

# A SURVEY OF THE NEPALI PEOPLE IN 2022

SURVEY REPORT | BAGMATI PROVINCE



 *inter disciplinary analysts*



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# FOREWORD

The survey of Nepali people, conducted for the first time in 2017, is being conducted under the leadership of Kathmandu University School of Arts (KUSoA) in collaboration with Interdisciplinary Analysts (IDA). The fourth volume of the report, *A Survey of the Nepali People 2022 (SNP)* presents Nepalis' perception of the country's direction, the situation of their household, local conditions, security, identity and social relations, governance, public service delivery, elections, political participation, and economic outlook. For this volume, the survey reached 7,056 respondents aged 18 years and older, following a sample selection from 588 wards of seven provinces in Nepal.

The SNP 2022 is a comparatively shorter national report and is complimented by seven provincial reports that attempt to compare findings included in the previous three volumes (SNP 2017, 2018, and 2020). As such, the reader will find a comparative analysis, including charts and tables, as well as descriptions related to the various themes raised in this survey. Further, we will release a thematic report on one overarching theme based on the data generated by SNP 2022 and qualitative research.

Survey data have their own limitations, such as the selection of the right sample size for a survey of this scale is almost always a challenge. There are always possibilities of encountering sampling, nonresponse, coverage, and measurement errors. Therefore, the researchers need to be conscientious while cleaning the data for analysis. And another is the timing of the survey period.

In each round of the survey of Nepali people, the context of the data collection period has been detrimental to people's perceptions. The first volume of SNP (2017) documented the findings of a nationwide survey conducted after the first-ever local election under the federal governance structure in Nepal. The survey collected opinions and expectations of the people on issues, such as gender, ethnicity, and language in the evolving polity, national and local level problems, the service delivery of local and provincial governments, economic and social development, access to information, safety and dispute, governance, political participation, and local election.

While the 2018's survey took place after the first Federal and Provincial election. That year's survey attempted to capture people's opinions based on their experience of having lived for a year under the new governance system. It also documented their aspirations and expectations for the days to come.

While SNP 2020 captured the perception of Nepalis just before the onset of Covid-19. The data collected captured the national mood in the pre-Covid time and thus serves as a strong reference point for comparisons in a post-Covid world.

The 2022 survey, being the first post-pandemic time survey, provided an opportunity to assess the socioeconomic impact of the pandemic in the country and also ways to move forward in the post-Covid context. The survey team decided that including questions on the government's response to Covid-19 would be critical, as it would likely impact people's views on the overall performance of the government and the direction the country was moving in.

The data collection for the 2022 volume took place immediately after the local elections in May 2022. Consequently, many of the perceptions and experiences expressed could have been influenced by the performance of the second-tenure local governments. Among the respondents, more than three-

quarters reported they voted in the 2022 local elections. Nine out of 10 respondents believed that elections were free and fair and more than three-quarters were "very happy," and "happy" with the results.

While this provincial brief presents the provincial trends in detail, I am presenting a quick snapshot of the national-level data which will help the readers compare the national outlook with the provincial perceptions. This year, only 41.7% of surveyed Nepalis, the lowest percentage yet, think that the country is moving in the right direction. The respondents cited better roads, increased access to education, and improved electricity supply as the top three indicators of the country's progress. Issues such as corruption, rising prices of necessities, and tax hikes are the three most mentioned problems ailing the country. For the youth (18-24 age group) difficulty in finding work/earning a living is the major problem.

In comparison in 2020, people's perception of a positive economic outlook has also dropped; it's 20.7% compared to 40.1% in 2020. The result, to some extent, reflects the impact of Covid-19 on people's perceptions, as the pandemic negatively impacted almost all economic activities in the country.

The findings, however, are not all bleak, Nepal seems to be a safer place as 92 % of the respondents report that they or their family have not encountered any violence or criminal acts in the past year. Theft is the most reported crime, followed by financial fraud and physical assault. The survey found that the majority of Nepalis prefer the police as their first choice to resolve disputes on land, debt, crime, and defamation or false accusation. For the resolution of domestic violence disputes, Nepalis go to their ward chairpersons or ward members. This is an encouraging indication of people's trust in the local government and significant evidence from the survey on the effectiveness of the newly restructured state mechanism.

The 2022 survey findings document more such evidence; in terms of the government's social security benefits, the survey findings showed that the majority of the respondents have heard of Senior Citizen Allowance, Single Women Allowance, and Disability Allowance. The survey also found that the proportion of households receiving health insurance nearly doubled in 2022 compared to 2020.

In the social context, while respondents still report feeling disadvantaged while obtaining public services and at their workplace due to their gender, caste/ethnicity, and mother tongue other than Nepali, there is a decline in the proportion of respondents, over the years. Similarly in 2022, more respondents said they would approve of inter-caste marriage of their children compared to the previous years. Only about one-fifth of the respondents didn't approve of inter-caste marriage.

The data also shows that over the years, there has been a significant increase in people who believe a person should be capable of leadership roles regardless of gender. The longitudinal data indicates that the share of people with this view increased significantly in 2020 as compared to 2018 but has remained the same this year. However, data states that women are less preferred to give executive positions compared to community-related status even if three out of four believe that both men and women are equally capable of leading different institutions/organizations.

The survey also measured the level of trust among Nepalis in government and nongovernmental institutions. There is a decline in the overall level of trust in the institutions mentioned in the survey. The top three most trusted institutions are the public service commission, the media, and Nepal Army while political parties are still the least trusted. In terms of sources to obtain information on government plans, programs, and budgets, more than half of the respondents cite friends, family, and neighbors



as the key sources, followed by local community leaders, television, and social media. Over the years, there has been a steady increase in the share of respondents who mentioned social media and the internet as a source of information for local government activities.

The SNP team believed that in-depth analysis of the survey data is crucial to inform the government of the reasons and contexts behind people's perceptions of the state of the nation and the governance mechanisms. Thus, in the coming years, the survey of Nepali people needs to add qualitative analysis to help explain the quantitative data. We hope the data presented provides insight into the performance of the governments at all three levels, i.e., federal, provincial, and local.

Finally, I would like to extend my deepest gratitude to all who contributed to making the survey successful and to producing this National Brief Report of SNP 2022. First and foremost, the team at The Asia Foundation made funds available via two grant agreements: one from the Australian Government, Department of Foreign Affairs and Trade, and another from the Swiss Agency for Development and Cooperation. Then, I would like to acknowledge Interdisciplinary Analysts, particularly for their assistance in designing the questionnaire, conducting fieldwork, and compiling the data. Equally important is the contribution of the distinguished steering committee members who helped guide the project with their critical insights during every step of the process. They deserve our deepest appreciation. The colleagues from KUSOA who took on the challenge of SNP 2022 and saw it through successful completion culminating in writing this report, I acknowledge their effort and dedication. Last but not least, I would like to sincerely thank the enumerators and the Nepali people without whose participation the survey would not have been possible.

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# 1. INTRODUCTION

In 2022, the Survey of the Nepali People (SNP 2022) interviewed a nationally representative sample of 7,056 Nepalis randomly selected from 588 wards across all seven provinces. This Bagmati Province Brief, is based on a sample of 1,008 people in 84 wards of Bagmati Province. The Brief presents findings on peoples' views on the country's direction, the situation of their household, local conditions, security, identity and social relations, governance, public service delivery, elections, political participation, economic outlook, and the socio-economic impact of Covid-19.

The SNP survey series began in 2017 when the country was transitioning into a federal governance structure and the first local elections within the new political set-up had just been completed. Subsequent survey rounds were conducted in 2018 and 2020. While SNP 2020 had captured the perception of Nepalis just before the onset of Covid-19, SNP 2022 reflects opinions on the socio-economic impact of Covid-19 in the country. Data collection for SNP 2022 was completed in August 2022 after the conduct of the second local election cycle held on May 13, 2022. Therefore, findings may also serve as a five-year report card of the country's federal, provincial, and local governments, as seen through the lens of its people.

Since SNP 2020, there have been significant events, both in Nepal and worldwide. The country witnessed the dissolution of Parliament and its subsequent reinstatement following a Supreme Court ruling. Nepal also experienced new electoral coalitions, an impeachment motion against the Chief Justice, a series of corruption scandals, nationwide Covid-19 lockdowns, and disruptions in supply chains and rising inflation due to the global economic downturn and the Russia-Ukraine war. These events have had huge impacts on the trajectory of Nepal's development and the daily lives of its citizens, as reflected in the survey results. However, the survey findings only reflect a snapshot of perspectives from a sample of citizens at the time of data collection.

Impacts of the breakdown of the government headed by K.P. Oli could be seen in Bagmati Province. Governor Bishnu Prasad Prasain appointed Astalaxmi Shakya as the chief minister, per Article 168 (1) of the Constitution of Nepal, after she was unanimously elected parliamentary party leader of the CPN (UML) on 18 August 2021, following the resignation of the outgoing chief minister Dormani Poudel, as both the parliamentary party leader and chief minister. After CPN (Unified Socialist) led by Madhav Kumar Nepal split from the UML, Rajendra Prasad Pandey became the chief minister of Bagmati Province with the support of Nepali Congress and CPN Maoist the ruling party of Nepal on October 27, 2021. Local elections were held on May 13, 2022, and the outcome of these elections also affected public opinions.

The previous surveys showed steady optimism about the overall direction of the country, including in the functioning of the federal structure and local governments. Contrary to the earlier survey rounds, SNP 2022 depicted a less optimistic outlook on the country's direction, economic conditions, and on political participation and governance. The share of Nepalis living in Bagmati Province who thought that the country was moving in the right direction was lowest in 2022, at 30.5%. The socio-economic impact of Covid-19 on the country and on individual households was also evident, with people expecting support from the government through improved health services, cash schemes, employment opportunities, and educational support for children to aid their recovery. Fewer Nepalis in Bagmati Province stated that their household financial situation had improved compared to the previous year. Increased corruption, inflation, deteriorating economic conditions, and difficulty getting jobs were the most frequently reported problems in Bagmati Province in 2022. Political parties continued to remain the least trusted institution. The share with a positive economic outlook dropped from 39.5% in 2020 to 21.0% in 2022.

People in Bagmati Province – as in the other provinces – held more favorable opinions about local areas and local governments. While there was a slight drop in percentages reporting local conditions were improving, the figure was still more than double compared to people's outlook on the country's direction. Bagmati Province residents trusted local government more than federal and provincial governments, and 47.0% were satisfied with services delivered by the local government. Further, the share of respondents who reported ease in receiving services from local governments had increased. Local governments were cited as the most responsive actor to manage Covid-19.

The level of public awareness of and participation in local governance processes, however, continued to remain low. Over the years, there was a decline in the proportion of respondents who reported feeling disadvantaged while obtaining public services and at their workplace due to their gender, caste/ethnicity, or mother tongue (other than Nepali). Views on gender roles and equality were increasingly favorable with regards to women's control over income, freedom of movement, and decision-making.

Differences across variables, such as ethnicity, gender, education, and geographical location of respondents were fairly pronounced in the findings. While the national brief only presented key findings and significant variations across variables, this Brief from Bagmati Province aims to capture provincial disaggregation in more detail.

This provincial brief presents key findings around the following six broad topics:

**Public outlook and national mood.** Views on the general direction of the country, conditions in the area where they live, and the situation of their household; what has improved and what problems remain.

**Security and dispute resolution.** People's sense of safety and experience of crime and violence, preferred avenues for dispute resolution, and level of confidence in those institutions to deliver justice.

**Identity.** Views on patterns of discrimination, social values, and leadership positions.

**Governance and political participation.** Views on local-level restructuring; trust in institutions; awareness on government services and the quality of public service delivery (education, health care, and roads); and local elections, and taxation.

**Economic outlook and access to information.** Views on local economic conditions, household income, migration and remittances, awareness and access to insurance, and preferred sources of information.

**Impact of Covid-19.** Government responsiveness to manage Covid-19, coping strategies, and what needs to be done for socio-economic recovery.

## 2. PUBLIC OUTLOOK AND NATIONAL MOOD

### 2.1 DIRECTION OF THE COUNTRY

In the year 2022, people in Bagmati Province were less optimistic about the country's direction than the national average. While overall four out of ten Nepalis (41.8%) believed that the country is headed in the right direction, only three out of ten persons in Bagmati Province (30.5%) thought so. In all four survey rounds to date, Bagmati Province residents were much less optimistic about the direction of the country than the national average. Over the years, the optimism of people from Bagmati Province fluctuated; it was lowest in 2018 (27.3%) and highest in 2020 (44.6%).

Overall direction of the country, by year

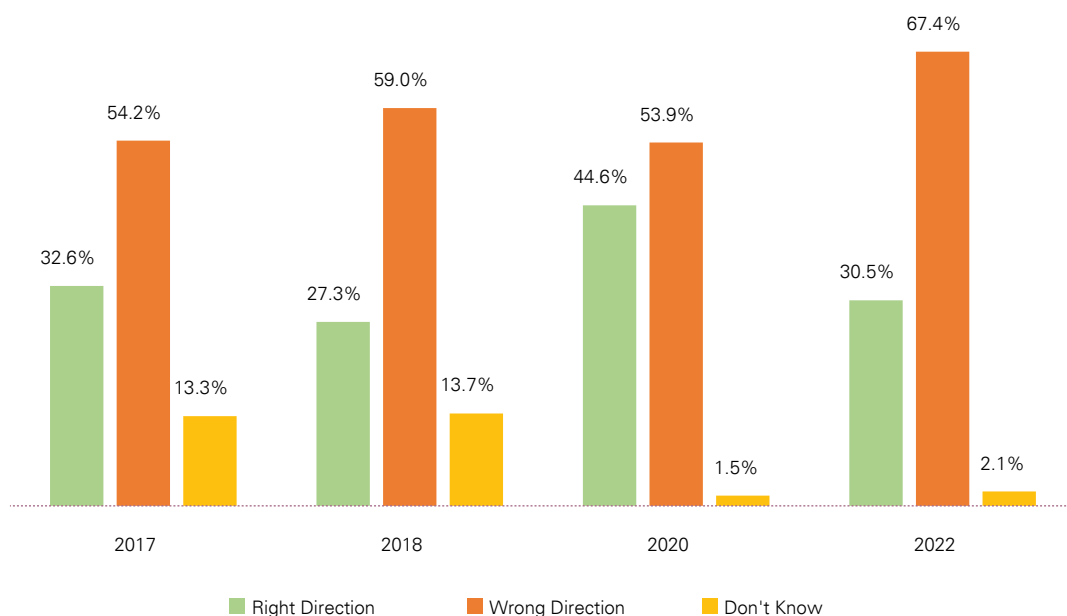


Figure 2.1.1: Q-B1a. Overall, do you think the country is moving in the right direction, or do you think it is moving in the wrong direction? (N=1008)



More young people in the 18-24 age group (35.4%) had a positive outlook on the direction of Nepal than those age 55 and above (28.7%). Respondents with higher level of education (those with Bachelor's degree and above) (19.9%) were much less optimistic than those without formal education (52.0%). Those from rural municipalities (38.8%) were more optimistic than those from urban municipalities (26.7%).

Hill Caste (21.5%) community members were less likely to think that the country is moving in the right direction than Hill Adibasi/Janajati groups (36.9%). Compared to the provincial average (30.6%), a smaller proportion of Madhesi (Adibasi/Janajati) (25.0%) were optimistic that the country is moving in the right direction. In contrast, respondents from Madhesi Caste (Level-2) (71.4%) were much more positive that the country is moving in the right direction.

The survey also asked respondents about their outlook on the status of the of social, economic, political, cultural, and physical infrastructure sectors across the country. Respondents seemed less positive in 2022 across all sectors compared to 2020 (Figure 2.1.3).

### Direction of the country, by different sectors and year

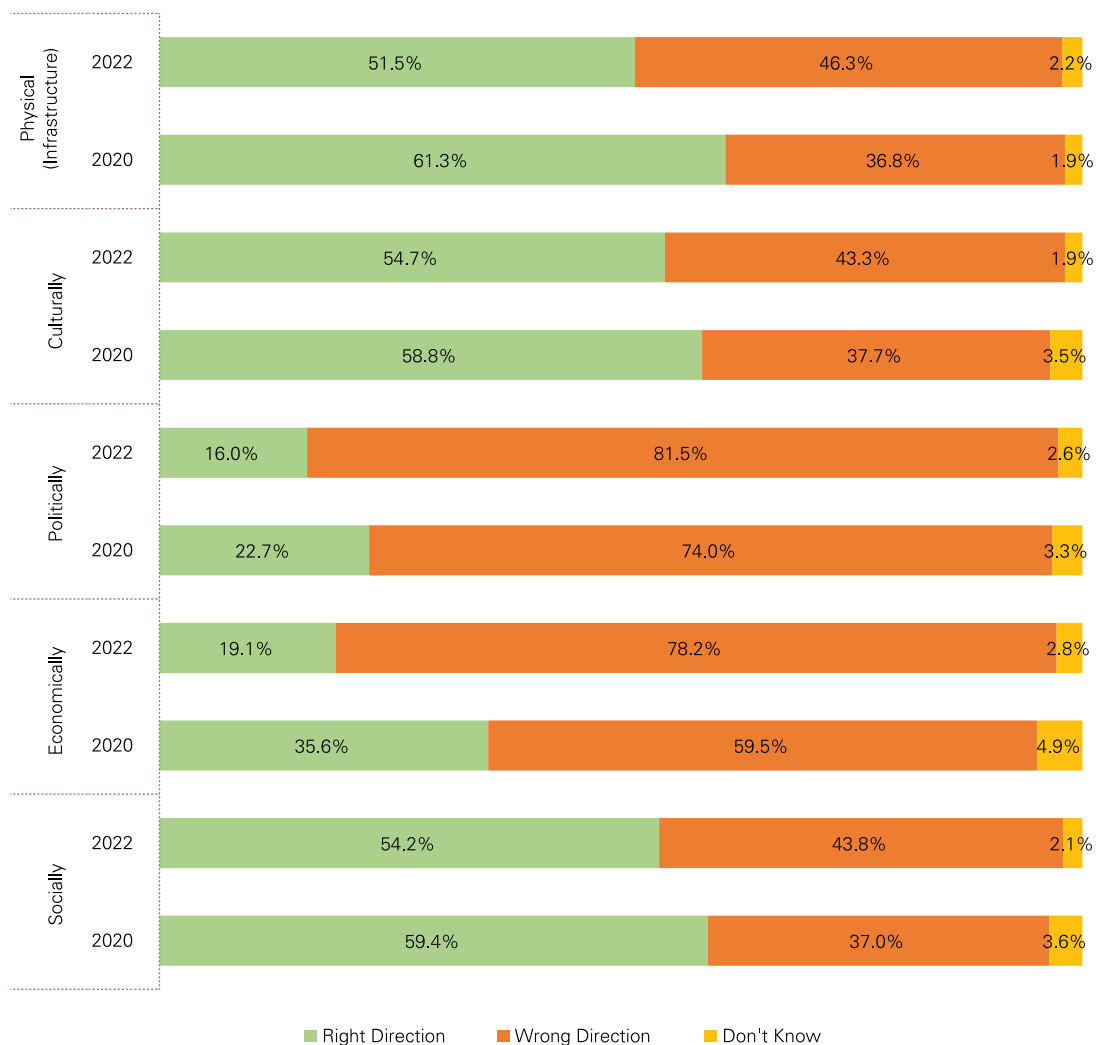


Figure 2.1.2: Q-B1b-f. Do you think things in Nepal today are going in the right direction, or do you think they are going in the wrong direction? Please answer considering the overall as well as social, economic, political, cultural, and physical (infrastructural) conditions of the country. (N = 1008)

## 2.2 REASONS FOR OPTIMISM

The 30.5% of respondents in Bagmati Province who believed that Nepal was moving in the right direction were asked to pinpoint the main reasons for their optimism. The most-cited reasons were better roads (44.1%), better access to education (18.3%), improved supply of electricity (16.5%), and improved drinking water facility (12.3%).

The share citing improved roads/trails increased from 15.9% in 2017 to 44.1% in 2022. Likewise, the share of respondents to report improved access to education increased from 7.1% in 2017 to 18.3% in 2022 (Figure 2.2.1).

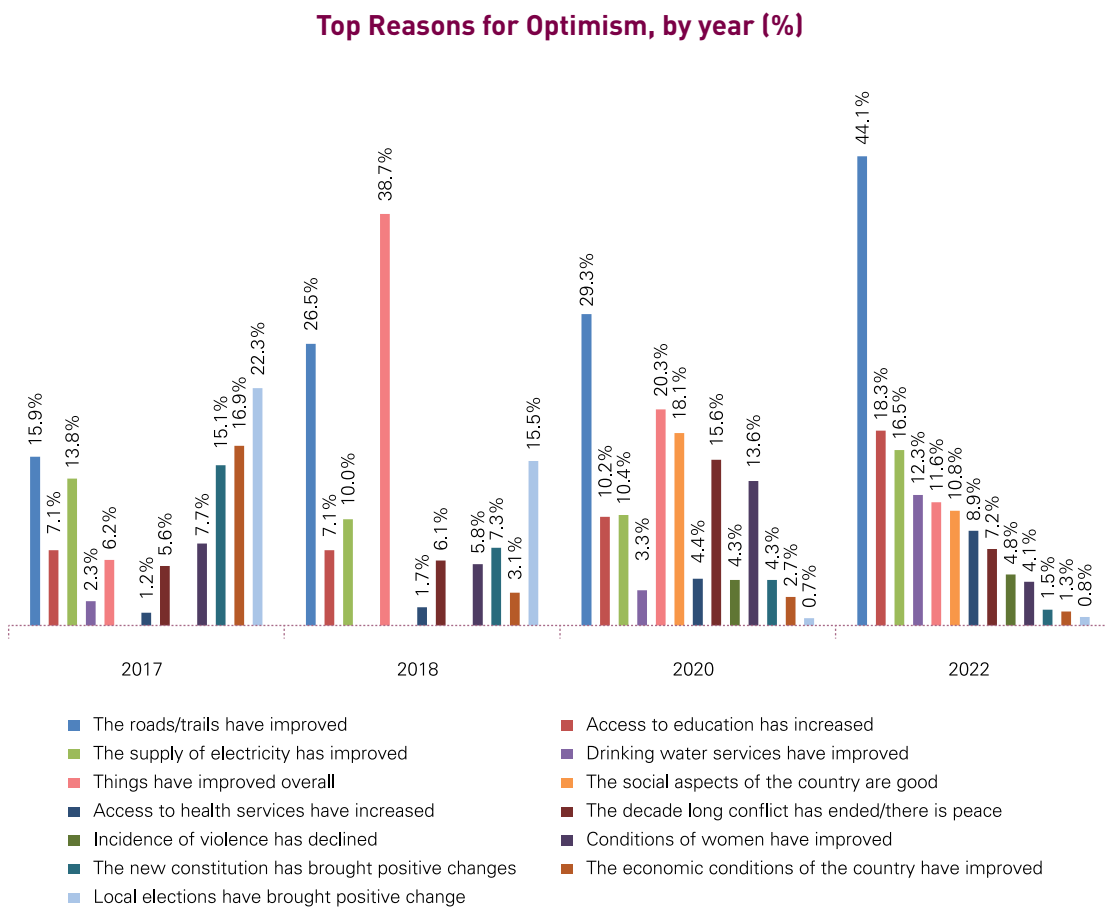


Figure 2.2.1: Q-B2. [If answered “Nepal is going in the right direction” to Q-B1] Why do you think that Nepal is going in the right direction? (N= 308)<sup>1</sup>

<sup>1</sup> In SNP 2017 and 2018 respondent were limited to cite the two reasons for their optimism but in 2020 and 2022 respondent were allowed to give multiple responses. To compare the optimism of respondents across the four years, first two responses of respondent in 2020 and 2022 are considered and analyzed.

## 2.3 PROBLEMS AND CHALLENGES

All respondents were asked what they considered to be the biggest problems in Nepal. Rising prices of essential goods and increasing corruption were each mentioned by 4 out of ten people (41.1% and 39.4%). Difficulties finding work (21.9%), the worsening economic condition (15.1%), and an increase in taxation (11.0%) were also considered pressing problems.

Perceptions of the country's challenges and problems changed over time in Bagmati Province. For instance, while almost two-thirds of respondents (62%) reported increasing corruption in 2020 less than one-fourth (22.6%) cited this issue in 2022. In contrast, the share of respondents mentioning increasing prices of essential goods as a major problem increased.

Over the survey years, a comparatively large share of people in Bagmati Province reported difficulties finding work (between 19.7% and 36.4%).

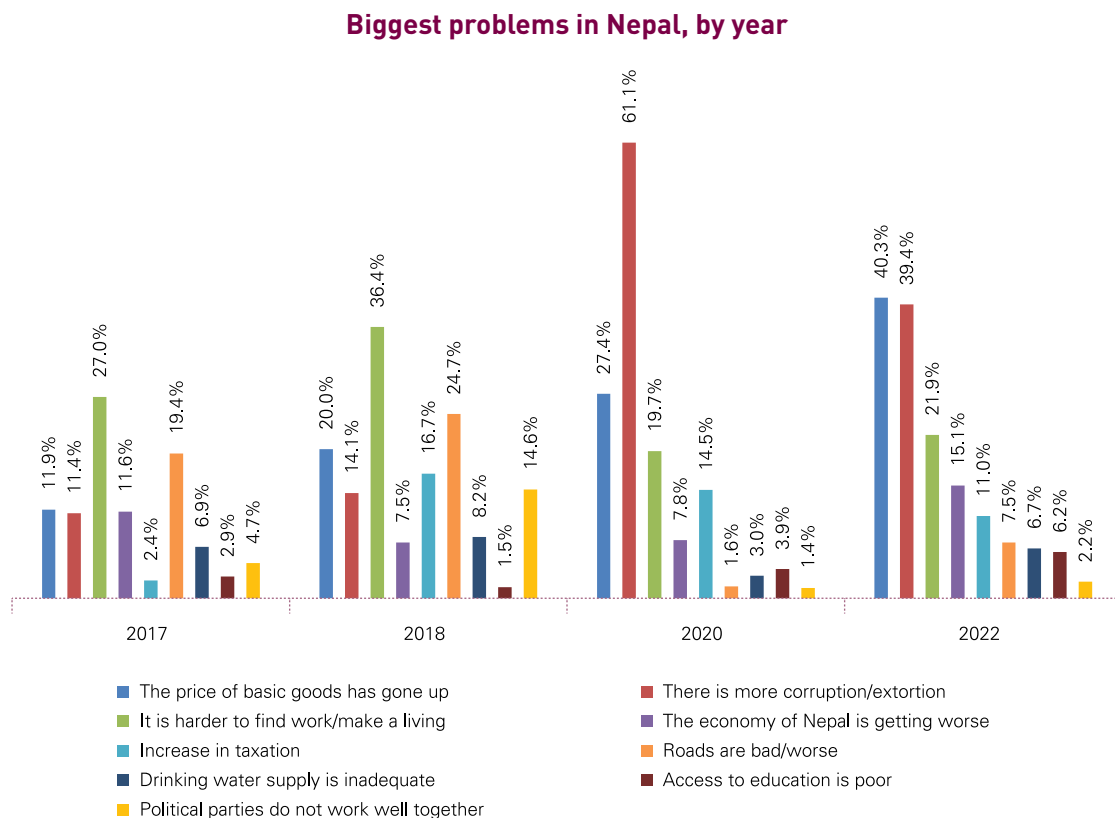


Figure 2.3.1: Q-B3. In your view, what are the two biggest problems facing Nepal as a whole? (N=1008)<sup>2</sup>

## 2.4 LOCAL CONDITIONS

More than two-thirds (67%) of respondents in Bagmati Province thought things in their local area were improving, and just under one third (30.7%) believed that the local situation was getting worse.

<sup>2</sup> In SNP 2017 and 2018, respondents were limited to citing the top two major problems the country is facing, but in 2020 and 2022, respondents were allowed to give multiple responses. To fairly compare responses on major problems the country is facing in the four different surveys, the first two responses of respondent in 2020 and 2022 are considered and analyzed.

The share of respondents who were optimistic about the situation of their local area was lower in 2017 and 2018 and almost doubled in 2020 compared to previous years. In 2022, it declined again by 12 percentage points.

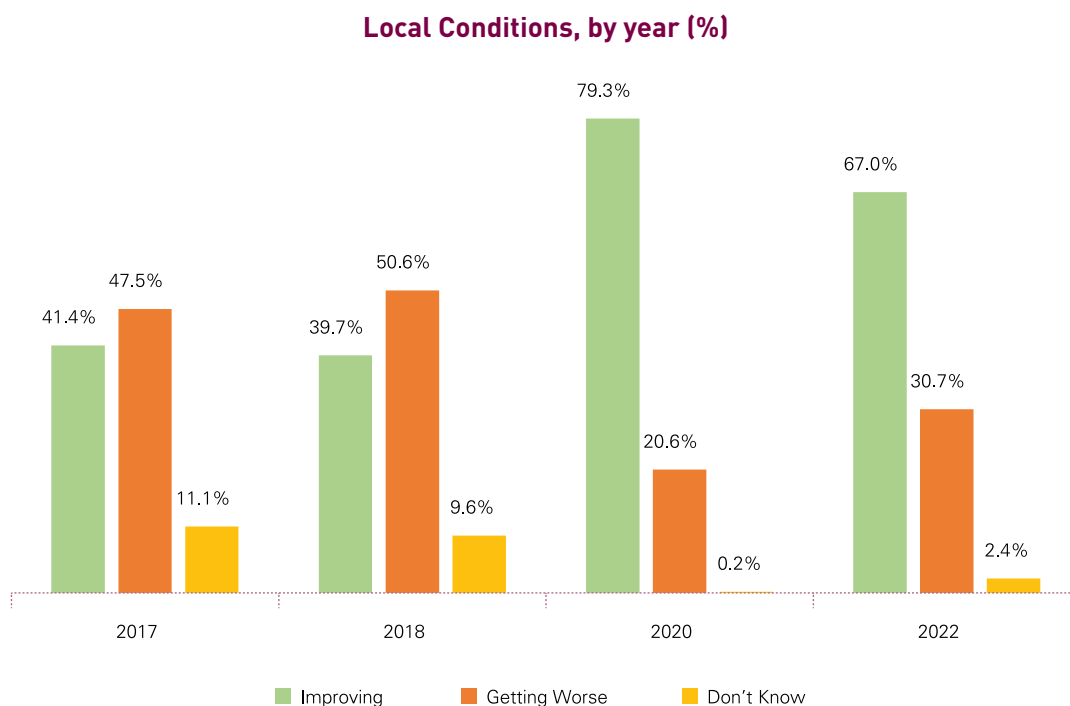


Figure 2.4.1: Q-B4a. Now I would like you to think about the area where you live and work most of the time. Do you think things in your area are improving, or do you think they are getting worse? (N=1008)

More young people age 18–24 (75.0%) were optimistic about their local area than those age 55 and above (62.9%). Respondents with higher levels of education (those with Bachelor’s degree and above) (56.4%) tended to be less optimistic than those without formal education (71.1%). There was no significant difference between rural municipalities (67.8%) and urban municipalities (66.6%).

People from Madhesi Caste groups were more likely to express that things in their area were improving than those from Hill Caste groups. Compared to the provincial average (67.0%), a smaller proportion of Hill Dalit (55.1%) were optimistic about their local area.

## 2.5 REASONS FOR IMPROVEMENT IN LOCAL CONDITIONS

Respondents thought that the local situation was improving were further asked to provide reasons. People thought that improved local conditions were due to better roads and trails (49.7%), improved drinking water facilities (19.6%), and improved access to electricity (13.3%), better social aspects (11.6%), and better education (11.1%).

Over the survey years, improved roads/trails has remained the most-cited reason for optimism about local conditions.

### Reasons for optimism on local conditions, by year (%)

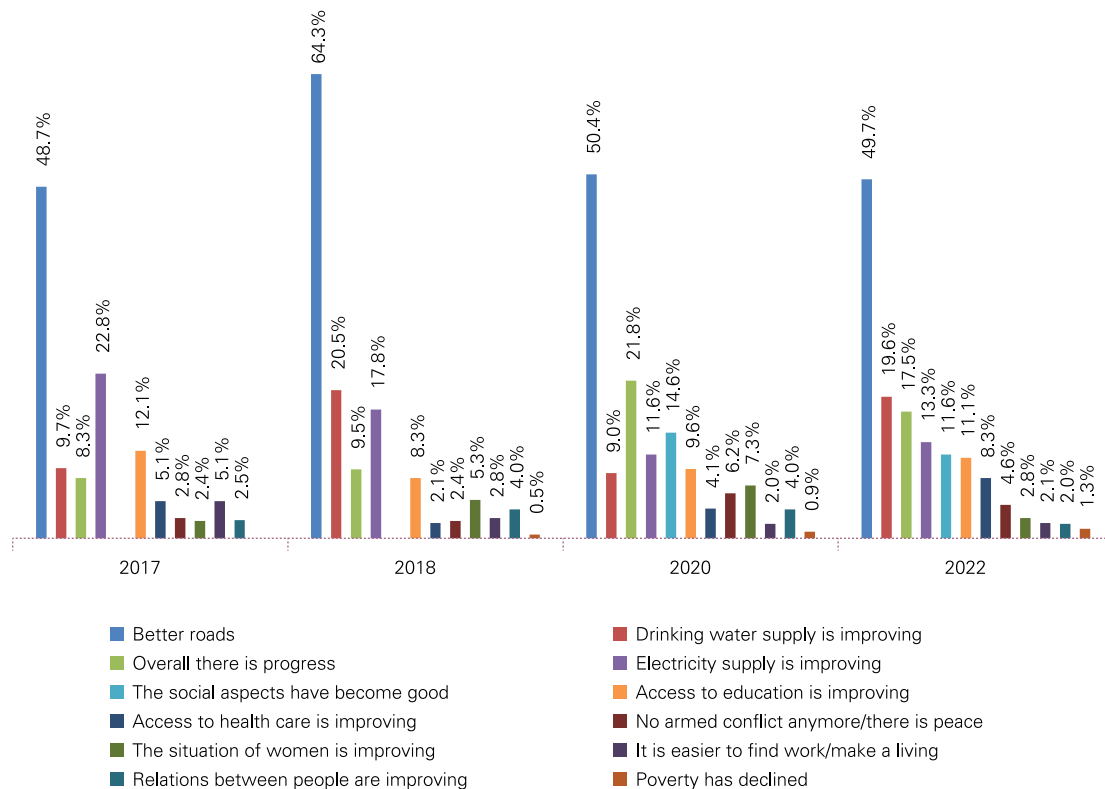


Figure 2.5.1: Q-B5. In your view what has improved in your area during the past year (N=675)<sup>3</sup>

## 2.6 PROBLEMS AND CHALLENGES AT THE LOCAL LEVEL

All respondents were asked about the challenges and problems in their local area. According to the people in Bagmati Province major challenges are: rising prices of essential goods (30.7%), deteriorating roads and trails (20.9%), difficulties finding a job and making a living (18%), inadequate improvements to drinking water facilities (17%), and increased local taxes (15%).

The share of people mentioning increasing prices of essential goods as a local major issue increased significantly over the survey rounds, from 8.7% to 30.7% in 2022. In contrast, the share mentioning deteriorating road conditions decreased over the years, from 59.3% in 2017 to 20.9% in 2022. The proportion of respondents citing inadequate drinking water facilities also decreased, from 45.9% in 2017 to 17% in 2022. Unlike previous years, respondents also mentioned poor management of solid waste in 2022, which is a new challenge at local level.

<sup>3</sup> In SNP 2017 and 2018, respondents were limited to citing the top two major problems the country is facing, but in 2020 and 2022, respondents were allowed to give multiple responses. To fairly compare responses on major problems the country is facing in the four different surveys, the first two responses of respondent in 2020 and 2022 are considered and analyzed.

### Problems and challenges at the locality, by year

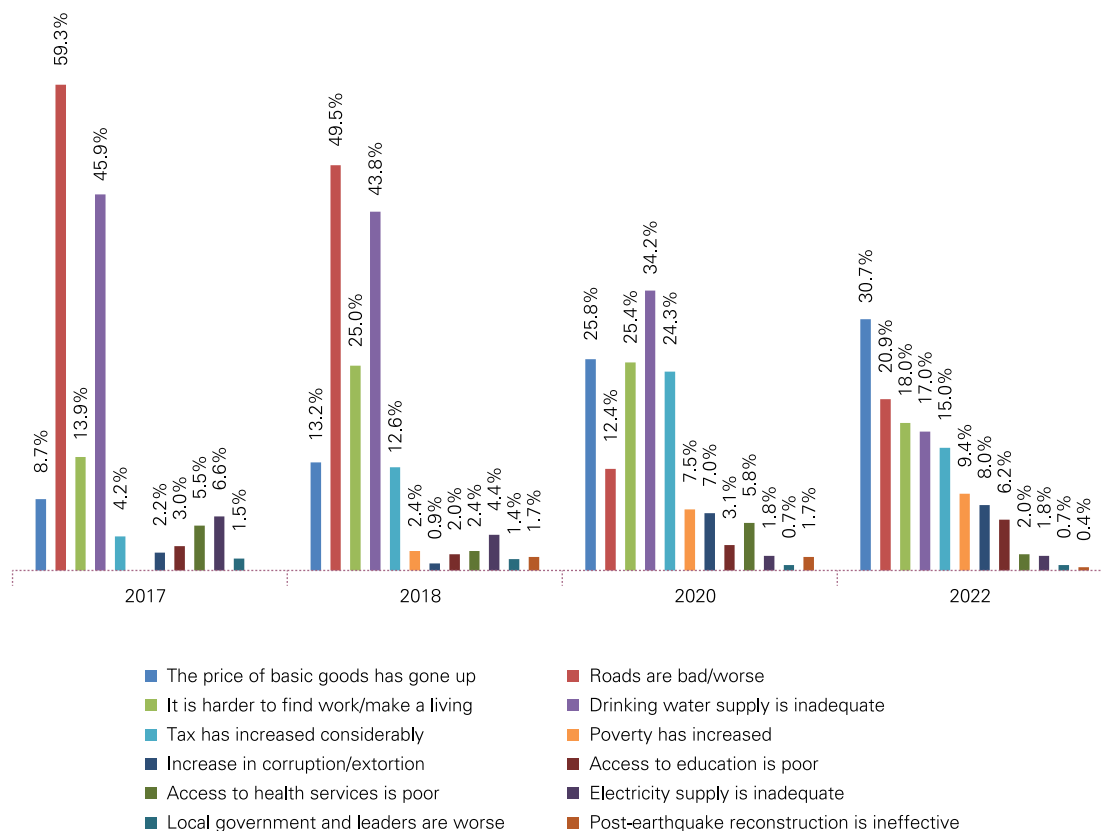


Figure 2.6.1: Q-B6. In your view what are the biggest problems in the area where you live and work most of the time? (N=1008)<sup>4</sup>

There were some differences in responses based on geography: people from the mountain region were more likely to mention natural calamities like floods and landslides in the area (37.6%), no access to basic agriculture and animal health services at the local level (28.5%), and no access to basic health care facilities (20.6%) than those in other regions. People in the hill region were more likely to cite the rising prices of basic goods and necessities (33.5%), poor solid waste management (20.4%), and no adequate improvements to drinking water supply/facilities (20.0%). In the Terai region, higher shares reported increasing local taxes (43%), increasing poverty (31.7%), corruptions (27.3%), and difficulties finding work and earning incomes (21.9%) as the pertaining problem in their local areas.

Respondent from rural municipalities were comparatively more likely to mention that basic education is still not available (13.1%), that conditions of roads and trails have deteriorated (30.6%), and that people still do not have access to basic health care facilities (13.1%). People in urban municipalities were more likely to report that it is difficult to work for livelihoods and harder to find jobs/works (19.6%), that the price of basic goods and necessities was higher (33.5%), that local taxes have become too high (17.1%), and that solid waste management is poor (24.1%).

Disaggregating the responses by sex, age group, education, and income level did not reveal notable variations.

<sup>4</sup> In SNP 2017 and 2018, respondents were limited to citing the top two major problems the country is facing, but in 2020 and 2022, respondents were allowed to give multiple responses. To fairly compare responses on major problems the country is facing in the four different surveys, the first two responses of respondent in 2020 and 2022 are considered and analyzed.

## 2.7 SITUATION OF THE HOUSEHOLD

Respondents were asked nine questions about various aspects of the evolution of their household over the past year (Table 2.7.1). For all different aspects asked about, the largest share reported that their overall household situation in 2022 was the same as it was in the previous year.

The shares saying that their financial situation, the physical condition of the house, or access to electricity got better decreased notably between 2020 and 2022 but the shares saying it got worse only marginally increased; most reported that it stayed the same (Table 2.7.1).

### Situation of the household, by year

	Year	Better	Same	Worse
Financial situation of your household	2017	25.3%	60.7%	14.0%
	2018	22.2%	73.2%	4.5%
	2020	29.9%	62.1%	8.0%
	2022	17.7%	71.5%	10.8%
Physical conditions of your house/dwelling	2017	14.0%	72.3%	13.6%
	2018	20.0%	78.3%	1.7%
	2020	24.4%	72.6%	2.9%
	2022	19.0%	77.8%	3.2%
Health/well-being of your family members	2017	12.5%	71.7%	15.8%
	2018	15.3%	78.7%	6.0%
	2020	18.9%	69.8%	11.3%
	2022	18.4%	70.7%	10.9%
Relations with other people in the community	2017	30.3%	68.3%	1.2%
	2018	16.4%	82.9%	0.7%
	2020	18.6%	80.7%	0.7%
	2022	17.1%	80.3%	2.6%
Relations with local government and authorities	2017	26.3%	71.2%	1.7%
	2018	12.5%	86.8%	0.7%
	2020	12.8%	86.7%	0.6%
	2022	14.0%	84.3%	1.7%
Access to electricity	2017	41.5%	52.6%	5.8%
	2018	33.6%	63.6%	2.8%
	2020	55.0%	43.3%	1.7%
	2022	20.2%	77.3%	2.5%
Access to drinking water	2017	9.8%	62.8%	27.4%
	2018	13.9%	73.4%	12.7%
	2020	17.8%	64.1%	18.1%
	2022	16.4%	69.4%	14.2%
Access to markets	2022	15.6%	81.6%	2.8%
Access to public transport	2022	15.0%	80.4%	4.7%

Table 2.7.1: Q-B7. Now I would like you to think about the situation of your household. Compared to last year, would you say that the situation for your household has gotten better, remained the same or gotten worse with respect to the following? (N=1008) (Response as 'Refused to Answer' and 'Not Applicable' are excluded and response as 'Don't Know' not presented)

## 2.8 HOUSEHOLD EXPERIENCES

When asked whether they had to skip a meal, go without medical treatment or medicine, and/or keep their children home from school due to financial issues, a vast majority selected “never.” However, over the years, there was an increase in the share of respondents reporting “sometimes” for going without medical treatments (6.8%), not sending children to school (7.4%), and skipping a meal (6.4%) due to lack of money.

### Household experience due to lack of money, by year

	Year	Always	Often	Sometimes	Never
Skipped a meal	2018	0.0%	0.0%	1.9%	98.1%
	2020	0.0%	0.0%	1.2%	98.8%
	2022	0.0%	0.0%	6.4%	93.6%
Gone without medical treatment	2018	0.0%	0.0%	4.6%	95.4%
	2020	0.0%	1.0%	7.1%	91.8%
	2022	0.4%	3.0%	6.8%	89.8%
Not been able to send children to school	2018	0.0%	0.1%	2.4%	97.5%
	2020	0.0%	0.5%	3.9%	95.6%
	2022	0.2%	3.1%	7.4%	89.3%

Table 2.8.1: Q-B8. Thinking back over the past 12 months, how often have you or your household ..... because you didn't have money? (N=1008)



## 3. PERSONAL SAFETY AND DISPUTE RESOLUTION

### 3.1 HOUSEHOLD EXPERIENCE OF VIOLENCE, CRIME AND JUSTICE

To examine whether or not respondents or members of their household were victims of violence or crime in the past one year, 17 different types of violence and criminal activities were read out to respondents one by one.

The vast majority of people in Bagmati Province, about 94%, had not experienced any type of violence or crime (Table 3.1.1). A few respondents (4.0%) reported that they had experienced theft – less than in 2020 (5.7%). Some 3.5% respondents reported that someone of the family had faced cheating during lending, borrowing or transactions.

Fewer people reported being cheated while lending/borrowing or doing other financial transactions in 2022 (3.5%) compared to 2020 (4.0%). The share of people who reported financial exploitation during foreign employment, though small, increased steadily over the years, from 0.3% in 2018 to 1.3% in 2022. Some 1.2% said they or their family members experienced physical assault/beatings. Less than 0.8% of respondents reported other types of violence or crime in 2022.

#### Experience of violence and crime, by year

	2017	2018	2020	2022
Theft	3.9%	2.8%	5.7%	4.0%
Physical assault/beatings	0.8%	0.0%	1.1%	1.2%
Assault with weapon	0.3%	0.0%	0.2%	0.2%
Cheating in lending/borrowing or transactions	0.0%	0.0%	4.0%	3.5%
Burglary / Breaking and Entering / Looting	0.3%	0.0%	0.4%	0.5%
Extortion	1.5%	0.7%	0.4%	0.6%
Motor vehicle theft /property taken from vehicle or vehicle parts stolen	0.6%	0.2%	0.9%	0.8%

	2017	2018	2020	2022
Livestock theft	0.4%	0.4%	0.4%	0.5%
Experienced any form of violence during a political rally, protest or bandh	0.2%	0.0%	0.2%	0.1%
Kidnapping	0.0%	0.0%	0.0%	0.1%
Murder / murder attempt	0.3%	0.0%	0.1%	0.1%
Sexual violence	0.0%	0.2%	0.0%	0.4%
Human trafficking	0.0%	0.0%	0.0%	0.1%
Gender-based Violence (Domestic Violence, harmful practices like witchcraft, chaupadi)	0.0%	0.1%	0.4%	0.5%
Physical Exploitation faced in course of foreign employment	0.0%	0.0%	1.0%	0.1%
Sexual Exploitation faced in course of foreign employment	0.0%	0.0%	0.0%	0.1%
Financial exploitation faced in course of foreign employment	0.0%	0.3%	0.8%	1.3%

Table 3.1.1: Q-C3A-R. Have you or has anyone in your household been the victim of the following types of violence or criminal acts in the past year? (N=1008)

## 3.2 JUSTICE AND DISPUTE RESOLUTION MECHANISMS

The survey also asked if people approached dispute resolution mechanisms over conflicts related to land, borrowing/debt, domestic violence, other forms violence or crime, and defamation/false accusation (Figure 3.2.1).

Most said they did not encounter conflicts or disputes ('not applicable') or did not seek help with disputes. Only a very marginal number of respondents (0.1% to 1.1%) said they sought help for dispute resolution in the past one year.

In 2022, the largest share sought help for disputes over borrowing/debt (1.1%). The shares saying they sought help for land disputes decreased from 2.7% in 2020 to 0.9% in 2022. However, the share reporting that that they had not encountered land disputes ('not applicable') decreased by 28 percentage points between 2020 and 2022 while the share saying they did not seek help for land disputes increased.

### Seeking help for dispute resolution, by year

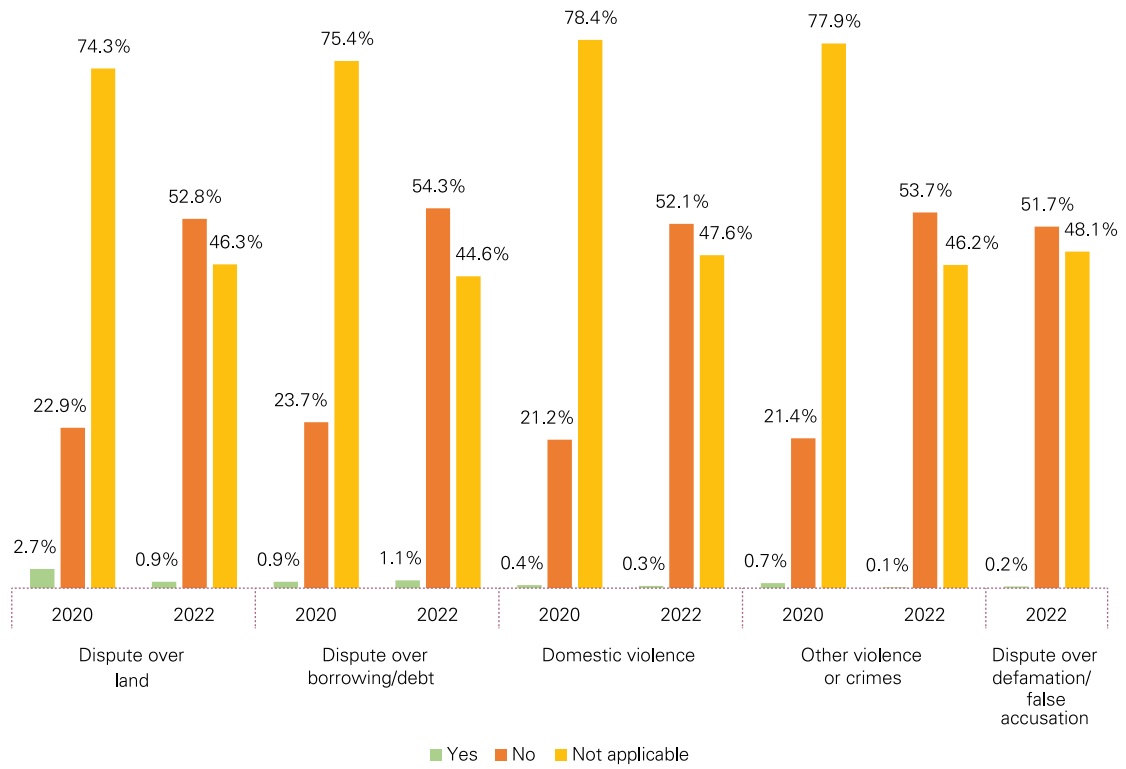


Figure 3.2.1: Q-C8A-E. In the past one year, have you or the members of your family been to any institution, official or person to seek help for dispute resolutions? (N=1008)

## 4. IDENTITY

### 4.1 MOTHER TONGUE

In Bagmati Province just over half of respondents (56.7%) speak Nepali as their mother tongue<sup>5</sup>. Some 43.3% reported a language other than Nepali as their mother tongue, mostly Tamang (22.2%) or Newari/Nepal Bhasa (16.7%).

#### Mother tongue, by province and ecological region

		Overall	Ecological Region		
			Mountain	Hill	Terai
Across the Country	Nepali	48.3%	69.6%	66.9%	29.4%
	Other than Nepali	51.7%	30.4%	33.1%	70.6%
Bagmati Province	Nepali	56.7%	42.3%	54.9%	85.0%
	Other than Nepali	43.3%	57.7%	45.1%	15.0%

Table 4.1.1: Q-D1. What is your mother tongue? (N=1008)

### 4.2 PERCEIVED DISADVANTAGE DUE TO MOTHER TONGUE

The 43.3% of respondents with a language other than Nepali as mother tongue, were further asked if they had felt disadvantaged because of their language in five different situations.

5 According to 2011 census, Nepali is spoken as mother tongue by 44.6 percent of the total population. But the latest census data with regards to mother tongue is not available in preliminary findings of 2021 census.

The large majority of respondents did not feel disadvantaged; only small shares (under four percent) said they experienced disadvantages in the different situations asked about. The highest shares felt disadvantaged while interacting with colleagues or clients at work (3.4%).

The proportion of people who felt disadvantaged due to their mother tongue decreased significantly in 2022 compared to earlier years. For example, in 2017, 20% still felt disadvantaged while interacting with colleagues or client at work, and 16.4% while going to the government office to obtain a public service. In 2022, these shares decreased to 3.4% and 2.3% respectively.

### Feeling of disadvantage due to mother tongue other than Nepali language, by year

		2017	2018	2020	2022
To interact with other people (N=619)	Disadvantage	20.2%	7.8%	11.8%	3.4%
	Not a Disadvantage	79.8%	92.2%	88.2%	96.6%
To report a problem in police station (N=396)	Disadvantage	16.0%	1.6%	7.6%	1.8%
	Not a Disadvantage	84.0%	98.4%	92.4%	98.2%
To obtain services in a government office (N=611)	Disadvantage	16.9%	4.3%	11.6%	2.3%
	Not a Disadvantage	83.1%	95.7%	88.4%	97.7%
To access health services in a hospital/ health post (N=622)	Disadvantage	14.9%	6.8%	11.1%	3.2%
	Not a Disadvantage	85.1%	93.2%	88.9%	96.8%
To study at a school or a university (N=406)	Disadvantage	14.2%	2.4%	9.5%	0.5%
	Not a Disadvantage	85.8%	97.6%	90.5%	99.5%
When attending public events (N=530)	Disadvantage	-	-	-	0.9%
	Not a Disadvantage	-	-	-	99.1%

Table 4.2.1: Q-D2a-e. [If "No, Nepali is not my mother tongue" to Q-D1] Do you feel disadvantaged because you cannot use your mother tongue, instead of Nepali, in the following situations? (Response as 'Don't Know', 'Refused to Answer' and 'Not Applicable' are excluded)

People with Maithali, Newari/Nepal Bhasa, and Tamang languages as mother tongue were more likely to report feeling disadvantage, especially while interacting with people at work (14.3%, 4.6% and 2.5%, respectively), when obtaining public services (14.3%, 1.7% and 2.3%, respectively), and when accessing health services (14.3%, 2.9% and 3.8%, respectively). Nepalis with Magar language as mother tongue were comparatively more likely to feel disadvantaged while going to a government office to obtain public services (5.9%).

### 4.3 PERCEIVED DISADVANTAGES DUE TO CASTE/ETHNICITY

Nearly all respondents in Bagmati Province (over 99%) reported not feel disadvantaged because of their caste/ethnicity in all situations asked about (Table 4.3.1). The proportion of people who felt disadvantaged because of their caste/ethnicity decreased over time (Table 4.3.1).

### Feeling of disadvantage due to caste/ethnicity, by year

		2017	2018	2020	2022
To interact with other people	Disadvantage	4.5%	1.0%	3.0%	0.2%
	Not a Disadvantage	95.5%	99.0%	97.0%	99.8%
To report a problem in police station	Disadvantage	2.8%	1.0%	1.3%	0.3%
	Not a Disadvantage	97.2%	99.0%	98.7%	99.7%
To obtain services in a government office	Disadvantage	3.3%	0.9%	3.0%	0.3%
	Not a Disadvantage	96.7%	99.1%	97.0%	99.7%
To access health services in a hospital/ health post	Disadvantage	2.5%	0.9%	2.3%	-
	Not a Disadvantage	97.5%	99.1%	97.7%	100.0%
To study at a school or a university	Disadvantage	2.3%	0.5%	2.0%	0.2%
	Not a Disadvantage	97.7%	99.5%	98.0%	99.8%
When attending public events	Disadvantage	-	-	-	2.7%
	Not a Disadvantage	-	-	-	97.3%

Table 4.3.1: Q-D3a-e. Do you feel that your caste/ ethnicity is a disadvantage in the following situations? (N=1008)

People residing in rural municipalities and in the Terai region of Bagmati Province were more inclined to report that their caste/ethnicity was a disadvantage in all situations. Hill Dalits were comparatively more likely to report feeling disadvantaged because of their caste/ethnicity when interacting with other people at work (2.1%).

## 4.4 PERCEIVED DISADVANTAGES DUE TO GENDER

A relatively small proportion of women respondents – between 0.6% and 5.6% – felt that their gender puts them at a disadvantage in various situations (Table 4.4.1)<sup>6</sup>. Most felt disadvantaged when traveling in public transport (5.6%), and when roaming/walking around public places (3.0%).

The share of women reporting disadvantages due to their gender mostly declined over the years. However, the share citing discrimination when reporting a problem at a police station increased between 2020 (0.3%) and 2022 (2.3%).

### Gender as a disadvantage, by year

		2017	2018	2020	2022
To interacting with other people at work	Disadvantage	4.9%	0.4%	0.8%	1.1%
	Not a disadvantage	95.1%	99.6%	99.2%	98.9%
To report a problem in police station	Disadvantage	3.7%	1.0%	0.3%	2.3%
	Not a disadvantage	96.3%	99.0%	99.7%	97.7%
To obtain a government services	Disadvantage	3.9%	0.8%	1.9%	1.0%
	Not a disadvantage	96.1%	99.2%	98.1%	99.0%

6 This question was asked only to women respondents.

		2017	2018	2020	2022
To access health services	Disadvantage	2.3%	1.3%	1.3%	0.8%
	Not a disadvantage	97.7%	98.7%	98.7%	99.2%
To study at school or the university	Disadvantage	2.2%	0.5%	1.5%	0.6%
	Not a disadvantage	97.8%	99.5%	98.5%	99.4%
To travel in public transport	Disadvantage	-	2.1%	8.8%	5.6%
	Not a disadvantage	-	97.9%	91.2%	94.4%
To roam/walk around the public places	Disadvantage	-	-	6.2%	3.0%
	Not a disadvantage	-	-	93.8%	97.0%

Table 4.4.1: Q-D4a-g. Do you feel that your gender is a disadvantage in the following situations? (Response as 'Don't Know', 'Refused to Answer' and 'Not Applicable' are excluded)

In Bagmati Province, women from lower income households and from the Hill Caste and Hill Adibasi/Janajati community were comparatively more likely to feel that their gender is a disadvantage.

## 4.5 SOCIAL VALUES

### Perceptions of Inter-Caste Marriage

Respondents were asked how they felt about inter-caste marriages. Over four-fifths (85%) said they would agree to their son or daughter marrying someone from a different caste or ethnic group.

Over the years, acceptance of inter-caste marriage increased from 77.0% in 2017 to 85% in 2022. The share objecting to their children marrying outside their caste/ethnicity was highest in 2017 (22.1%) and lowest in 2022 (8.5%).

### Approval of marriage between different caste/ethnicities by year

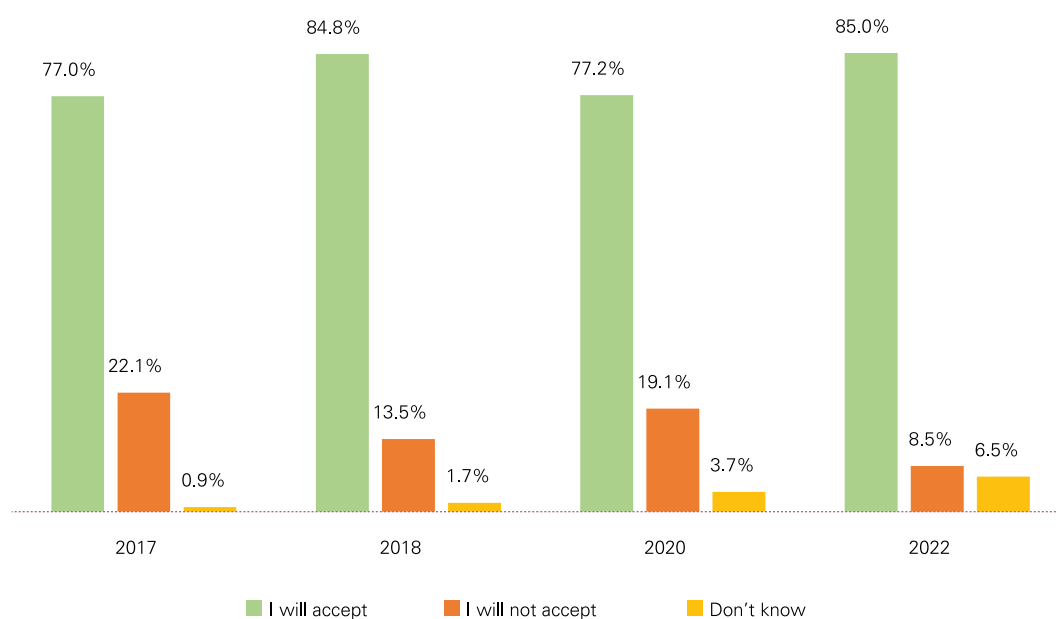


Figure 4.5.1: Q-D9. Would you accept if your son or daughter marry someone from a different caste? (N=1008)

In Bagmati Province, acceptance of inter-caste marriage was higher among Hill Dalit (92.0%) and Hill Adibasi/Janajati (86.7%) groups followed by Hill Caste (82.7%). In contrast, 57.1% Muslim respondents and 28.6% of Madhesi Adibasi/Janajati disapproved of their children marrying outside their caste/ethnicity.

#### 4.6 POSITION OF NEPALI WOMEN IN SOCIETY

In order to assess views on the position of women, gender equality, gender identity, and gender roles, respondents were presented with thirteen statements to which they could 'strongly agree,' 'somewhat agree,' 'strongly disagree,' or 'somewhat disagree.'

More than nine out of 10 respondents disagreed<sup>7</sup> that women should not engage in politics (96.6%) and should not be encouraged to work outside their homes (97.4%). A significant proportion of respondents disagreed to the following statements: *sons are more important than daughters* (81.8%), *men should have the right to jobs when there are limited jobs* (93.3%), and *male members of the family other than husband (father-in-law, brother-in-law) have the right to punish the daughter-in-law if she disobeys them* (92.2%) (Table 4.6.1).

Over the years, the proportions of respondents who disagreed with various statements generally increased. For example, the proportion of respondents who disagreed that it is solely the man's responsibility to fulfil his family's financial needs increased from 56.9% (2018) to 89.9% (2022).

However, in 2022, nearly one in five (18.1%) still agreed that it is more important for a family to have a son than a daughter. Further, 12.8% of respondents agreed (either strongly or somewhat) that a woman should not have control over the income, movement and decision-making and 10% thought that if a wife does not obey her husband he has the right to punish her.

##### Views on gender roles and gender equality, by year

	Year	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
It is more important for a family to have a son than a daughter	2017	0.9%	8.5%	40.3%	50.4%	0.0%
	2018	3.7%	7.0%	39.7%	49.7%	0.0%
	2020	5.7%	9.2%	10.4%	74.8%	0.0%
	2022	4.5%	13.6%	17.8%	64.0%	0.2%
Women should not be encouraged to work outside the home	2017	0.1%	1.4%	34.1%	64.4%	0.1%
	2018	0.7%	1.8%	50.3%	47.0%	0.2%
	2020	0.5%	1.7%	7.6%	90.2%	0.1%
	2022	0.1%	2.5%	26.5%	70.9%	0.0%
It is not suitable for women to engage in politics	2017	7.0%	7.6%	33.1%	52.1%	0.0%
	2018	5.4%	8.4%	51.0%	35.0%	0.2%
	2020	0.4%	1.3%	9.3%	89.0%	0.1%
	2022	0.2%	3.1%	27.2%	69.4%	0.0%

7 Combined figure for strongly disagree and somewhat disagree.



	Year	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Women should not have control over her income, movement and other decision making process	2018	17.4%	37.3%	25.1%	19.7%	0.4%
	2020	19.2%	11.7%	5.6%	63.6%	0.0%
	2022	3.0%	9.8%	20.0%	67.2%	0.0%
If a wife does not obey her husband, he has the right to punish her.	2018	2.2%	9.3%	39.6%	48.1%	0.7%
	2020	2.0%	5.9%	11.1%	81.1%	0.0%
	2022	0.3%	9.7%	22.7%	67.3%	0.0%
When job opportunities are limited, men should have more right to a job.	2018	3.4%	15.5%	41.2%	39.0%	0.9%
	2020	1.2%	5.9%	10.1%	82.5%	0.2%
	2022	0.8%	5.9%	25.8%	67.5%	0.0%
It is a man's responsibility to fulfil financial needs for his family.	2018	14.9%	28.3%	36.9%	20.0%	0.0%
	2020	7.9%	13.0%	11.6%	67.4%	0.1%
	2022	1.8%	8.4%	23.4%	66.5%	0.0%
Male members of family other than husband have right to punish the daughter in law if she disobeys them	2020	2.1%	3.9%	6.4%	87.6%	0.0%
	2022	0.0%	7.7%	23.5%	68.7%	0.0%

Table 4.6.1: Q-D10a-m. would you please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with these statements? (N=1008)

## 4.7 VIEWS ON LEADERSHIP POSITIONS

Respondents were asked whether they would prefer a man or a woman for various leadership positions in different types of organizations or institutions – or whether they prefer a capable person regardless of their gender.

Most respondents believed that a person's gender is not an important factor when it comes to leadership positions in organizations, institutions, or political parties: more than four-fifths (84.4 and above) prefer a capable person in leadership positions irrespective of their gender. This share increased over the years. For example, the share of people who think a person should be capable in leadership positions of federal government increased from 39.2% in 2018 to 87.7% in 2022 (Table 4.7.1).

While the shares indicating a preference for either women or men in leadership positions were generally low, more people think women should lead than men.

### Acceptable leadership positions in different organisations/institutions, by year

	Year	Women	Men	Capable Person	Don't know
Chief Executive Position of Federal Government	2018	29.2%	31.5%	39.2%	0.0%
	2020	13.1%	7.6%	79.3%	0.0%
	2022	7.2%	3.8%	87.7%	1.4%
Chief Executive Position of Provincial Government	2018	31.2%	29.1%	39.7%	0.0%
	2020	11.8%	7.5%	80.8%	0.0%
	2022	6.6%	4.0%	88.0%	1.5%

	Year	Women	Men	Capable Person	Don't know
Chief Executive Position of Local Government	2018	35.9%	24.5%	39.7%	0.0%
	2020	13.8%	4.6%	81.6%	0.0%
	2022	7.7%	2.9%	88.8%	0.7%
Ward Chairperson	2018	40.5%	23.6%	35.9%	0.0%
	2020	13.3%	5.8%	80.9%	0.0%
	2022	8.8%	2.6%	88.3%	0.3%
Chairperson of Political Party	2018	30.8%	31.8%	37.4%	0.0%
	2020	10.7%	6.2%	83.1%	0.0%
	2022	7.8%	2.7%	88.9%	0.5%
Chairperson of User Groups	2018	50.2%	15.2%	34.5%	0.0%
	2020	19.0%	3.0%	78.0%	0.0%
	2022	10.9%	2.8%	85.6%	0.7%
Chairperson of Saving and Credit Cooperatives	2018	57.0%	9.3%	33.8%	0.0%
	2020	21.1%	2.2%	76.7%	0.0%
	2022	11.9%	3.0%	84.8%	0.3%
Chairperson of School Management Committee	2018	40.3%	24.7%	35.0%	0.0%
	2020	13.3%	5.6%	81.2%	0.0%
	2022	8.9%	3.8%	86.7%	0.6%
CEO of Private Company/ Organization	2018	31.9%	30.2%	37.9%	0.0%
	2020	12.1%	4.1%	83.8%	0.0%
	2022	8.0%	3.1%	88.1%	0.8%

Table 4.71: Q-D11a-l. Thinking about leadership positions, please tell me, who would be more acceptable as leaders in the following organisation/ institutions? (N=1008)

# 5. GOVERNANCE AND POLITICAL PARTICIPATION

## 5.1 LOCAL BODY RESTRUCTURING

The survey assessed the impact of local body restructuring on the capacity and efficiency of local governments to deliver services. Over two-fifth (42.9%) of respondents in Bagmati Province reported that restructuring improved the performance of local government. Just under half of respondents (48.7%) thought that local body restructuring neither improved nor deteriorated the capacity of local body to deliver services.

The share of people who thought that it was too soon to say anything decreased over time, from 21.6% in 2017 to 1.5% in 2022. The share reporting that local body restructuring improved service delivery of local government was highest in 2020 at 47.6% and decreased slightly in 2022 (42.9%).

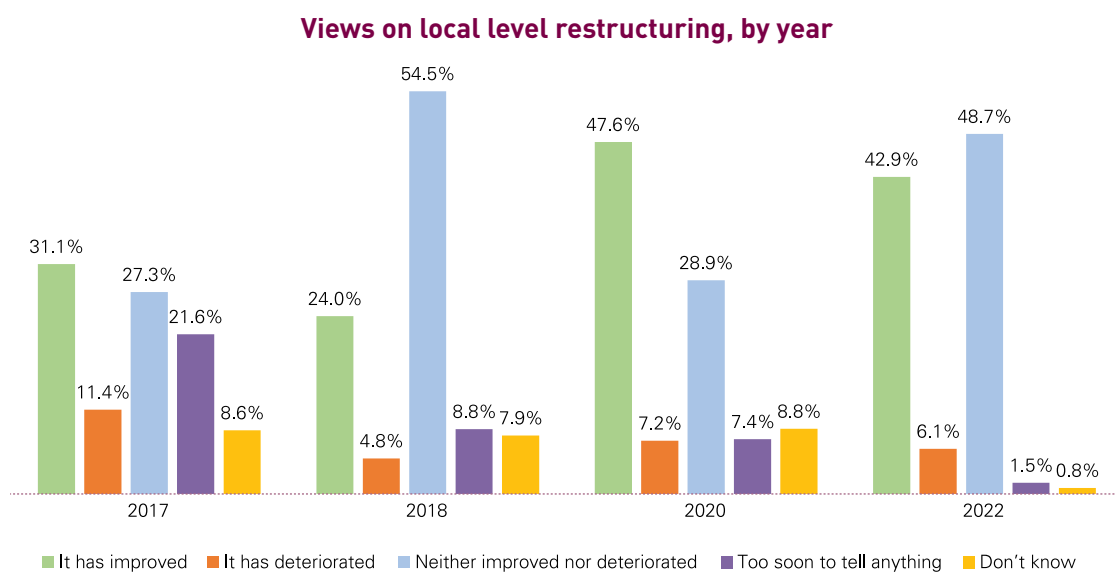


Figure 5.11: Q-E4. What kind of change have you felt/noticed in the capacity of local body to deliver services after restructuring of local body? (N=1008)

Respondents from higher income households, those from the Hill region, and those residing in urban municipalities were comparatively more likely to believe that local body restructuring helped increase the capacity of the local governments to deliver services.

## 5.2 SOCIAL SECURITY

### ***Awareness and Receiving Social Security Benefits***

The survey assessed respondents' awareness of ten different social security benefits (listed in the Table 5.2.1) initiated by the government of Nepal and asked whether they had received those benefits.

The vast majority of respondents in Bagmati Province had heard of senior citizen allowance (98.2%), single women allowance (96%), disability allowance (89%), and health insurance benefits (78.3%). Less than half of respondents were aware of child protection grants (42%), the grant for Loponmukh Adivasi (48.7%), and child nutrition grants (42.8%) (Table 5.2.1).

In 2022, the share of people who had heard of health insurance benefits, child protection grants, child nutrition grants, and grants for Loponmukh Adivasi increased compared to 2020.

People were also asked whether they had received a social security benefits. Compared to 2020, the shares of people who had received health insurance benefits, senior citizen allowance, or other types of social security (Dalit, pregnant and marginalized) increased. In contrast, the share of respondents who had received the child protection grant and child nutrition grant decreased.

### **Awareness and receiving social security benefits, by year**

Social Security Provisions	Yes, I have heard		Yes, we have received	
	2020	2022	2020	2022
Senior Citizen Allowance	99.2%	98.2%	29.3%	19.5%
Single Women Allowance	97.9%	96.0%	20.4%	8.4%
Disability Allowance	91.9%	89.0%	4.7%	3.6%
Unemployment Allowance	55.4%	51.3%	0.0%	0.7%
Health Insurance Benefits	46.9%	78.3%	10.3%	18.0%
Child Protection Grant	33.4%	42.0%	8.1%	2.1%
Benefits on Contribution from employment	17.6%	29.2%	3.1%	4.7%
Child Nutrition Grant	35.3%	42.8%	12.5%	6.5%
Grant for Loponmuukh Adivasi	27.2%	48.7%	4.2%	0.5%
Other (Dalit, Pregnant, Marginalized) social security	0.0%	1.7%	0.0%	10.4%

Table 5.2.1: Q-E 8a1-10. Have you heard of? (N=1008) Q-E 8b1-10. Have you or the members of the family received?

### ***Satisfaction with Current Social Security Benefits***

The respondents who said they or their family member had received social security benefits were further asked about their level of satisfaction with the benefits received on a scale of 0 to 10, where 0 indicates not satisfied at all and 10 indicates very satisfied. On an average, the level of satisfaction was 6.9 points, which is above the mean level, indicating people were fairly satisfied with government social security benefits.

### 5.3 TRUST IN INSTITUTIONS

Respondents were asked how much they trust 19 different entities, including government and independent institutions. In Bagmati Province, trust was highest in the Nepal Army (91.8%), followed by the Media (Television, Radio, Newspapers) (81.0%), and Armed Police Force (80.4%). A large share of people also said they trust the Public Service Commission (79.2%), and community-based organizations (79.0%). Political parties were the least-trusted entity (29.0%) (Table 5.3.1).

Community-based organizations, local government, and local community leaders enjoyed higher levels of trust than federal and state governments. This pattern remained consistent over the years, but overall, levels of trust across institutions decreased in 2022.

#### Trust in institutions, by year

	Trust <sup>8</sup>			
	2017	2018	2020	2022
The Federal Government	53.7%	56.5%	53.4%	41.6%
Provincial Government	NA*	58.2%	51.0%	34.8%
District Coordination Committee	NA*	67.9%	62.6%	45.2%
Municipality/Rural Municipality /Local Government	NA*	NA*	NA*	67.2%
Municipal Wards	NA*	NA*	NA*	72.9%
Local Community Leaders- Tole Lane Development Organization	NA*	NA*	NA*	62.2%
Political Parties	54.1%	55.6%	48.8%	29.0%
Courts	80.0%	81.9%	87.1%	59.5%
Judicial Committees	NA*	74.0%	84.5%	56.2%
Police	81.7%	78.6%	80.5%	74.6%
Armed Police Force	81.8%	84.4%	84.6%	80.4%
Nepal Army	86.2%	87.7%	91.1%	91.8%
The Media (Television, Radio, Newspapers)	87.3%	93.8%	93.3%	81.0%
NGOs/Human Rights Defenders	74.4%	78.1%	74.6%	59.8%
Religious/Caste-Based Organizations	65.3%	76.7%	77.3%	60.7%
CBOs (Women's group, savings and credit group)	89.8%	93.9%	92.5%	79.0%
Public Service Commission	NA*	85.3%	89.8%	79.2%
Social Media (Facebook/ Twitter etc.)	NA*	NA*	73.0%	50.3%
Government Employee	NA*	NA*	75.6%	59.5%

Table 5.3.1: Q-E9a-v. Now I am going to ask you about certain people and institutions in Nepal. For each of them, I would like you to tell me if you fully trust them, moderately trust them, don't quite trust them, or don't trust them at all to have the best interest of Nepalis at heart. (N=1008)

8 Figure for "Trust" is derived by adding the figure of "Fully Trust" and "Moderately Trust"

## 5.4 AWARENESS OF PUBLIC SERVICES

Slightly more than half of the respondents (55.1%) said that they were aware of public services provided by their local government. Fewer people were aware of services provided by provincial governments (18.9%) and by the federal government (22.4%).

Compared to 2018, the share of people who state that they are aware of the services provided by provincial and federal government has slightly decreased in 2022. In contrast the percentage of people who reported knowing about the services offered by the local government has risen over time, from 51.5% in 2018 to 53.6% in 2020 to 55.1% in 2022.

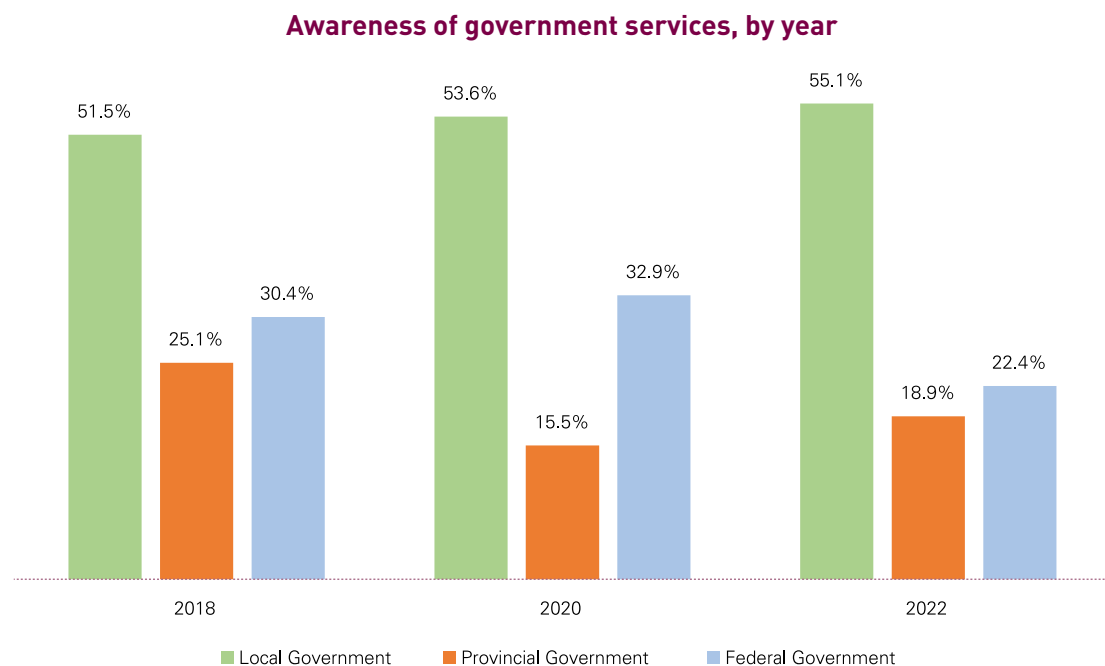


Figure 5.4.1: Q-E10AM-AO1. Are you aware about the Public Services provided by your local government? (N=1008)

Women (49.4%) in Bagmati Province were considerably less aware of the services provided by local governments than men (61.1%). People from rural municipalities (49.8%) were less aware than people from municipalities (57.6%). Compared to people residing in the Hill region (59.6%), people in the Terai region (20.0) were much less aware of local government services. Musalman respondents (28.6%) were also comparatively less aware than other caste/ethnic groups.

### **Awareness of the Types of Services Provided by the Government**

The survey asked respondents who said they were aware of local government services to name the services provided by each tier of government. The most widely known service areas of local governments were roads/physical infrastructure (84.9% aware), followed by drinking water (64.8%), health (44.7%), education (40.9%), and waste management (36.2%).

Awareness of provincial government services showed a similar pattern, with most respondents mentioning roads/physical infrastructure (70.5% aware), followed by drinking water (50.0%), education (48.5%), health (46.2%), and employment-related services (43.0%).

For federal government services, most respondents mention higher education (59.9% aware), followed by employment-related services (48.7%), national highways/physical infrastructure (44.7%), social security (42.5%), health policies (32.7%), citizenship and passport services (30.1%), and large scale electricity projects (25.6%).

To those who did not know about local government services, were asked for suggestions on effective channels to disseminate information about local government services. A majority of respondents (42.6%) suggested informal sources, like friends/family/neighbors, followed by television (30.1%), leaflets/pamphlets/posters (25.8%), local community leaders (25.2%), social media (21.9%), and radio (18.6%) (Figure 5.4.2).

### Effective channels of information dissemination about local government services

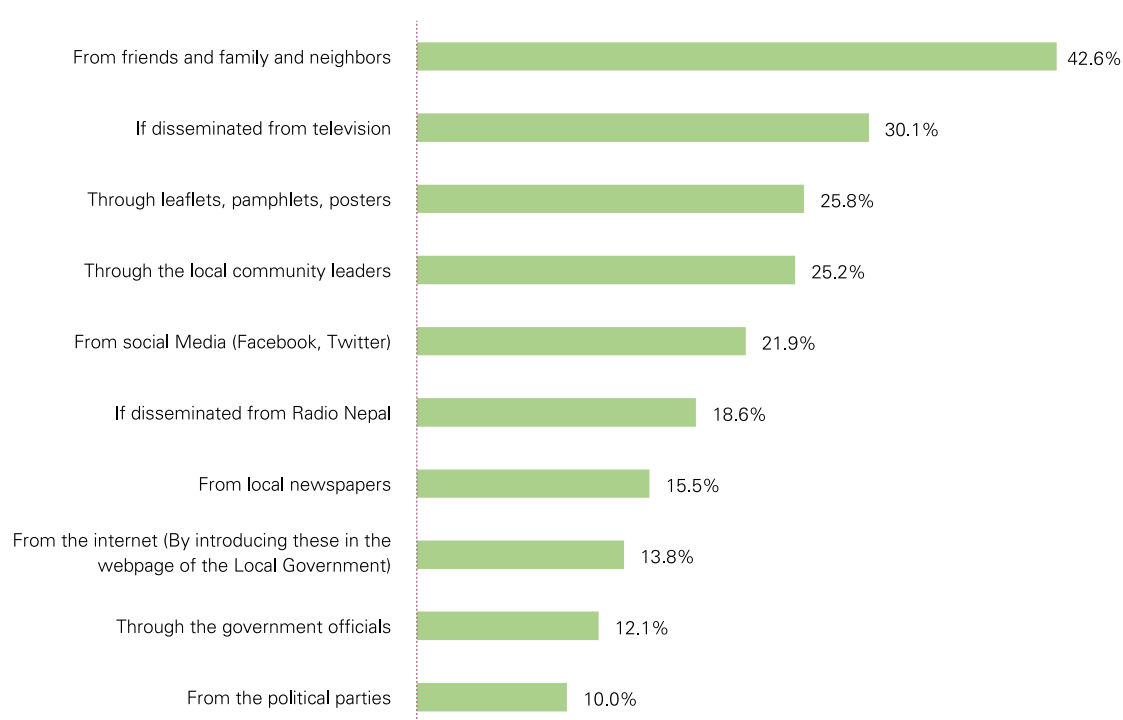


Figure 5.4.2: E10AM.3\_1. [If "No" in Q-E10AM.1] How can your Local Government more easily inform you about the services they provide? (N=452)

The share of respondents mentioning that information about public services should be spread through television decreased significantly from 52.7% in 2020 to 30.1% 2022. The share mentioning social media and leaflets/pamphlets/posters also increased.

## 5.5 EXPERIENCE ACCESSING PUBLIC SERVICES

Bagmati province residents were asked to reflect on their experiences accessing 15 types of public services provided by their rural or urban municipality in the past one year. They were also asked how easy it was to obtain the service(s).

Shares who had received services from their local government in the year prior to 2022 varied for the different types of services (Table 5.5.1). The share receiving health services was highest (45.3%), followed by tax related work (35.1%), and services related to land tax/revenue (32.2%). Some 17.4% had used services for admission in a government school and 14.5% needed a recommendation for citizenship card.

Generally, people thought it was easy (combination of 'very easy' and 'easy') to receive different services (ranging from 66.1% for services given by judicial committee to 100% for admission in government school) (Table 5.5.1). Ease of access somewhat increased between 2020 and 2022 for most types of services but it decreased for judicial committee services (from 85.5% to 66.1%). Obtaining a recommendation for citizenship, getting social security allowances, and access to birth certificate/death certificate/marriage certificate/migration certificate also seems to have become slightly harder. On the other hand, access became much easier for employment-related services (from 44.2% in 2020 to 70.3% in 2022).

### Services received through local government and ease of receiving the services, by year

Types of services	Services received through local government in the past one year		If yes, ease of receiving the services in the urban municipality/ rural municipality	
	2020	2022	2020	2022
			Easy <sup>9</sup>	
Recommendation for citizenship	10.1%	14.5%	89.0%	84.3%
Social security allowance (Single woman, senior citizen, disable)	14.6%	11.5%	96.8%	94.7%
Birth certificate, death certificate, marriage certificate, migration certificate	9.6%	12.3%	92.1%	91.8%
Migration certificate	NA	0.4%	NA	78.5%
Services related to employment	5.4%	1.5%	44.2%	70.3%
Services given by judicial committee	1.0%	0.6%	85.5%	66.1%
Services related to land tax/revenue	27.5%	32.2%	95.3%	96.8%
For admission in government school	18.9%	17.4%	98.1%	100.0%
For health checkup in government health post/hospital	52.3%	45.3%	93.0%	95.8%
Receiving service from police	5.9%	3.6%	87.2%	91.1%
Business license	7.9%	6.9%	87.1%	91.2%
Tax related work	50.1%	35.1%	96.7%	94.0%
Recommendation for other government work	11.3%	6.8%	89.2%	97.3%
For disability specific services	NA	2.7%	NA	89.1%

Table 5.5.1: Q-E10a-n. Did you receive the services through the municipality office, including ward office in the past one year? Q-E10a-p. Based on your experience of past one year, how easy or difficult is it to obtain the following public services at the local level?

9 Combined responses of two categories: "Very easy" and "Easy"



## 5.6 VIEWS ON EDUCATION

### *School type and quality of education*

More respondents had a child enrolled in a private school (54.3%) than in a government school (42.2%). Answers varied noticeably for geographical location. Significantly more people from rural municipalities reported having children enrolled in government schools (94.6%) than people from urban municipalities (19.8%). Likewise, most people from the Mountain region reported having children enrolled in government schools (98.1%) than people from the Hill (40.5%) and Terai (17.7%) regions (Table 5.6.1).

Findings also varied for different caste/ethnic groups. Most notably, while around three-fourths of Hill Dalit respondents (73.0%) had their children enrolled in public schools, the same share of Hill Caste respondents (73.4%) had children in private schools.

### Child enrolled in a public or private school, by year

	Public School			Private School			Both Schools		
	2018	2020	2022	2018	2020	2022	2018	2020	2022
Overall	56.6%	55.3%	57.2%	35.7%	36.8%	35.6%	7.7%	7.9%	7.2%
Bagmati Province	42.7%	37.4%	42.2%	54.6%	60.2%	54.3%	2.7%	2.4%	3.5%

Table 5.6.1: Q-E11. Do you have children in your family who are studying in the government school? (Q-E11A. Do you have children in your family who are studying in private school? (Response as 'Not Applicable' is not included). (N=529)

Most children, enrolled in either public (90.4%) or private (97.9%) schools, live within one hour's distance to the school. Only a small proportion report a duration of more than one hour and beyond for their children to reach school from home.

Most parents rated the quality of education in both public and private schools as either "very good" or "good"—a trend that increased gradually over the years. However, a marginal fall in the quality rating of public school education could be observed in 2022. The proportion of respondents who rate the quality of education as "very good" decreased for both, public schools (7.2% in 2018 to 1.7% in 2022) and private schools (32.7% in 2018 to 11.6% in 2022).

### Views on the quality of education, by year<sup>10</sup>

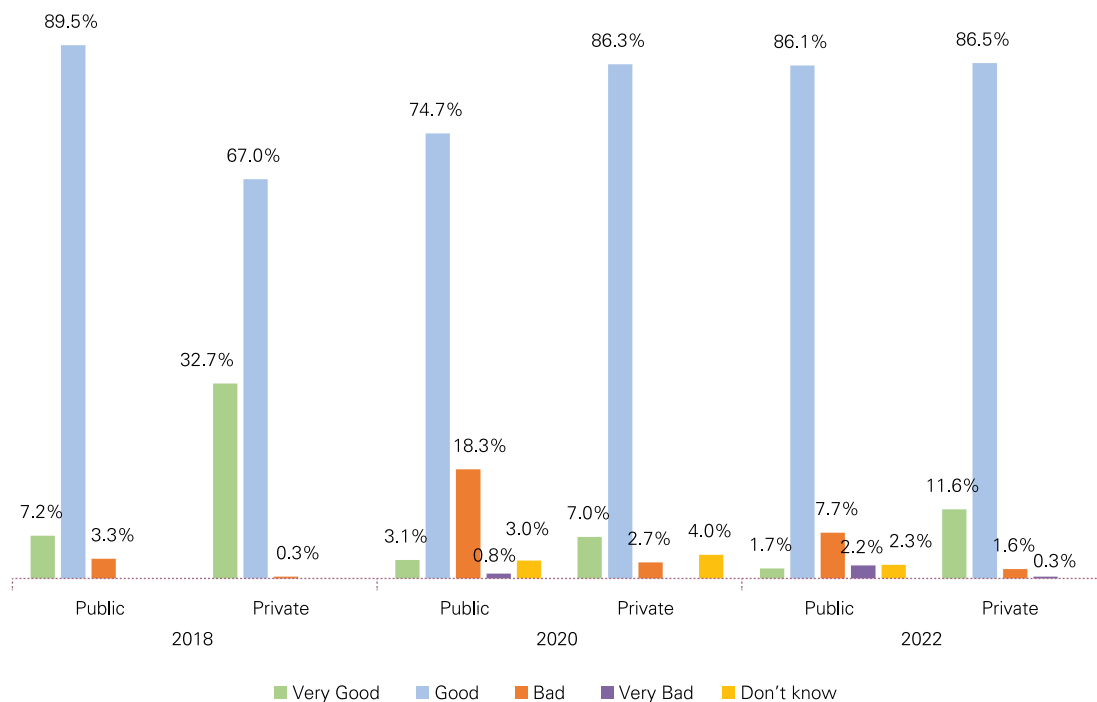


Figure 5.6.1: Q-E11b and Q-E11Aii. How would you rate the quality of the education at that school? (N=234 respondents with child/children going to public school, N=295 respondents with child/children going to private school)

### Entities Responsible for the Quality of Education

Most parents considered the local government to be responsible for maintaining the quality of education in both public and private schools (92.93% and 84.5%, respectively) – a share that has increased over the years. Very few respondents thought the school management committee, teachers, or parents are responsible for maintaining the quality of education in public schools.

### Responsible entity for maintaining the quality of education, by year<sup>11</sup>

	Public School				Private School		
	2017	2018	2020	2022	2018	2020	2022
Local government	87.2%	87.6%	87.6%	96.4%	83.3%	77.4%	77.0%
Provincial government	0.5%	4.7%	6.8%		1.7%	4.2%	
Federal government	4.4%	1.1%	3.2%	1.8%	1.2%	5.5%	1.3%
Others (School management committee, teachers, parents)		0.9%	0.0%		3.1%	1.2%	14.8%
Don't know	7.9%	5.8%	2.3%	1.8%	10.7%	11.7%	7.0%

Table 5.6.2: Q-E11c and Q-E11Aiii. Who in the government do you think is primarily responsible for the quality of education that is being provided (to your children) by the schools in your areas? (N=234 respondents with child/children going to public school, N=295 respondents with child/children going to private school)

10 Respondents were not asked to assess the quality of private school education in SNP 2017.

11 Respondents were not asked to mention who they thought was the responsible entity for maintaining the quality of private school education in SNP 2017.

### ***Suggestions for the Improvement of Quality of Schools***

The survey asked all respondents for their opinions on what would help improve the quality of education in schools. Around half of respondents mentioned good teaching methods (54.4%) and ensuring the quality of school management (48.0%) – higher shares than in 2020. Around one third emphasized the proper management of staff (35.2%).

### **Suggestions for the improvement of the quality of schools, by year**

Suggestions	Year	%
Improved/good teaching methods	2020	50.1%
	2022	54.4%
The quality of school management should be good	2020	37.4%
	2022	48.0%
Management of the staffs should be good in the school	2020	31.3%
	2022	35.2%
The quality of curriculum/syllabus should be improved	2020	39.8%
	2022	39.7%
Needy students should get scholarship	2020	27.5%
	2022	27.5%
The price of books, copies and uniforms should be less	2020	35.1%
	2022	40.3%
The quality of school building should be good	2020	14.7%
	2022	25.0%
My children should be able to learn in English	2020	16.9%
	2022	10.6%
The schools where my children go should be near	2020	10.7%
	2022	18.0%
Teachers should be trained in inclusive education and be able to teach children with diverse impairments.	2022	13.0%
Should be flexible enough to address the diverse need of children including children with different impairments.	2022	1.1%
The teaching learning methods should be accessible and flexible enough to address the need of children with diverse need	2022	1.6%
Should be accessible for all children including children with disabilities.	2022	1.1%
Don't know/can't say	2022	0.9%

Table 5.6.3: Q-E11g. What needs to be done to improve the quality of the government/private schools in your area? (N=1008)

## **5.7 PERFORMANCE OF SCHOOLS DURING COVID-19**

In 2022, the survey included questions for respondents from households with school-going children about the schools' performance during the COVID-19 pandemic.

Private schools (84.7%) were almost thrice as likely to have provided alternative classes as public schools (30.4%). Both public and private schools of Bagmati Province were more likely to have provided alternative classes than the national average (private 53.8%, public 23%). Respondents from urban municipalities were more likely to report that schools provided alternative classes during the pandemic compared to rural municipalities. Similarly, respondents from the Terai were less likely to report that schools provided alternative classes during the pandemic compared to people from Mountain and Hill regions.

### Alternative education provided by school during COVID-19

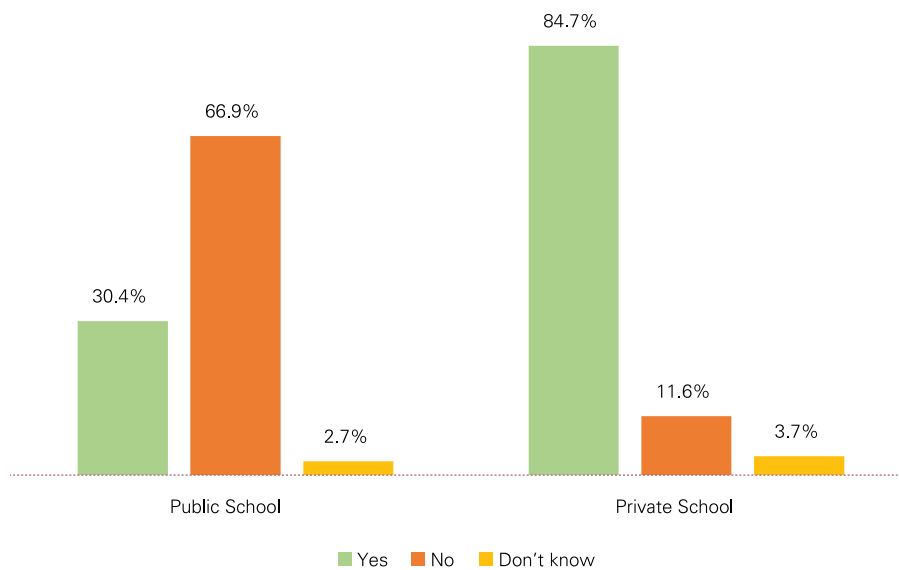


Figure 5.71: Q-E11f\_1\_A and Q-E11g.1 Did the school in which your child/children are admitted to provide any alternative education options during COVID-19 period? (Online, home visits, community classes, or other) (N=234 respondents with children going to public school, N=295 respondents with children going to private school)

Those respondents who reported that their children received alternative education said that teaching through online classes was the most common method in both public and private schools. Public schools also opted for community-based learning through teacher visits and community-based education.

Most of those who reported that their local public/private school provided alternative education, said that their child/children attended alternative classes. The biggest barriers to attending alternative/online classes were the timing of online classes and not having hardware/access.

Respondents with public school-going children were more likely to provide a positive assessment (64.2%) of alternative classes provided by the school than those with private school-going children (60.2%).

## 5.8 VIEWS ON PUBLIC HEALTH SERVICES

### *Distance to the Nearest Public Health Post/Hospital*

Over the years, more respondents from Bagmati Province reported living closer to public health post/hospital (69.0% in 2017, 91.0% in 2022). There was a considerable decline in the time taken to reach the nearest health facilities (Figure 5.8.1).

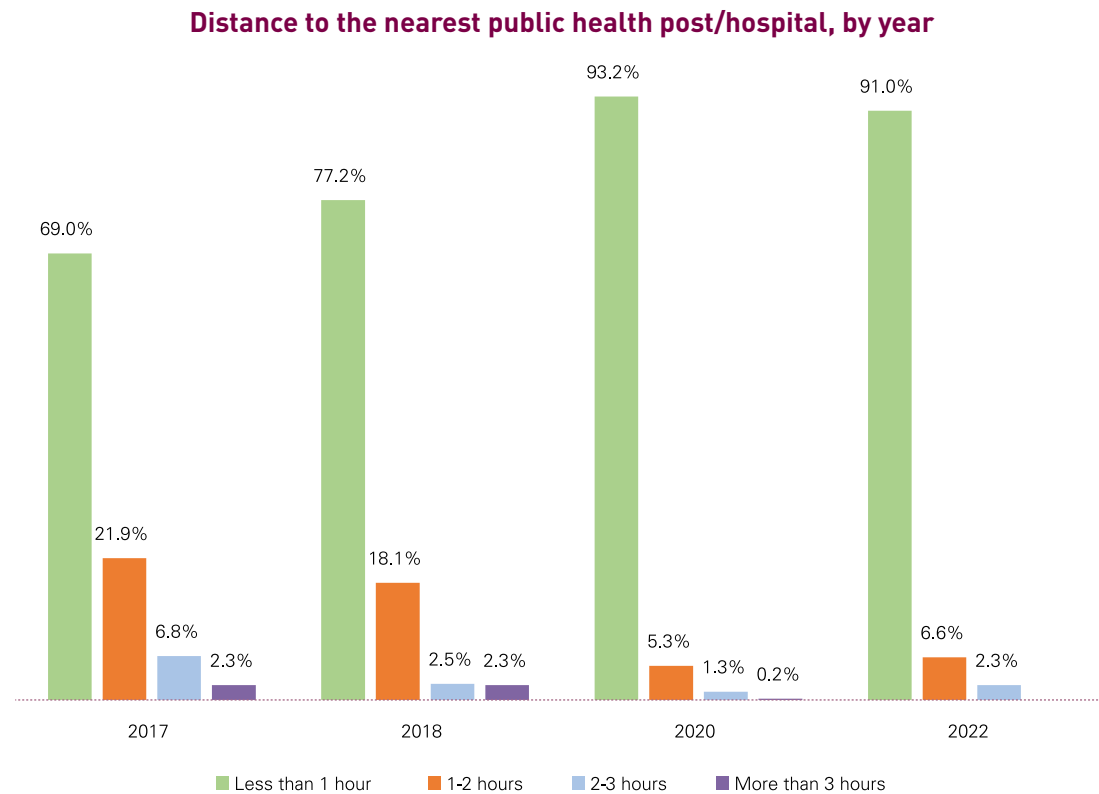


Figure 5.8.1: Q-E12a. How much time would it take you to go from home to the nearest public health post / hospital? (N=1008)

### *Views on Quality of Health Services*

In Bagmati Province, slightly less than three-quarters of respondents (81.8%) regarded the quality of healthcare in their vicinity as “good,” while 3.7% considered it to be “very good.” In contrast 9.3% thought it was “bad” and 1.1% said it was very bad.

Over the years, the share of respondents rating the quality of health services as good (either ‘good’ or ‘very good’) has increased gradually from 75% in 2017 to 85.5% in 2022 (Figure 5.8.2). The share rating the quality of health services as “very good” declined since 2018. The proportion of respondents who believe that the quality of health services was “bad” also decreased overtime.

### Views on the quality of public health care, by year

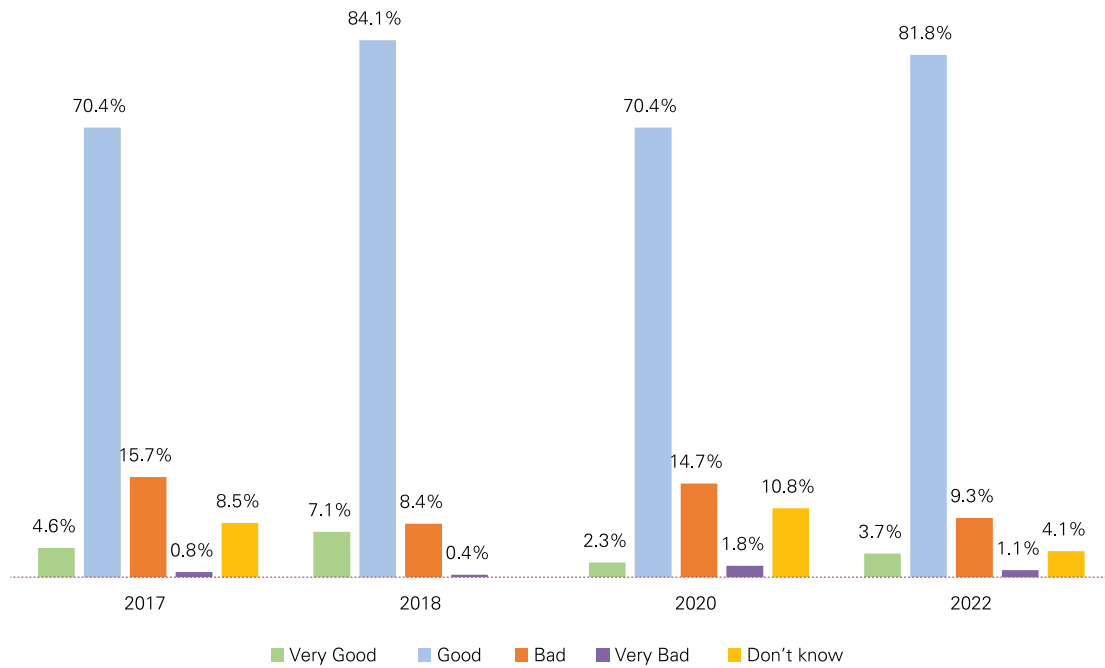


Figure 5.8.2: Q-E12b. How would you rate the quality of public health care in your urban municipality/rural municipality? (N=1008)

### Responsible Entity for Maintaining the Quality of Healthcare

Most people (85.6%) believed that the local governments are responsible for maintaining the quality of health services. Over the survey rounds, the share of respondents who believe this has increased (Figure 5.8.3).

### Responsible entity for maintaining the quality of healthcare, by year

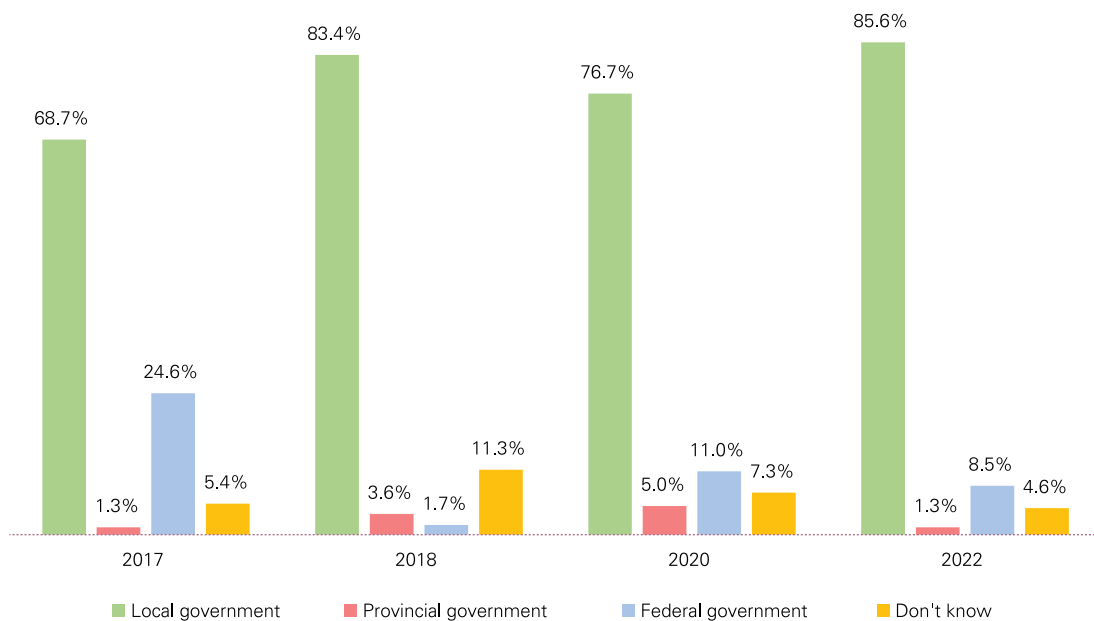


Figure 5.8.3: Q-E12c. Who in government do you think is primarily responsible for the quality of health services being provided to you? (N=1008)

Respondents were asked whether healthcare in their area has changed positively, negatively or stayed the same over the past year. A growing share of respondents report that the quality of public healthcare stayed the same (65.4% in 2022). A little more than one fifth of respondents (27.4%) reported positive changes. The share saying that healthcare has worsened has decreased over time (10.7% in 2017 and 1.7% in 2022).

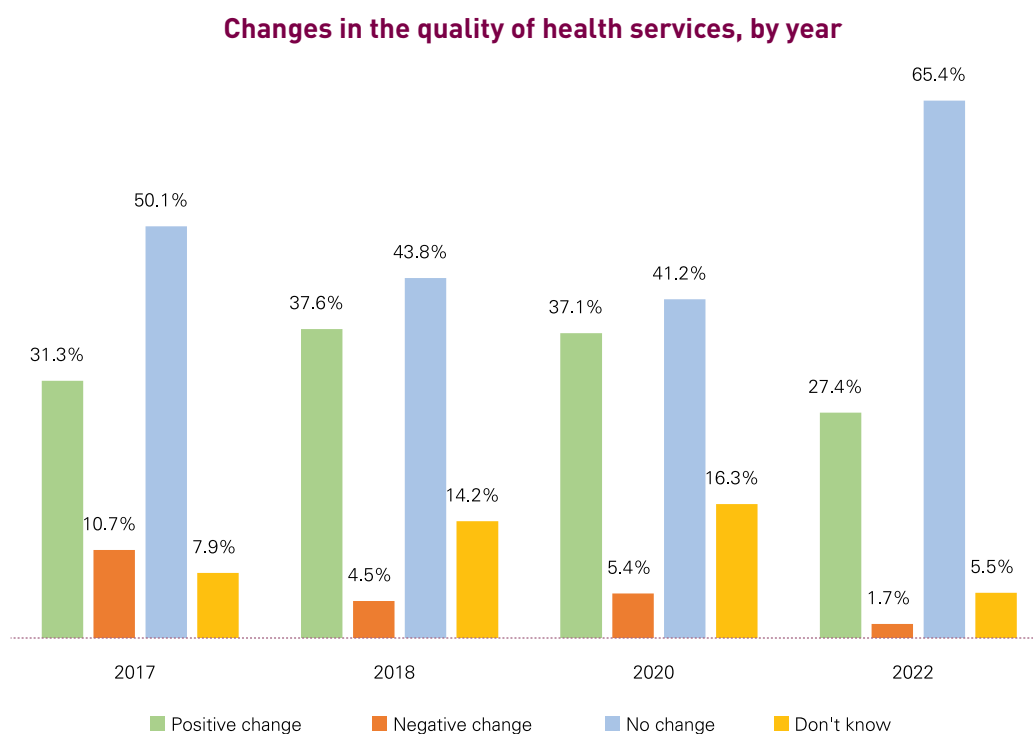


Figure 5.8.4: Q-E12d. Have there been any positive or negative changes in the quality of health services in your municipality/rural municipality during the past year? (N=1008)

The reasons why people thought the quality of public healthcare in Bagmati Province had improved were: the establishment of new health service centers (38.6%), proper management of health service centers (37.8%), availability of medicines (35.5%), quality service provided by the health center (32.5%), and access (closeness) to health service centers (31.7%).

The survey asked all respondents about their perception on what needs to be done to improve the quality of health service provided by the health centre in their local area (municipality/rural municipality). Most respondents (69.5%) thought that medical facilities should be good and qualified and trained health worker should be in place (53.7%). Other suggestion included proper practice of diagnostic methods and provision of good laboratories (50.1%), free health service (36.0%) and proper management of health staff (31.1%).

## 5.9 VIEWS ON ROADS

### Quality of Roads

In Bagmati Province, almost two-thirds of respondents (65.4%) thought the quality of roads was "good," but one-quarter (25.6%) thought it was "not good" and a few (5.8%) rated roads as "not good at all." The share reporting that roads were "good" has increased over the years.

### Views on the quality of roads in urban municipality/rural municipality, by year

	Very good	Good	Not good	Not good at all	Don't know
2017	2.1%	37.4%	40.2%	20.2%	0.1%
2018	6.7%	47.6%	36.2%	9.4%	0.1%
2020	7.7%	71.8%	16.6%	3.8%	0.1%
2022	3.1%	65.4%	25.6%	5.8%	0.1%

Table 5.9.1: Q-E13a. How would you rate the quality of roads in your urban municipality / rural municipality? (N=1008)

A large majority of respondents (95.7%) believed that the local government is the primary entity responsible for maintaining roads. Only very few thought the federal government (2.7%) or the provincial government (0.7%) is responsible, while 1% was unsure.

### Entity responsible for maintenance of roads, by year

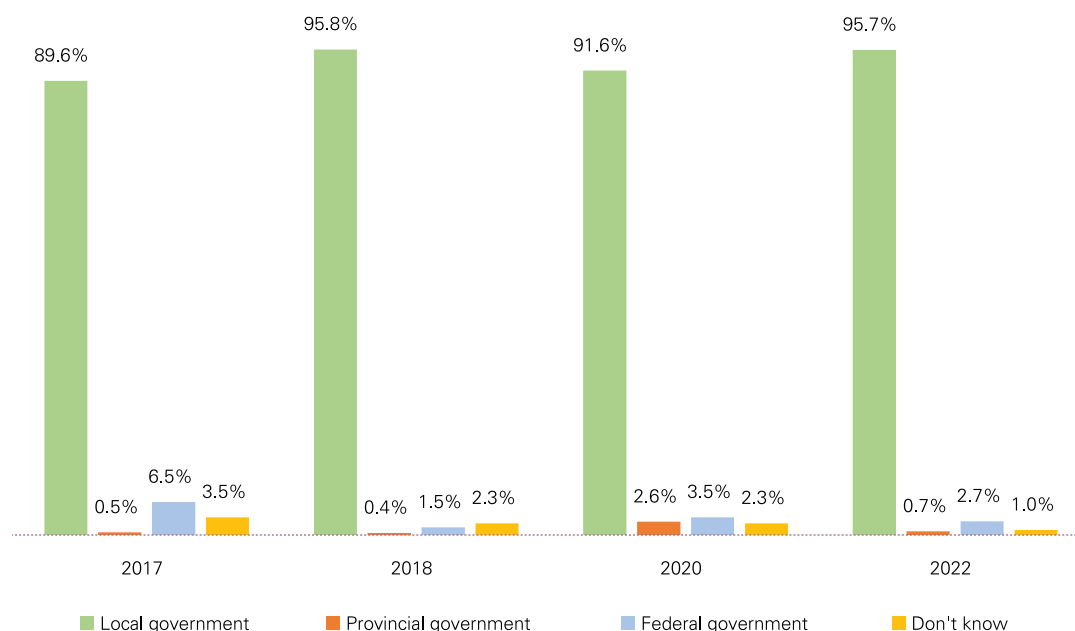


Figure 5.9.1: Q- E13b. Who in government do you think is primarily responsible for building and maintaining roads? (N=1008)

### Changes in the Quality of Roads

Respondents were asked whether the quality of roads in their area improved or worsened over the past year. In 2022, over half of respondents thought that the quality of roads had stayed the same (56.7%). Nearly one third (33.6%) said that the quality of roads had improved over the previous year – a decrease from the nearly two-thirds (62.6%) who said so in 2020. While the share reporting unchanged road conditions has increased over the survey rounds, the share reporting worsening road conditions has decreased (from 38.4% in 2017 to 9.1% in 2022).



### Changes to the quality of roads in the rural municipality/municipality, by year

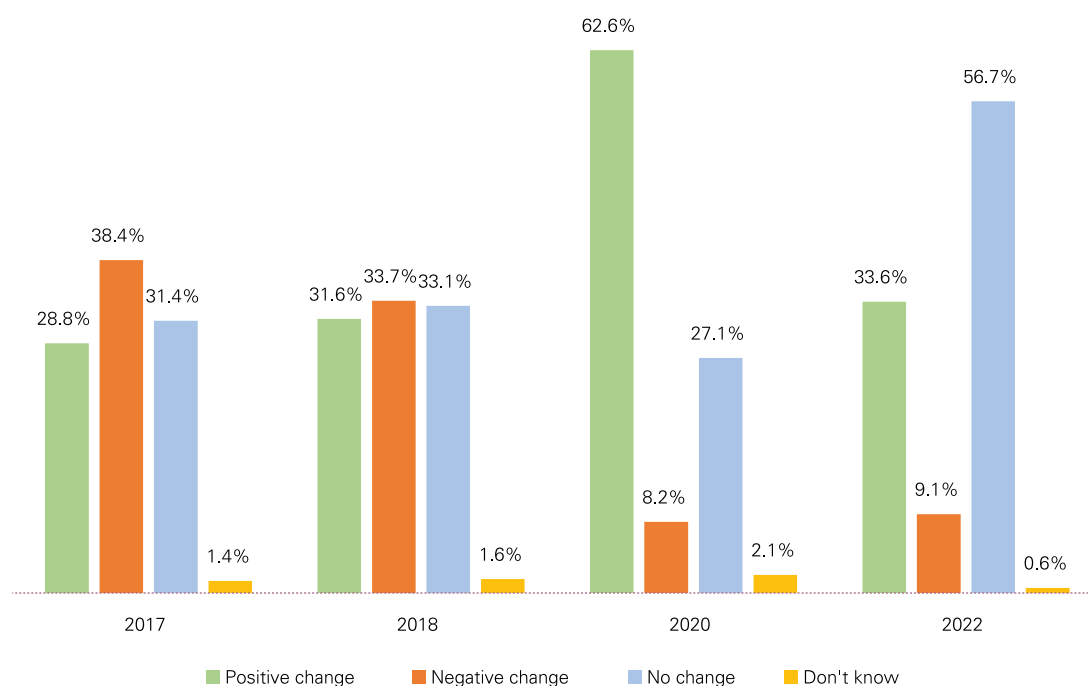


Figure 5.9.2: Q-E13c. Have there been any positive or negative changes in the quality of roads in your urban municipality/rural municipality during the past year? (N=1008)

#### Reasons for Positive Changes in the Quality of Roads

The survey further asked the 33.6% of respondents reporting that the quality of roads had improved over the past year for the reasons. Responses were left open-ended, allowing for multiple responses. Two-fifths (40.9%) mentioned "construction of roads" as the main reason, followed by roads being upgraded and made broader and wider (35.1%), prompt action taken by the government for maintenance of damaged roads (28.4%), and properly upgraded conditions of existing roads (28.2%).

#### Reasons for Negative Changes in the Quality of Roads

The 9.1% of respondents reporting that the quality of roads has worsened were also asked for the reasons why they thought there had been negative changes. Most cited deterioration conditions of existing roads (83.6%), followed by delayed maintenance of damaged roads by the government (60.6%), floods/landslides (28.3%) and certain roads not being constructed despite the need for them (25.1%).

#### Suggestions to Improve the Quality of Road Services

All respondents were asked what needed to be done to improve the quality of road services in their area. Most people believed prompt maintenance of damaged roads (66.8%) black-topping roads (50.1%) and proper upgrading of existing roads (37.6%) should be carried out to improve the quality of roads in their local area (Figure 5.9.3).

### Suggestions for the improvement of the quality of road service

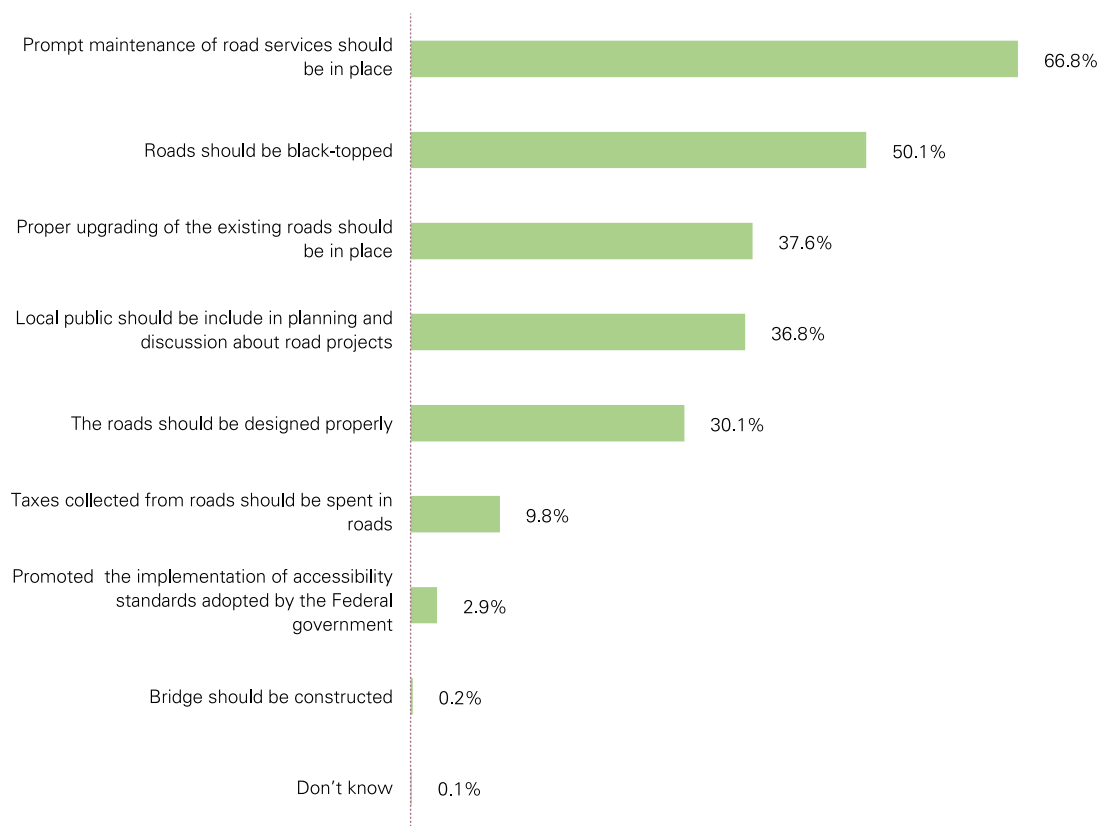


Figure 5.9.3: Q-E13f. What needs to be done to improve the quality of road services provided by the rural municipality/ municipality in your areas? (N=1008)

## 5.10 TAXATION

To understand Nepali people's perceptions of taxation in the country, the survey asked respondents about the different types of taxes, including whether they had paid any of these taxes in the past year, their view on the amount of tax currently prevailing, and their opinion on a few tax-related statements.

More than fifty percent of people in Bagmati Province paid one or more type of tax in the past one year. Land tax (68.0%), Vehicle tax (65.7%), property tax (65.3%), entertainment tax (50.6%), and business tax (58.7%) were the most commonly paid taxes.

The share of respondents who paid taxes in the past year increased between 2018 and 2022. For example, while 0.6% reported paying property tax in 2018, 65.3% said so in 2022. The shares of respondents paying vehicle tax, land tax, house rent tax, and individual income tax also grew between 2018 and 2022 (Table 5.10.1).

Most respondents were unaware of changes to the current level of taxation for most types of taxes, but large shares of those paying institutional income tax, and property, vehicle, and land taxes said that the current level of taxation was more than last year.

## Views on the current level of taxation<sup>12</sup>, by year

Type of tax	Have you or your family paid the following types of tax within the last one year?			If yes, do you think current level of taxation is appropriate?				
	2018	2020	2022	N	More than last year	Less than last year	Same as last year	Don't know
Property tax	0.6%	64.3%	65.3%	639	62.7%	0.3%	20.9%	16.2%
House rent tax	4.1%	47.0%	28.7%	164	48.4%	1.0%	23.0%	27.6%
Individual Income tax	7.5%	30.0%	24.2%	166	37.4%	0.0%	30.5%	32.1%
Business tax	59.1%	52.3%	37.0%	192	58.7%	4.4%	19.2%	17.7%
Vehicle tax	1.0%	79.3%	65.7%	443	65.7%	0.0%	9.1%	25.2%
Land registration tax	2.2%	18.4%	15.7%	95	58.8%	0.8%	13.6%	26.8%
Entertainment tax	0.0%	85.1%	50.6%	373	52.4%	2.0%	28.8%	16.8%
Land tax	0.0%	63.5%	68.0%	617	62.2%	0.0%	19.7%	18.1%
Advertisement tax	0.6%	8.3%	0.7%	3	27.3%	0.0%	72.7%	0.0%
Agriculture Income tax	9.5%	9.1%	4.4%	24	50.3%	0.0%	40.8%	8.9%
Institutional Income tax	15.4%	14.4%	2.1%	7	79.9%	0.0%	0.0%	20.1%
Remuneration tax	0.6%	35.1%	3.6%	20	43.7%	0.0%	39.3%	17.0%

Table 5.10.1: Q-E15Ai-Mi. Have you or your family paid the following types of tax within the last one year? E15A-M. [If yes in Q-E15 Ai-Mi] Do you think current level of taxation is appropriate? ('Not Paid Local Tax', 'Not Applicable' and 'Refused to Answer' not included)

Most respondents who had paid taxes in the past year said that the process of paying the tax/service charge/fee was easy (90.5%). A small minority (9.5%) reported feeling inconvenienced while paying taxes. In 2022 fewer people thought that paying taxes or service charge or fees was easy compared to 2020 than in 2020 (94.9%).

The 9.5% of respondents who said that paying taxes/service charges was difficult were further asked what could be done to make the process easier. Most thought provisions for online payments for all kinds of taxes or fees (76.1%) and facilitation of paying all taxes from the ward office itself (33.5%) would make the process easier.

### Views on Taxation

A vast majority of Nepalis residing in Bagmati Province agreed that they did not have a clear understanding of taxes and could use clearer information from different levels of government on tax collection and on how the government spends it. To analyze respondents' understanding of taxation, they were presented with four statements that they could agree, strongly agree, disagree, or strongly disagree with.

Nearly all respondents agreed (combination of 'agree' and 'strongly agree') that they could use additional information on the following: how the different levels of government collect taxes from the people (97.3%), how the government spends its collected taxes (97.4%), and what benefits citizens get

12 During the survey questions E15a were asked to all the respondents regardless of whether or not they had paid the taxes in the last one year. The possible choices of the question E15a were: more than last year, less than last year, not paid local tax, Not applicable, refused, and don't know. While analyzing the question- E15a, only the response of those who said Yes in E15 were included in the analysis.

in return for paying taxes (97.8%). Similar to past survey rounds, slightly less than half of respondents (37.3%) believed that the tax they pay is being properly utilized.

### Views on taxation, by year

	Year	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
I wish I had clearer information or understanding of taxes that I am supposed to pay for federal, provincial and local government.	2018	57.6%	36.5%	2.9%	1.9%	1.1%
	2020	77.9%	20.2%	0.5%	0.3%	1.1%
	2022	65.0%	32.3%	1.6%	0.5%	0.6%
I wish I had more information on how the government spends taxes.	2018	58.9%	38.1%	0.8%	1.1%	1.1%
	2020	81.5%	17.3%	0.1%	0.0%	1.1%
	2022	67.4%	30.0%	1.7%	0.3%	0.6%
As a citizen I wanted to know clear information on what benefits we get in return for paying the taxes.	2018	0.0%	0.0%	0.0%	0.0%	0.0%
	2020	82.3%	16.6%	0.0%	0.0%	1.1%
	2022	66.0%	31.8%	1.4%	0.3%	0.6%
I believe that the tax I paid is being properly utilized.	2018	20.3%	23.4%	31.2%	20.4%	4.6%
	2020	13.4%	28.7%	27.4%	27.0%	3.5%
	2022	15.0%	22.3%	26.2%	24.1%	12.4%

Table 5.10.2: Q-E16ai-iv. To what extent do you agree/strongly agree/disagree/strongly disagree with these statements? (N=1008)

Some 2.2% of those who paid one or more type of tax in the past year had to pay extra cash (other than that fixed by the government) or some type of gift to someone while paying taxes. Most gave this to a third party/broker (95.7%). Far fewer people paid extra to elected representatives (13.7%), employees of federal government (11.3%), employees of local government (11.2%), and employees of provincial government (7.0%).

### Willingness to Pay More Local Taxes for Better Services

The share of people in Bagmati Province willing to pay more local taxes if the quality of services were to improve has steadily declined over the survey rounds. In 2022, 47.7% said they would pay more taxes/fees in exchange for better services. The share unwilling to pay more taxes notably increased from 10.8% in 2020 to 50.4% in 2022 (Figure 5.10.1).

### Willingness to pay more local taxes for better services, by year

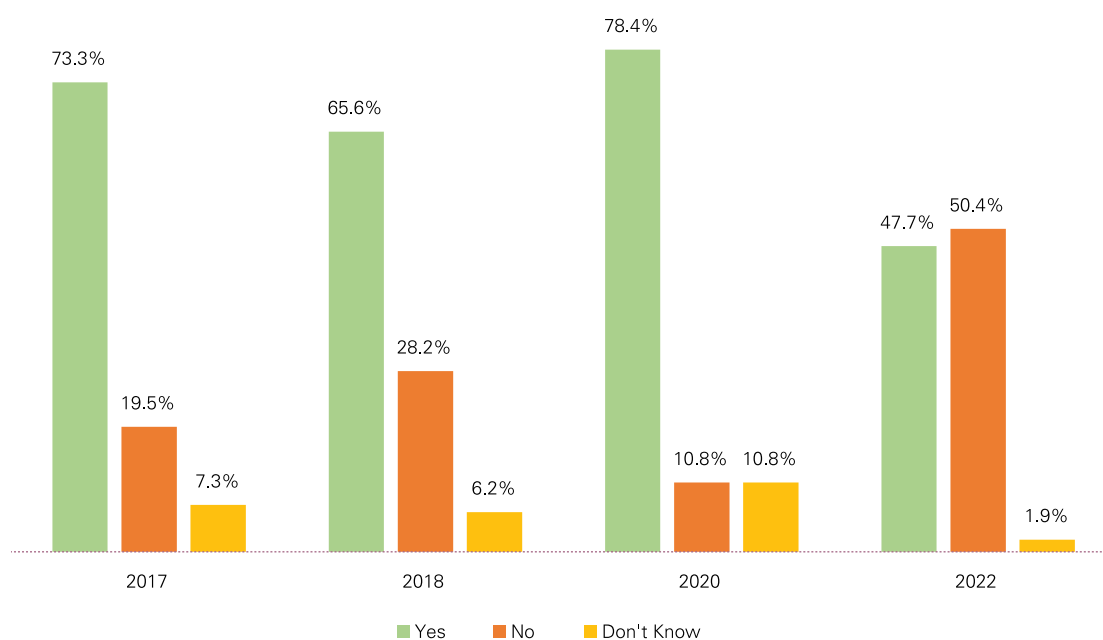


Figure 5.10.1: Q-E16. Would you be willing to pay more local taxes or fees if the quality of services like road maintenance, education or healthcare were improved? (N=1008)

## 5.11 CORRUPTION

Respondents were asked if they had to give money, gifts or perform a favour to receive nine different services listed in Table 5.11.1. This question was asked to all respondents.

The large majority of respondents said that they did not need services such as service from the court (96.1%), service from police (93.1%), or help searching for employment (90.6%). Only a marginal share of people from Bagmati Province (between 0.3% and 2.0%) admitted they had to pay bribes to receive different types of services. Some 2.0% mentioned paying bribes for vehicle-related services (obtaining/renewing license/bluebook, name transfer, etc.) and 1.5% paid a bribe for land-related services (buying, selling, transferring land, or paying land taxes, plotting, etc.).

### Bribe in exchange for services, by year (%)

Year	To get land related services	To get various documents	To take service from police	To take service from court	In search for employment	To Receive health service	To get admission in school or university	To get vehicle related services	To take Banking related services
2017	11.8%	4.3%	1.8%	2.0%	1.3%	0.5%	0.8%		
2018	8.7%	2.3%	0.2%	0.2%	4.0%	0.3%	0.3%		
2020	2.2%	2.5%	0.0%	2.8%	1.3%	0.2%	0.1%	3.2%	0.4%
2022	1.5%	0.6%	0.3%	0.3%	0.8%	0.5%	0.9%	2.0%	0.7%

Table 5.11.1: Q-E17 (A-I). During the past year, please tell me if you ever had to give money or a gift or perform a favor to obtain services from officials in these situations? (N=1008) ('Don't Know' and 'Refused to Answer' not included)

## 5.12 PUBLIC AWARENESS AND PARTICIPATION IN LOCAL GOVERNANCE PROCESSES

More than four-fifths (83.7%) of people in Bagmati Province said they were unaware of any development projects or budgets planned by their local governments for the current fiscal year. Some 16.3% said they were aware. There were no notable changes to levels of awareness over the survey years.

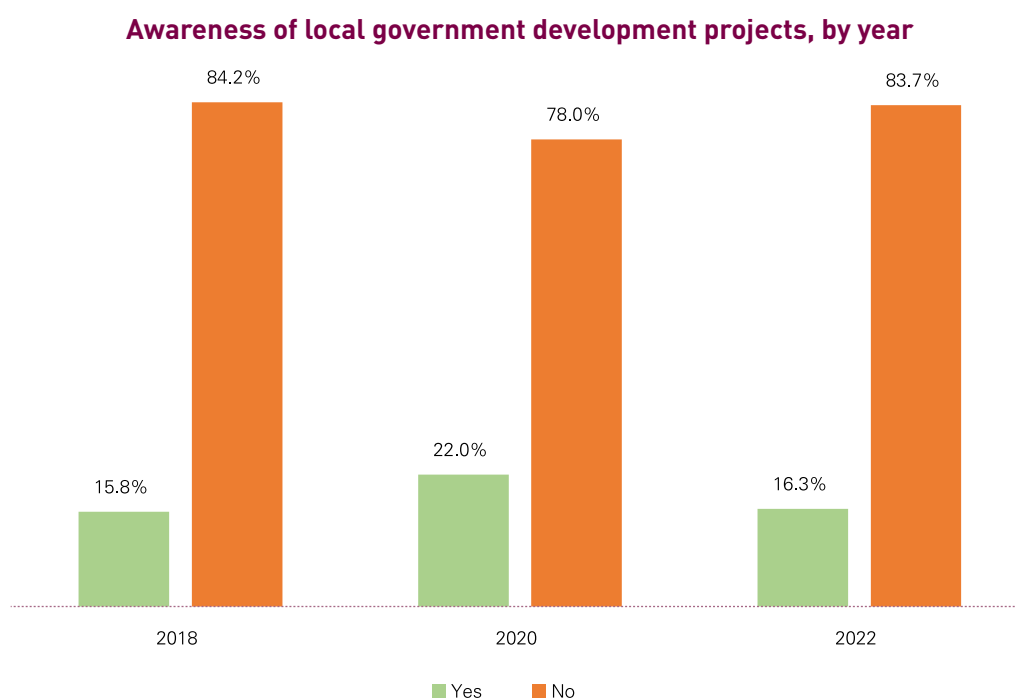


Figure 5.12.1: Q-E18. Are you aware of any development projects/budget planned for execution by your local government in the current fiscal year? (N=1008)

### **Priorities for Local Government Services**

The survey enumerators read out a list of 16 different services that local governments are supposed to provide, including health, education, agriculture, infrastructure, etc., and asked the respondents what the main priority of their respective local government should be.

Most people thought road/physical infrastructure related services should be the priority of local governments (33.4%), followed by drinking water (18.8%), education (15.8%), employment (12.2%), health (8%) and waste management (4.3%).

Over the survey years, the share of people who prioritize roads decreased, from 43.5% in 2018 to 33.4% in 2022, while the proportion of people who mention drinking water and employment related services has increased. Meanwhile, the share prioritizing education has also increased from 12% in 2020 to 15.8% in 2022.

### Local government services that should get first priority, by year

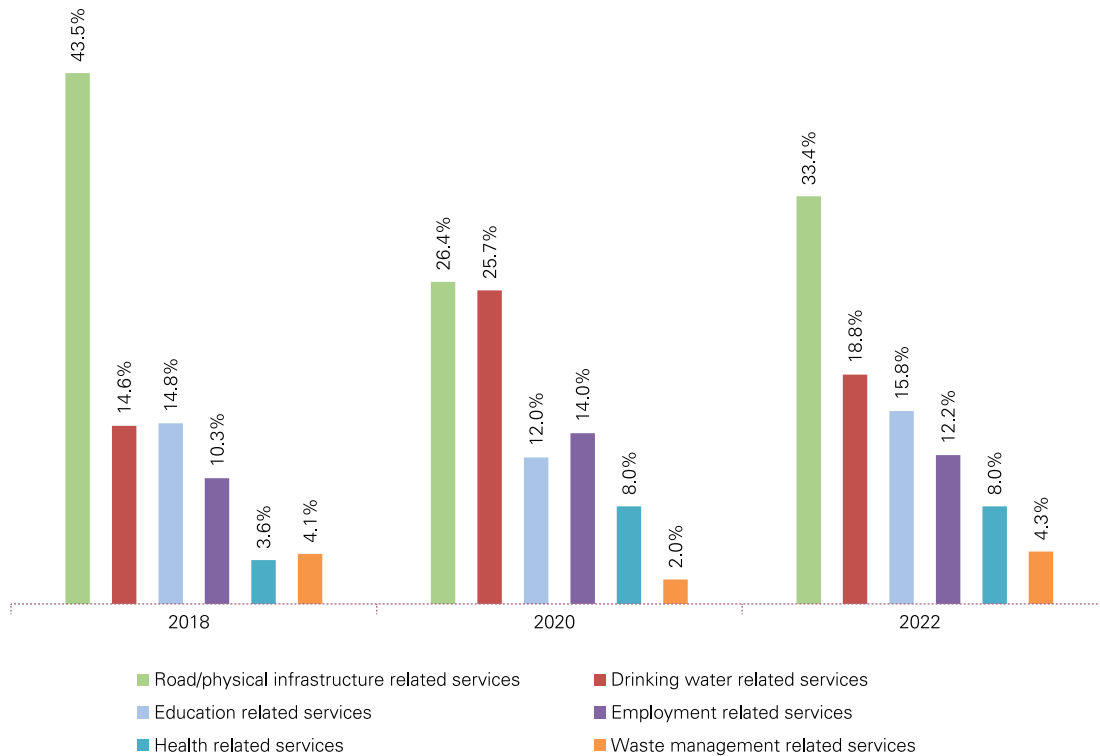


Figure 5.12.2: Q-E19. In your opinion, which service should get first priority from your local government? (N=1008)

### Awareness and Participation in Public Hearing

Less than one-fifth of respondents (16.9%) from Bagmati Province confirmed that there had been at least one public hearing in their ward or municipality in the past year – consistent with 2020 (16.7%). The share who said there was no public hearing increased from 24.8% in 2020 to 36.5% in 2022 while the share who were unsure decreased (Figure 5.12.3).

### Awareness of public hearing in the municipality/rural municipality, by year

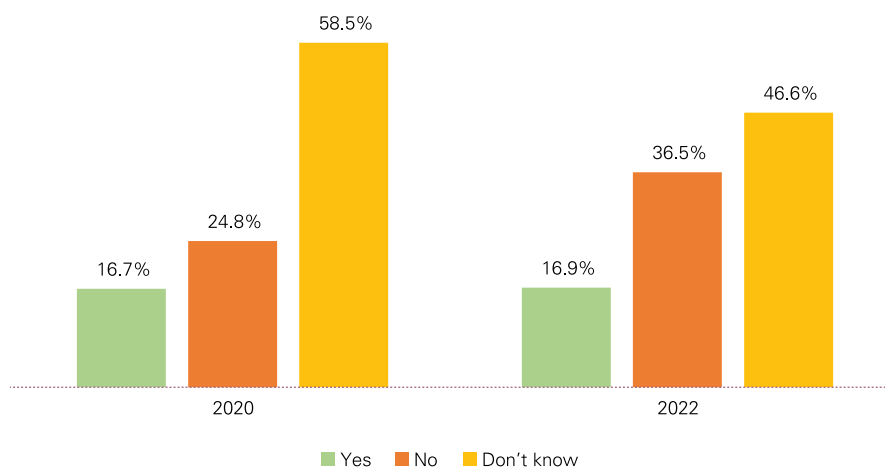


Figure 5.12.3: Q-E20. In last one year have there been any public hearing in your rural municipality/ municipality, including in your ward? (N=1008)

Respondents who affirmed that there had been public hearing(s) in their rural/urban municipality in the past year were asked whether they had participated in any public hearings in their locality. More than half (55.7%) said they participated in 'some' of the public hearings over the past year. Two-fifths (40.8%) said they never participated, and only a small minority (3.5%) participated in 'most' of these events.

Public participation in public hearings conducted rural/urban municipalities has increased over time, from 8.6% in 2018 to 59.2% in 2022, and the number of respondents who never participate in public hearings declined during the same period.

### ***Participation in Public Audits***

All respondents were asked whether there had been public audits of community development programs in their rural/urban municipality in the past year. Nearly half (46.4%) were unsure and two-fifths (41.5%) said there were no such audits. More than one in ten people (12.1%) affirmed that public audits of development programs had taken place in their locality (Figure 5.12.5).

The 12.1% of respondents who said there had been public audits of community development programs in their rural/urban municipality in the last year were asked about their participation. More than half (51.8%) said that they have never participated in any public audits of community development programs. More than two-fifths (44.5%) had participated in some public audits, and 3.7% said that they participated in most of the audits.

Participation seems to be improving over time. The proportion of respondents who participate in 'some' of the public audits increased significantly from 3.5% in 2018 to 44.5% in 2022 and there was a decline in the share of people who 'never' participated in public audits.



### Participation in public audit programs, by year

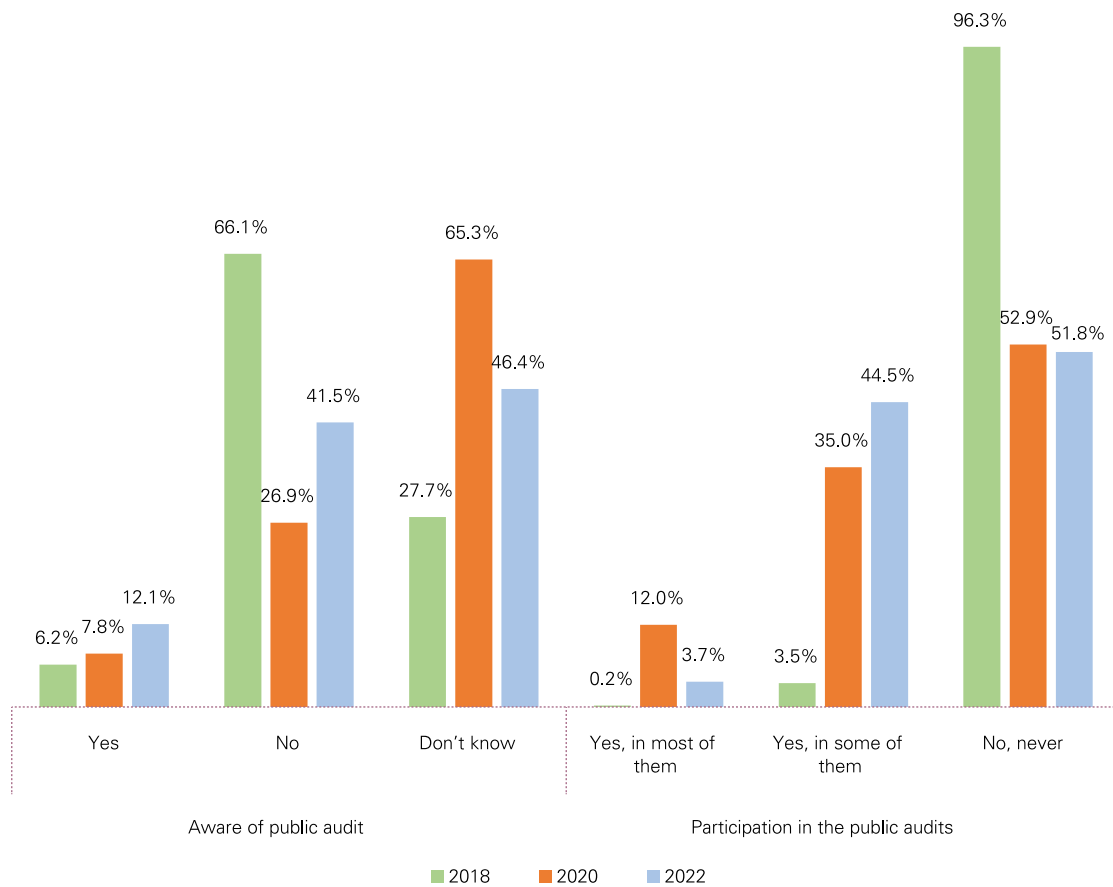


Figure 5.12.4: Q-E21. In last one year have there been any public audit in your rural municipality/ municipality/ward? (N= 1,461) and Q-E22. [If "Yes" in Q-E21]Did you participate in any of the public audits of the community development programs that was conducted in your rural municipality/municipality/ward? (N=177)

### Participation in Local Development Plans

When asked if they had participated in preparing local development plans in their ward/municipality in the past year, or while implementing those plans, most respondents (86.3%) said they never participated in such activities. Slightly more than one in ten respondents (12.0%) said they participated in some, and 1.7% participated in most of the activities related to local development plans (Figure 5.12.6).

### Participation in local development plans in the past year

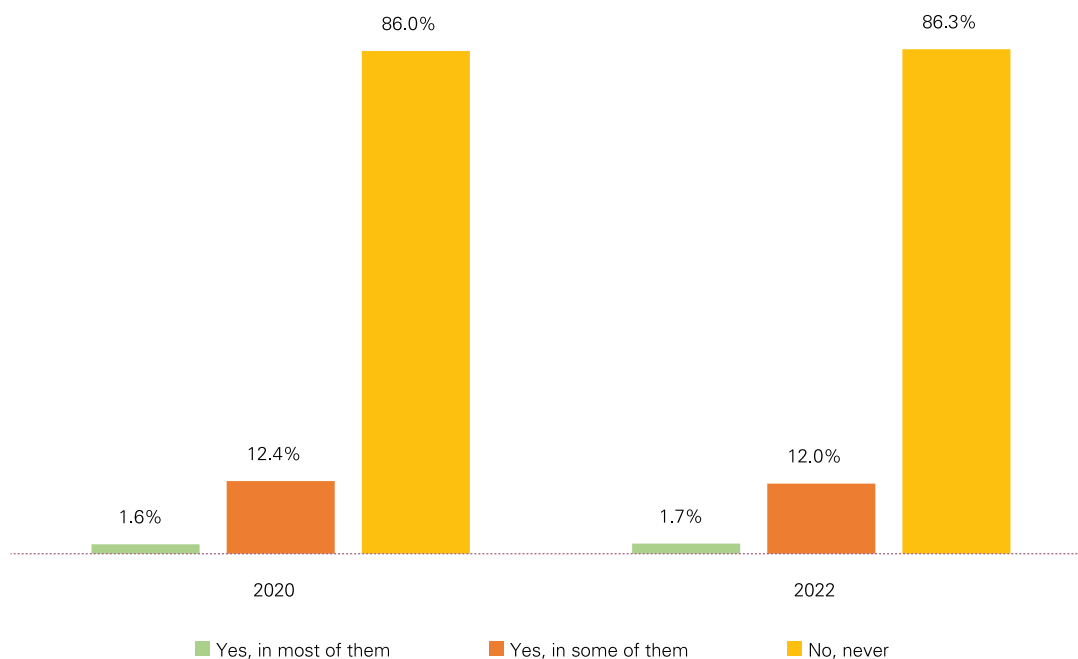


Figure 5.12.5: Q-E23. In the past one year, did you participate in preparing the local development plans of your rural municipality/ municipality/ward or while implementing those plans/programs? (N=990) ('Don't Know' and 'Refused to Answer' not included)

The plans and programs that elicited the highest levels of public participation were related to roads and other physical infrastructure (78.7%), drinking water (45.8%), education (34.0%), employment (22.8%), health (20.1%) and electricity (13.5%) –based on the responses of those who said they participated in some or most of the activities related to local development plans.

## 5.13 LOCAL ELECTIONS AND VIEWS ON ELECTED OFFICIALS

### **Confidence that Elected Officials Care**

Respondents were asked whether they thought that the people elected as mayor, deputy mayor, ward chairperson and ward members cared about them.

Over half of respondents in Bagmati Province thought that the various elected officials 'somewhat care' but only a relatively small percentage thought that elected officials 'strongly care' about the public. More than two-thirds thought that ward chairpersons (70.6%) and ward members (69.5%) care (either 'somewhat care' or 'strongly care') while levels of trust were lower for mayors (57.7%) and deputy mayors (56.3%).

### Confidence that elected officials care

	Yes, strongly think they care	Yes, they care somewhat	No, they do not care much	No, they do not care at all	Don't know/ Can't say
Mayor	5.8%	51.9%	27.1%	11.1%	4.0%
Deputy Mayor	3.8%	52.5%	28.5%	11.2%	4.0%
Ward chairperson	11.0%	59.6%	20.2%	7.2%	2.0%
Ward Members	11.3%	58.2%	21.0%	7.3%	2.1%

Table 5.13.1: Q-F1i-iv. If you think about the people elected to the rural/urban municipality, do you think they care about people like you? (N=1008)

### Contact with Elected Local Representatives

In 2022, more than four-fifths of respondents (88.8%) said they never contacted their elected representatives. Over the years, the proportion of people who tried to contact their elected representatives declined from 18.5% in 2017 to 11.2% in 2022.

Out of the 11.2% of respondents who approached their elected local representatives for help in the previous year, about half (49.0%) were somewhat satisfied and 13.6% were very satisfied with the results of this contact. Some 11.6% were 'dissatisfied' and 7.2% were 'very dissatisfied'. The shares of respondents who were 'very satisfied' or 'satisfied' decreased in 2022 in comparison to 2017.

## 5.14 VIEWS ON THE RESPONSIVENESS OF THE LOCAL GOVERNMENT

Three-fourths of respondents (75.5%) report that the local government's responsiveness to the needs of local people remained the same compared to previous year. One-fifth (20.3%) believed that the responsiveness of local government has improved, which is a sharp decline from 61.7% in 2020.

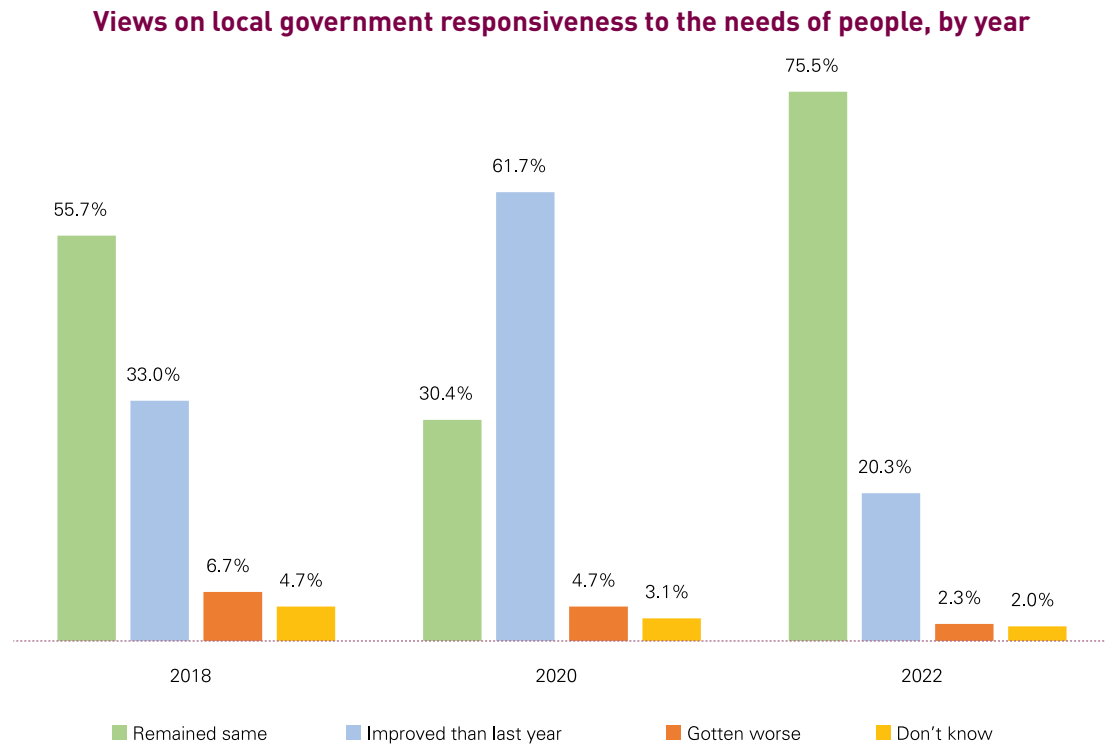


Figure 5.14.1: Q-F1A. To what extent do you think the Local Government has become responsive to the needs of people compared to last year? (N=1008)

### **Overall Satisfaction with Services Delivered by the Local Government**

In Bagmati Province, about half of respondents (53.0%) were not satisfied with services delivered by their local government, a sizeable share (47.0%) said they were satisfied. The share of people who were satisfied with services delivered by their local government decreased from 69.7% in 2020 to 47.0% in 2022, while the proportion dissatisfied people increased from 30.3% in 2020 to 53.0% in 2022.

### Overall satisfaction with regards to services delivered by the local government, by year

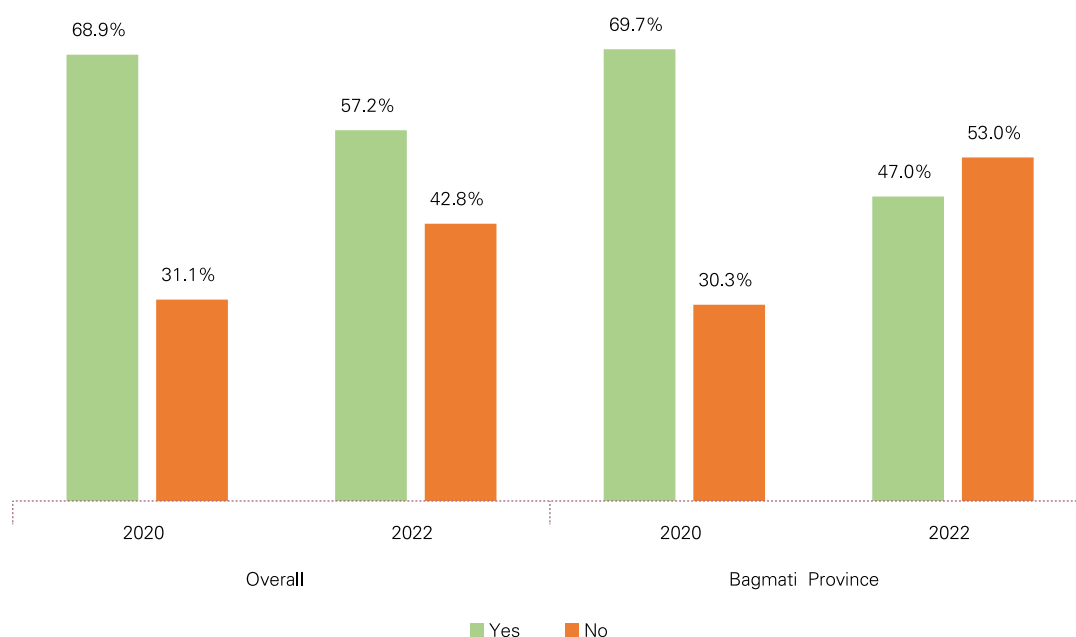


Figure 5.14.2: Q-E13g. Overall, are you satisfied from the services delivered by the local government (rural municipality / urban municipality) of your area? (N=1008)

In Bagmati Province, people in rural municipalities (38.1%) were less satisfied with the services delivered by the local government than those in urban municipalities (51.0%). Across caste/ethnic groups, Madhesi Adibasi/Janajati (71.4%) were comparatively more satisfied from the services delivered by their local governments.

### **Satisfaction with Education, Health, and Road Services Delivered by Local Government**

The survey also asked respondents to rate their satisfaction with education, health, and road services provided by their local governments. They ranked their satisfaction on a scale of 0 to 10, with 0 representing "highly dissatisfied," and 10 representing "highly satisfied." Average satisfaction levels of people residing in Bagmati Province for these services ranged from 5.7 to 6.6 (Figure 5.14.3). In Bagmati Province, levels of satisfaction decreased compared to 2020, especially for road services.

### Average levels of satisfaction with education, health, and road-related services, by year

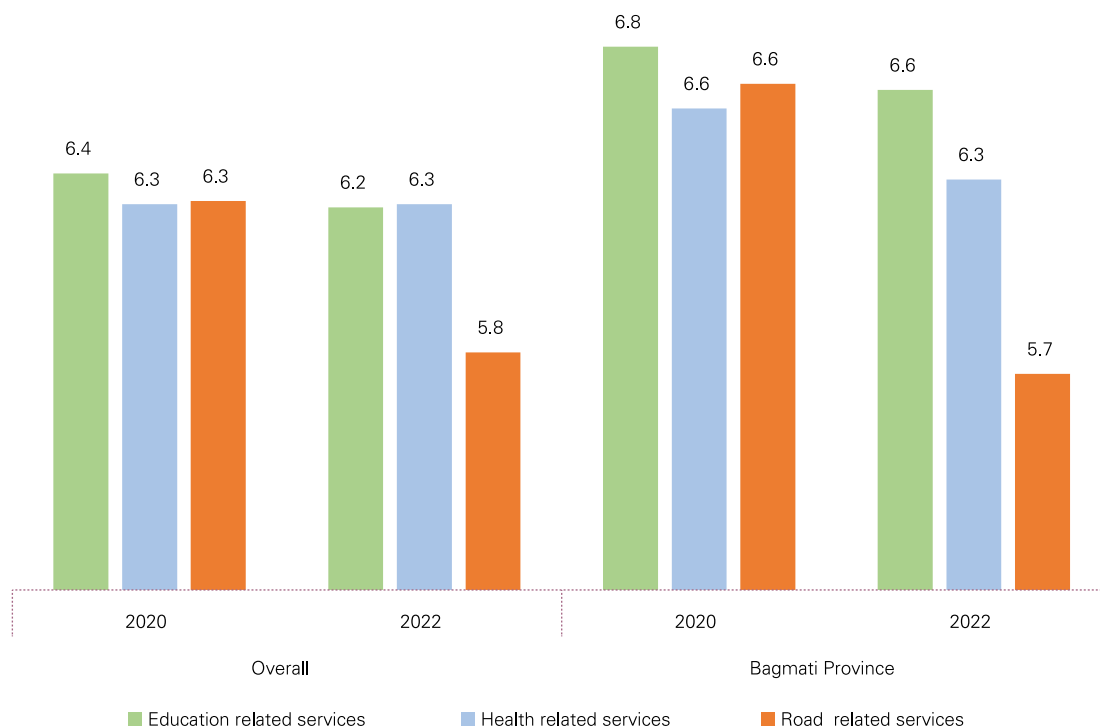


Figure 5.14.3: Q-E10Ha,b,c. How satisfied are you with the education, health and road related services provided by the rural municipality/ municipality in your areas? [Rate the level of your satisfaction in a scale of 0 to 10; while 0 represent highly dissatisfied, 5 represent neither dissatisfied nor satisfied and 10 represents extremely satisfied] (N=1008)

## 5.15 LOCAL ELECTIONS

The survey documented the views of Nepalis of the second tenure of the local elections held on May 13, 2022. Respondents were asked questions about their participation in local elections, satisfaction with the result of the elections, expectations, whether the local elections were free and fair, their reasons for voting, and access to polling booths.

Four-fifths (80.1%) of people in the Bagmati Province voted in the local elections of 2022<sup>13</sup>. The shares participating in local elections in 2017 (79.7%) and in 2022 (80.1%) were similar.

The majority of respondents (91.3%) considered the election of 2022 to have been free and fair – the same share as in 2017 (91.6%). The small share of respondents (1.2%) who thought the elections were not free and fair gave the following reasons: use of force, money and bribery (82.1%).

Some 80.9% of respondents from Bagmati Province were happy or very happy with the result of the 2022 local elections. When asked about the impacts of local elections on their lives, about three-fifths of respondents (59.7%) believed that elections would help improve their quality of life and slightly more than one-third (34.5%) thought that elections would not have any impact.

Those who thought that local elections would improve the quality of their lives gave the following reasons: improvement in public service delivery (47.6%), local leaders' incline towards addressing the needs of the community (44.2%), and better accountability of leaders (39.5%) (Figure 5.15.1).

13 According to the Election Commission of Nepal, 64% of registered voters had cast their vote in the local election of 2019. In SNP 2022 more a higher share of people reported voting during the local elections that year.

### Reasons for expected improvement in the quality of life

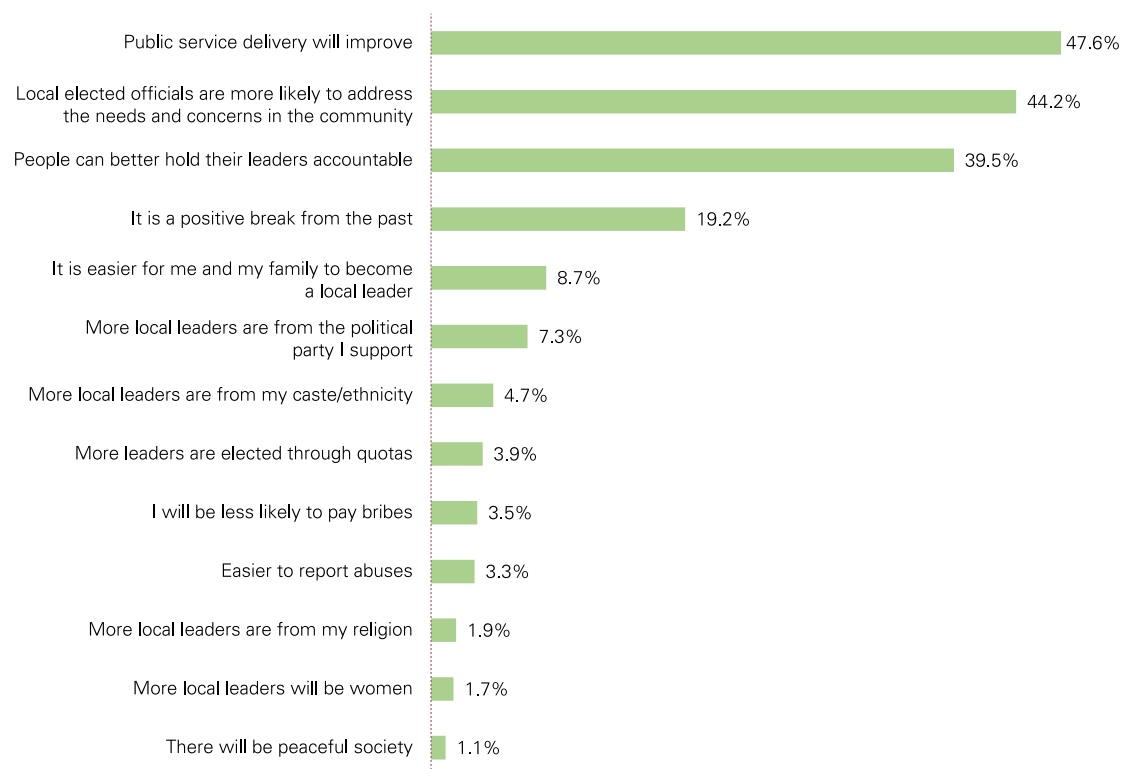


Table 5.15.1: Q-F6. Why do you think that quality of life will improve? (N=602)

### Basis of Voting

A further question was asked to the 80.1% of respondents who had voted in the 2022 local elections; They were asked on what basis did they chose their candidate. One-third (33.3%) said that they voted because they liked the candidate who stood from the political party, and just under one-third (30.4%) liked the independent candidate and the principles he/she stood for (30.4%). Around 24.3% mentioned said they voted for a particular candidate because they knew him/her. Some 16.1% said they voted because the chosen party/candidate works for people's rights and stands for change (Figure 5.15.1).

### Basis of Voting (%)

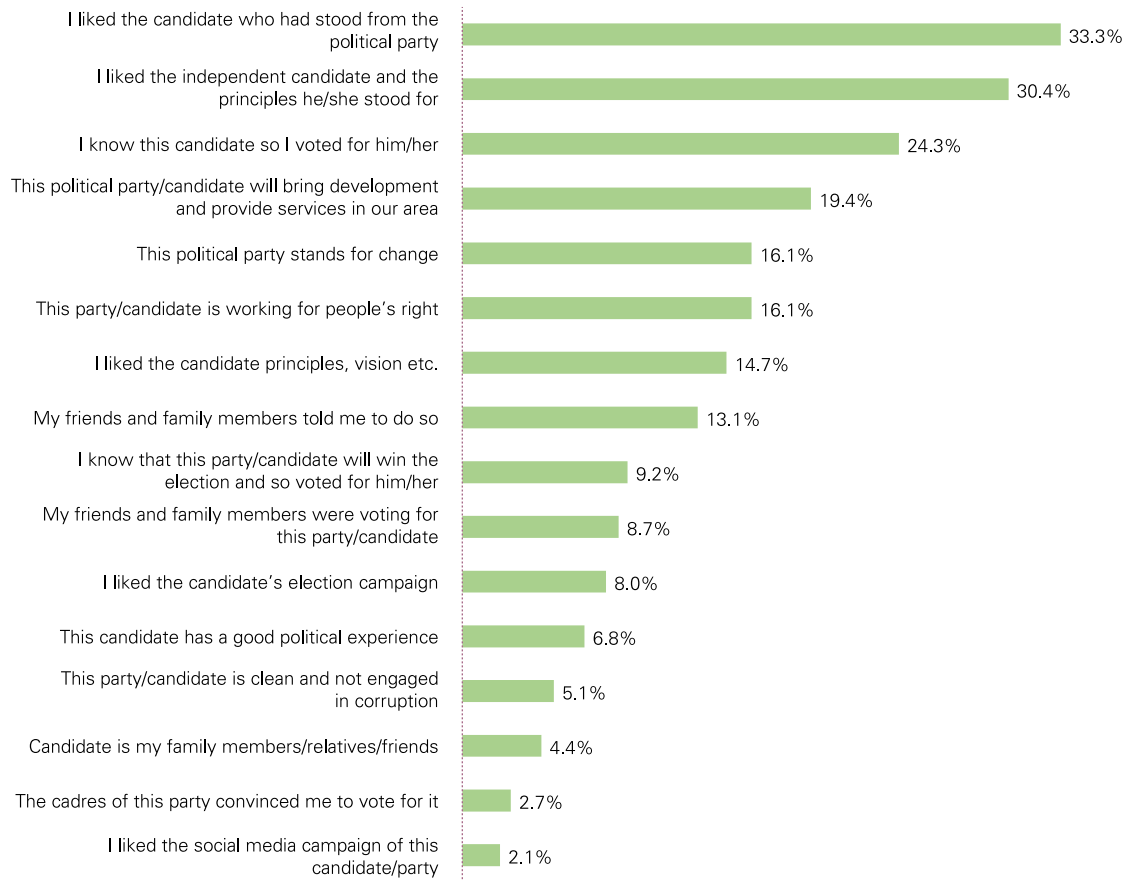


Figure 5.15.2: Q-F7.1. On what basis did you decide who to vote for? (N=807)

### Ease of Voting

The survey further asked the 80.1% of respondents who voted in the local elections about how easy the process was for them in their respective polling booth. The majority (74.0%) of people said it was easy to cast their vote in their respective polling booths, while nearly one-fifth (19.2%) said it was very easy. However, 6.2% said it was difficult and 0.7% thought it was very difficult.

Reasons why people felt voting was easy include proximity to polling booths (65.8%), easy accessibility to polling booths (36.5%), easily understandable ballot paper (32.7%), and helpful security personnel (10.7%).



## 6. ECONOMIC OUTLOOK AND ACCESS TO INFORMATION

### 6.1 PERCEPTION OF LOCAL ECONOMIC CONDITIONS

Slightly more than one-fifth (21.0%) of respondents were optimistic that economic conditions in their municipality/rural municipality were improving but the larger share (64.9%) said that economic conditions remained the same. A small minority (2.5%) thought that local economic conditions were getting worse.

Over the years, the share of respondents who mention improving local economic conditions increased from 14.3% in 2017 to 39.5% in 2020 but declined again in 2022 to 21.0%. The proportion of people reporting unchanged economic conditions was highest in 2022 (64.9%). The share who thought that economic conditions were getting worse declined from 5% in 2020 to 2.5% in 2022.

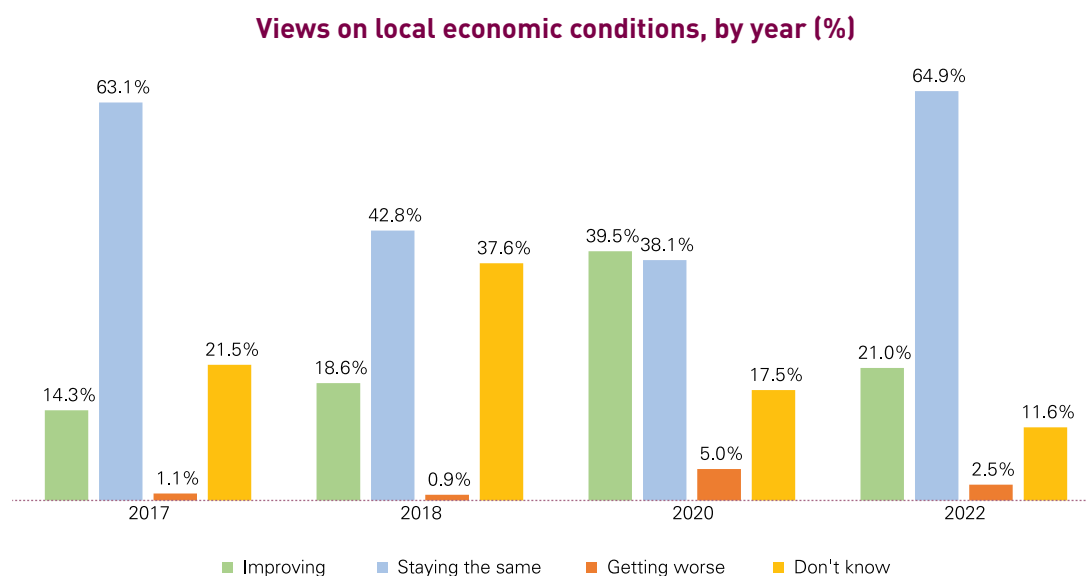


Figure 6.1.1: Q-G1. Do you think economic conditions in your urban municipality/rural municipality are improving? (N=1008)

Views on local economic conditions vary by education background and income level. The higher a respondent’s education level the more optimistic they were about local economic conditions.

The 21.0% of respondents who said that economic conditions in their municipality are getting better were further asked to provide their reasons for saying so. Frequently cited reasons for a positive economic outlook were better infrastructure (38.6%), more investment opportunities (30.2%), more budget allocation to local municipalities (26.3%) and improving water supply (12.7%).

**Reasons why local economic conditions are improving, by year**

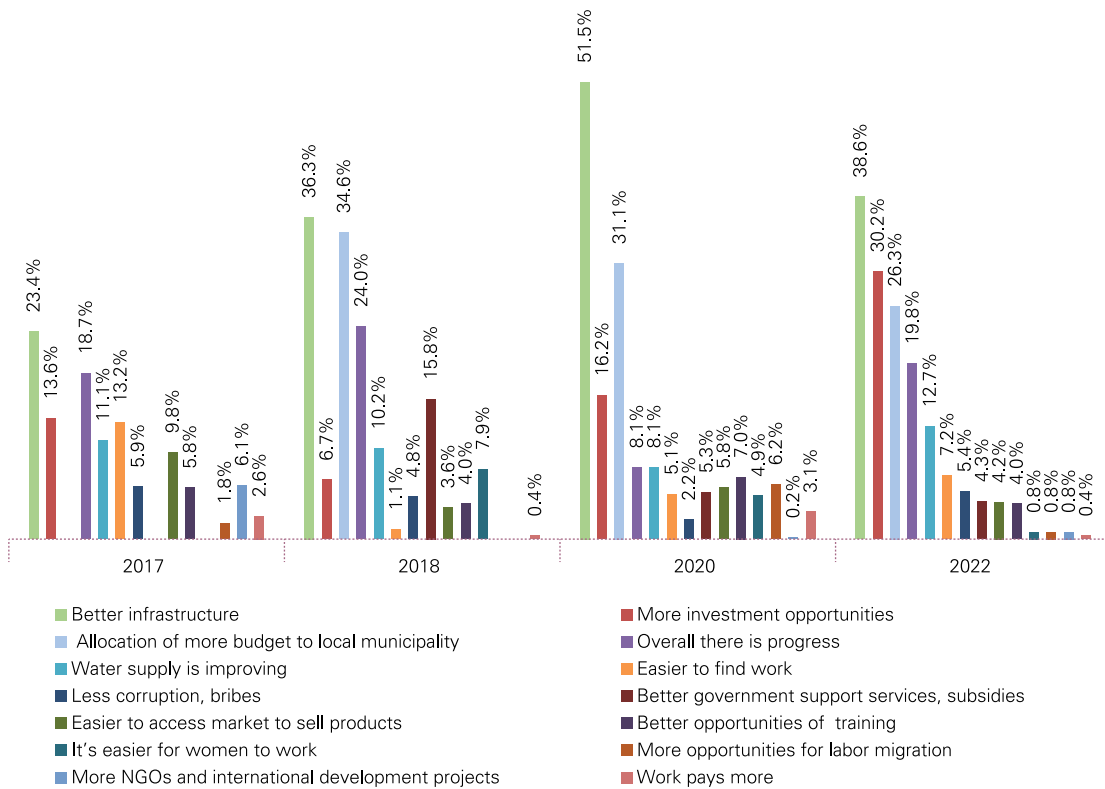


Figure 6.1.2: Q-G2. [If “Yes, economic conditions are improving” in Q-G1] Why do you think that economic conditions are improving in your municipality /rural municipality? (N=210)<sup>14</sup>

## 6.2 PERSONAL AND HOUSEHOLD INCOME

The survey measured the level of personal and household incomes of respondents by asking them to disclose their monthly personal and household income brackets in intervals.

Three-fifths of respondents (60.0%) in Bagmati Province reported that their average monthly household earning is more than NPR 20,000 and slightly more than one quarter (26.6%) said that it is between NPR 10,000-19,999. The share of respondents who report having an earning of less than NPR 10,000 a month was 8.4% in 2020, less than in previous survey rounds.

14 In SNP 2017 and 2018 respondent were limited to give the two major reason for improvement in economic condition of their respective urban municipality/rural municipality, however in 2020 and 2022 respondent were allowed to give multiple responses. To compare responses over the four survey rounds, only the first two responses of respondents in 2020 and 2022 were considered and analyzed.

The share of respondent with a monthly household income of NPR 40,000 or more has fluctuated over the years: it peaked in 2020 (34.9%) and decreased in 2022 (29.7%); in 2014 it was lowest (14.3%).

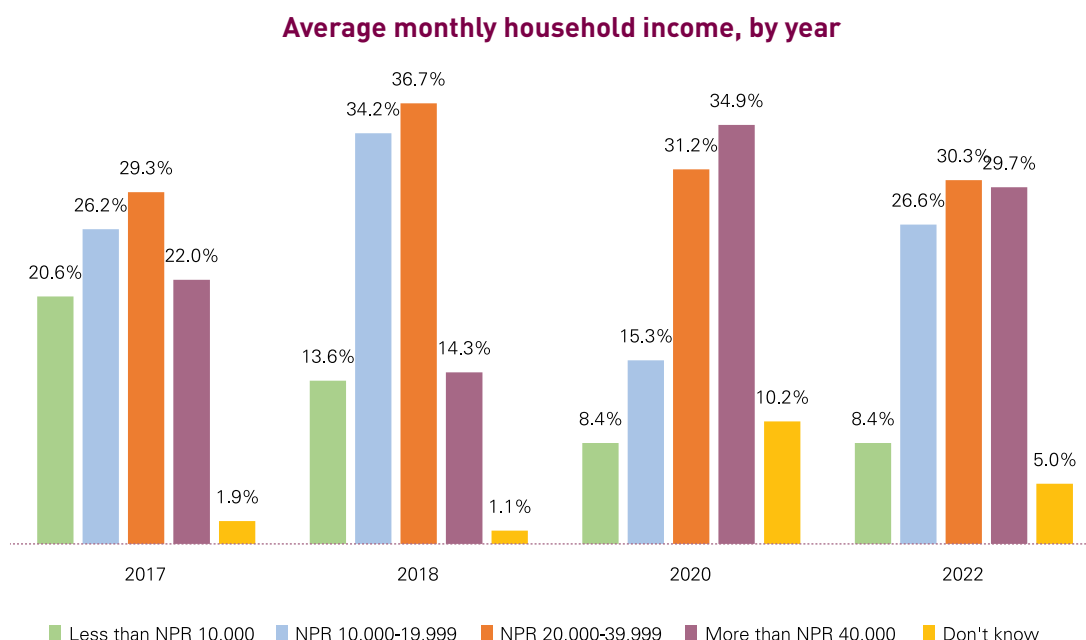


Figure 6.2.1: Q-G4. Approximately how much was your household income per month in the last year? (N=987)  
(‘Refused to Answer’ not included)

More people in rural municipalities had a monthly household income of NPR 10,000-19,999 (40.9%) than in urban municipalities (19.9%). In urban municipalities, more households (38.5%) had average incomes of NPR 40,000 and more than in rural municipalities (11.2%).

While two-fifths (39.9%) of respondents from Hill Castes reported having an income of NPR 40,000 or above only around 14% of the respondents from Hill Dalit groups reported the same.

Some 28.6% of Madhesi (Adibasi/Janajati) respondents had an income of NPR 40,000 or above – noticeably fewer than respondents from Madhesi Caste (Level 1) (100%) and Madhesi Caste (Level 2) (85.7%). More than half of respondents from Madhesi (Adibasi/Janajati) (57.1%), Hill Adibasi/Janajati (30.1%), Hill Caste (Level-1) (30.2%) and Hill Dalit (27.1%) had a monthly household income of NPR 20,000-40,000.

### **Changes in Household Income**

Household incomes remained the same for most respondents in Bagmati Province over the previous year (74.9%).

The biggest increase in household income compared to the previous year was seen in 2020. In 2022, there was a sharp drop of those reporting increased household incomes compared to 2020: from 31.0% to 9.5%. The share reporting that their incomes stayed the same increased in the same time period (from 53.9% in 2020 to 74.9% in 2022). The shares reporting decreased household incomes remained constant over the survey rounds. Here too, people with more education or higher incomes were more likely to report an increase in household incomes than those with less education or lower incomes.

### Change in household income over the last year, by year

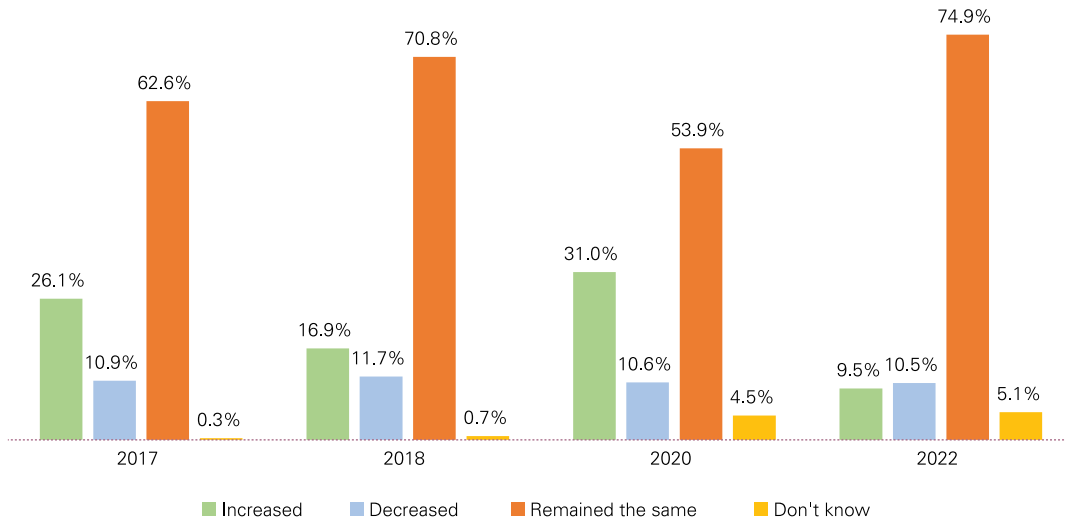


Figure 6.2.2: Q-G5. How has your household income changed in the last year? (N=1008)

### Personal Income

In addition to household incomes, the survey also asked about respondents’ personal monthly incomes. Nearly one-third of respondents (30.0%) either refused to answer or mentioned no source of monthly income. Many of these respondents were students or engaged in agriculture or household work. Women were twice as likely to refuse to answer this question as men.

Of those respondents who shared their personal income, slightly more than two-fifths reported a personal monthly income of NPR 20,000 or more (42.3%) – more than the national average (Figure 6.2.3). The share of respondents earning less than NPR 10,000 (32.2%), however, is lower than the national figure (37.0%).

### Personal income in 2022

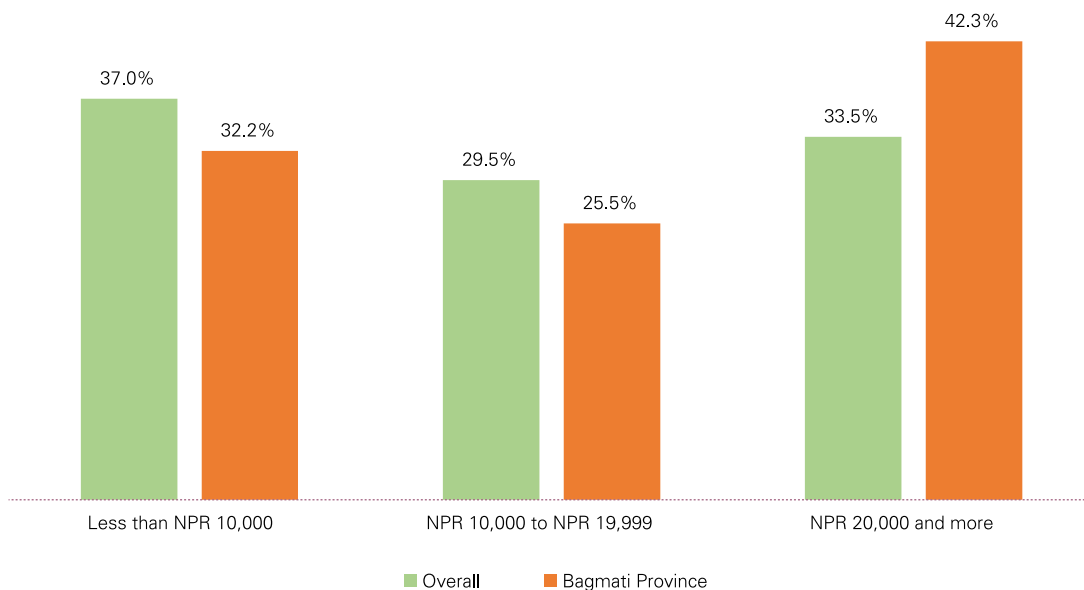


Figure 6.2.3: Q-G6C. What is your present level of personal income that you earn in a year? (N=706) ('Refused to Answer' not included)

Respondent from urban municipalities (52.4%) were twice as likely to earn more than NPR. 20,000 than people residing in rural municipalities (25.3%). About one quarter (23.2%) of respondent from urban municipalities earned less than 10,000 a month, compared to almost two-quarters of people residing in rural municipalities (47.0%).

Respondents in the Mountain and Hill regions (26.8%) were twice as likely to earn NPR 10,000-20,000 as those in the Terai (13.0%). However, more people from the Hill (44.3%) and Terai (43.5%) regions earned over NPR 20,000 a month than people in the Mountain region (25.0%).

Around half of Madhesi (Adibasi/Janajati) (50.0%) and Hill Dalit (45.9%) earned less than NPR 10,000 a month compared to around one-quarter of Hill Caste groups (24.9%). Some 66.7% of Madhesi Adibasi/Janajati and 36.9% of Hill Adibasi/Janajati reported personal incomes of more than NPR 20,000. Higher incomes were associated with higher levels of education. For instance, 78.4% of the respondents with a Bachelor's degree and above reported a monthly personal income over NPR 20,000 compared to 22% of the respondents with primary education.

### 6.3 MIGRATION AND REMITTANCES

In 2022, 14.7% of people from Bagmati Province reported having at least one family member working in a foreign country; this is less than during past survey rounds (Figure 6.3.1).

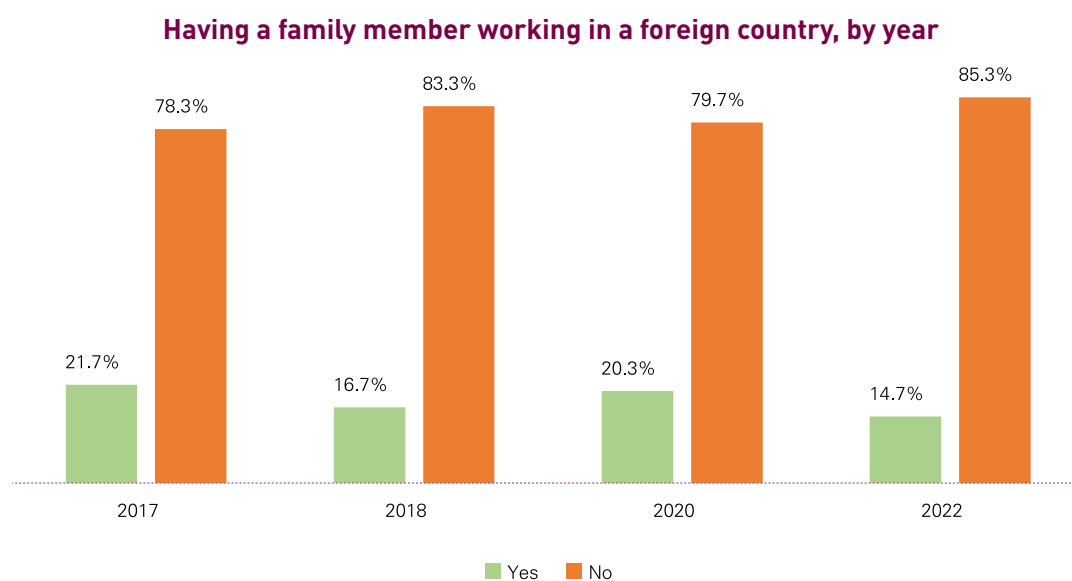


Figure 6.3.1: Q-G12. Is anyone in your family currently in a foreign country for work? (N=1008)

The 14.7% of the respondents with a family member working abroad were further asked if their family members faced any problems. The large majority (93.6%) said they did not face any problems. A small proportion cited the following difficulties: different work than what was promised (1.2%), different payment than what was agreed upon (4.3%), physical injuries or illness (2.6%), and extreme working conditions (0.6%).

The survey attempted to understand whether respondents encouraged their family members, friends, relatives, and other people they know to seek foreign employment. In 2022, around one-third of people in Bagmati Province said they encouraged someone to go work abroad – a share similar to previous survey rounds.

### Encouragement to seek foreign employment, by year

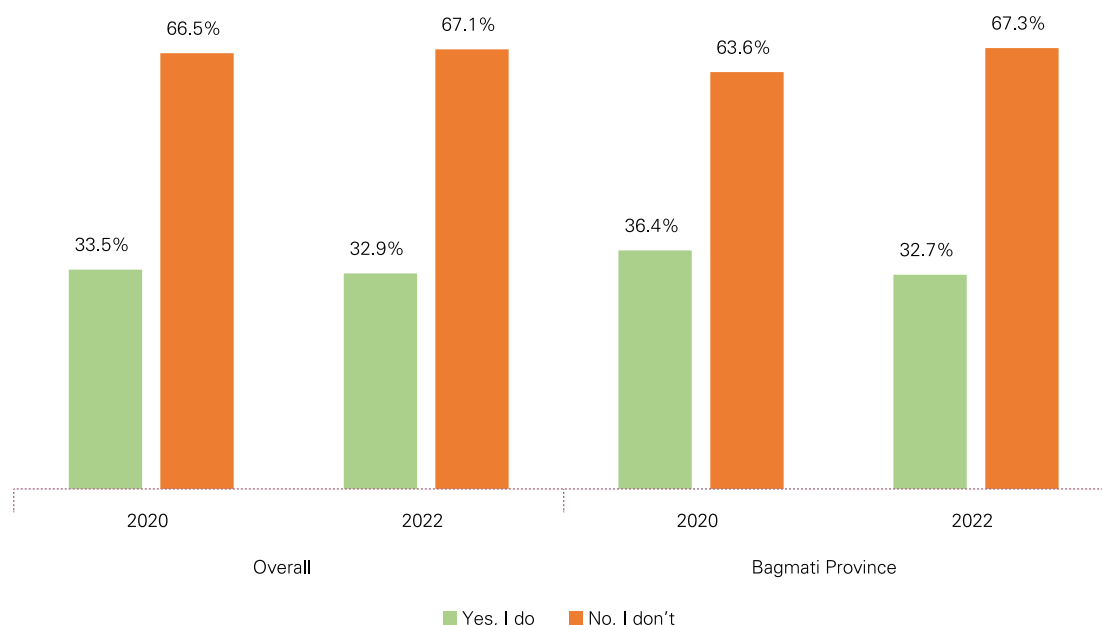


Figure 6.3.2: Q-G12.4. Do you encourage your family members, friends, relatives, and other people you know to go to the foreign employment? (N=1008)

### Remittances

The share of people in Bagmati Province receiving remittances from outside the country decreased slightly from 15.8% in 2020 to 11.5% in 2022. Meanwhile, 9.9% reported receiving remittances from within Nepal in 2022 compared to 8.4% in 2020 (Table 6.3.1).

### Receipt of remittances, by year<sup>15</sup>

Year	From inside	From outside	From both inside and outside	Remittance, not yet received	Not applicable	Don't know
2020	8.4%	15.8%	1.6%	9.4%	64.7%	0.1%
2022	9.9%	11.5%	0.7%	2.3%	69.1%	6.6%

Table 6.3.1: Q-G13. Have you or your family members ever received remittance from inside or outside the country? (N=1008)

Across caste/ethnic groups, Madhesi Caste (Level-2) were more likely to receive remittances from outside (57.1%) and inside (14.3%) the country.

15 In SNP 2017 and 2018 respondent were asked "Have you or your family ever received remittance from inside or outside the country?", however in 2020 and 2022 they were asked "In the past one year, have you or the members of your family received remittance from outside or inside of the country?"

### Changes in Remittances

The survey asked the 22.1% of respondents who said they received remittances from within the country, from outside the country, or both, to further assess the changes in levels of remittances they received over the past year.

In 2022, two-fifths of respondents (40.4%) said that the remittance they receive had increased. Over the years, a comparatively small but rising share of respondents reported that the remittance they received had decreased (7.4% in 2017, 12.0% in 2020, and 12.3% in 2022).

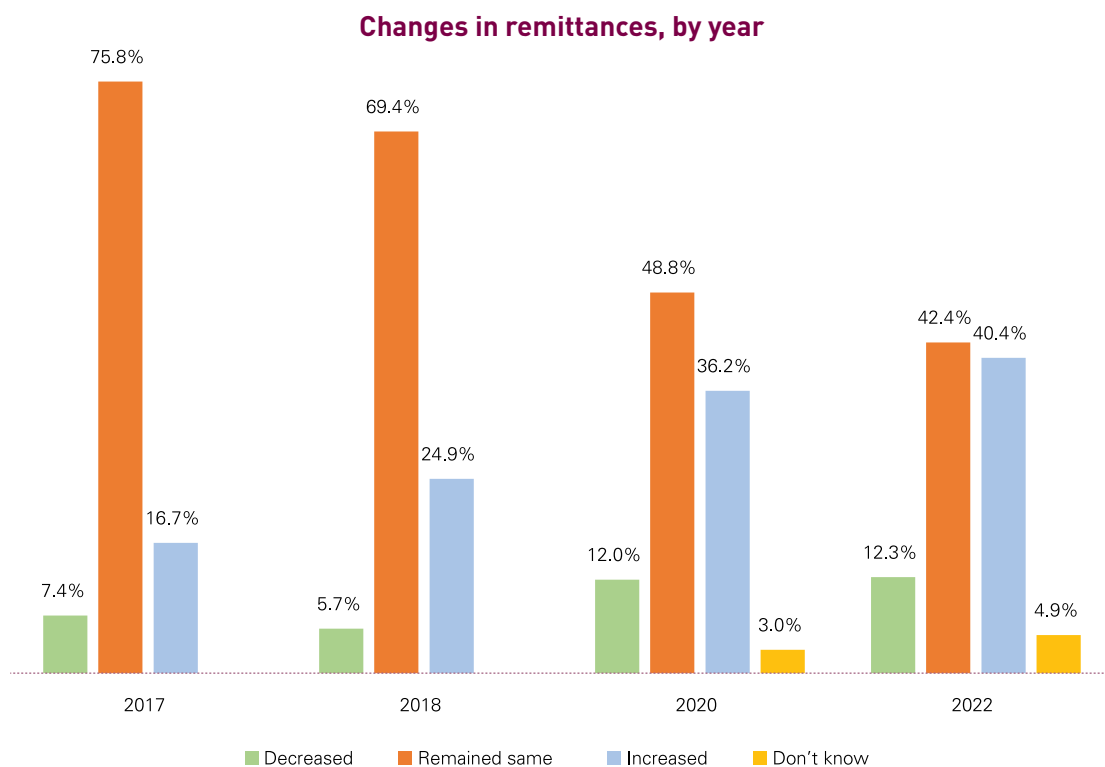


Figure 6.3.3: Q-G14. Compared to the previous year, has the amount of remittance that your household have been receiving increased, remained same or decreased? (N=222)

### Purpose of Remittances

The survey asked the 22.1% of respondents who reported receiving remittances what they use the remittance money for (main purposes). People from Bagmati Province mentioned using the remittance for their daily life expenses (74.4%), healthcare and medical expenses (48.9%), for children's education (26.3%), and to pay off loans (12.3%). A few said they used it for savings in the bank (11.1%) and to build a house (8.7%).

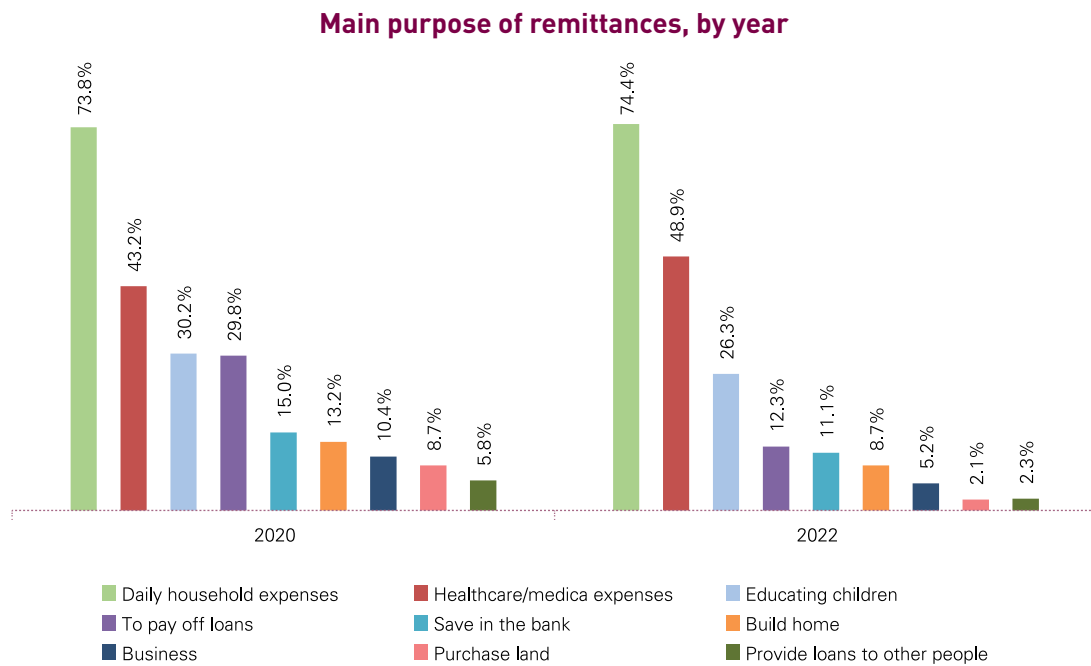


Figure 6.3.4: Q-G14A. Generally for what purpose do you spend the remittance money that you or your family members receive? (N=222)

## 6.4 AWARENESS OF AND ACCESS TO INSURANCE

Some 90.6% of all respondents in Bagmati Province said they were aware of insurances. The survey asked these respondents whether they had heard of different types of insurance read out to them by the enumerators (Table 6.4.1). Large shares had heard of life insurance (98.0%), health insurance (87.5%), and motor vehicle insurance (78.0%). Just under three-quarters (73.5%) had heard of personal/accident insurance and over half were aware of travel insurance (52.6%), property insurance (54.5%), livestock insurance (61.4%) and agricultural insurance (66.5%). Awareness was lowest for property insurance (49.8%).

### Awareness and Ownership of various types of insurance, by year

	2018		2020		2022	
	Aware	Own	Aware	Own	Aware	Own
Life Insurance	98.0%	10.7%	96.6%	22.9%	95.0%	19.0%
Personal/Accident Insurance	73.5%	5.6%	81.6%	3.3%	82.6%	8.6%
Auto Insurance	78.0%	16.0%	87.7%	31.2%	86.7%	31.8%
Health Insurance	87.5%	9.8%	89.8%	17.4%	94.5%	20.8%
Agricultural Insurance	58.5%	0.3%	70.5%	1.6%	66.5%	1.9%
Livestock Insurance	61.4%	4.5%	81.0%	8.7%	75.1%	6.4%
Property Insurance	49.8%	1.0%	62.7%	4.5%	54.5%	2.2%
Travel Insurance	58.0%	6.7%	68.3%	5.1%	52.6%	1.2%

Table 6.4.1. Q-G21B.A1-H1. Have you heard of the following insurance? (N=1,333) and Q-G21.B. B1-H1 [If "Yes" in Q-G21.B. A1-H1] Do you have the following insurance? ('Don't Know', 'Refused to Answer' and 'Not Applicable' not included)



The survey also attempted to know whether respondents had taken the insurance they were aware of. While awareness of insurance types was relatively high, far fewer people actually owned the types of insurance asked about. Comparatively higher proportions of respondents in Bagmati Province took motor vehicle insurance (31.8%), health insurance (20.8%) and life insurance (19.0%).

Awareness and ownership of different types of insurance increased with people's education level. For instance, a higher proportion of respondents with a bachelor's degree and above (31.4%) were likely to have life insurance compared to respondents who are illiterate (10.7%).

## 6.5 EMPLOYMENT AND INCOME GENERATION OPPORTUNITIES

The majority of Nepalis in Bagmati Province believed that both employment opportunities (63.7%) and income generation opportunities (60.6%) in their locality had not changed in the past year. A relatively smaller proportion thought there were more employment opportunities (3.6%) and income generation opportunities (4.5%) and about one-fourth thought that they had declined (Figure 6.5.1).

The share of respondents who thought that employment opportunities had decreased grew by 21.8 percentage points in 2022 (29.6%) compared to 2018 (7.8%). Similarly, the share reporting decreased income generation opportunities also grew noticeably over time, from 8.4% in 2018, to 32.0% in 2022.

**Employment and income generation opportunities in local area, by year**

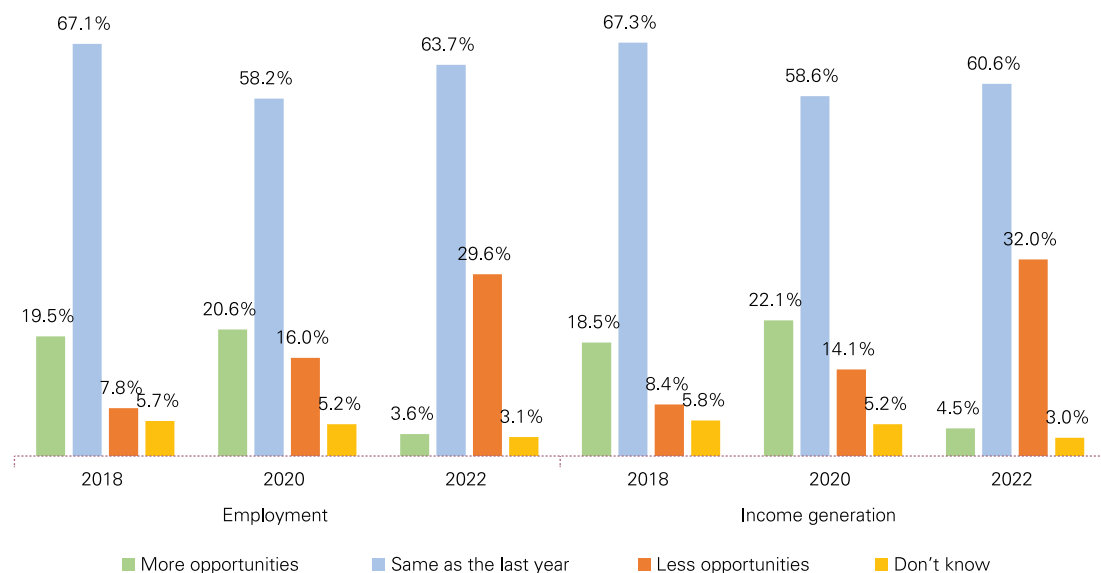


Figure 6.5.1: Q-G23a and Q-G23b. How do you consider the situation of employment opportunity and income generation opportunity in your local areas? (N=1008)

Similar shares of people residing in the Mountain (25.4%) and Hill (25.9%) regions of Bagmati Province reported decreased availability of employment opportunities in their locality. People from the Terai (64.3%), however, were much more likely to report decreased employment opportunities in their locality. Likewise, more people from the Terai (67.9%) said income generating opportunities were decreasing in their area compared to people residing in the Hill (28.5%) and Mountain (24.2%) regions.

In Bagmati Province, about two-fifths of respondents in the younger age group reported decreased income generating opportunities (42.7%) and employment opportunities (39.9%) in their locality compared to the older people in the age group of 50 and above.

## 6.6 SOURCES OF INFORMATION

For residents of Bagmati Province, friends, relatives, and neighbors (45%) were the primary sources of information on their local government's plans, initiatives, and budget, followed by television (28.0%), and social media (23.3%). About one-fifth of respondents said they generally do not receive information on local government plans, initiatives, and budgets.

Source of information for local government activities, by year

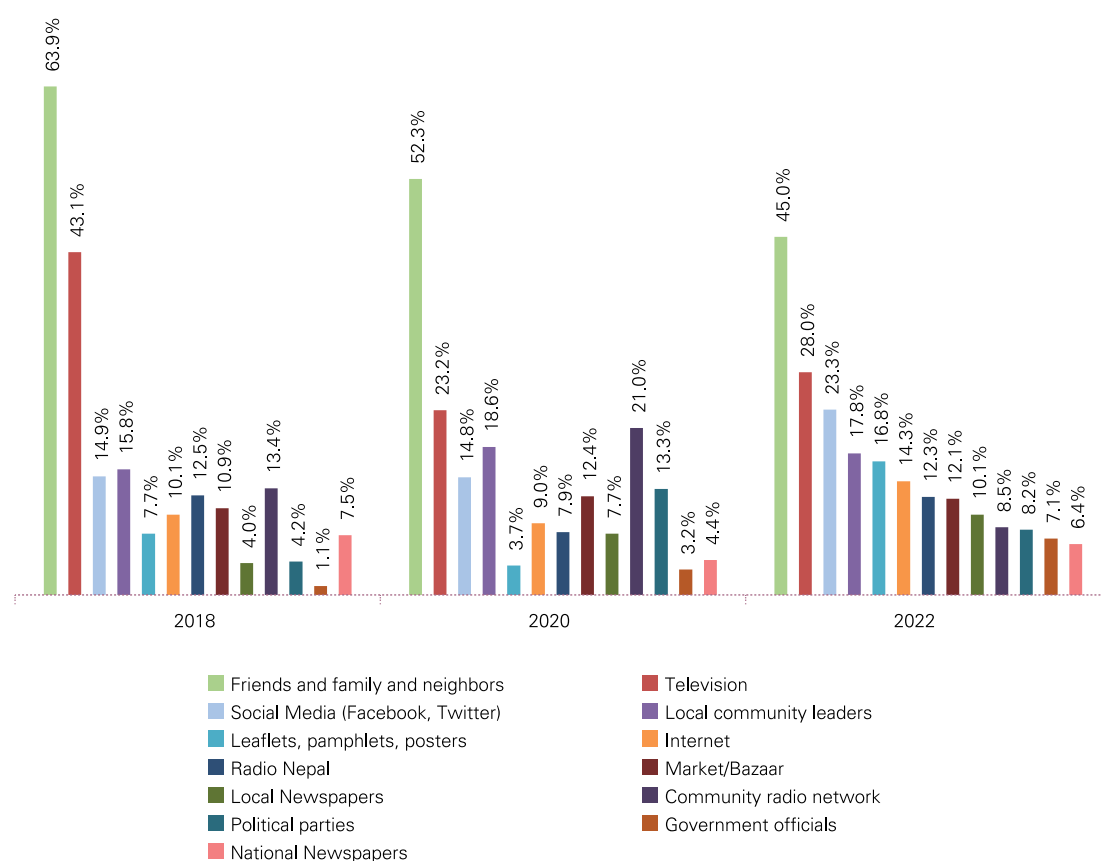


Figure 6.6.1: Q-H5. How do you normally get information about the plans, programs, and budget of local government? (N=1008)

The proportion of respondents receiving information about local government activities from friends, family, and neighbors, television declined in 2022 compared to previous survey rounds. Meanwhile, the share receiving information through social media has increased, from 14.9% in 2020 to 23.3% in 2022.

Respondents with higher levels of education considered social media to be the main source of information, followed by friends, family, and neighbors and television. In contrast, respondents with no education at all, or no formal education were more likely to consider their friends, family, and neighbors as their main source of information.

### Expected Information from the Local Government

Bagmati Province residents were asked what sort of information, they expected their municipality or their rural municipality to provide on a regular basis. Two-fifths (40.9%) of respondents mentioned that public notices should be regularly provided, followed by employment related information (31.3%) and livelihood related information (29.6%).

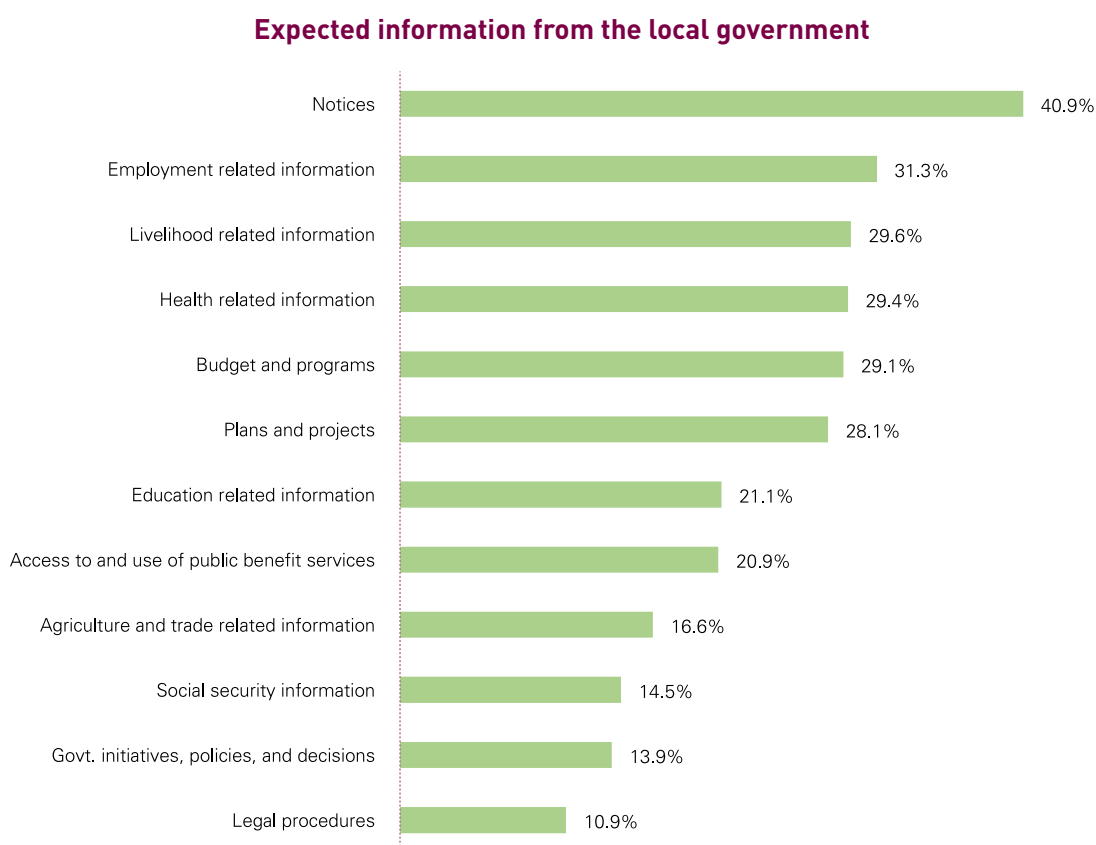


Figure 6.6.2: Q-H6. What kind of data, and information do you expect your municipality, the rural municipality should provide people and make that public, regularly? (N=1008)

### Satisfaction with Access to Information

Over half of respondents from Bagmati Province (54.5%) were dissatisfied with the data and information made available by their local government. Some 21.5% were satisfied and 24.0% were unsure or did not know about information and data made available.

Only a small minority of respondents (8.1%) said they made attempts to access information from their local government. Those who did, tried to acquire the following information: budget and programs (32.2%); access to and use of public benefit services (electricity, sewage, road, etc.) (27.7%); notices (25.3%); plans and projects (16.8%); health related information (15.2%); and livelihood related information (11.0%). Most of them said they tried to access information by talking to the relevant government agency (53.2%), by taking the help of family and friends (47.1%), or through the help of local political leaders (30.1%). A few used the government's website (9.2%). Some 68.3% said they were able to access to information they needed.

# 7. EXPERIENCE AND IMPACT OF COVID-19 PANDEMIC

## 7.1 GOVERNMENT'S RESPONSE TO MANAGE COVID-19

During the COVID-19 pandemic, all three levels of government implemented measures to prevent and control COVID-19 and to minimize its socio-economic impacts. The survey asked all respondents whether they thought the government response was sufficient.

Although most respondents believed that the response from all three levels of government was appropriate, a considerably larger proportion (29.1%) felt that the local level's response was either "sufficient" or "very sufficient" than responses from federal and provincial governments (Figure 7.1.1).

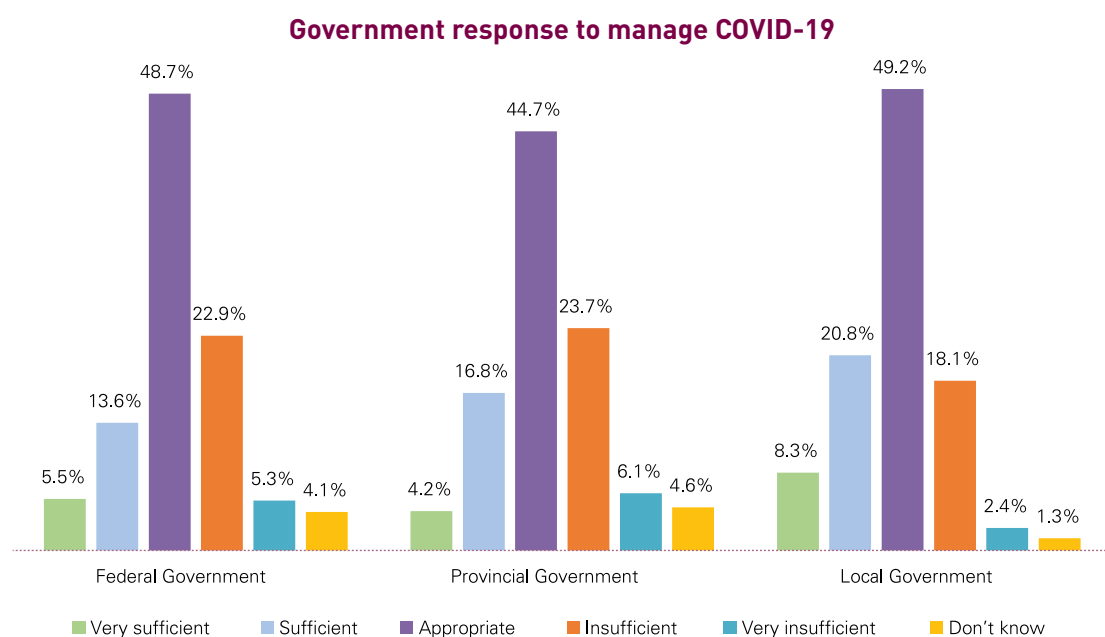


Figure 7.1.1: Q-13. How sufficient was the government's response to manage COVID-19 crisis- very sufficient or sufficient or appropriate or insufficient or very insufficient? (N=1008)

### Rating of Government Response

On a scale of 0 to 10, respondents were asked to rate the measures taken by the government to prevent and reduce the spread of COVID-19: 0 represents “not effective at all” and 10 represents “very effective”. Most people in Bagmati Province considered the government’s response and measures to have been “effective” (Table 7.1.1).

Among the highest-ranked government prevention and control measures, rated “highly effective,” were the government’s enforcement of the use of masks and social distancing (mean 8.07 points), and mobility and travel restrictions (mean 7.75 points).

### Mean ratings for government response during COVID-19

	Mobility and travel restrictions to reduce spread of virus	Enforcing use of masks and social distancing to reduce the spread	Enforcing business closures / openings	COVID -19 testing	Quarantine facilities	COVID -19 treatment (hospitals, ICU beds, etc)	Response to support vulnerable population suffering loss of livelihoods	Migrant workers returning to Nepal
N	1008	1008	1008	1008	1008	1008	1008	1008
Mean	7.75	8.07	6.27	6.15	5.98	5.62	5.75	5.83

Table 7.1.1: Q-14.A-H. How do you rate the government’s following response to prevent and reduce the spread of COVID-19? (*‘Refused to Answer’ not included*)

### Expected Action of Government for Socio-Economic Recovery from COVID-19

The survey asked all respondents which areas the government could further support for socio-economic recovery and to mitigate socio-economic consequences of COVID-19.

Most people suggested that the government should improve health services (55.4%), initiate government support programs (41.0%) and expedite the vaccination process (38.3%). A considerable share also mentioned creating more employment opportunities and cash schemes for households (33.0% each) to better support socio-economic recovery from the pandemic.

### Expected Action of Government for Socio-Economic Recovery from COVID-19

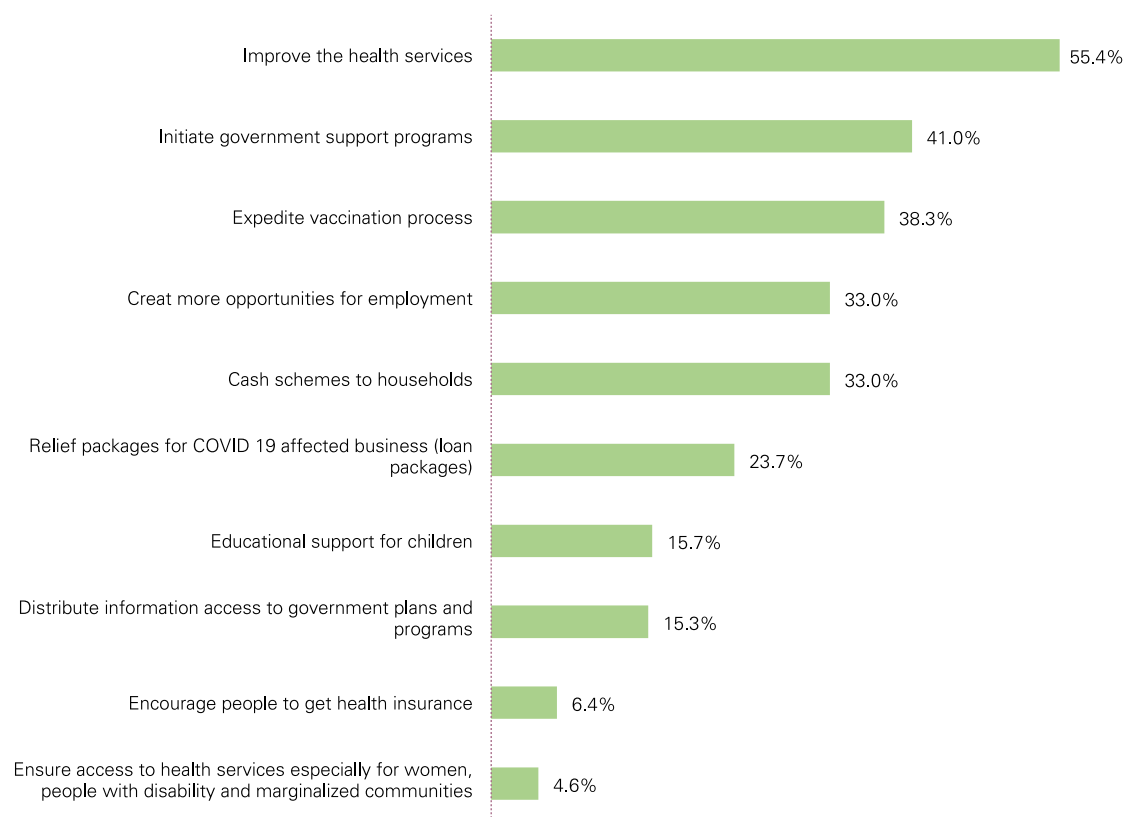


Figure 71.2: Q-16. To support socio- economic recovery from COVID- 19, what could the government do more to support its citizens? (N=1008)

## 7.2 RESPONSIVE ACTORS DURING COVID-19 AT THE LOCAL LEVEL

In 2022, respondents were asked who was most responsive during the pandemic to manage COVID-19 impacts within their community. Almost three-fourths (71.5%) of respondents from Bagmati Province said that their local government was most responsive. Far lower shares mentioned community volunteers (11.0%), local leaders (6.4%), and community-based organizations at (4.7%).

## 7.3 MAJOR PROBLEMS AND COPING STRATEGIES DURING COVID-19

Some 56.4% of Nepalis from Bagmati Province said they did not face problems due to the COVID-19 pandemic and lockdown restrictions. The rest (43.5%) said they faced difficulties.

Those who had faced problems cited the following difficulties during the pandemic: increased food prices (37.8%), decreased income/profits (37.4%), serious illness (33.9%), difficulties getting basic services (31.5%), loss of employment or other main source of income (24.9%), and increased non-food necessity prices (15.9%).

The survey also asked those respondents who reported facing some problems due to the COVID-19 pandemic about their coping strategies. Slightly more than one-fourth (28.2%) responded that they did not do anything to cope with the impacts of COVID-19 (Table 7.5.1).

The rest relied on various coping mechanisms to minimize the impact. Many acquired loans from money lenders (13.7%), and received assistance from relatives/neighbors (15.1%). Considerable shares bought food on credit (7.6%), reduced food consumption (5.9%), or sold livestock and assets (11.4%).

### Coping strategies during COVID-19

Coping strategies	%
Did nothing	28.2%
Used savings	39.6%
Received assistance from relatives/neighbors	15.1%
Acquired loans from money lenders	13.7%
Sold livestock	11.4%
Bought food on credit	7.6%
Reduced food consumption	5.9%
Sold assets (land, building, ornaments, furniture, machinery)	5.8%
Acquired bank loans	3.6%
Acquired loans from Cooperatives	2.2%
Bought non-food items on credit	1.1%
Reduced non-food consumption	0.7%
Received in-kind assistance from Government/Other Organizations (NGOs, etc.)	0.7%
Migrated to find work elsewhere	0.5%
Acquired loans from micro-finance	0.2%
Adopted new profession/business	0.2%
Received financial assistance from Government/Other Organizations (NGOs, etc.)	0.2%

Table 7.3.1: Q-110. How did you cope up with the above problems (during the lockdown and in the months after the lockdown)? (N=1008)







