

Respondent ID#: _____
Name of Interviewer: _____

Immigration Household Level Questionnaire
(30 individuals/households selected randomly, either as exit survey or contacted at Immigration while being served at the customer service center)

Introduction

The Millennium Challenge Corporation, a US government donor agency, is currently conducting an evaluation of the Zambia Threshold Project (ZTP) which it funded from June 2006- December 2008. ZTP worked with Immigration to set up Customer Service Centers, streamline the registration process, and increase the quality of customer care. The ultimate objective of these activities was to reduce the number of days required to transfer land title, streamline processes and reduce opportunities for corruption. We would like to ask you some questions about your experience at the Immigration to help us understand whether or not the program has been of benefit to customers. Please note that the answers will be reported in an aggregated manner to protect confidentiality and to inform the evaluation as a whole.

Part I. General Information

1. Name of individual:

2. Resident of:

- ☐ Lusaka
☐ Northern Province
☐ Eastern Province
☐ Southern Province

Part II. Mode of Application

3. For your recent transaction with Immigration did you:

- Apply in person (skip to Question 7)
- Send an employee (skip to Question 7)
- Hire a notary/lawyer
- Use an agent
- Other [Please list: _____]

4. If you used a notary or agent, what was your reason for not applying in person?

- Notary/lawyer is handling all aspects of my (skip to Question 12). *(If the respondent used both processes, continue filling out the information).*

Comment [EHW1]: Stephen, we found when we tested the questionnaires that many people have done a combination of hiring an agent and then also checking up themselves. Or, they have hired an agent in the past but this time they are trying to do it themselves. Hence, we want the info on both experiences if possible.

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- It is too time consuming to apply myself
- It is too confusing to apply myself (I am unclear of the requirements)
- Other [Please list: _____]

5. If you selected "too time consuming" or "too confusing", please explain why you have this impression:

6. How much did you pay the agent to conduct the transaction on your behalf?
_____ kwacha

Part III. Application Experience

7. Please tell us which operations you completed recently with Immigration : (please check all that apply)

- Request for extension of visa
- Request for work permit
- Other [Please list: _____]

8. What was your source of information on how to register? (check all that apply)

- Information desk at Immigration Customer Service Center
- A desk officer at Immigration Customer Service Center
- The signed placards in the Immigration Customer Service Center office
- Immigration's Website
- My notary/lawyer
- My agent
- Other [Please list: _____]

9. Were the instructions clear?

___ yes ___ no ___ no opinion

Please explain: _____

10. Did the instructions correspond to the actual process that was followed?

___ yes ___ no ___ don't know ___ not sure

Please explain: _____

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11. How many days did it take to complete your transaction with Lands (counting from time of lodging application to time of receiving completed certificate)?

___ same day ___ less than a week ___ less than 2 weeks ___ less than 4 weeks ___ over a month ___ over 3 months ___ over 6 months

12. Did this time correspond to the amount of time you were told it would take?

___ yes ___ no ___ don't know.

If not, how many days were you told it would take? _____ days _____ weeks _____ months

13. Did the time you were told it would take correspond to the time in the Immigration's customer service charter?

___ yes ___ faster ___ slower ___ not aware of the Charter

14. Did you have to make multiple visits to Immigration in order to check on the

progress of your application or file additional paperwork? ___ yes ___ no ___ N/A

(used an agent or notary) *(If response is yes, proceed to next question, otherwise skip to Question 20)*

15. If yes, how many visits total did you make to Immigration before picking up the completed application?

___ 2/3

___ 4/5

___ more than 5

16. Were you at any point in the process, asked to meet a staff member in a private office or away from the Customer Service Center? ___ yes ___ no (skip to Question 22)

17. If yes, please explain:

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18. Did the amount you paid for your certificate(s) correspond to the written notices at the Immigration office?

☐ yes ☐ no ☐ don't know

19. If not, how much did you pay? _____ kwacha

Part III. Improvements in Service

20. How would you rate your experience at Immigration in terms of staff courtesy and knowledge?

☐ very good ☐ satisfactory ☐ poor ☐ no opinion

21. How would you rate your experience at Immigration in terms of waiting time to be served?

☐ very good ☐ satisfactory ☐ poor ☐ no opinion

22. How would you rate your experience at Immigration in terms of processing time to obtain certificates?

☐ very good ☐ satisfactory ☐ poor ☐ no opinion

23. How would you rate your experience at Immigration in terms of the comfort of the Customer Service Center?

☐ very good ☐ satisfactory ☐ poor ☐ no opinion

24. Some government offices have a poor reputation of requiring extra payment (speed money) to obtain service. Do you think Immigration suffers from this problem?

☐ a great deal ☐ sometimes ☐ never ☐ no opinion ☐ no

Please explain: _____

25. Are you familiar with Immigration's Customer Service Charter?

☐ yes ☐ no ☐ don't know

26. If yes, do you think the Charter has been helpful to you in better understanding your rights as a client? ☐ yes ☐ no ☐ no opinion

27. Was this the first time that you had applied at Immigration?

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_____ No (skip to Question 30) _____ Yes

28. If you had applied at Immigration before, what year was this in? _____

29. When you applied last time, did you hire an agent to file on your behalf?

___ yes ___ no

30. If you had interacted with Immigration before, how would you compare the time it took to process your application on your recent visit compared with your first visit?

_____ faster _____ slower _____ same _____ no opinion

31. How would you compare the quality of customer care on your recent visit compared with your first visit?

___ better ___ worse ___ same ___ no opinion

Comment [EHW2]: Stephen, in cases where they used an agent, they may not have gone themselves and this would fall into the no opinion category

32. How would you compare the level of corruption on your recent visit compared with your first visit?

___ better ___ worse ___ same ___ no opinion ___ don't know

Please explain: _____

Part IV. Customer Outreach and Feedback

33. Immigration makes periodic efforts to inform the public about their services. Have you heard about how to register at Immigration through any of the following? (check all that apply)

___ TV announcements

___ Radio announcements

___ Newspaper announcements

___ Brochures

___ Staff speaking at trade shows or business association events

___ Other (describe) _____

___ No, I have never seen any public communications about Immigration

34. Have you ever contacted Immigration to complain about: (check all that apply)

___ Amount of paperwork required as part of the application process

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- ☐ Delays in service (Not receiving my certificate fast enough)
- ☐ Unprofessional behavior by staff members
- ☐ Demands for extra payment or "speed money"
- ☐ More serious criminal acts
- ☐ Other [_____]
- ☐ No, I have never lodged a complaint with Immigration (skip to Question 35)

35. How did you lodge your complaint or suggestion?

- Suggestion Box at the office
- Spoke to a staff member
- Wrote a letter to management
- Called the Immigration office
- Lodged a complaint at the Anti-Corruption Commission
- Lodged a complaint at the Advocacy Legal Advice Center
- Other [_____]

36. Was Immigration responsive to your concern? ☐ yes ☐ no (if no, skip to Question 35)

Please explain: _____

37. If yes, how soon did they respond to your concern?

- Within a week
- Within a month
- More than a month

How did they contact you?

- Called your office
- Wrote a letter to you
- Spoke to you
- ☐ Didn't contact me but I saw improvement
- Other [_____]

38. If you have not lodged a complaint with Immigration, why not?

- ☐ I am satisfied with their service/ No reason to complain
- ☐ I do not believe they will respond

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☐ I am too busy

☐ I am concerned about possible repercussions

☐ Other

39. Do you have additional comments you would like to share with us for our evaluation? Please explain:

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Thank you for your time and candid responses to the questions!