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

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

Part I. General Information
1. Name of individual: ______________________________________________________

2. Resident of:
   __ Lusaka
   __ Northern Province
   __ Eastern Province
   __ Southern Province

Part II. Mode of Application
3. For your recent transaction with Immigration did you:
   - Apply in person (skip to Question 7)
   - Send an employee (skip to Question 7)
   - Hire a notary/lawyer
   - Use an agent
   - Other [Please list: ________________________________]

4. If you used a notary or agent, what was your reason for not applying in person?
   - Notary/lawyer is handling all aspects of my (skip to Question 12). (If the respondent used both processes, continue filling out the information).

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

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

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

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

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

Part III. Application Experience
7. Please tell us which operations you completed recently with Immigration: (please check all that apply)
- Request for extension of visa
- Request for work permit
- Other [Please list: _________________________________________________]

8. What was your source of information on how to register? (check all that apply)
- Information desk at Immigration Customer Service Center
- A desk officer at Immigration Customer Service Center
- The signed placards in the Immigration Customer Service Center office
- Immigration’s Website
- My notary/lawyer
- My agent
- Other [Please list: _________________________________________________]

9. Were the instructions clear?
   __ yes __ no __ no opinion
   Please explain: _________________________________________________________
________________________________________________________________________
________________________________________________________________________

10. Did the instructions correspond to the actual process that was followed?
    __ yes __ no __ don’t know__not sure
    Please explain: _________________________________________________________
11. How many days did it take to complete your transaction with Lands (counting from time of lodging application to time of receiving completed certificate)?
   __ same day __ less than a week __ less than 2 weeks __ less than 4 weeks __ over a month __ over 3 months __ over 6 months

12. Did this time correspond to the amount of time you were told it would take?
   __ yes __ no __ don’t know.
   If not, how many days were you told it would take? _____ days _____ weeks _____ months

13. Did the time you were told it would take correspond to the time in the Immigration’s customer service charter?
   __ yes __ faster ___ slower  __ not aware of the Charter

14. Did you have to make multiple visits to Immigration in order to check on the progress of your application or file additional paperwork? __ yes __ no __ N/A (used an agent or notary) (If response is yes, proceed to next question, otherwise skip to Question 20)

15. If yes, how many visits total did you make to Immigration before picking up the completed application?
   __ 2/3
   __ 4/5
   __ more than 5

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

17. If yes, please explain:
   __________________________________________________________________________
   __________________________________________________________________________
18. Did the amount you paid for your certificate(s) correspond to the written notices at the Immigration office?
__ yes __ no __ don’t know

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

Part III. Improvements in Service
20. How would you rate your experience at Immigration in terms of staff courtesy and knowledge?
_____ very good _____ satisfactory _____ poor _____ no opinion

21. How would you rate your experience at Immigration in terms of waiting time to be served?
_____ very good _____ satisfactory _____ poor _____ no opinion

22. How would you rate your experience at Immigration in terms of processing time to obtain certificates?
_____ very good _____ satisfactory _____ poor _____ no opinion

23. How would you rate your experience at Immigration in terms of the comfort of the Customer Service Center?
_____ very good _____ satisfactory _____ poor _____ no opinion

24. Some government offices have a poor reputation of requiring extra payment (speed money) to obtain service. Do you think Immigration suffers from this problem?
_____ a great deal _____ sometimes _____ never _____ no opinion _____ no
Please explain: __________________________________________________
________________________________________________________________________
________________________________________________________________________

25. Are you familiar with Immigration’s Customer Service Charter?
__ yes __ no __ don’t know

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

27. Was this the first time that you had applied at Immigration?
28. If you had applied at Immigration before, what year was this in? _____________

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

__ yes __ no

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

_____ faster _____ slower _____ same _____ no opinion

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

__ better __ worse __ same _____ no opinion

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

__ better __ worse __ same ____ no opinion__don’t know

Please explain: ___________________________________________________________
________________________________________________________________________
________________________________________________________________________

Part IV. Customer Outreach and Feedback

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

__ TV announcements
__ Radio announcements
__ Newspaper announcements
__ Brochures
__ Staff speaking at trade shows or business association events
__ Other (describe) ___________________________________________________________________
__ No, I have never seen any public communications about Immigration

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

__ Amount of paperwork required as part of the application process
35. How did you lodge your complaint or suggestion?
- Suggestion Box at the office
- Spoke to a staff member
- Wrote a letter to management
- Called the Immigration office
- Lodged a complaint at the Anti-Corruption Commission
- Lodged a complaint at the Advocacy Legal Advice Center
- Other [__________________________________________]

36. Was Immigration responsive to your concern? __ yes __ no (if no, skip to Question 35)
Please explain: __________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

37. If yes, how soon did they respond to your concern?
- Within a week
- Within a month
- More than a month

How did they contact you?
- Called your office
- Wrote a letter to you
- Spoke to you
  __ Didn’t contact me but I saw improvement
- Other [____________________________________________________]

38. If you have not lodged a complaint with Immigration, why not?
__ I am satisfied with their service/ No reason to complain
__ I do not believe they will respond
___ I am too busy
___ I am concerned about possible repercussions
___ Other

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

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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