

The delivery gap: What citizens tell us about public services in Africa

24 June 2026

Webinar on Public Service Reform in Africa
Hosted by New South Institute

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What is Afrobarometer

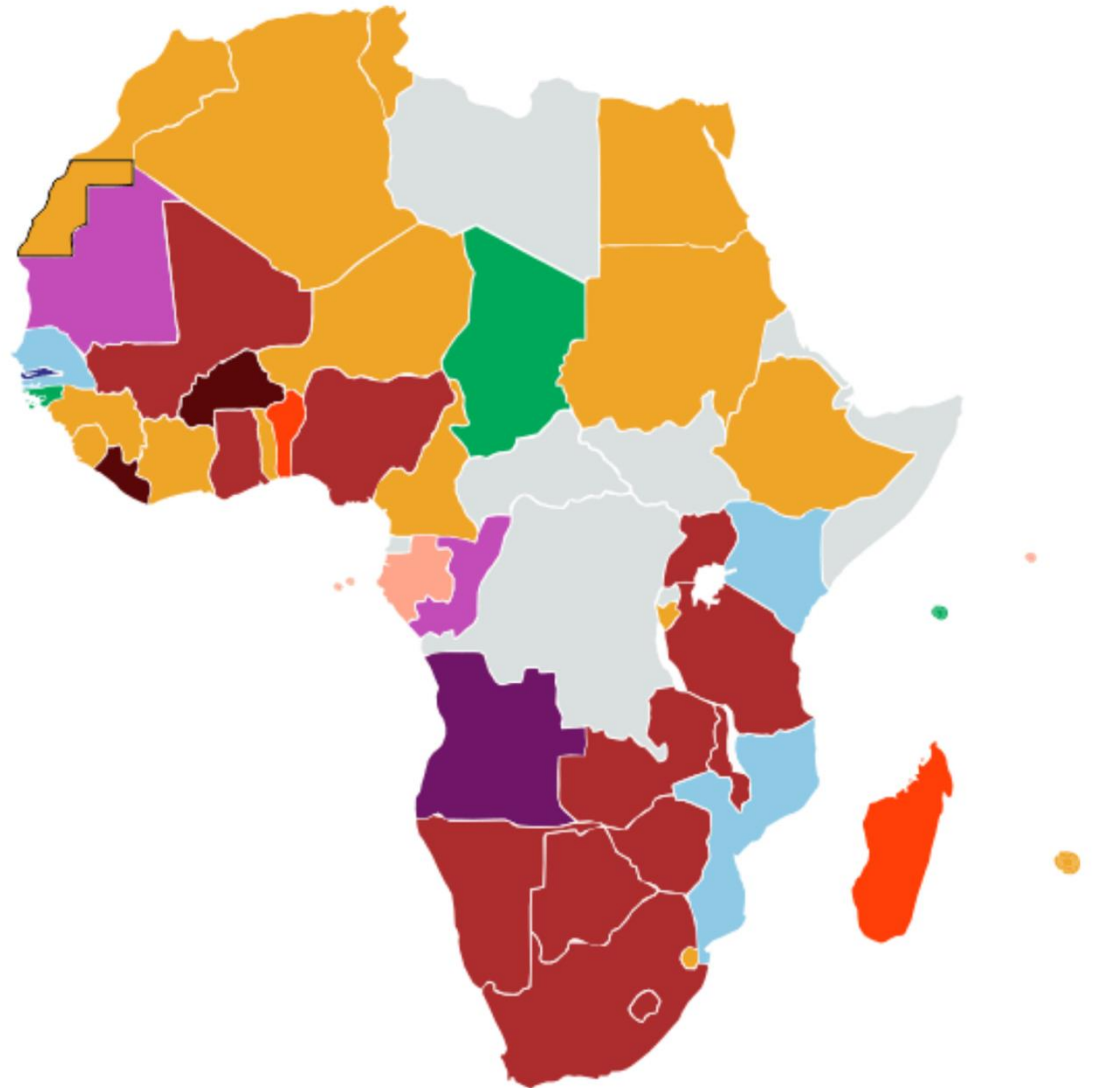
- Pan-African, non-partisan survey research network
- **Goal:** To give African publics a voice in policy and decision making
- Nationally representative samples
- Face-to-face interviews in the language of the respondent's choice
- Completed 10 survey rounds in up to 45 countries since 1999



Where Afrobarometer works

First survey in

- Round 1 (1999/2001)
- Round 2 (2002/2003)
- Round 3 (2005/2006)
- Round 4 (2008/2009)
- Round 5 (2011/2013)
- Round 6 (2014/2015)
- Round 7 (2016/2018)
- Round 8 (2019/2021)
- Round 9 (2021/2023)
- Round 10 (2024/2025)
- Not yet surveyed



At a glance

Highlights from 50,961 interviews in 38 countries on:

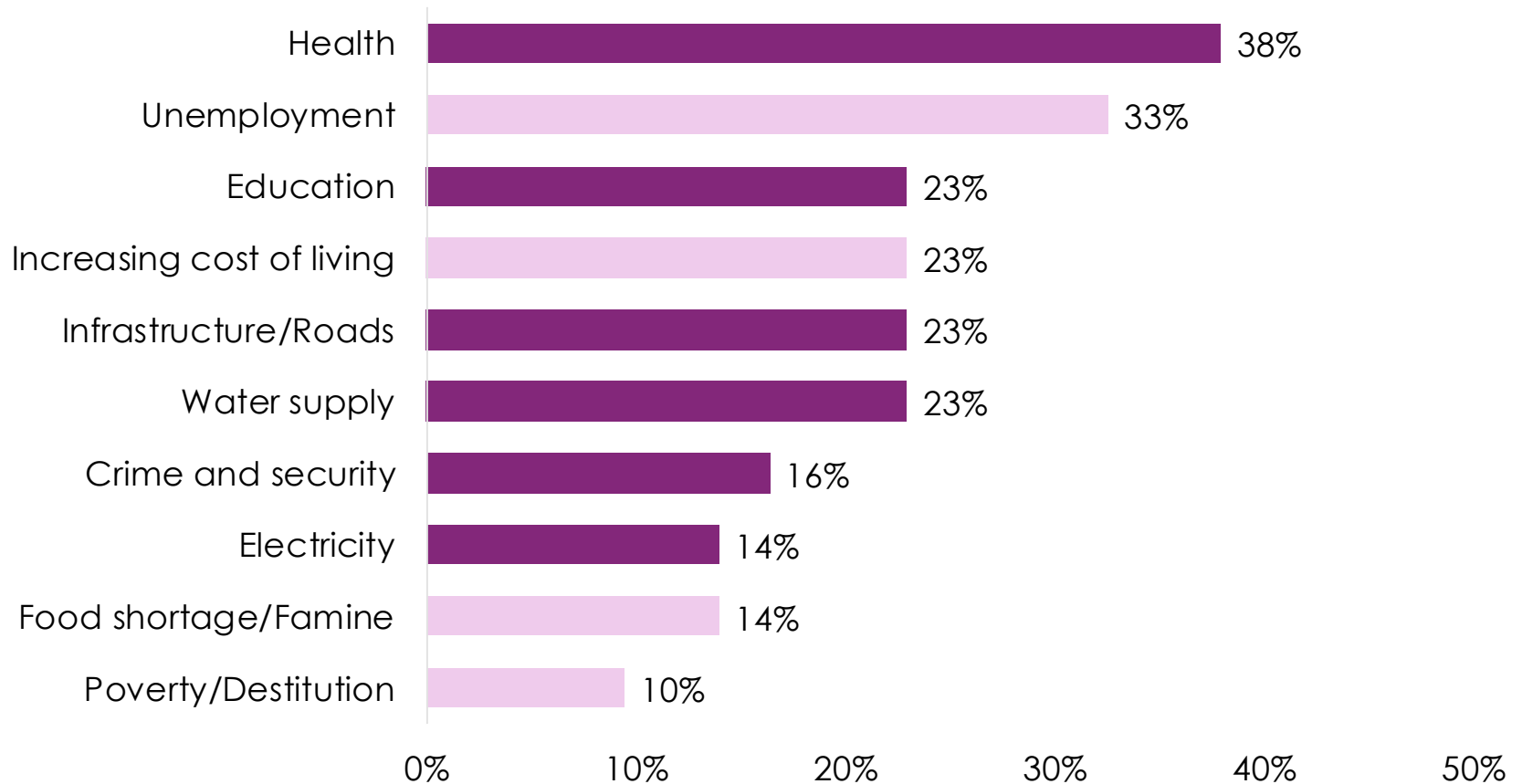
- Citizen priorities and government performance
- Access to essential household services
- Ease of obtaining selected public services
- Experiences of corruption in public service delivery



What do citizens want?

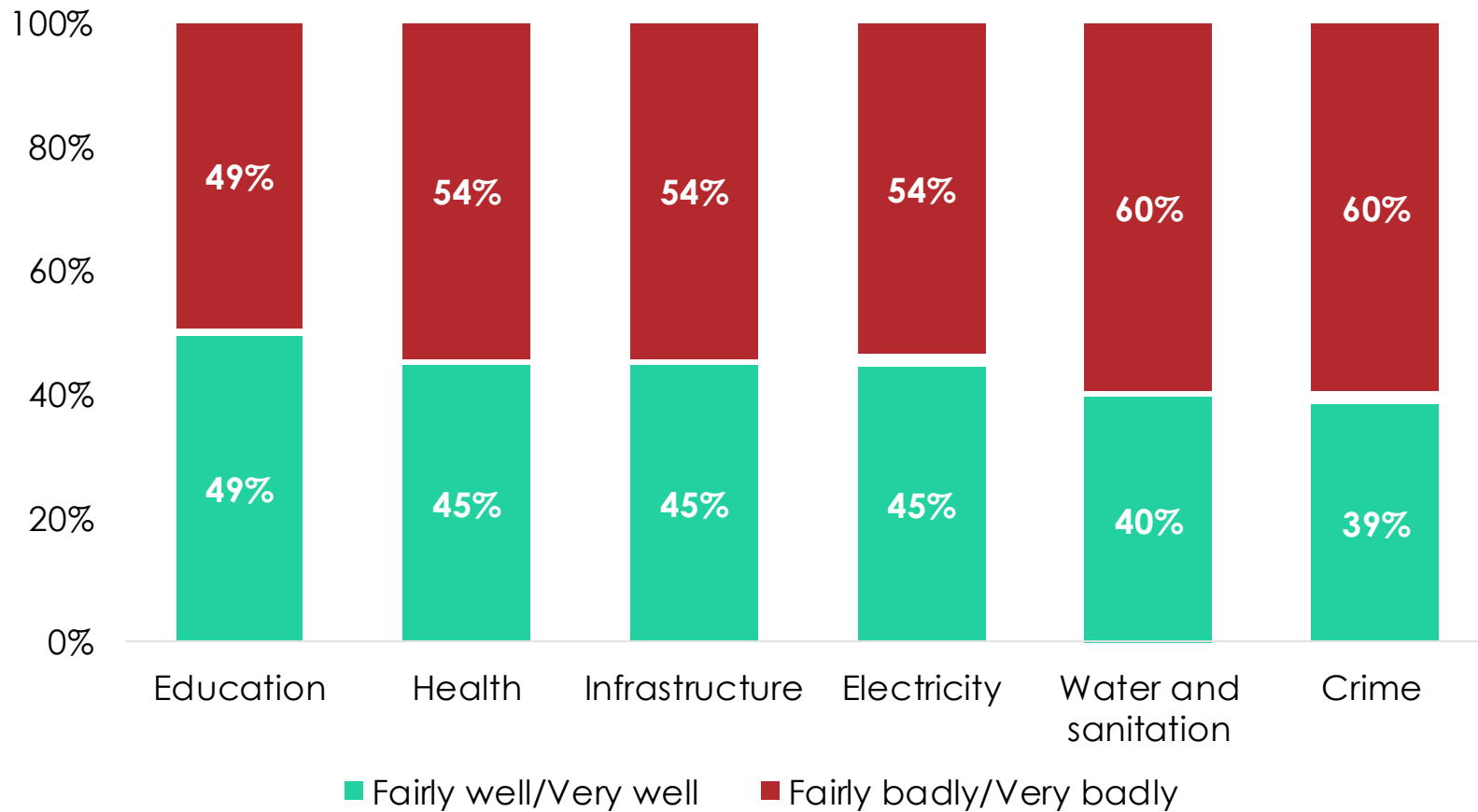


Top 10 most important problems | 38 countries | 2024/2025



Government performance on public services

| 38 countries | 2024/2025

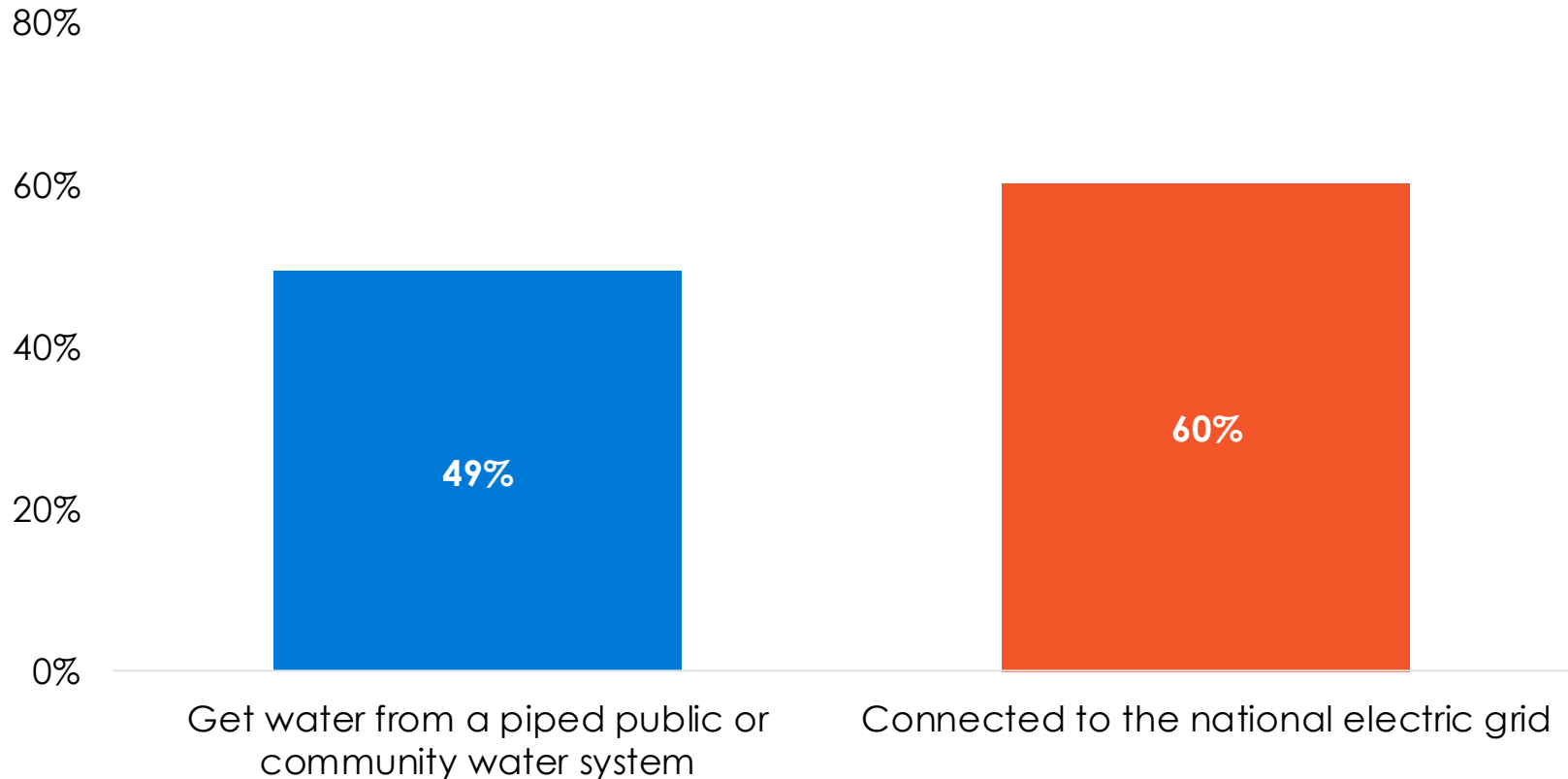


Access to essential household services



Access to piped water and the electric grid

| 38 countries | 2024/2025



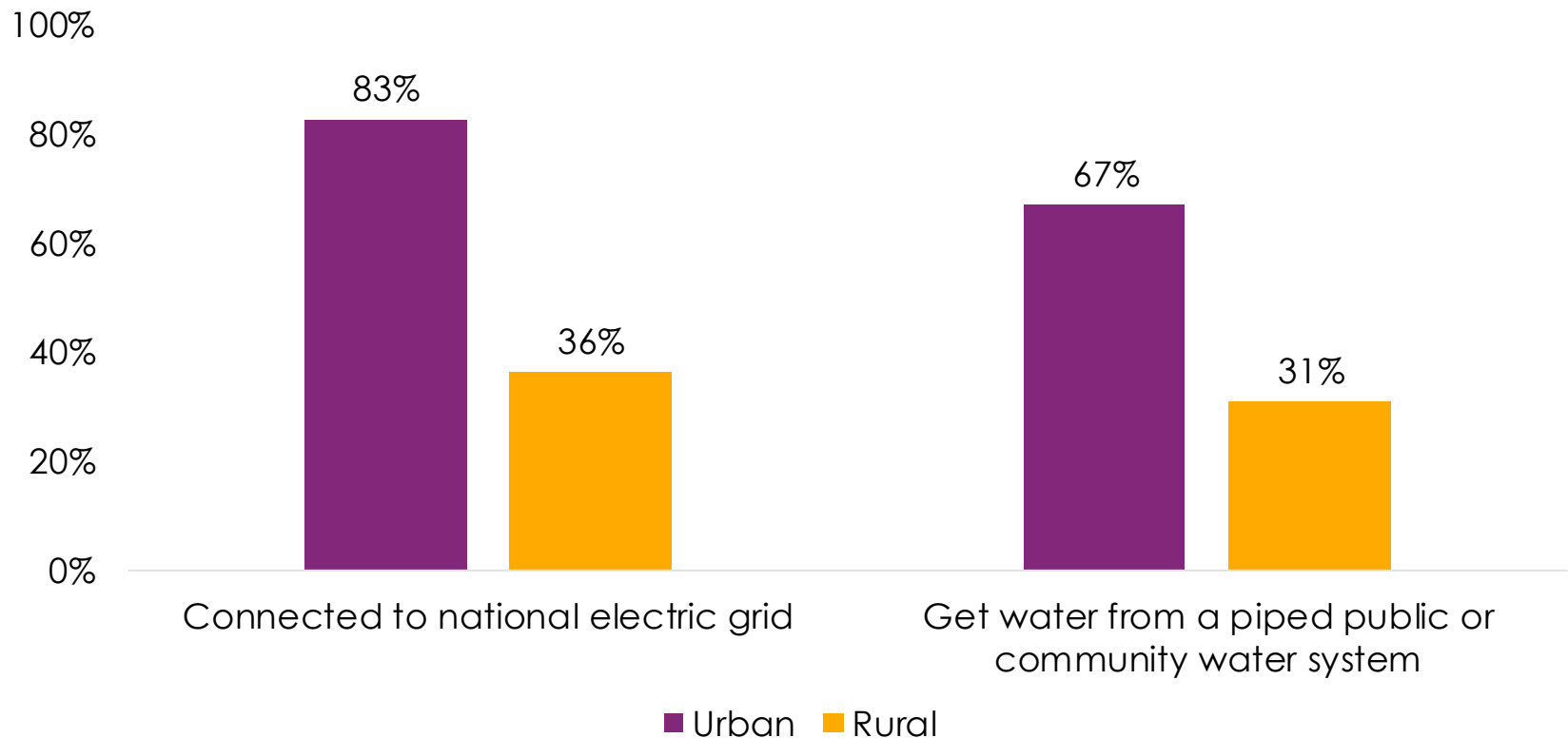
Respondents were asked:

What is your main source of water for household use? (% who say it's a piped public or community water system)

Do you have an electric connection to your home from the [national power grid]? (% "yes")

Access to piped water and the electric grid

| by urban-rural location | 38 countries | 2024/2025



Respondents were asked:

What is your main source of water for household use? (% who say it's a piped public or community water system)

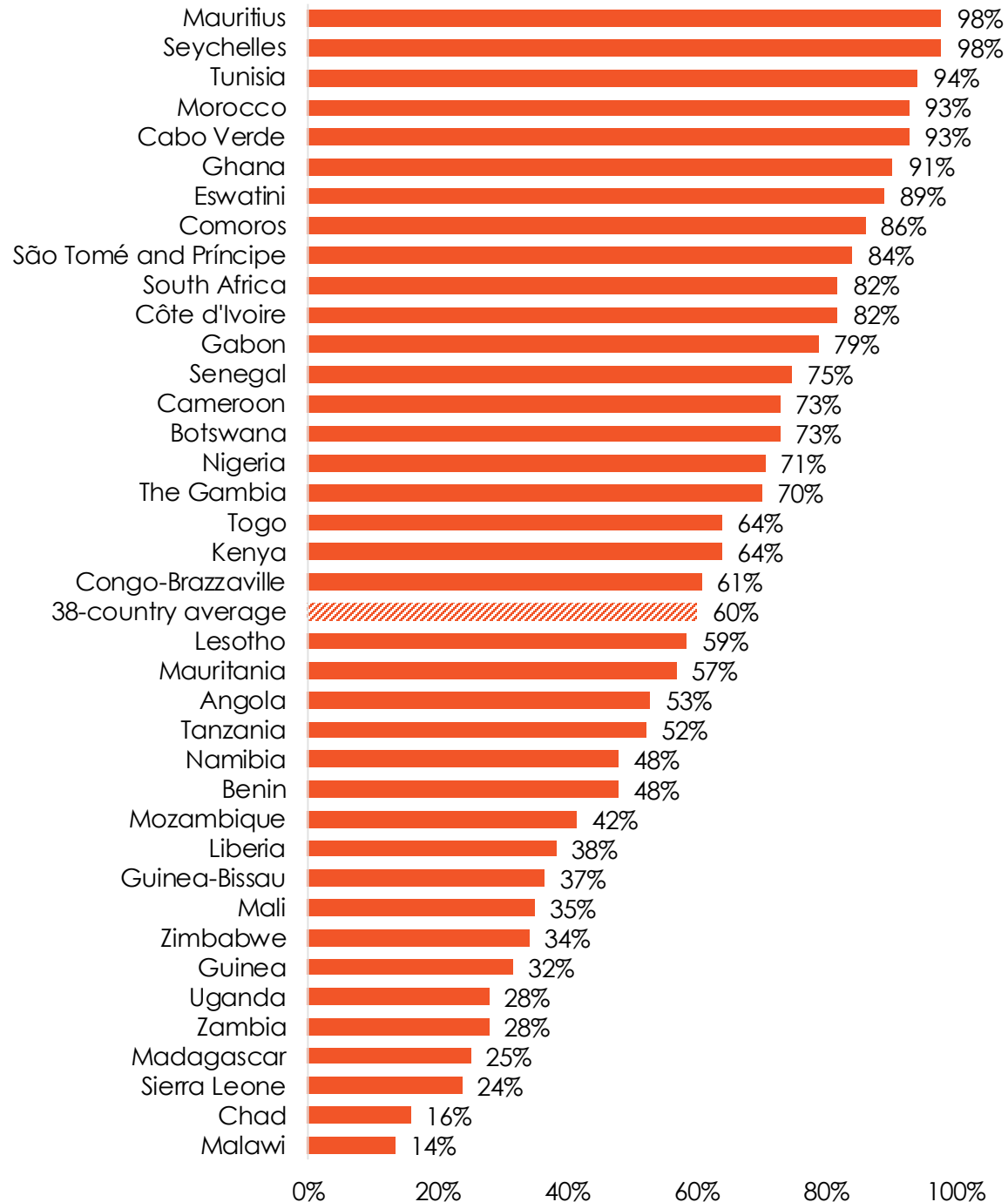
Do you have an electric connection to your home from the [national power grid]? (% "yes")

Access to the electric grid

| 38 countries
| 2024/2025



Respondents were asked: Do you have an electric connection to your home from the [national power grid]? (% "yes")

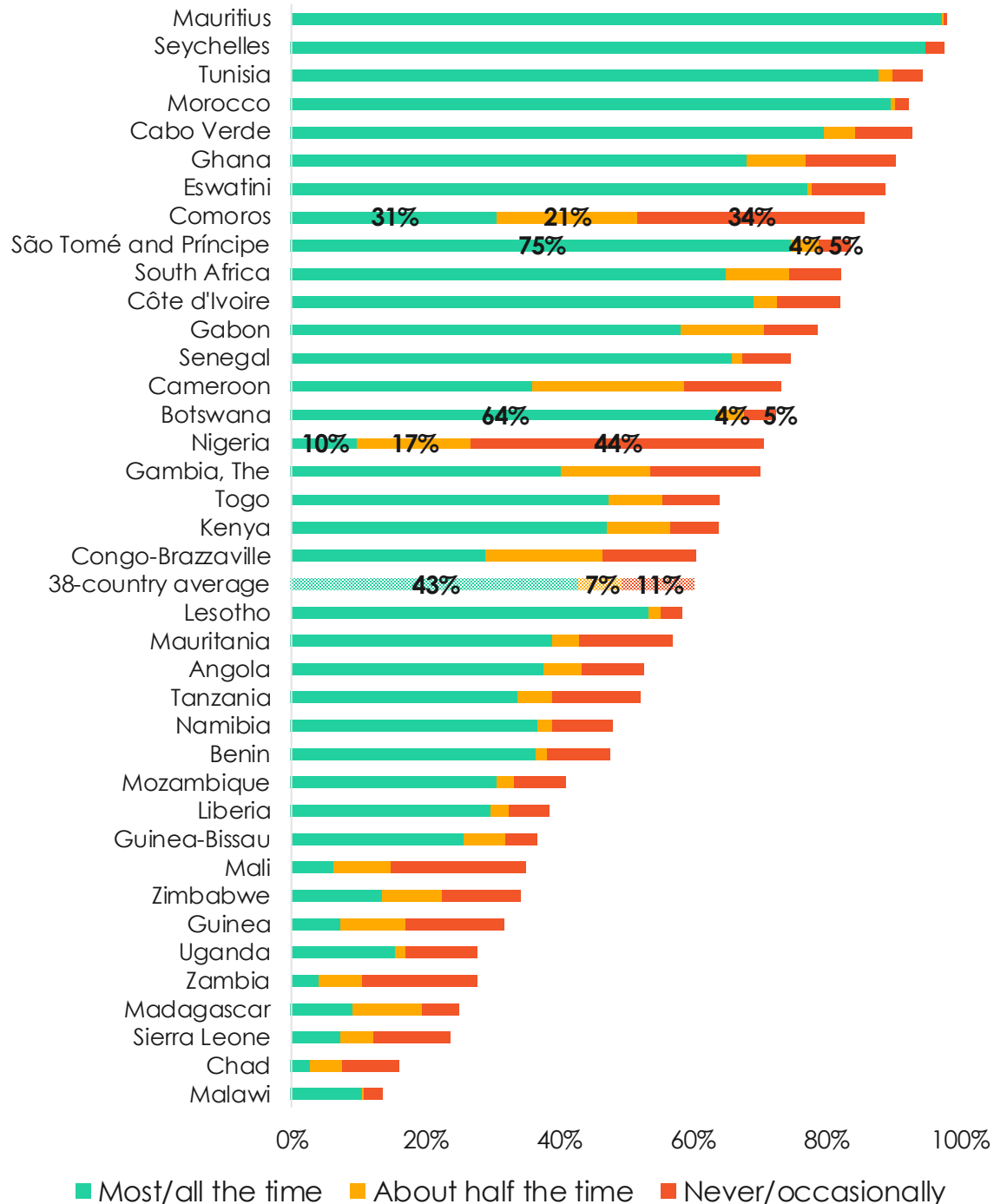


Reliability of connections to the electric grid

| 38 countries

| 2024/2025

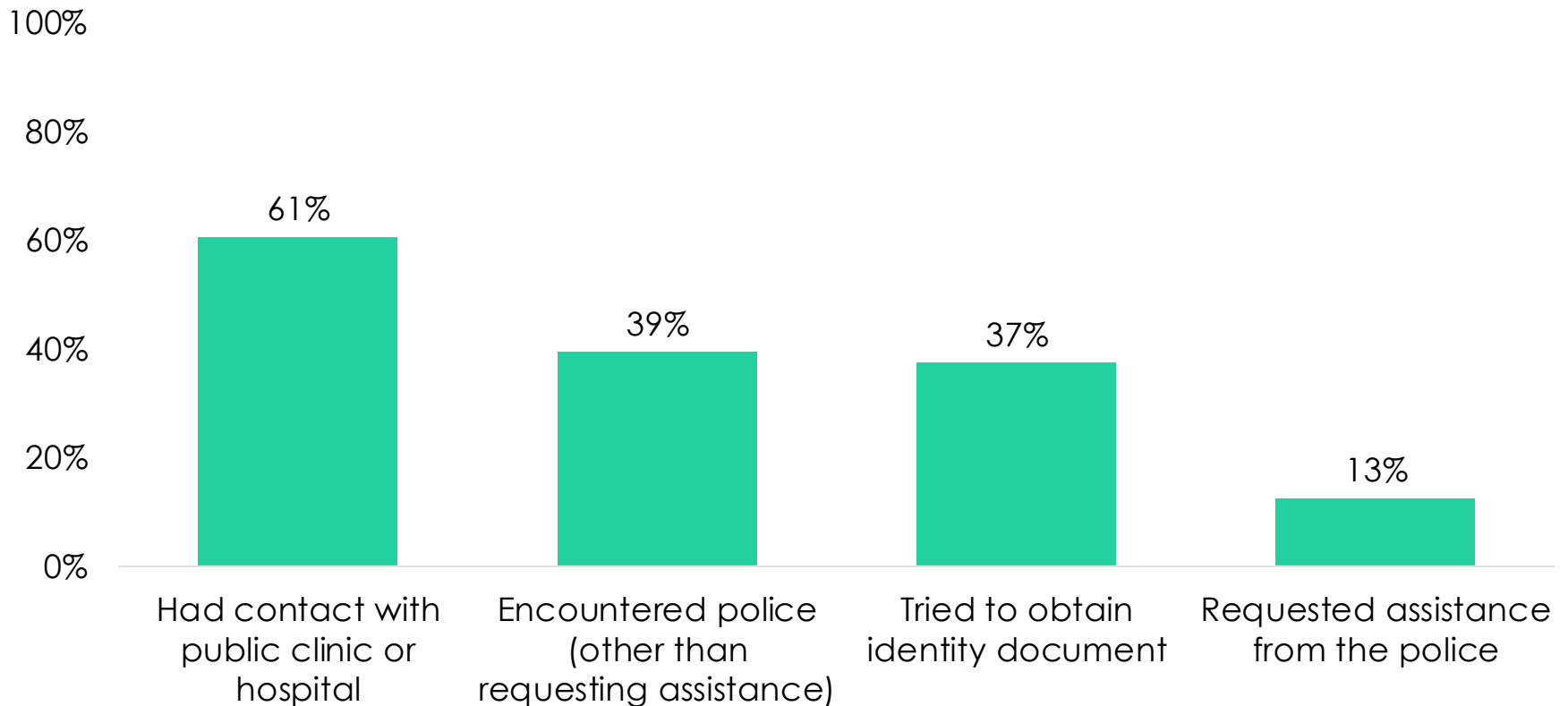
Respondents were asked: Do you have an electric connection to your home from the mains? [If yes:] How often is electricity actually available from this connection?



Quality of public service interactions



Contact with public service providers | 38 countries | 2024/2025

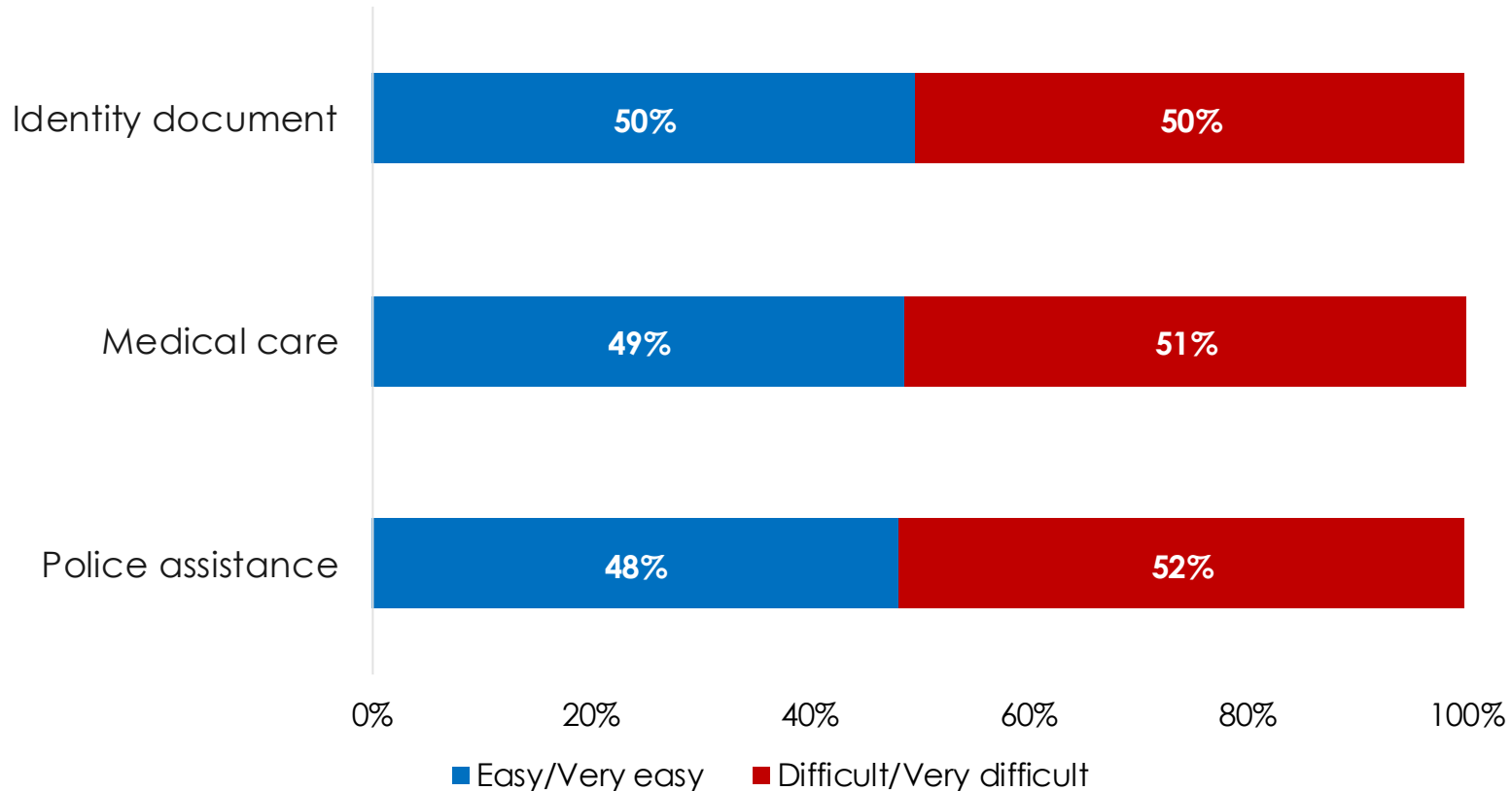


Respondents were asked:

In the past 12 months, have you: Had contact with a public clinic or hospital? Tried to get an identity document like a birth certificate, driver's license, passport or voter's card, or permit from government? Requested assistance from the police? (% "yes")

In the past 12 months, how often have you encountered the police in other situations, like at checkpoints, during identity checks or traffic stops, or during an investigation? (% who say "once or twice," "a few times," or "often")

Ease of accessing public services | 38 countries | 2024/2025



Difficulty accessing public service

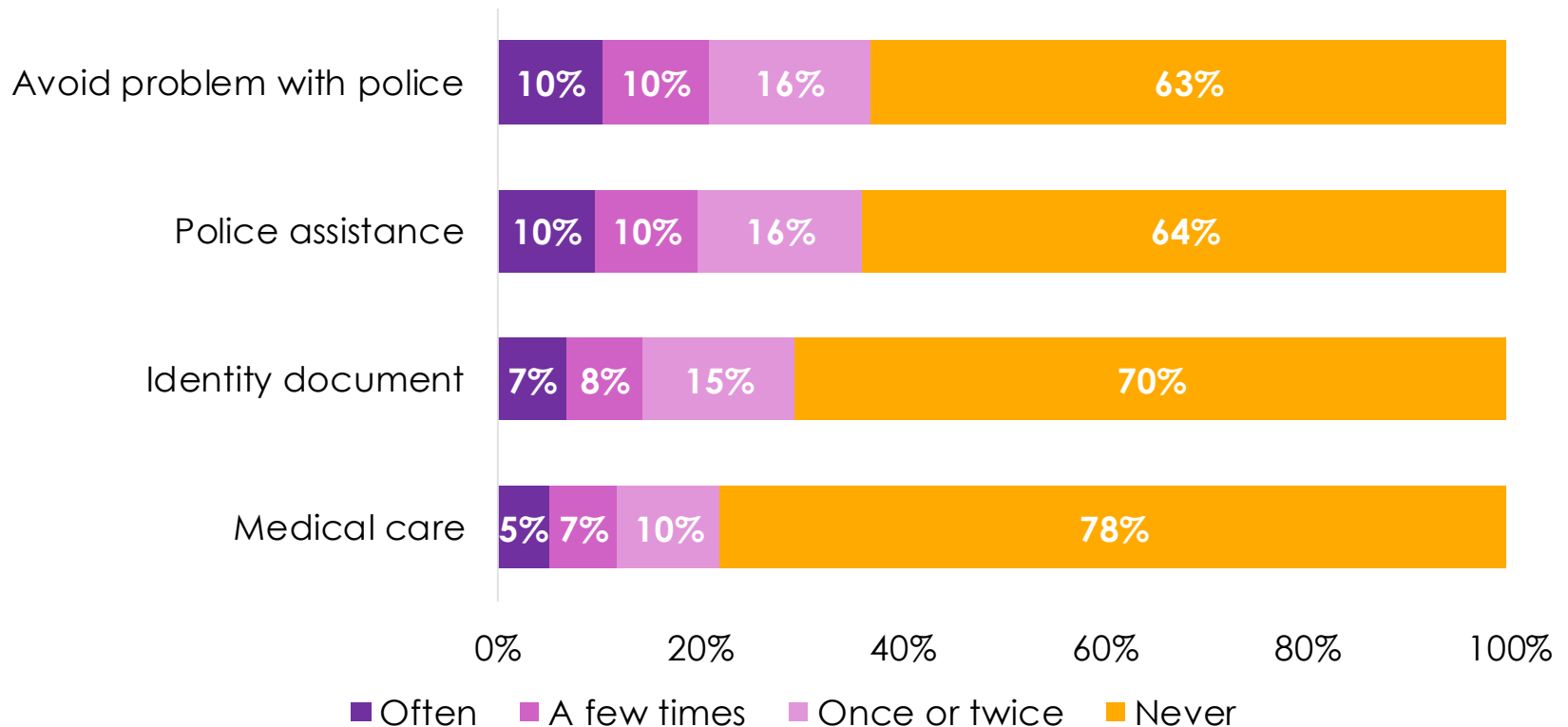
| 38 countries
| 2024/2025

Respondents who had contact were asked: How easy or difficult was it to obtain [the needed service]? (% who say "difficult" or "very difficult")

	Difficult to obtain identity document	Difficult to obtain medical care	Difficult to obtain police assistance
Angola	58%	58%	54%
Benin	30%	40%	40%
Botswana	20%	44%	50%
Cabo Verde	22%	47%	41%
Cameroon	78%	50%	51%
Chad	70%	78%	67%
Comoros	53%	52%	49%
Congo-Brazzaville	65%	56%	53%
Côte d'Ivoire	55%	44%	42%
Eswatini	42%	39%	52%
Gabon	55%	66%	41%
Gambia, The	58%	72%	52%
Ghana	66%	51%	64%
Guinea	67%	61%	61%
Guinea-Bissau	65%	52%	60%
Kenya	67%	63%	69%
Lesotho	64%	26%	40%
Liberia	45%	69%	65%
Madagascar	36%	59%	51%
Malawi	63%	62%	57%
Mali	58%	43%	63%
Mauritania	65%	65%	56%
Mauritius	30%	21%	27%
Morocco	32%	52%	30%
Mozambique	29%	38%	40%
Namibia	38%	40%	44%
Nigeria	69%	54%	49%
São Tomé and Príncipe	60%	53%	54%
Senegal	61%	63%	55%
Seychelles	19%	30%	46%
Sierra Leone	64%	63%	70%
South Africa	52%	43%	48%
Tanzania	43%	40%	43%
Togo	38%	45%	41%
Tunisia	40%	63%	50%
Uganda	58%	65%	69%
Zambia	41%	39%	60%
Zimbabwe	62%	55%	63%
38-country average	50%	51%	52%

Paid bribe to obtain public service | 38 countries

| 2024/2025



Respondents who had contact were asked: How often, if ever, did you have to pay a bribe, give a gift, or do a favour:

For a health worker or clinic or hospital staff in order to get the medical care or services you needed?

For a government official in order to get the document you needed?

For a police officer in order to get the assistance you needed?

For a police officer in order to avoid a problem during one of these encounters?

Paid bribe to obtain public service

| 38 countries
| 2024/2025

Respondents who had contact were asked: How often, if ever, did you have to pay a bribe, give a gift, or do a favour... (% at least once)

	Avoid problem with police	Police assistance	Identity document	Medical care
Angola	37%	55%	48%	31%
Benin	45%	23%	13%	15%
Botswana	10%	5%	5%	2%
Cabo Verde	2%	4%	2%	3%
Cameroon	57%	55%	47%	37%
Chad	69%	57%	47%	41%
Comoros	44%	39%	36%	27%
Congo-Brazzaville	68%	67%	64%	45%
Côte d'Ivoire	41%	36%	26%	17%
Eswatini	14%	14%	24%	6%
Gabon	26%	28%	23%	21%
Gambia, The	36%	46%	33%	25%
Ghana	38%	52%	40%	19%
Guinea	68%	71%	46%	36%
Guinea-Bissau	32%	43%	36%	25%
Kenya	50%	68%	56%	32%
Lesotho	21%	12%	22%	4%
Liberia	74%	83%	45%	60%
Madagascar	52%	42%	28%	24%
Malawi	52%	33%	31%	21%
Mali	37%	21%	15%	9%
Mauritania	50%	60%	42%	30%
Mauritius	11%	8%	4%	1%
Morocco	39%	23%	28%	37%
Mozambique	29%	42%	32%	31%
Namibia	26%	18%	17%	15%
Nigeria	53%	68%	56%	26%
São Tomé and Príncipe	21%	25%	24%	15%
Senegal	29%	22%	26%	11%
Seychelles	5%	5%	4%	2%
Sierra Leone	61%	77%	34%	62%
South Africa	21%	13%	13%	8%
Tanzania	35%	30%	14%	16%
Togo	51%	37%	20%	17%
Tunisia	28%	23%	22%	18%
Uganda	52%	75%	51%	42%
Zambia	45%	46%	30%	13%
Zimbabwe	35%	40%	43%	18%
38-country average	37%	36%	29%	22%

For more on public services in Africa:



Read our PAP on public service delivery



Consultez notre PAP sur la prestation des services publics

Thank you

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