

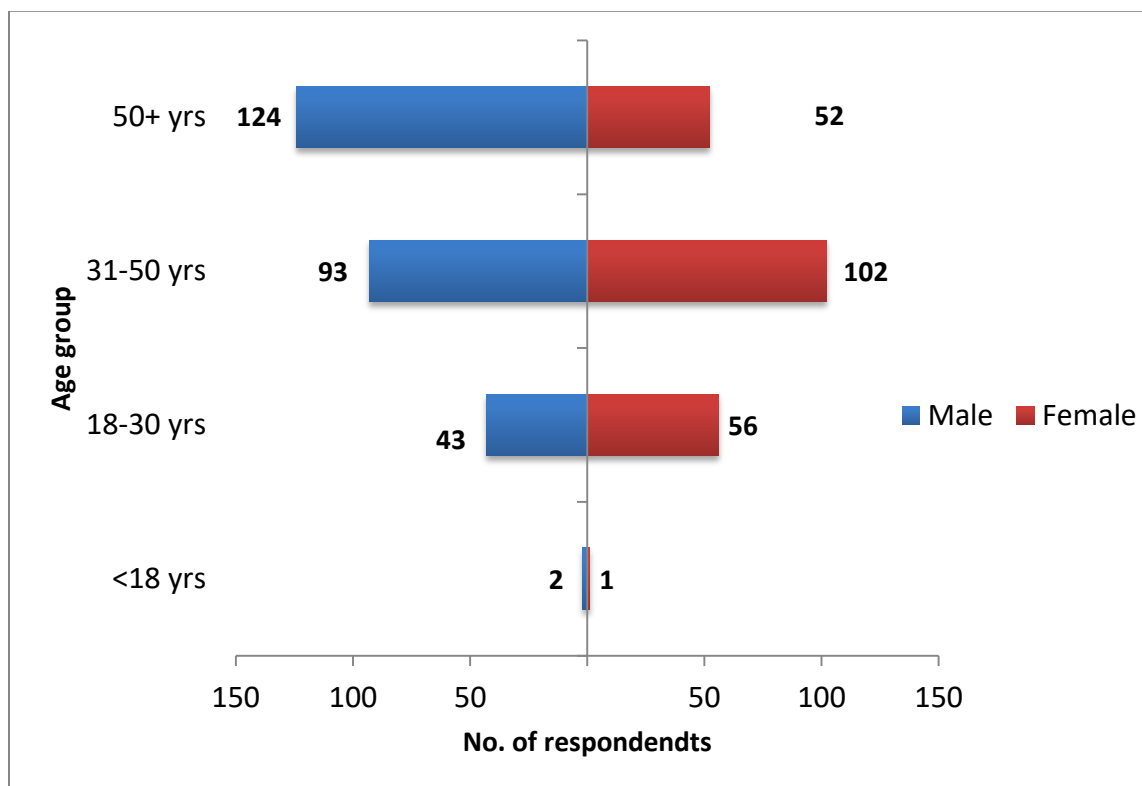
## Civic Engagement Survey Results with Chennai city Residents

### Introduction

This document presents results from a survey conducted with 478 Chennai city residents. The survey analysis is divided into five sections: A) Socio-economic background of respondents, B) Governance, C) Waste management, D) Awareness, and E) Volunteer for any social and environmental cause.

### A. Socio-economic background of respondents

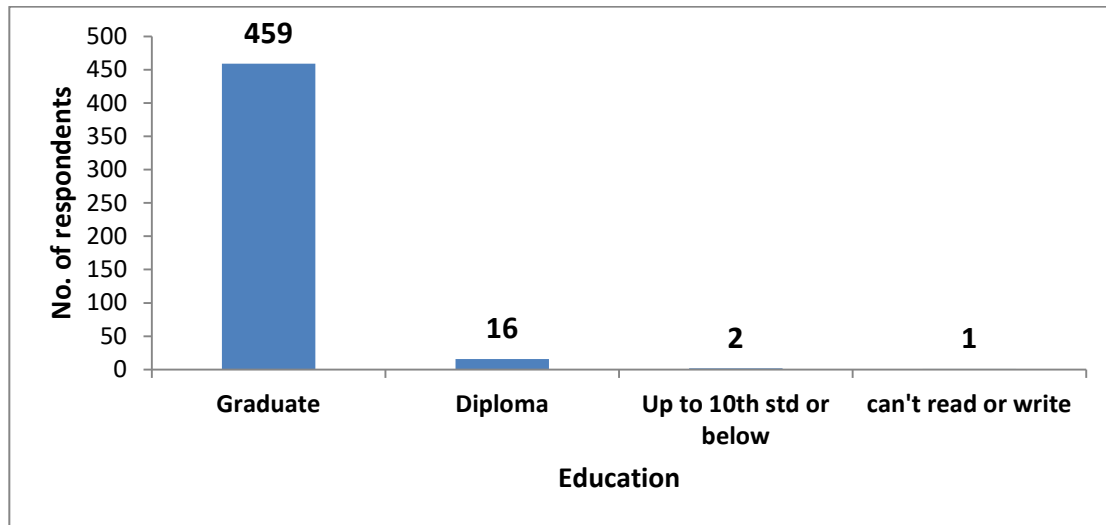
#### Age-sex pyramid



#### Summary

- Of the 478 respondents, the highest percentage of responses are from three age groups: 18-30 years (21% of total responses), 31-50 years (41%), and 50+ years (37%).
- More respondents were male than female. Of the total respondents, 56% were male, while 44% were female. However, more than half of respondents from the 50+ years age group category were female.

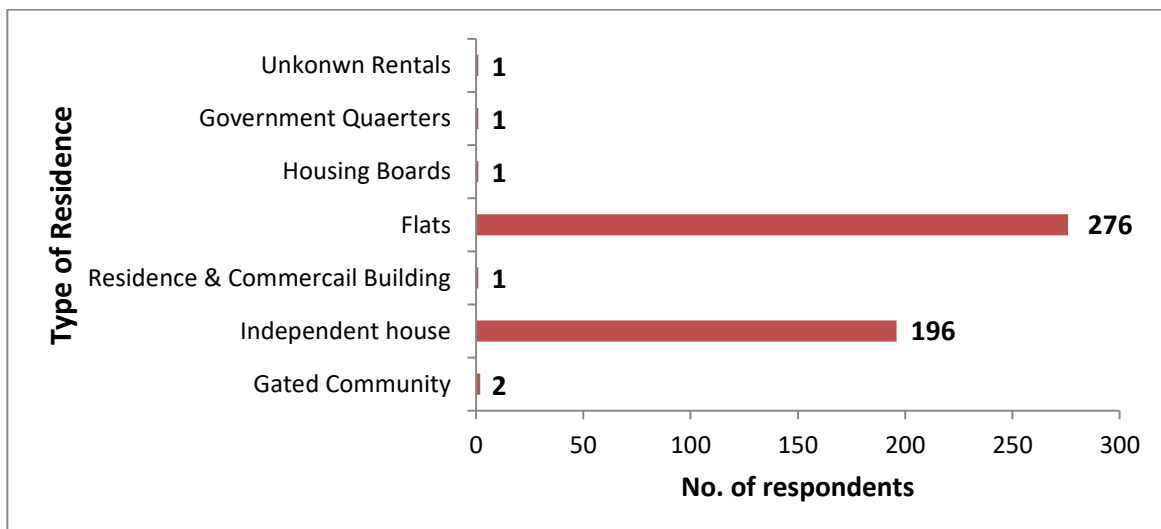
### *Educational background*



### **Summary**

- An overwhelming 96% (459 respondents) of respondents had some kind of graduate degree. 3% (16 respondents) had diploma level education. The remaining three respondents did not have any degree or diploma, while two respondents had completed basic schooling. Just one respondent could not read or write.

### *Responses from type of residence*



### **Summary**

- The majority of respondents live in flats and independent houses, comprising 58 % and 41% of total respondents respectively. The remaining 1.2% reside in gated communities, housing boards, government quarters, rentals, etc.

### *Representation of Zones*

<b>Zones</b>	<b>Count of Zone</b>
Tiruvottiyur (I)	1
Manali (II)	2
Madhavaram (III)	4
Thiru-Vi-Ka Nagar (VI)	6
Royapuram (V)	12
Tondiarpet (VI)	5
Ambattur (VII)	10
Anna Nagar (VIII)	58
Teynampet (IX)	140
Kodambakkam (X)	44
Valasaravakkam (XI)	24
Alandur (XII)	27
Adyar (XIII)	59
Perungudi (XIV)	74
Shollinganallur (XV)	12
<b>Grand Total</b>	<b>478</b>

### **Summary**

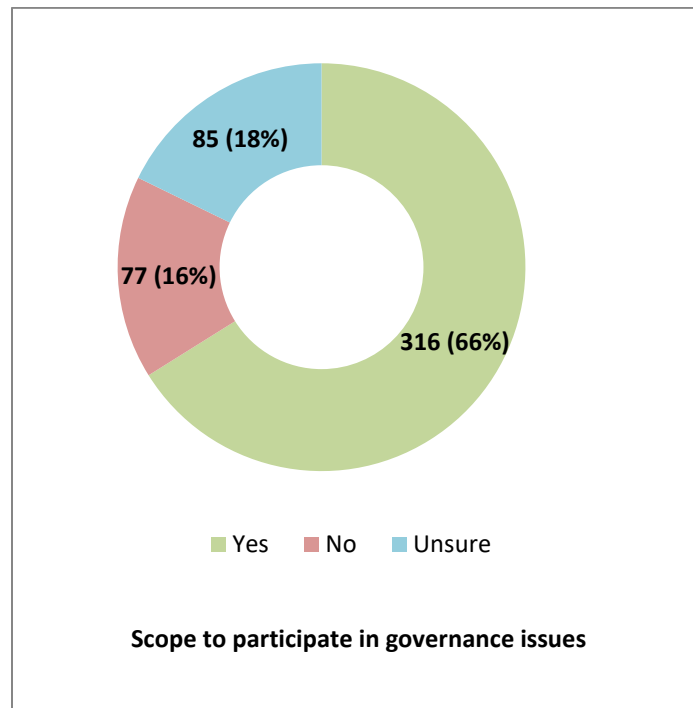
- More than 40 respondents are represented by each zone, including Anna Nagar (Zone VIII), Teynampet (Zone IX), Kodambakkam (Zone X), Adyar (Zone XII) and Perungudi (Zone XIV). The highest number of respondents is from Teynampet (Zone IX) which has more than 100 responses. The lowest number of respondents is from eight zones, I-VII, which are located in the Northern part of the city and zone XV, which is located in the Southern part of the city.

## *B. Governance*

### *Citizens' opinion on the need for engaging with government and amongst themselves*

- The majority of respondents -- 445 out of 478 or 93% -- commented that there is a need for citizen engagement with the government. However, 6% of respondents were unsure whether there this need exists, while the remaining 1% responded that they do not want to engage with government.

### *Scope to participate in governance issues*



### **Summary**

- Of the 478 respondents, 66% (316 respondents) believe that there is sufficient scope for citizens to participate in governance, while, 16% responded that they don't see any scope for them to participate and 18 % were unsure of whether there is scope or not.

### *Citizen's participation in local Resident Welfare Associations (RWAs)*

- 469 respondents (98%) believed that citizens should participate in local RWAs, while 2% (9 respondents) say it is not required.

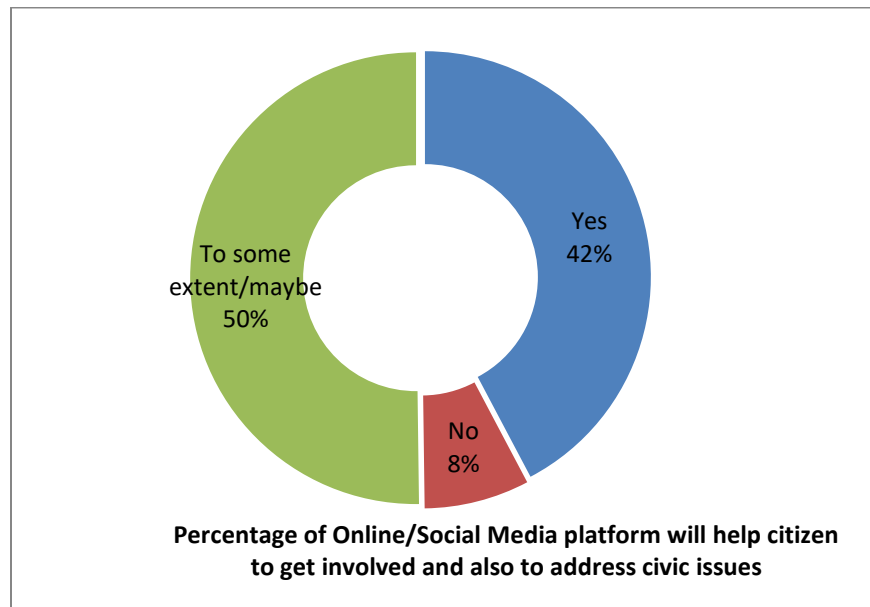
### *Interaction with ward or zonal level staff*

- The majority of respondents -- 77% (367 respondents) -- have not interacted with ward or zonal level government officers. Just 23% (111 respondents) had interacted for civic issues.

### *Involvement in any social media group / WhatsApp group that discusses solid waste issues and/ or other civic issues in the neighborhoods*

- The majority -- 360 (75%) -- of respondents do not belong to any social media group. The remaining 118 (25%) respondents said they were part of group(s) that discuss neighbourhood civic issues.

## Opinion on whether online/social media platforms will help citizens to engage in and address civic issues



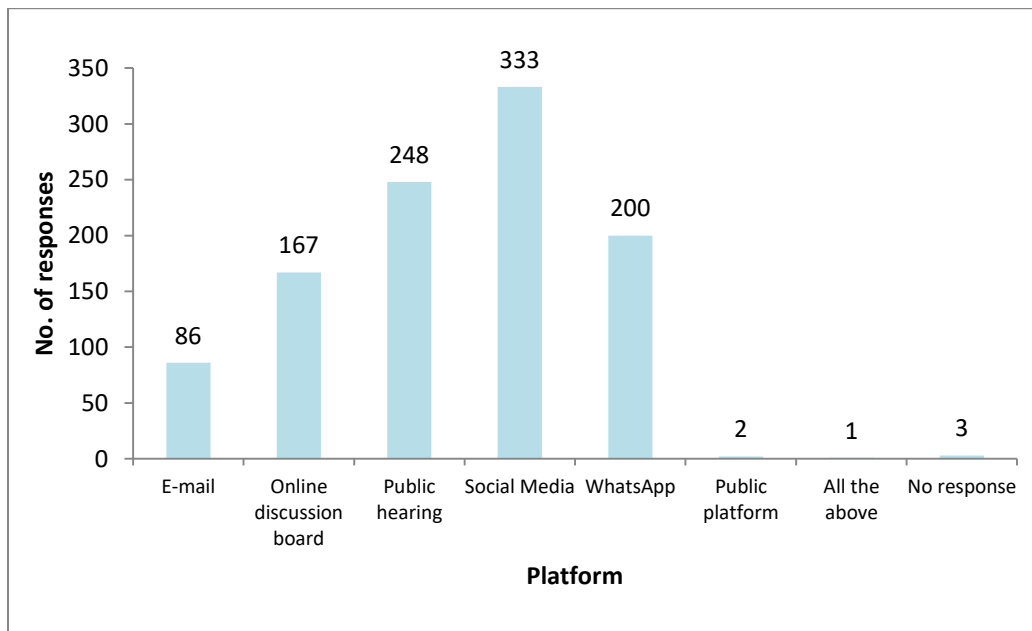
### Summary

- Around 42% (202) respondents believe that online/social media platform will help citizens get involved in addressing civic issues. However, 50% (240) believe that social media will help them address civic issues only to some extent and 8% believe online/social media platform will not help to address civic issues.

### *Willingness to learn more about city functioning and how citizens can engage/contribute*

- Most of the respondents -- 447 out of 478 (94%) -- showed interest in learning about how the city functions, citizen engagement and how they can contribute. Only 31 respondents (6%) said they were not interested in learning about city functioning.

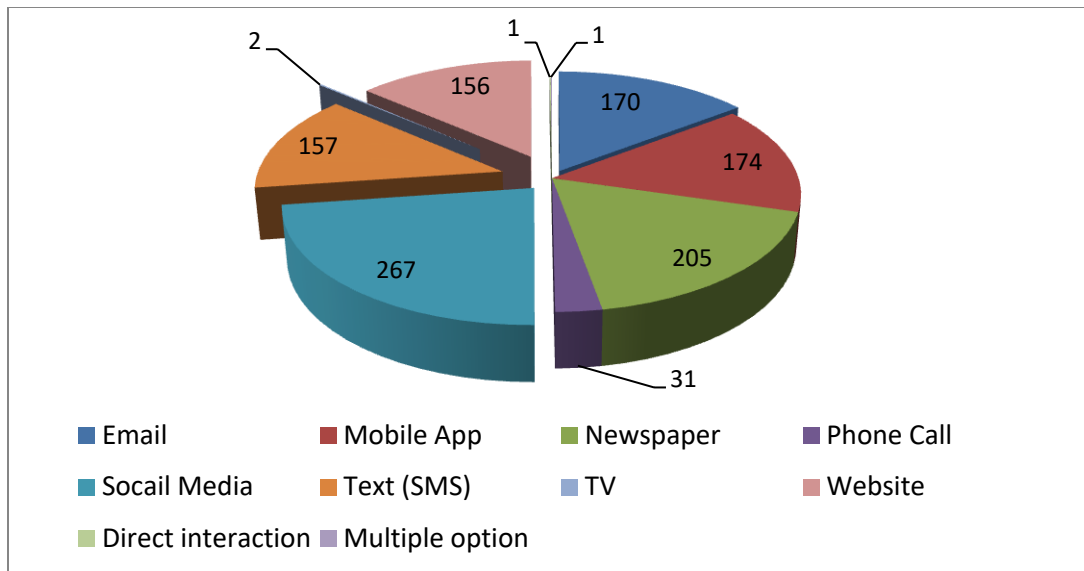
### *Opinion on the ideal platform for citizen to express views on government decisions*



#### **Summary**

- The majority of respondents 62% (294 respondents) prefer multiple platforms to express their opinion on government decision. The remaining 38% (181 respondents) chose specific platforms and among proposed options, with social media and public hearings the most favoured choices with 82 and 51 respondents respectively.
- Similarly, the choice for the multiple platforms social media, public hearing, whatsapp were chosen frequently with respondents choosing them 333, 248 and 200 times respectively.

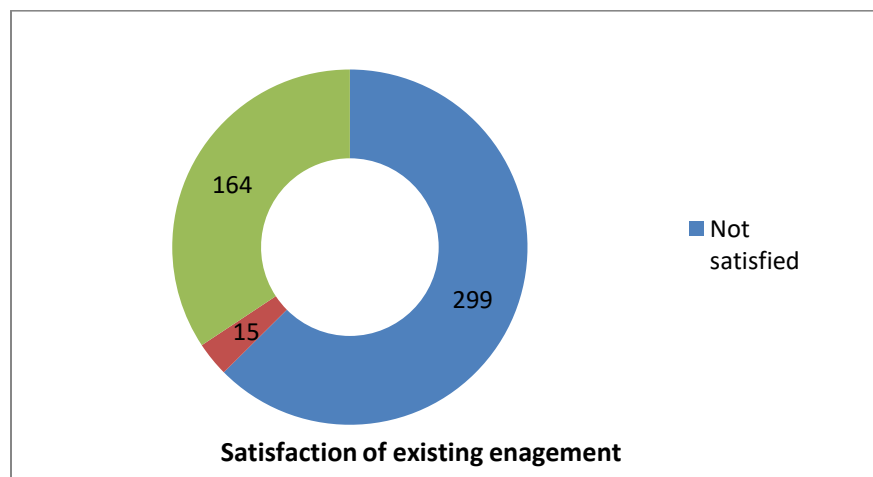
### *Preferred mode(s) of receiving information from the government*



### Summary

- The majority of respondents -- 60% -- prefer multiple modes of receiving information from government. Among multiple modes, the most preferred choices are from social media and the newspaper, which comprise of 267 and 205 responses respectively. Email, mobile app, website and text (sms) are also preferred choices, with more than 150 responses.

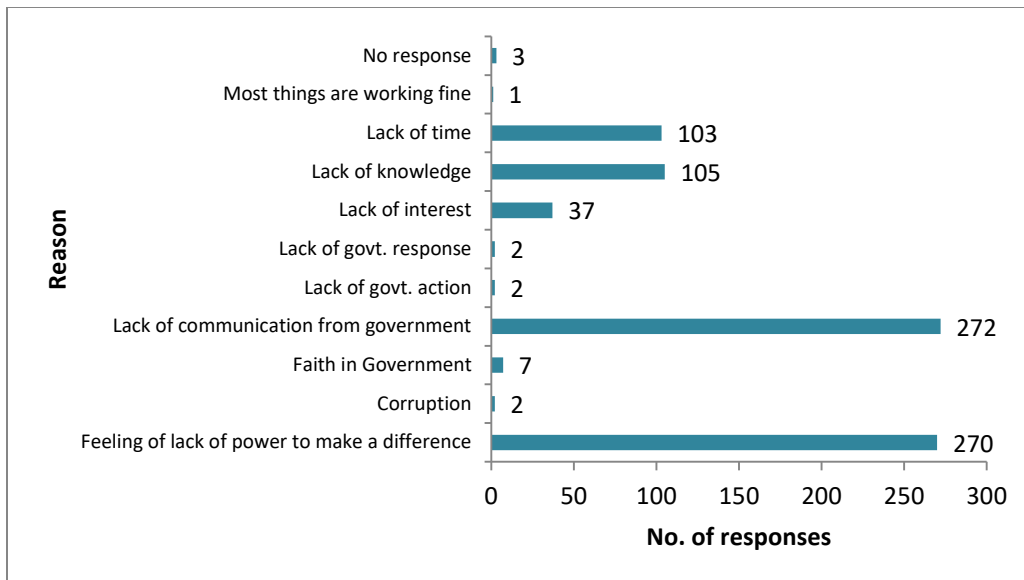
### *Satisfaction of existing engagement mechanism of government*



### Summary

- The majority of respondents 63% (299 respondents) are not satisfied with their existing engagement method of government. Only 3% (15 respondents) responded that they are satisfied with current mechanisms, while 34% (164 respondents) were neutral with existing engagement mechanisms.

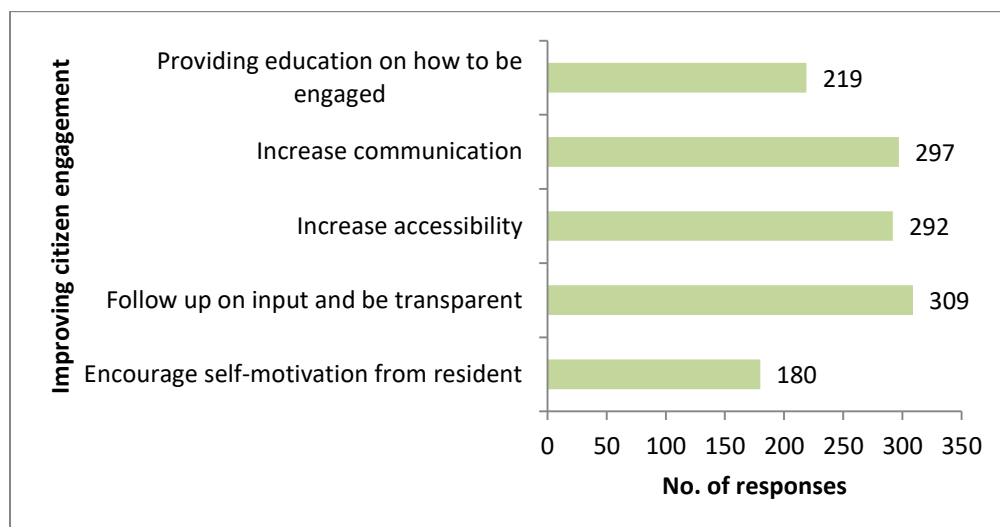
### *Reasons for not engaging with government*



### Summary

- More than 250 respondents chose lack of communication from government and feeling a lack of power to make a difference as their reasons for not engaging with government.

### Improving citizen engagement



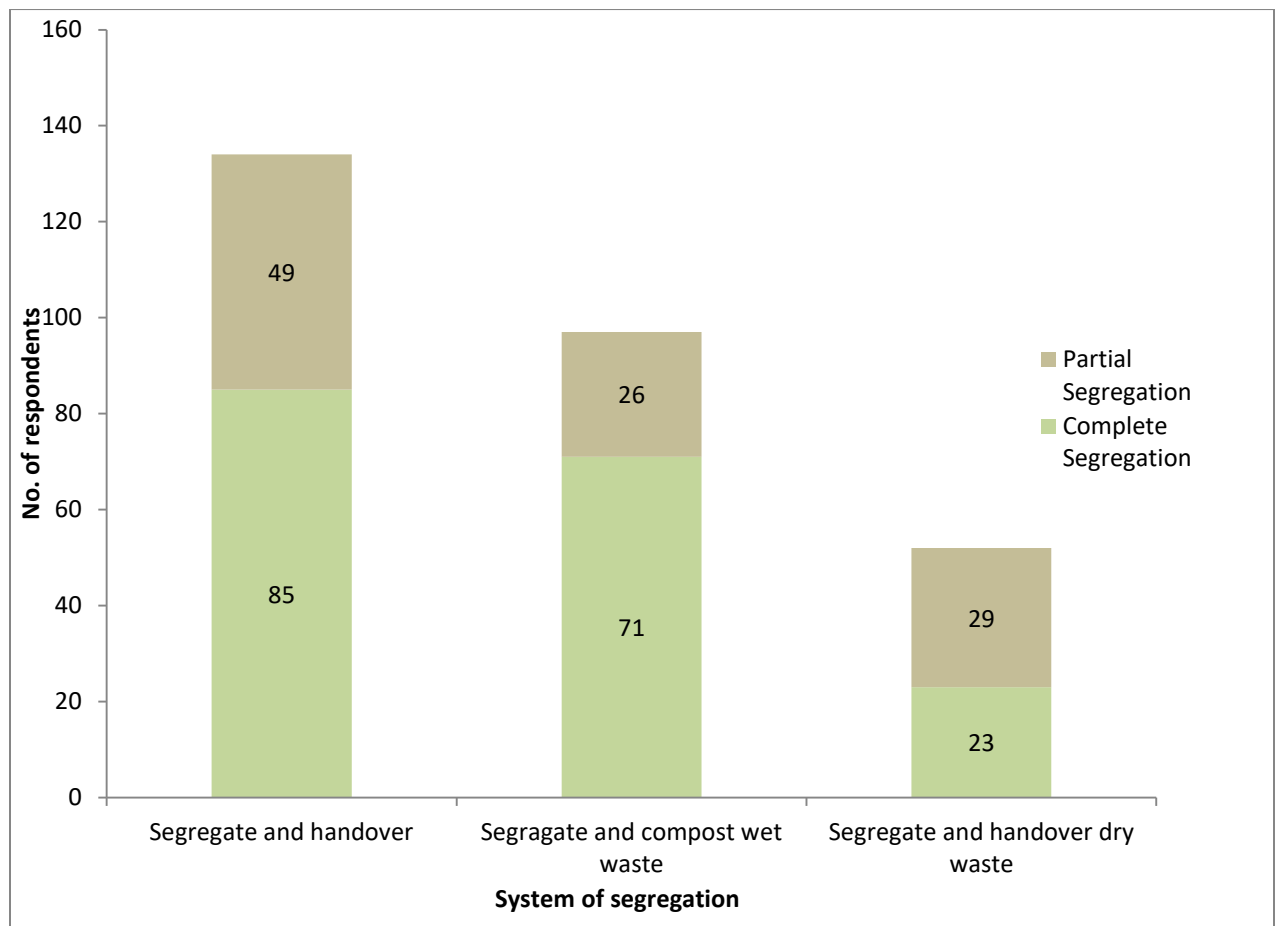
### Summary

- Of the 478 respondents, a majority (70%) chose multiple initiatives to improve citizen engagement. Almost every initiative is chosen more than 150 times. Compared with the proposed initiatives, the initiative chosen the most is 'follow up on input and be transparent' (309 responses), and 'increase communication and accessibility', (with more than 290 responses).

### C. Waste management



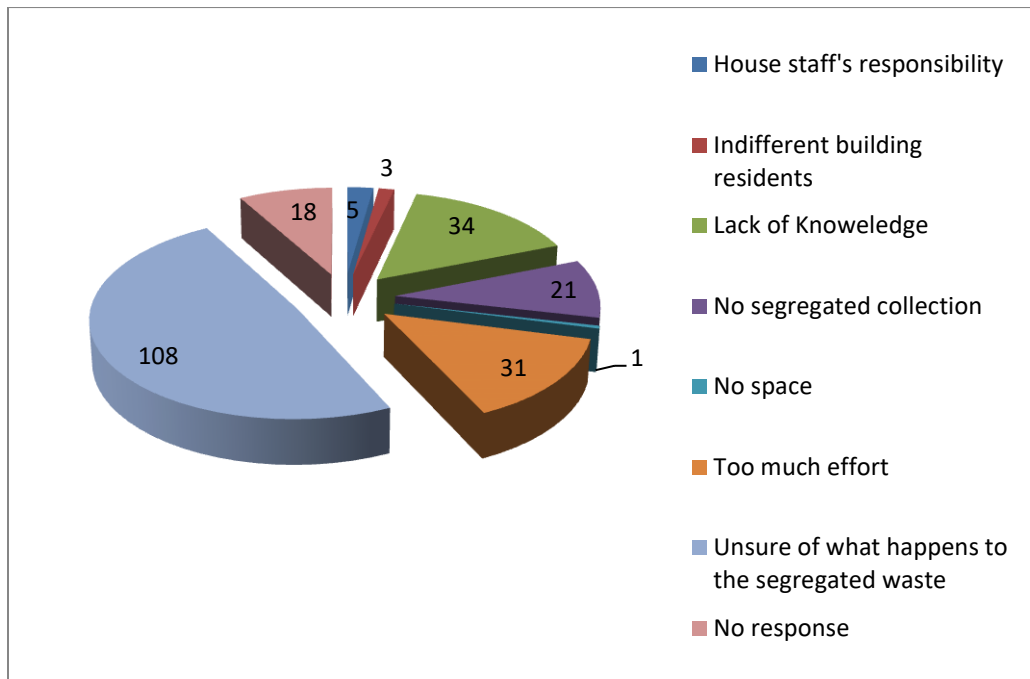
### *Waste segregation and system of segregation used in residences*



#### **Summary**

- Of the 478 total respondents, 195 respondents (41%) do not segregate their waste. The remaining 283 respondents (59%) are involved in waste segregation and can be further subdivided into two groups: one, which segregates waste completely (63% or 179 respondents) and another which segregates it partially (37% or 104 respondents). Among the group involved in complete segregation, 47% (85 respondents) segregate their waste into wet and dry categories and hand them over for collection. However, 40% go a step further and also compost their wet waste, while 13% segregate and only hand over dry waste for collection -- it is unclear what happens to wet waste in this latter case.
- Among the group that partially segregates their waste, 47% (49 respondents) partially segregate and handover their waste for collection and 25% (23 respondents) goes further and also composts their wet waste. Only 28% (23 respondents) of respondents segregate and handover dry waste for collection.

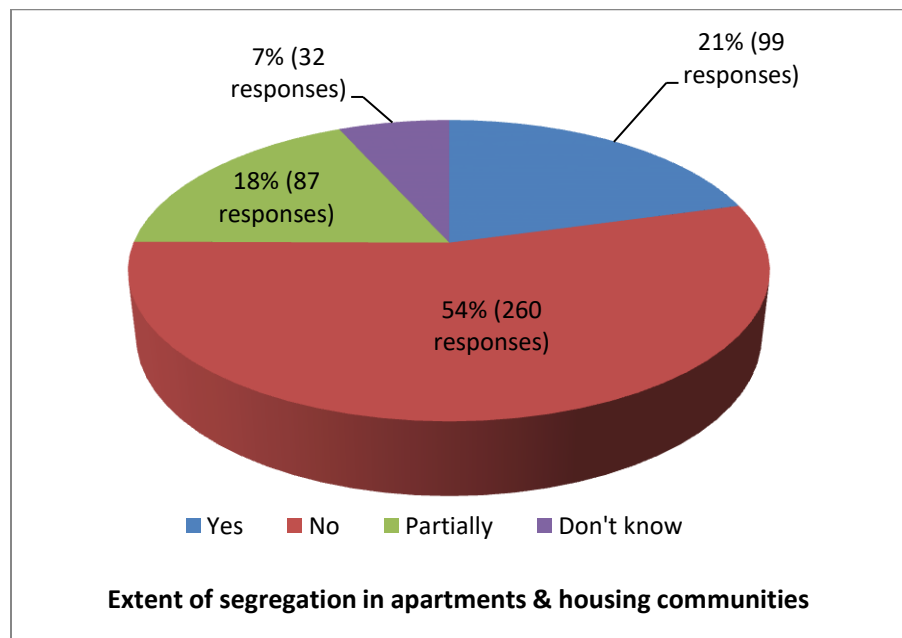
### *Reason for not segregating the waste*



### **Summary**

- Among 41% of respondents who do not segregate their waste, a majority of them (108 responses) explained this was because there weren't sure what happens to segregated waste after it is collected.

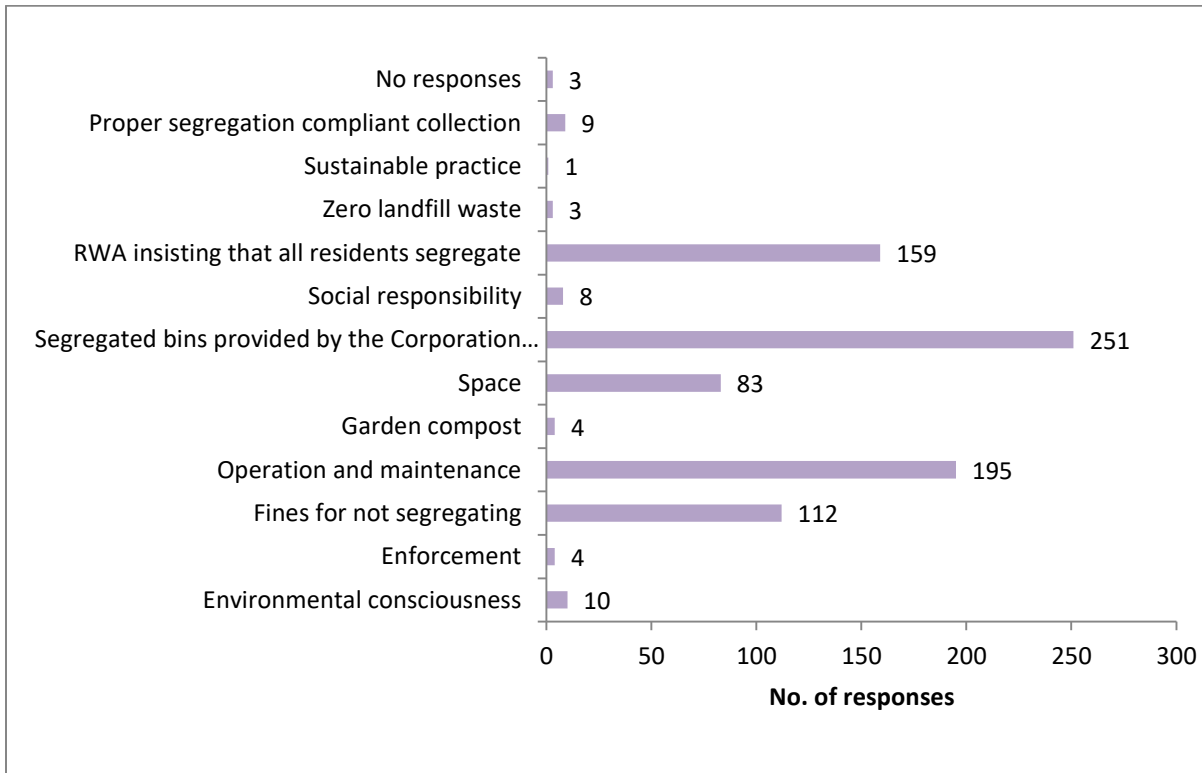
### *Extent of waste segregation in apartments and housing communities*



## Summary

- The majority of respondents (54% or 260 respondents) specified that their apartment complex or housing community does not practice waste segregation. While 18% (87 respondents) and 7% (32 responses) said their community is involved in complete and partial waste segregation.
- The remaining 7% (32 responses) also specified that they don't know whether their apartment complex / housing community practices waste segregation.

## *Factor influences decisions to segregate or not segregate waste*

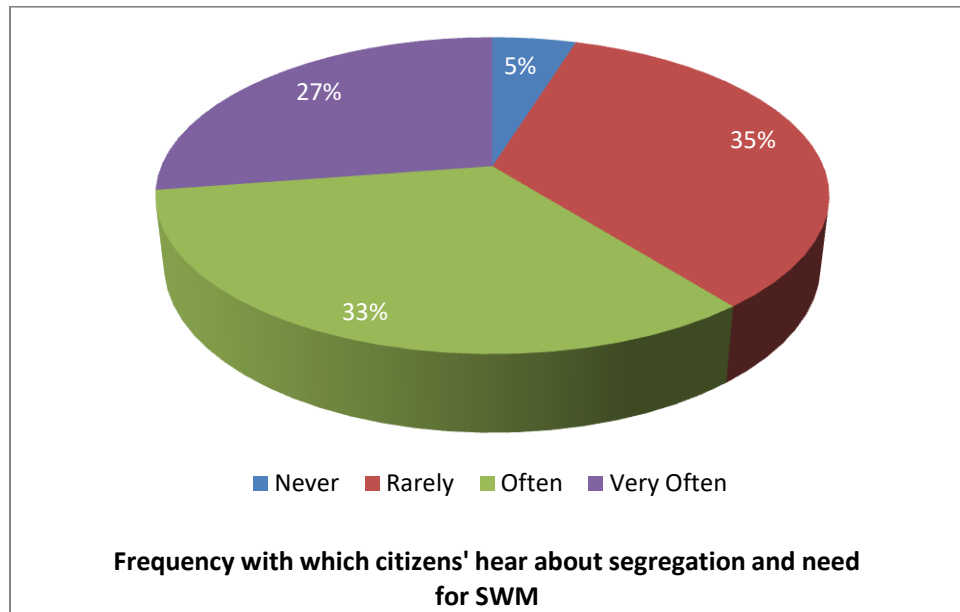


## Summary

- Of the total respondents, the majority (251 responses) chose segregated bins provided by the corporation on the street as a factor that influences their decision to segregate. Operation and maintenance is chosen as second highest, with 195 responses. The other major influencing factor is RWAs who urge all residents to segregate (159 responses), fines for not segregating (112 responses) and space (83 responses). The remaining options were selected least (less than 10 responses).

#### *D. Awareness*

##### *Frequency with which citizens hear about segregation and need for solid waste management (SWM)*



#### **Summary**

- The majority of respondents (60% or 290 respondents) said they hear about the need for segregation of waste often or very often, while 35% (165 respondents) claimed they rarely hear about it. Only 5% (23 respondents) said they had never heard anything about the topic.

#### *Awareness of location of zonal offices and 'Namma Chennai App'*

- An approximately equal number of respondents were aware and unaware of the location of their zonal office: 52% (248 respondents) said they knew it and 48% (230 respondents) said they didn't.
- The majority of respondents (85% or 400 respondents) do not use the 'Namma Chennai' app, while the remaining 15% (78 respondents) said they have the app in their mobile.

#### *Awareness of ward/ community level initiatives for segregation and waste management*

- Around 65% (307 respondents) of respondents are not aware of their own ward/ community level initiatives. Further, 54% out of 478 accepted that their community was not involved in any segregation of waste.

#### *Awareness of waste, after it leaves the residence*

- Of the total number of respondents, 60% (342 respondents) indicated that they were aware of what happens to their waste after it leaves their residence -- either partially or completely. The remaining 40% (136 respondents) indicated that they were not aware of what happens to the waste after it leaves their residence.

*Awareness of any social media group / WhatsApp group that discusses solid waste issues and/ or other civic issues in the neighbourhood.*

- The majority of respondents (67% or 322 respondents) are not aware of any social media group/ WhatsApp group for solid waste or civic issues. Of those who are aware, 22% are already members of such groups, while 11% stated that they were not.

*Awareness of environmental benefits of segregation / waste management*

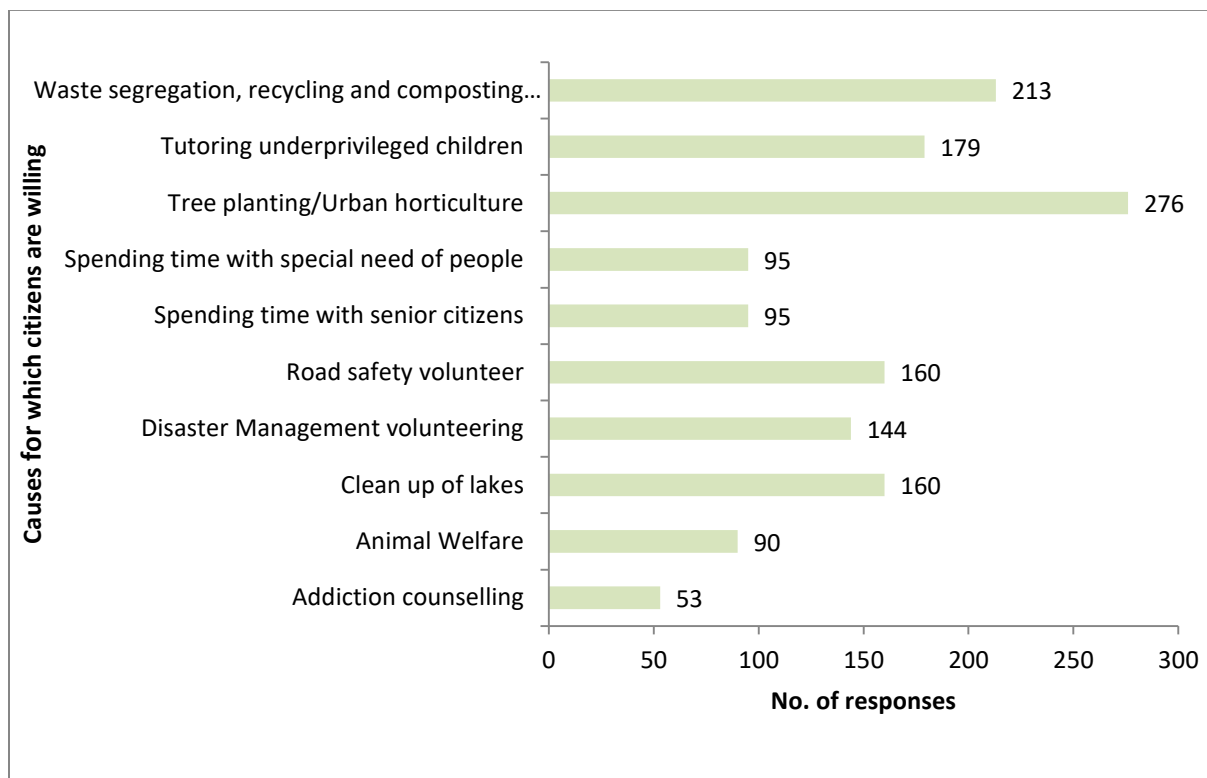
- A conclusive 87% of the total respondents were aware of the environmental benefits of segregation and waste management.
- Other evidence from the survey corroborates this finding as around 60% of respondents are involved in some form of waste management either fully or partially.
- An overwhelming 98% of respondents are willing to support government policy on segregation of waste.

*E. Volunteering for any social or environmental cause*

*Volunteering time for any social or environmental cause*

- Approximately 62% of respondents are willing to volunteer their time for a social or environmental cause in the city, while the remaining 38% are not willing to do so. Unwillingness to volunteer could be attributed to the age of respondents: of those not willing to volunteer, approximately 75% are from more the 30+ years age groups.

*Causes for which citizens' are willing to involve themselves to make Chennai a more resilient city*



### **Summary**

- Of the 478 respondents 76% (356 respondents) show an interest in getting involved in multiple causes to make Chennai more resilient. The highest is 276 and 213, with respondents choosing tree planting/urban horticulture and waste segregation, recycling and composting awareness this many times to indicate causes they are willing to get involved in. The second highest is tutoring underprivileged children, clean-up of lakes, road safety volunteer and disaster management volunteer causes to get involved, which respondents chose more than 140 times.