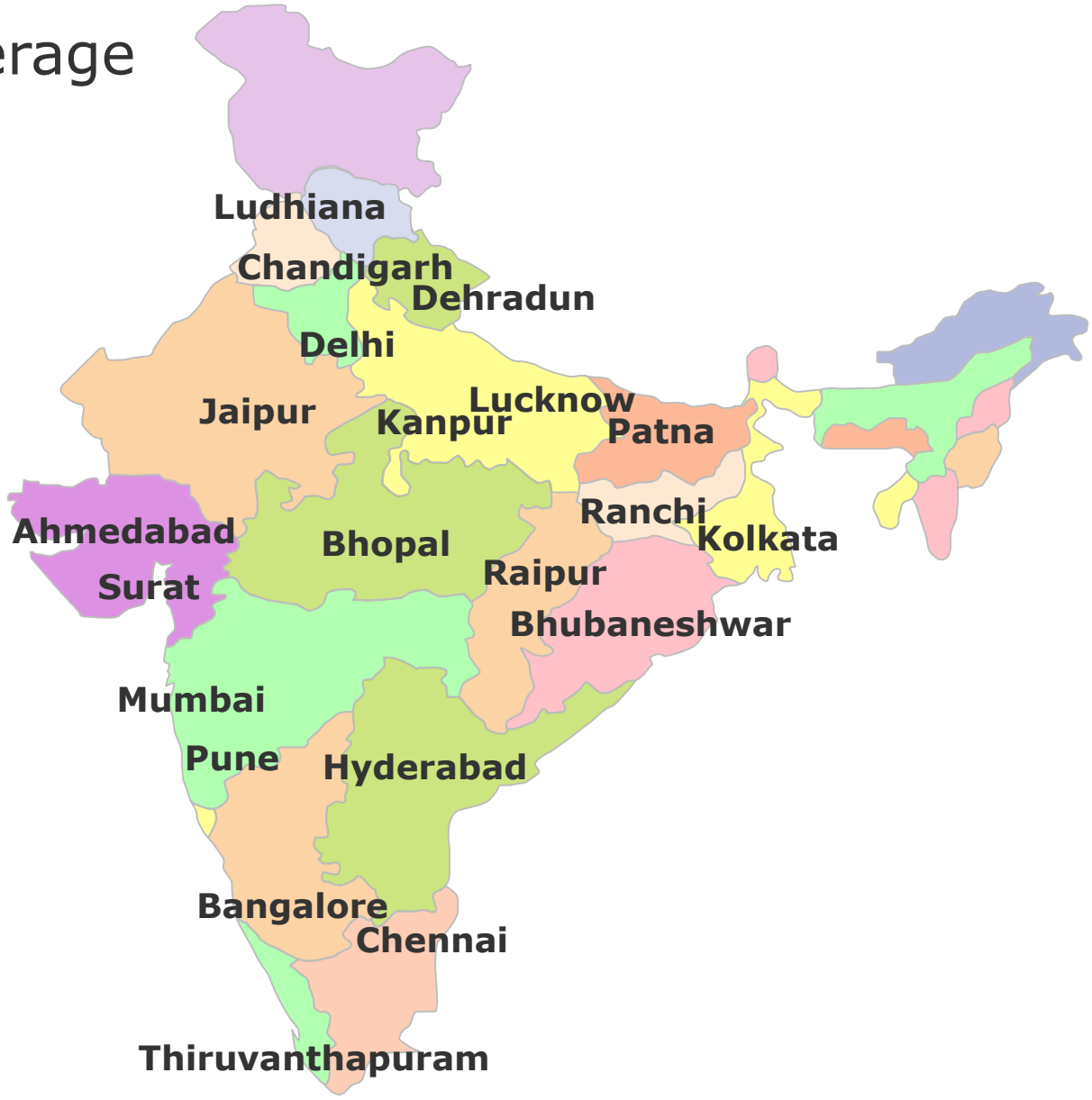
All India coverage



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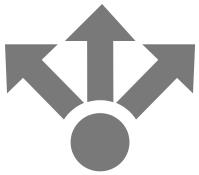
Perception Parameters



Aspects of QoL

Basic Necessities:

1. Mobility
2. Water Supply
3. Sanitation

Convenience Aspects:

1. Public Amenities
2. Pollution
3. Crime and Safety
4. Ease of process in Government offices

City System Factors

1. Robust Urban Planning and Design
2. Enhanced Urban Capacities and Resources
3. Empowered and Legitimate Political Representatives
4. Transparent, Accountable and Participatory Cities

Each dimension was explained in detail to the respondent for an informed evaluation

Citizen opinion was taken on 9 specific aspects spread over these 4 factors

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Citizen's Perception Measurement Methodology

Rating of their city was obtained on a "Marks out of 10" scale

Mean scores on these ratings was transformed to a 100 Point Index

Very Bad → **0**

Very Good → **100**

Absolute Evaluation Norms

- **75+** → **Very Good**
- **60-75** → **Good**
- **50-60** → **Average**
- **40-50** → **Poor**
- **< 40** → **Very Poor**

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Citizen's Perceptions on QoL – Basic necessities

City	Mobility	Water Supply	Sanitation
Delhi	62	56	52
Lucknow	52	49	49
Kanpur	39	35	35
Ludhiana	48	50	45
Jaipur	56	61	50
Dehradun	58	60	51
Chandigarh	65	65	62
Patna	57	51	47
Kolkata	62	61	56
Ranchi	51	43	42
Bhubaneshwar	65	64	59
Mumbai	60	62	56
Ahmedabad	70	68	65
Surat	67	67	64
Pune	66	68	63
Bhopal	50	49	39
Raipur	60	58	53
Bangalore	64	64	62
Hyderabad	64	65	64
Chennai	62	61	61
Thiruvananthapuram	69	67	68

- No city weighs in area of absolute strength on basic necessities
- Ambers and reds are most pronounced on sanitation, as compared to mobility and water supply
- South and West cities are looking better than North and East

Citizen's Perceptions on QoL – Convenience factors

City	Public Amenities	Pollution & Greenery	Crime & Safety	Ease of process in Govt. Off.
Delhi	50	52	51	51
Lucknow	50	48	48	48
Kanpur	35	33	38	36
Ludhiana	41	40	42	43
Jaipur	48	50	51	48
Dehradun	49	54	56	57
Chandigarh	62	61	61	61
Patna	52	47	51	50
Kolkata	59	53	58	58
Ranchi	44	45	45	42
Bhubaneshwar	59	59	59	59
Mumbai	55	53	54	53
Ahmedabad	67	61	60	59
Surat	63	63	67	63
Pune	63	59	60	61
Bhopal	38	39	47	39
Raipur	55	54	56	50
Bangalore	64	62	64	64
Hyderabad	65	64	65	65
Chennai	61	57	61	61
Thiruvananthapura	68	68	68	69

- **More greens in the South region… but tremendous scope of development across all cities**

Citizen's Perceptions on Quality of City Systems

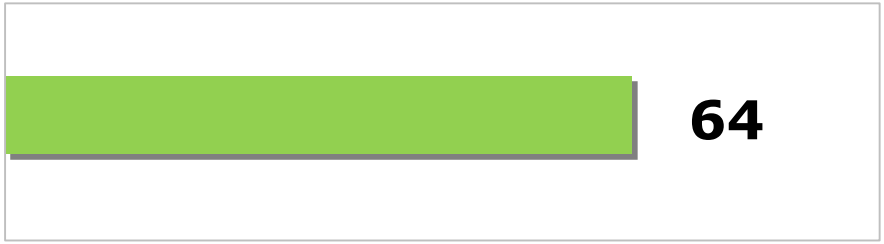
City	Robust Urban Planning and Design	Enhanced Urban Capacities and Resources	Empowered and Legitimate Political Representatives	Transparent, Accountable and Participatory Cities
Delhi	63	56	50	47
Lucknow	55	50	49	45
Kanpur	41	37	34	32
Ludhiana	47	44	44	42
Jaipur	56	53	49	46
Dehradun	61	58	58	57
Chandigarh	66	63	62	58
Patna	60	51	49	42
Kolkata	59	61	60	51
Ranchi	52	43	43	38
Bhubaneshwar	64	61	59	58
Mumbai	63	57	54	48
Ahmedabad	70	58	57	55
Surat	69	64	64	61
Pune	62	59	59	60
Bhopal	50	40	38	28
Raipur	54	51	53	41
Bangalore	67	64	63	63
Hyderabad	65	64	64	65
Chennai	68	62	58	59
Thiruvananthapura	70	69	69	69

- **Southern cities perform better**
- **Low scores on Management and Participation aspects of the City Systems framework**

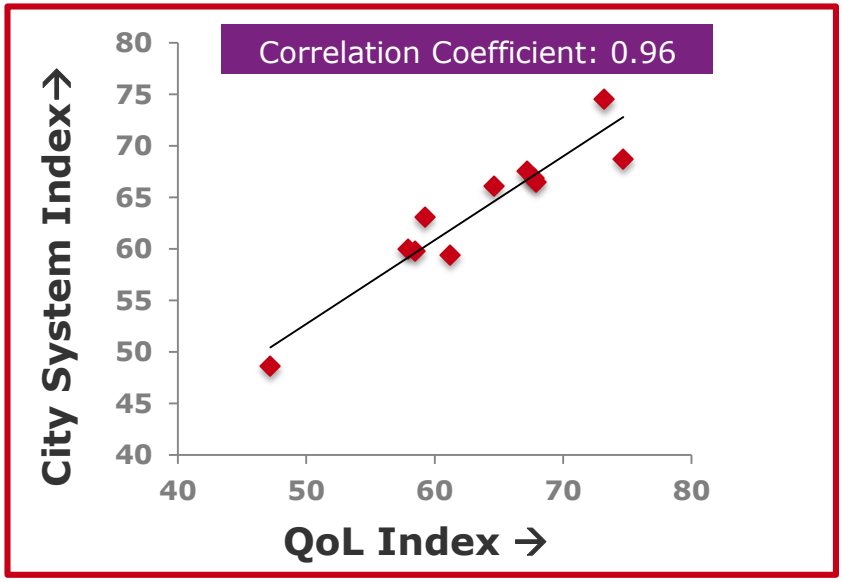
City Systems vs Quality of Life
Citizen View Point

Extent to which city system impacts QoL → **Relationship Index**

0 → Not at all 100 → A large extent



Extent relationship between city system Rating & QoL Rating



In citizen's view point, city systems fully impacts QoL

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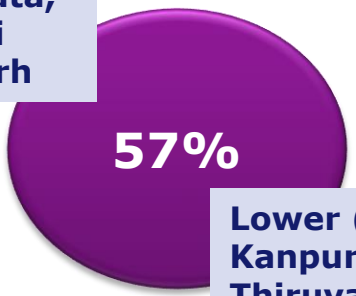
Citizen's Last Word

Short-term vs Long-term

Willing to wait for longer-term sustainable solutions as against quick fixes

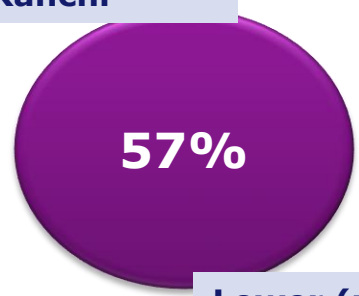


Higher (over 80%) in Kolkata, Jaipur, Ranchi and Chandigarh

Lower (under 40%) in Kanpur, Thiruvanthapuram and Raipur

Participation in citizen activities

Willing to participate in citizen activities



Higher (over 80%) in Pune and Ranchi

Lower (under 30%) in Ludhiana

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VOICE Survey: In Sum

1	**Scope exists for further improvement in all cities – on QoL dimensions & city system factors**
2	**There are differences across cities on most aspects**
3	**In citizen's view point city system impacts QoL**
4	**They are willing to wait for longer term sustainable solutions**
5	**And, are willing to participate in citizen activities**

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Thank you

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