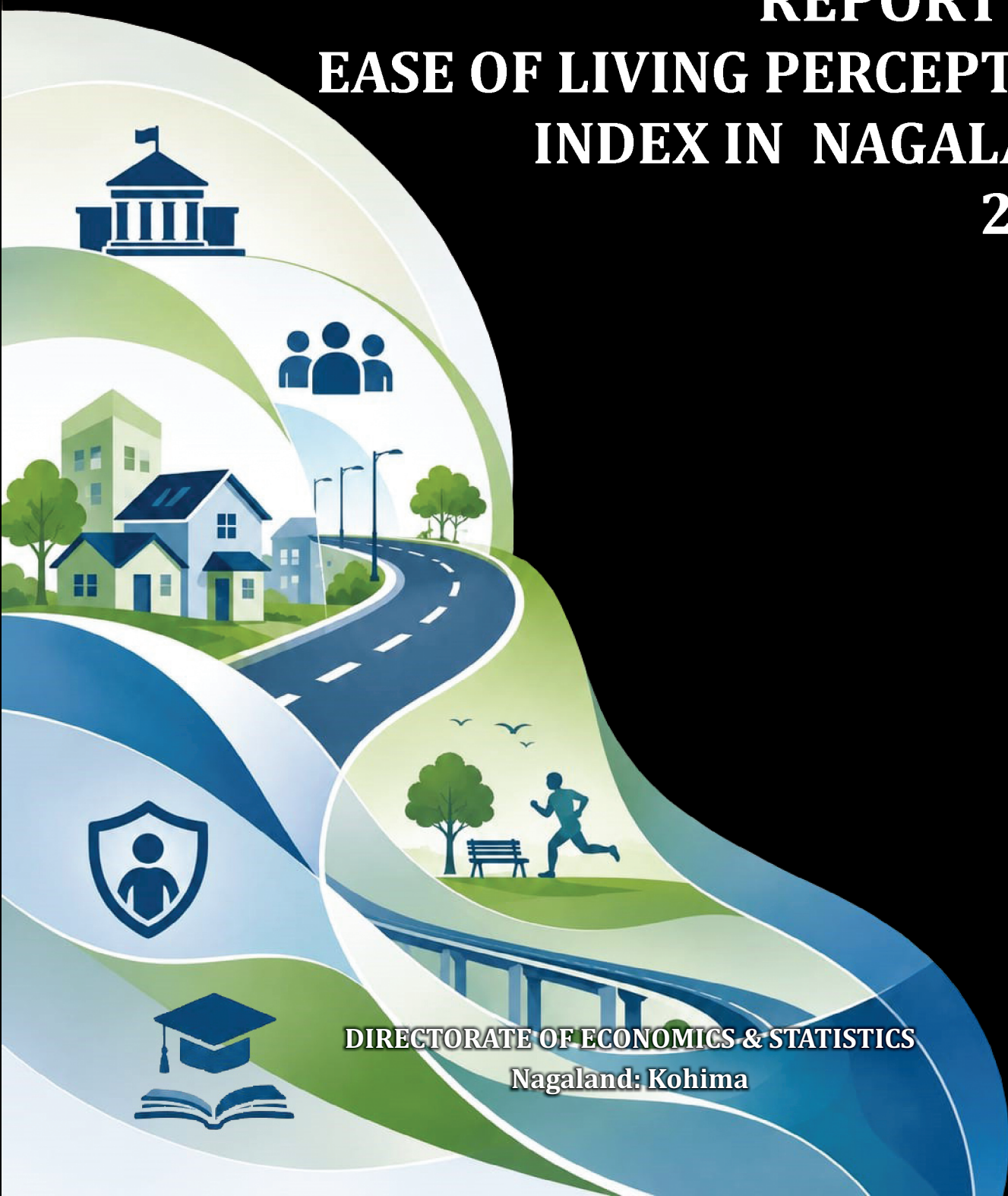




REPORT ON EASE OF LIVING PERCEPTION INDEX IN NAGALAND 2026



DIRECTORATE OF ECONOMICS & STATISTICS
Nagaland: Kohima

GOVERNMENT OF NAGALAND



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Preface

A bottom-up planning approach by incorporating citizens' input is imperative to achieve livable towns and cities. Against the stated backdrop, the construction of an Ease of Living Perception Index is vital to guide targeted policy interventions in areas that merit immediate attention. It is expected that the Report on Ease of Living Perception Index will assist the policy makers in identifying the policy priorities in relation to quality of life, economic ability, environmental sustainability, service delivery and governance to improve the ease of living in the district headquarters of the state.

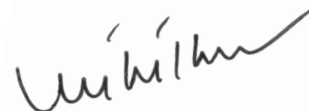
This report is the result of the Nagaland Sample Survey Unit set up on 25th January, 2024 with an objective to study, identify and conduct surveys to cater to the needs of data requirement in the state with major emphasis on disaggregated data at sub-state and grassroots level.

I sincerely acknowledge the invaluable contributions of the officers and staff of the Nagaland Sample Survey Unit (NSSU) led by Shri Neisatuo Puro, Additional Director, and assisted by Shri Vikosieto Krose, Deputy Director, Dr. Tumbenthung Y Humsot, ESO, Shri Simon Kiutan, ESO and Shri Yimyangar Ozukum, I/S for their untiring effort in bringing out this salient report. I also gratefully acknowledge the contributions of all the District Economic and Statistics Officers and staff in the districts for collecting the data from the sources.

It is hoped that the report will be of use to researchers, policy makers, planners, administrators and other stakeholders.

Date: 06/06/2026

Place: Kohima



(NEIDILHOU KEDITSU)

Director

Economics and Statistics
Nagaland: Kohima

Foreword

The Report on Ease of Living Perception Index in Nagaland presents a comparative evaluation of the livability in district headquarters based on citizens' perception on quality of life, economic ability, sustainability, public services and governance. It is therefore an immensely useful and timely report to guide policymaking towards enhancing the ease of living in the state.

The much useful report is made possible by the collective efforts of the officers and staff of the Department. I therefore sincerely acknowledge them for their invaluable contributions towards bringing out the salient report.

I am certain that the report will be of utility to policy practitioners, scholars, administrators and other stakeholders.

Date: 21/07/2026

Place: Kohima



(AKUNU S MEYASE), IAS
Secretary to the Government of Nagaland

EXECUTIVE SUMMARY

1. *Introduction:*

- 1.1. The current survey report on Ease of Living Perception Index in Nagaland covers the entire state of Nagaland. At the sub-state level, district wise reports on the seventeen districts of the state were brought out.
- 1.2. The field survey of the present report was undertaken between February 2026 and March 2026. The reported data therefore pertains to the year of 2026.
- 1.3. A total of 214 wards from the district headquarters of the state were randomly selected as Enumeration Blocks. In each Enumeration Block, 15 households were randomly selected, wherein a minimum of seven kutcha/semi-pucca houses are selected wherever available. On the whole, a total of 3210 households from the state were selected. In each household, three members of 15 years and above were interviewed. A statewide total of 9630 respondents were interviewed in the survey. While male respondents constituted 50.39 percent, female constituted 49.61 percent.

2. *Citizens' Perception of Quality of Life:*

- 2.1. A majority of the respondents (78.89 percent) perceive education to be moderately affordable. With respect to education quality, a majority of the respondents (52.91 percent) consider it to be fair. In terms of accessibility, a majority of the respondents (58.21 percent) perceive it to be fairly accessible.
- 2.2. A majority of the respondents (81.39 percent) perceive health to be moderately affordable. With respect to health quality, a majority of the respondents (55.51 percent) consider it to be fair. In terms of accessibility, a majority of the respondents (62.62 percent) perceive it to be fairly accessible.
- 2.3. A majority of the respondents (58.9 percent) perceive owned housing and shelter to be moderately affordable. With respect to rental housing and shelter, a majority of the respondents (76.4 percent) consider it to be moderately affordable. In terms of availability of housing and shelter, a majority of the respondents (50.26 percent) perceive it to be fair.

2.4. A majority of the respondents (41.11 percent) perceive water availability to be poor. With respect to water quality, a majority of the respondents (38.7 percent) consider it to be good. In relation to garbage collection, a majority of the respondents (44.53 percent) perceive it to be fair. With respect to locality cleanliness, a majority of the respondents (56.29 percent) perceive it to be fair.

2.5. A majority of the respondents (50.18 percent) perceive road availability to be fair. With respect to adequacy of public transport, a majority of the respondents (60.7 percent) consider it to be fair. In relation to affordability of public transport, a majority of the respondents (79.4 percent) perceive it to be moderately affordable.

2.6. A majority of the respondents (50.05 percent) perceive safety standards to be fair. With respect to police emergency response time, a majority of the respondents (55.55 percent) consider it to be fair. In relation to fire department emergency response time, a majority of the respondents (49.12 percent) perceive it to be fair. With respect to ambulance emergency response time, a majority of the respondents (58 percent) perceive it to be fair.

2.7. A majority of the respondents (54.17 percent) perceive recreation facilities to be poorly accessible.

3. ***Citizens' Perception of Economic Ability:***

3.1. A majority of the respondents (67.52 percent) perceive job opportunity availability to be poor. With respect to business opportunity availability, a majority of the respondents (50.83 percent) consider it to be fair. In terms of presence of women in workplace, a majority of the respondents (48.84 percent) perceive it to be fair.

4. ***Citizens' Perception of Sustainability:***

4.1. A majority of the respondents (45.97 percent) perceive air quality to be fair. With respect to noise quality, a majority of the respondents (48.56 percent) consider it to be fair. In relation to governmental efforts to address pollution, a majority of the respondents (50.4 percent) perceive it to be fair.

4.2. A majority of the respondents (61.76 percent) perceive availability of open spaces to be poor.

4.3. A majority of the respondents (50.08 percent) perceive electricity reliability to be fair. With respect to electricity affordability, a majority of the respondents (75.03 percent) consider it to be moderately affordable.

- 4.4. A majority of the respondents (58.99 percent) perceive disaster response to be fair. With respect to community response time, a majority of the respondents (57.48 percent) consider it to be fair.

5. Citizens' Perception of Public Services:

- 5.1. A majority of the respondents (48.86 percent) perceive birth registration service to be fair. With respect to death registration service, a majority of the respondents (51.33 percent) consider it to be fair. In terms of obtaining certificates from government offices, a majority of the respondents (49.67 percent) perceive it to be fair.

6. Citizens' Perception of Governance:

- 6.1. A majority of the respondents (55.32 percent) perceive community involvement effort by local government to be fair. With respect to approachability of elected officials, a majority of the respondents (58.86 percent) reported fairly approachable. In terms of grievance redressal facilities, a majority of the respondents (70.7 percent) registered moderately satisfied.
- 6.2. A majority of the respondents (61.39 percent) perceive grievance redressal response time in locality to be fair. With respect to local government efforts to disclose reports, a majority of the respondents (58.85 percent) reported moderately satisfied. In terms of grievance redressal response time in office, a majority of the respondents (67.3 percent) perceive grievance redressal response time in office to be fair.

7. Ease Of Living Perception Index:

- 7.1. The Ease of Living Perception Index for Nagaland is 50, and comes under medium category. The highest index was registered under public services with a mean score of 64, while the lowest index was registered under economic ability with a mean score of 36.

8. Policy Priority:

- 8.1. The variables with the least mean scores that fall under low category are job opportunities availability, open spaces availability and recreational facilities availability; which are accordingly assigned as the top three ranks in policy priority.
- 8.2. The variables with the highest mean scores that fall under high category are education quality, safety standards, electricity supply reliability and police emergency response time; which are accordingly assigned as the bottom four ranks in policy priority.

9. ***District Ranking:***

- 9.1. Niuland is the top ranked district in terms of ease of living perception index. It is also the only district that falls under high category with an index score of 74. Notably, all the other districts come under medium category. The lowest ranked district is Tseminyu, with an index score of 35.
- 9.2. Altogether, eight district headquarters have index scores higher than that of Nagaland (greater than 50), viz., Niuland, Shamator, Peren, Mokokchung, Mon, Dimapur, Kiphire and Tuensang. Whereas, three district headquarters have same scores as that of the state (50), viz., Phek, Chumoukedima and Wokha. Furthermore, six district headquarters have index scores lower than that of Nagaland, viz., Zunheboto, Meluri, Kohima, Longleng, Noklak and Tseminyu.

Chapter One

Introduction

1. REPORT OVERVIEW:

- 1.1. Ease of Living Perception Index is a statistical measurement to comparatively evaluate the livability of geographically demarcated settlements based on citizens' perception on quality of life, economic ability, sustainability, public services and governance. In the context of India, the Ease of Living Index is compiled annually by the Ministry of Housing and Urban Affairs for certain selected cities. From the state of Nagaland, only Kohima is included in the stated index. Against the stated backdrop, the proposed report on Ease of Living Perception Index aims to cover all the districts of the state.

2. OBJECTIVES OF THE REPORT:

- 2.1. The Report on Ease of Living Perception Index in Nagaland is undertaken with the following objectives:
- i. To assess the perception on relative quality of life in each district of the state.
 - ii. To evaluate the perception on comparative economic ability in each district of the state.
 - iii. To assess the perception on relative scenario of environmental sustainability in each district of the state.
 - iv. To obtain the perception of citizens about the public services provided in each district of the state.
 - v. To generate information to guide evidence-based policy making to enhance ease of living in all the districts of the state.

3. REPORT RATIONALE:

- 3.3. In order to identify and address the challenges of livability in each district, a comprehensive study is required to guide evidence-based policymaking towards achieving the Sustainable Development Goals in the state. The construction of Ease of Living Perception Index will enable the ranking of the state's districts in terms of the five pillars of livability: quality of life, economic ability, sustainability, public services and governance, and thereby contribute towards inclusive growth and balanced development in the state.

4. SCOPE OF THE REPORT:

- 4.1. The current survey report on Ease of Living Perception Index in Nagaland covers the entire state of Nagaland. At the sub-state level, district wise reports on the seventeen districts of the state were brought out on which segregated population data are currently available.
- 4.2. The field survey of the present report was undertaken between February 2026 and March 2026. The reported data therefore pertains to the year of 2026. The estimates presented in the present report are rounded off to the closest value.

5. METHODOLOGY:

5.1. *Sampling Design of the Survey:*

- 5.1.1. The perception survey on ease of living in Nagaland is conducted in the 17 district headquarters of Nagaland by means of a *stratified sampling* technique at individual level. In order to ensure a representative sample, the allocation of headquarter-wise sample is undertaken as per the corresponding district wise population from 2011 census.
- 5.1.2. As presented in Table-1.1, a total of 214 wards from the district headquarters of the state are randomly selected as Enumeration Blocks (EBs), with the maximum allocation from Dimapur (23 EBs).
- 5.1.3. In each Enumeration Block, 15 households are randomly selected, wherein a minimum of seven kutcha/semi-pucca houses are selected wherever available. On the whole, a total of 3210 households (HHs) from the state are selected.
- 5.1.4. In each household (HHs), three members of 15 years and above are interviewed. A statewide total of 9630 respondents were interviewed in the survey.

Table-1.1: Sampling design

District	Wards	Household	Sample Households	Pucca house	Kutcha House/ Semi-pucca house	Respondents (M/F/WA/P)	Sample Respondents
Chumoukedima	11	15	165	83	83	3	495
Dimapur	23	15	345	173	173	3	1035
Kiphire	11	15	165	83	83	3	495
Kohima	19	15	285	143	143	3	855
Longleng	11	15	165	83	83	3	495
Meluri	9	15	135	68	68	3	405
Mokokchung	18	15	270	135	135	3	810
Mon	11	15	165	83	83	3	495
Niuland	9	15	135	68	68	3	405
Noklak	9	15	135	68	68	3	405
Peren	9	15	135	68	68	3	405
Phek	11	15	165	83	83	3	495
Shamator	11	15	165	83	83	3	495
Tseminyu	9	15	135	68	68	3	405
Tuensang	15	15	225	113	113	3	675
Wokha	15	15	225	113	113	3	675
Zunheboto	13	15	195	98	98	3	585
Total	214	255	3210	1605	1605	51	9630

* M - Male, F - Female, WA - Working age, P - Pensioner

5.2. *Methods of Estimation:*

5.2.1. **Variable Mean Score Estimation:**

- 5.2.1.1. The variable mean score for each district headquarters is estimated with the following formula, wherein each variable is proxied by a particular question in the questionnaire. The responses are collected on Likert scale with three levels.

$$\bar{D}_i = \frac{\sum_{i=1}^n x_i}{n}$$

Where,

$\bar{D}_i$ = Variable mean score of i^{th} district headquarter

x_i = Score of the i^{th} respondent

n = Number of valid responses

5.2.2. **Composite Weighted Variable Mean Score:**

- 5.2.2.1. The weighted variable mean score for the state as a whole is estimated with the following formula, wherein the number of valid responses to a particular question from each district is taken as a weight. It accounts for different response rates in each question across districts so that districts with larger response rates contribute proportionately to the state level estimate.

$$\bar{N} = \frac{\sum_{d=1}^D n_d \bar{x}_d}{\sum_{d=1}^D n_d}$$

Where,

$\bar{N}$ = Weighted Statewide Variable Mean Score

n_d = Number of valid responses to a particular question from d^{th} district

$\bar{x}_d$ = Mean score of the variable from d^{th} district

D = Number of districts

5.2.3. **Weighted Category Mean Score:**

- 5.2.3.1. The variables are grouped into five categories, viz., Quality of life, Economic ability, Sustainability, Public services and Governance. The proxies (questions) employed for the variables that are included under each category are presented in Table-1.2.

Table-1.2: Variables under Category

Quality of life	Education	Education Affordability
		Education Quality
		Education Accessibility
	Health	Health Services Affordability
		Health Services Quality
		Health Services Accessibility
	Housing and Shelter	Housing and Shelter Affordability (Owned)
		Housing and Shelter Affordability (Rental)
		Housing and Shelter Availability
	Water and Sanitation	Water Supply Availability
		Water Supply Quality
		Garbage Collection Facility
		Locality Cleanliness
	Mobility	Road Availability
		Public Transport Adequacy
		Public Transport Affordability
	Safety and Security	Safety Standards
		Police Emergency Response Time
		Fire Department Emergency Response Time
		Ambulance Emergency Response Time
	Recreation	Recreational Facilities Accessibility
Economic Ability	Economic Opportunities	Job Opportunities Availability
		Business Opportunities Availability
		Presence of Women in Workplace
Sustainability	Environment	Air Quality
		Noise Free-Environment
		Government Efforts to Pollution
	Green Spaces	Open Spaces Availability
	Energy Consumption	Electricity Supply Reliability
		Electricity Supply Affordability
	Resilience	Disasters Resilience
		Disasters Community Response Time
Public Services	Service Delivery	Birth Registration Process
		Death Registration Process
		Obtaining Certificates from Government Offices
Governance	Governance	Community Involvement Efforts by Local Government
		Elected Official Approachability
		Grievance Redressal Facilities Satisfaction
		Grievances Raised Response Time
		Local Government's Efforts to Disclose Reports
		Grievances Raised in Office Response Time

- 5.2.3.2. The weighted category mean score is estimated with the following formula, wherein number of valid responses to a particular question is taken as a weight.

$$\bar{C}_i = \frac{\sum_{j=1}^k n_{ij} \bar{x}_{ij}}{\sum_{j=1}^k n_{ij}}$$

Where,

$\bar{C}_i$ = Weighted category mean score for i^{th} category

$\bar{x}_{ij}$ = Mean score of j^{th} question in i^{th} category

n_{ij} = Number of valid responses for j^{th} question

k = Number of questions in i^{th} category

5.2.4. Ease of Living Perception Index:

- 5.2.4.1. The Ease of Living Perception Index is estimated as a weighted index with the following formula, wherein the number of variables (questions) in each category is taken as a weight.

$$\overline{EOL}_i = \frac{\sum_{i=1}^k q_i \bar{C}_i}{\sum_{i=1}^k q_i}$$

Where,

$\overline{EOL}_i$ = Weighted Ease of Living Perception Mean Score of the i^{th} district

q_i = Number of questions in i^{th} category

$\bar{C}_i$ = Mean score of i^{th} category

k = Number of categories

- 5.2.4.2. The Weighted Ease of Living Perception Mean Score is then converted into a scale of 100 using the following formula:

$$\frac{\overline{EOL}_i - \text{Minimum Score}}{\text{Maximum Score} - \text{Minimum Score}} * 100$$

5.3. Scoring and Categorization:

- 5.3.1. The mean score intervals, score range and categorization are given in Table-1.3.

Table-1.3: Scoring and Categorization

Mean Score Intervals	Score Range	Category
1-1.66	0 – 33.33	Low
1.67-2.33	33.34 – 66.67	Medium
2.34-3	66.68 – 100	High

Chapter Two

Nagaland

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Nagaland Towns. After highlighting the various metrics of ease of living perception in the district headquarters, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-2.1, the average age of the respondents in Nagaland is 39 years, with the minimum age of 15 years and maximum age of 93 years.

Table-2.1: Age-Nagaland

Variable	Count	Mean	Min	Max
Age	9585	39	15	93

2.2. Gender:

- 2.2.1. Table-2.2 presents gender distribution in Nagaland. While male respondents constituted 50.39 percent, female constituted 49.61 percent. The frequency distribution of gender is given in Table-2.2.

Table-2.2: Gender-Nagaland

Gender	Percent	Count
Female	49.61	4757
Male	50.39	4832
Total	100.00	9589

2.3. Religion:

- 2.3.1. From Table-2.3, it can be seen that a majority of the respondents in Nagaland are Christians, accounting for 92.53 percent. The percentage of Hindus and Muslims are 5.53 percent and 1.72 percent respectively, while the proportion of Buddhism and Jainism are less than 1 percent. The frequency distribution of religion is given in Table-2.3.

Table-2.3: Religion-Nagaland

Religion	Percent	Count
Christianity	92.53	8511
Hindu	5.53	509
Muslim/Islam	1.72	158
Buddhism	0.07	6
Jain	0.15	14
Total	100.00	9198

2.4. Marital Status:

- 2.4.1. As can be observed from Table-2.4, a majority of the respondents in Nagaland are married with 59.84 percent, followed by unmarried category with 38.10 percent. Moreover, the proportion of divorced/widowed is 2.05 percent. The frequency distribution of marital status is given in Table-2.4.

Table-2.4: Marital Status-Nagaland

Marital Status	Percent	Count
Divorced/widowed	2.05	197
Married	59.84	5739
Unmarried	38.10	3654
Total	100.00	9590

2.5. Social Groups:

- 2.5.1. Table-2.5 presents the distribution of social groups in Nagaland. A majority of the respondents belong to Scheduled Tribe (ST) with 93.16 percent, while 2.99 percent belong to Scheduled Caste (SC). The distribution of social groups including frequency distribution is given in Table-2.5.

Table-2.5: Social Groups-Nagaland

Social group	Percent	Count
General	2.03	194
OBC	1.81	173
SC	2.99	285
ST	93.16	8883
Total	100.00	9535

2.6. Education:

- 2.6.1. As can be gleaned from Table-2.6, a majority of the respondents in Nagaland have education levels up to high school with 30.71 percent, followed by those with college and above degrees with 27.13 percent. Notably, 0.67 percent reported to be illiterate. The distribution of educational level including frequency distribution is given in Table-2.6.

Table-2.6: Educational Level-Nagaland

Education level	Percent	Count
College & above	27.13	2549
Higher secondary	18.91	1777
High school	30.71	2886
Middle school	15.82	1487
Primary	6.76	635
Illiterate	0.67	63
Total	100	9397

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-2.7, the percentage of pucca houses in Nagaland is 50.23 percent, while that of kutcha type is 27.61 percent. Moreover, the proportion of semi-pucca type is 22.15 percent. The frequency distribution of house type is given in Table-2.7.

Table-2.7: House Type-Nagaland

House Type	Percent	Count
Kutcha	27.61	2648
Pucca	50.23	4817
Semi-pucca	22.15	2124
Total	100.00	9589

3.2. Occupation:

- 3.2.1. Table-2.8 presents the distribution of occupation in Nagaland. The maximum number of the respondents are unemployed with 27.93 percent, followed by salaried/regular wage earners with 23.03 percent. The distribution of occupation including frequency distribution is given in Table-2.8.

Table-2.8: Occupation-Nagaland

Occupation	Percent	Count
Casual Labourer	6.98	607
Salaried/regular wage earner	23.03	2003
Self-employed	13.50	1174
Student	20.11	1749
Unemployed	27.93	2429
Others	8.46	736
Total	100.00	8698

3.3. Income:

- 3.3.1. As shown in Table-2.9, the average monthly income of the respondents in Nagaland is Rs. 26951.42, with the minimum income of Rs. 400 and the maximum income of Rs. 500002, excluding the responses of zero income.

Table-2.9: Monthly Income-Nagaland

Variable	Count	Mean	Min	Max
Monthly income	4665	26951.42	400	500002

3.4. Pensioner:

- 3.4.1. From Table-2.10, it can be seen that a majority of the respondents in Nagaland are not pensioners with 92.67 percent, with pensioners accounting for 7.33 percent. The frequency distribution of pensioner status is given in Table-2.10.

Table-2.10: Pensioner Status-Nagaland

Whether pensioner or not	Percent	Count
Yes	7.33	583
No	92.67	7374
Total	100.00	7957

4. EASE OF LIVING PERCEPTION:**4.1. Citizens' Perception of Quality of Life:****4.1.1. Education:**

- 4.1.1.1. As presented in Table-2.11, a majority of the respondents (78.89 percent) perceive education to be moderately affordable. While 13.21 percent consider education to be extremely

affordable, 7.91 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (52.91 percent) consider it to be fair. Whereas 43.37 percent perceive it to be good, 3.72 percent consider it to be poor. In terms of accessibility, a majority of the respondents (58.21 percent) perceive it to be fairly accessible. While 32.92 percent consider it to be easily accessible, 8.87 percent perceive it to be poorly accessible.

Table-2.11: Education Perception-Nagaland

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	7.91	Poor	3.72	Poorly accessible	8.87
Moderately affordable	78.89	Fair	52.91	Fairly accessible	58.21
Extremely affordable	13.21	Good	43.37	Easily accessible	32.92

4.1.2. Health:

4.1.2.1. As highlighted in Table-2.12, a majority of the respondents (81.39 percent) perceive health to be moderately affordable. While 11.77 percent consider health to be extremely affordable, 6.85 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (55.51 percent) consider it to be fair. Whereas 25.98 percent perceive it to be good, 18.5 percent consider it to be poor. In terms of accessibility, a majority of the respondents (62.62 percent) perceive it to be fairly accessible. While 23.94 percent consider it to be easily accessible, 13.44 percent perceive it to be poorly accessible.

Table-2.12: Health Perception-Nagaland

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	6.85	Poor	18.5	Poorly accessible	13.44
Moderately affordable	81.39	Fair	55.51	Fairly accessible	62.62
Extremely affordable	11.77	Good	25.98	Easily accessible	23.94

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-2.13, a majority of the respondents (58.9 percent) perceive owned housing and shelter to be moderately affordable. While 34.54 percent consider owned

housing and shelter to be not affordable at all, 6.56 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (76.4 percent) consider it to be moderately affordable. Whereas 17.06 percent perceive it to be not affordable at all, 6.53 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (50.26 percent) perceive it to be fair. While 37.98 percent consider it to be poor, 11.76 percent perceive it to be good.

Table-2.13: Housing and Shelter Perception-Nagaland

Housing and Shelter					
Affordability- Owned	Percentage	Affordability- Rental	Percentage	Availability	Percentage
Not affordable at all	34.54	Not affordable at all	17.06	Poor	37.98
Moderately affordable	58.9	Moderately affordable	76.4	Fair	50.26
Extremely affordable	6.56	Extremely affordable	6.53	Good	11.76

4.1.4. Water and Sanitation:

- 4.1.4.1. As can be observed from Table-2.14, a majority of the respondents (41.11 percent) perceive water availability to be poor. While 34.64 percent consider water availability to be fair, 24.25 percent perceive it to be good. With respect to water quality, a majority of the respondents (38.7 percent) consider it to be good. Whereas 37.15 percent perceive it to be fair, 24.15 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (44.53 percent) perceive it to be fair. While 32.28 percent consider it to be good, 23.19 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (56.29 percent) perceive it to be fair. While 29.61 percent consider it to be good, 14.1 percent perceive it to be poor.

Table-2.14: Water and Sanitation Perception-Nagaland

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	41.11	Poor	24.15	Poor	23.19	Poor	14.1
Fair	34.64	Fair	37.15	Fair	44.53	Fair	56.29
Good	24.25	Good	38.7	Good	32.28	Good	29.61

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-2.15, a majority of the respondents (50.18 percent) perceive road availability to be fair. While 35.67 percent consider road availability to be poor, 14.15 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (60.7 percent) consider it to be fair. Whereas 22.42 percent perceive it to be poor, 16.88 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (79.4 percent) perceive it to be moderately affordable. While 14.05 percent consider it to not affordable at all, 6.55 percent perceive it to be extremely affordable.

Table-2.15: Mobility Perception-Nagaland

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	35.67	Poor	22.42	Not affordable at all	14.05
Fair	50.18	Fair	60.7	Moderately affordable	79.4
Good	14.15	Good	16.88	Extremely affordable	6.55

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-2.16, a majority of the respondents (50.05 percent) perceive safety standards to be fair. While 42.39 percent consider safety standards to be good, 7.56 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (55.55 percent) consider it to be fair. Whereas 38.99 percent perceive it to be good, 5.46 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (49.12 percent) perceive it to be fair. While 26.08 percent consider it to be good, 24.81 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (58 percent) perceive it to be fair. While 31.87 percent consider it to be good, 10.13 percent perceive it to be poor.

Table-2.16: Safety and Security Perception-Nagaland

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	7.56	Poor	5.46	Poor	24.81	Poor	10.13
Fair	50.05	Fair	55.55	Fair	49.12	Fair	58
Good	42.39	Good	38.99	Good	26.08	Good	31.87

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-2.17, a majority of the respondents (54.17 percent) perceive recreation facilities to be poorly accessible. While 34.52 percent consider recreation facilities to be fairly accessible, 11.31 percent perceive it to be easily accessible.

Table-2.17: Perception on Recreation-Nagaland

Recreation	
Accessibility	Percentage
Poorly accessible	54.17
Fairly accessible	34.52
Easily accessible	11.31

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

4.2.1.1. As can be seen from Table-2.18, a majority of the respondents (67.52 percent) perceive job opportunity availability to be poor. While 26.26 percent consider job opportunity availability to be fair, 6.22 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (50.83 percent) consider it to be fair. Whereas 33.4 percent perceive it to be poor, 15.77 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (48.84 percent) perceive it to be fair. While 36.57 percent consider it to be good, 14.6 percent perceive it to be poor.

Table-2.18: Economic Opportunities Perception-Nagaland

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	67.52	Poor	33.4	Poor	14.6
Fair	26.26	Fair	50.83	Fair	48.84
Good	6.22	Good	15.77	Good	36.57

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-2.19, a majority of the respondents (45.97 percent) perceive air quality to be fair. While 28.71 percent consider air quality to be good, 25.33 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (48.56 percent) consider it to be fair. Whereas 29.7 percent perceive it to be good, 21.74 percent consider it to be

poor. In relation to governmental efforts to address pollution, a majority of the respondents (50.4 percent) perceive it to be fair. While 36.9 percent consider it to be poor, 12.7 percent perceive it to be good.

Table-2.19: Pollution Perception-Nagaland

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	25.33	Poor	21.74	Poor	36.9
Fair	45.97	Fair	48.56	Fair	50.4
Good	28.71	Good	29.7	Good	12.7

4.3.1. Green Spaces:

- 4.3.1.1. As can be observed from Table-2.20, a majority of the respondents (61.76 percent) perceive availability of open spaces to be poor. While 29.51 percent consider availability of open spaces to be fair, 8.73 percent perceive it to be good.

Table-2.20: Perception of Green Spaces-Nagaland

Green Spaces	
Availability of open spaces	Percentage
Poor	61.76
Fair	29.51
Good	8.73

4.3.2. Energy Consumption:

- 4.3.2.1. As can be gleaned from Table-2.21, a majority of the respondents (50.08 percent) perceive electricity reliability to be fair. While 42.17 percent consider electricity reliability to be good, 7.75 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (75.03 percent) consider it to be moderately affordable. Whereas 15.27 percent perceive it to be extremely affordable, 9.7 percent consider it to be not affordable at all.

Table-2.21: Perception of Energy Consumption-Nagaland

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	7.75	Not affordable at all	9.7
Fair	50.08	Moderately affordable	75.03
Good	42.17	Extremely affordable	15.27

4.3.3. Resilience:

- 4.3.3.1. As presented in Table-2.22, a majority of the respondents (58.99 percent) perceive disaster response to be fair. While 20.91 percent consider perceive disaster response to be poor, 20.1 percent perceive it to be good. With respect to community response time, a majority of the respondents (57.48 percent) consider it to be fair. Whereas 28.69 percent perceive it to be good, 13.83 percent consider it to be poor.

Table-2.22: Resilience Perception-Nagaland

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	20.91	Poor	13.83
Fair	58.99	Fair	57.48
Good	20.1	Good	28.69

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

- 4.4.1.1 As highlighted in Table-2.23, a majority of the respondents (48.86 percent) perceive birth registration service to be fair. While 41.07 percent consider the service to be good, 10.06 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (51.33 percent) consider it to be fair. Whereas 38.52 percent perceive it to be good, 10.15 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (49.67 percent) perceive it to be fair. While 38.37 percent consider it to be good, 11.95 percent perceive it to be poor.

Table-2.23: Service Delivery Perception-Nagaland

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	10.06	Poor	10.15	Poor	11.95
Fair	48.86	Fair	51.33	Fair	49.67
Good	41.07	Good	38.52	Good	38.37

4.5. Citizens' Perception of Governance:

- 4.5.1. As presented in Table-2.24, a majority of the respondents (55.32 percent) perceive community involvement effort by local government to be fair. While 33.08 percent consider community involvement effort to be good, 11.6 percent perceive it to be poor. With respect to

approachability of elected officials, a majority of the respondents (58.86 percent) reported fairly approachable. Whereas 30.18 percent registered very approachable, 10.96 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (70.7 percent) registered moderately satisfied. While 18.29 percent reported not satisfied, 11.01 percent registered very satisfied.

Table-2.24: Governance Perception-I: Nagaland

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	11.6	Not approachable	10.96	Not satisfied	18.29
Fair	55.32	Fairly approachable	58.86	Moderately satisfied	70.7
Good	33.08	Very approachable	30.18	Very satisfied	11.01

4.5.2. As highlighted in Table-2.25, a majority of the respondents (61.39 percent) perceive grievance redressal response time in locality to be fair. While 24.72 percent consider grievance redressal response time to be poor, 13.89 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (58.85 percent) reported moderately satisfied. Whereas 33.08 percent registered not satisfied, 8.07 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (67.3 percent) perceive grievance redressal response time in office to be fair. While 22.72 percent consider grievance redressal response time to be poor, 9.98 percent perceive it to be good.

Table-2.25: Governance Perception-II: Nagaland

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	24.72	Not satisfied	33.08	Poor	22.72
Fair	61.39	Moderately satisfied	58.85	Fair	67.3
Good	13.89	Very satisfied	8.07	Good	9.98

5. EASE OF LIVING PERCEPTION INDEX:

5.1. As can be observed from Table-2.26, the Ease of Living Perception Index for Nagaland is 50, and comes under medium category. The highest index was registered under public services with a mean score of 64, while the lowest index was registered under economic ability with a mean score of 36.

Table-2.26: Ease of Living Perception Index-Nagaland

Nagaland	Index	Category
Ease of living	50	Medium
Quality of life	51	Medium
Economic ability	36	Medium
Sustainability	49	Medium
Public services	64	Medium
Governance	49	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-2.27.1, the variables with the least mean scores that fall under low category are job opportunities availability, open spaces availability and recreational facilities availability; which are accordingly assigned as the top three ranks in policy priority.
- 6.2. As highlighted in Table-2.27.3, the variables with the highest mean scores that fall under high category are education quality, safety standards, electricity supply reliability and police emergency response time; which are accordingly assigned as the bottom four ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-2.27.1, Table-2.27.2 and Table-2.27.3.

Table-2.27.1: Policy Priority Ranking-I: Nagaland

Variable	Mean Score	Classification	Policy Priority ranking
Job Opportunities Availability	1.39	Low	1
Open Spaces Availability	1.47		2
Recreational Facilities Accessibility	1.57		3
Housing and Shelter Affordability (Owned)	1.72		4
Housing and Shelter Availability	1.74		5
Local Government's Efforts to Disclose Reports	1.75		6
Government Efforts to Address Pollution	1.76	Medium	7
Road Availability	1.78		8
Business Opportunities Availability	1.82		9
Water Supply Availability	1.83		10
Grievances Redressal in Office Response Time	1.87		11
Grievances Redressal Response Time	1.89		12
Housing and Shelter Affordability (Rental)	1.89		13

Table-2.27.2: Policy Priority Ranking-II: Nagaland

Variable	Mean Score	Classification	Policy Priority Ranking
Public Transport Affordability	1.92	Medium	14
Grievance Redressal Facilities Satisfaction	1.93		15
Public Transport Adequacy	1.94		16
Disasters Resilience	1.99		17
Fire Department Emergency Response Time	2.01		18
Air Quality	2.03		19
Health services Affordability	2.05		20
Education Affordability	2.05		21
Electricity Supply Affordability	2.06		22
Health services Quality	2.07		23
Noise Free-Environment	2.08		24
Garbage Collection Facility	2.09		25
Health services Accessibility	2.11		26

Table-2.27.3: Policy Priority Ranking-III: Nagaland

Variable	Mean Score	Classification	Policy Priority Ranking
Water Supply Quality	2.15	Medium	27
Disasters Community Response Time	2.15		28
Locality Cleanliness	2.16		29
Elected Official Approachability	2.19		30
Community Involvement Efforts by Local Government	2.21		31
Ambulance Emergency Response Time	2.22		32
Presence of women in workplace	2.22		33
Education Accessibility	2.24		34
Obtaining Certificates from Government Offices	2.26		35
Death Registration Process	2.28		36
Birth Registration Process	2.31		37
Police Emergency Response Time	2.34	High	38
Electricity Supply Reliability	2.34		39
Safety Standards	2.35		40
Education Quality	2.40		41

7. DISTRICT RANKING:

- 7.1. As presented in Table-2.28, Niuland is the top ranked district in terms of ease of living perception index. It is also the only district that falls under high category with an index score of 74. Notably, all the other districts come under medium category. The lowest ranked district is Tseminyu, with an index score of 35. The ranking of districts is given in Table-28.
- 7.2. Altogether, eight district headquarters have index scores higher than that of Nagaland (greater than 50), viz., Niuland, Shamator, Peren, Mokokchung, Mon, Dimapur, Kiphire and Tuensang. Whereas, three district headquarters have same scores as that of the state (50), viz., Phek, Chumoukedima and Wokha. Furthermore, six district headquarters have index scores lower than that of Nagaland, viz., Zunheboto, Meluri, Kohima, Longleng, Noklak and Tseminyu.

Table-2.28: District Ranking

District	Ease of Living Perception Index	Category	Rank
Niuland	74	High	1
Shamator	56	Medium	2
Peren	55	Medium	3
Mokokchung	55	Medium	4
Mon	54	Medium	5
Dimapur	54	Medium	6
Kiphire	52	Medium	7
Tuensang	51	Medium	8
Phek	50	Medium	9
Chumoukedima	50	Medium	10
Wokha	50	Medium	11
Nagaland	50	Medium	-
Zunheboto	47	Medium	12
Meluri	46	Medium	13
Kohima	46	Medium	14
Longleng	41	Medium	15
Noklak	37	Medium	16
Tseminyu	35	Medium	17

Chapter Three

Chumoukedima

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Chumoukedima Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-3.1, the average age of the respondents in Chumoukedima is 39 years, with the minimum age of 15 years and maximum age of 92 years.

Table-3.1: Age-Chumoukedima

Variable	Count	Mean	Min	Max
Age	495	39	15	92

2.2. Gender:

- 2.2.1. Table-3.2 presents gender distribution in Chumoukedima. While male respondents constituted 52.52 percent, female constituted 47.47 percent. The frequency distribution of gender is given in Table-3.2.

Table-3.2: Gender-Chumoukedima

Gender	Percent	Count
Female	52.52	260
Male	47.47	235
Total	100	495

2.3. Religion:

- 2.3.1. From Table-3.3, it can be seen that almost all the respondents in Chumoukedima are Christians, accounting for 80 percent. The percentage of Hindus and Muslims are marginal with 14.55 percent and 5.45 percent respectively. The frequency distribution of religion is given in Table-3.3.

Table-3.3: Religion-Chumoukedima

Religion	Percent	Count
Christianity	396	80
Hindu	72	14.55
Muslim	27	5.45
Total	495	100

2.4. Marital Status:

- 2.4.1. As can be observed from Table-3.4, a majority of the respondents in Chumoukedima are married with 57.37 percent, followed by unmarried category with 40.61 percent. The frequency distribution of marital status is given in Table-3.4.

Table-3.4: Marital Status-Chumoukedima

Marital Status	Percent	Count
Married	57.37	284
Unmarried	40.61	201
Widow	2.02	10
Total	100	495

2.5. Social Groups:

- 2.5.1. Table-3.5 presents the distribution of social groups in Chumoukedima. A majority of the respondents belong to Scheduled Tribe (ST) with 79.39 percent, while 13.94 percent belong to Scheduled Caste (SC). The distribution of social groups including frequency distribution is given in Table-3.5.

Table-3.5: Social Groups-Chumoukedima

Social group	Percent	Count
ST	393	79.39
SC	69	13.94
General	27	5.45
OBC	6	1.21
Total	495	100

2.6. Education:

- 2.6.1. As can be gleaned from Table-3.6, a majority of the respondents in Chumoukedima have education levels up to high school with 32.92 percent, followed by those with middle school levels with 18.72 percent. Notably, 2.26 percent reported to be illiterate. The distribution of educational level including frequency distribution is given in Table-3.6.

Table-3.6: Educational Level-Chumoukedima

Education level	Percent	Count
College & above	16.05	78
Higher Secondary	16.87	82
High School	32.92	160
Middle School	18.72	91
Primary	13.17	64
Illiterate	2.26	11
Total	100	486

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-3.7, the percentage of pucca houses in Chumoukedima is 50.31 percent, while that of kutcha type is 49.68 percent. The frequency distribution of house type is given in Table-3.7.

Table-3.7: House Type-Chumoukedima

House Type	Percent	Count
Pucca	236	50.31
Semi-pucca	233	49.68
Total	469	100

3.2. Occupation:

- 3.2.1. Table-3.8 presents the distribution of occupation in Chumoukedima. The maximum number of the respondents are unemployed with 35.37 percent, followed by students with 20.84 percent. The distribution of occupation including frequency distribution is given in Table-3.8.

Table-3.8: Occupation-Chumoukedima

Occupation	Percent	Count
Casual Labourer	2.74	13
Salaried/Regular wage earner	18.95	90
Self employed	14.74	70
Student	20.84	99
Unemployed	35.37	168
Others	7.37	35
Total	100	475

3.3. *Income:*

- 3.3.1. As shown in Table-3.9, the average monthly income of the respondents in Chumoukedima is Rs. 24886.32, with the minimum income of Rs. 1000 and the maximum income of Rs. 150000, excluding the responses of zero income.

Table-3.9: Monthly Income-Chumoukedima

Variable	Count	Mean	Min	Max
Monthly income	212	24886.32	1000	150000

3.4. *Pensioner:*

- 3.4.1. From Table-3.10, it can be seen that a majority of the respondents in Chumoukedima are not pensioners with 92.30 percent, with pensioners accounting for 7.69 percent. The frequency distribution of pensioner status is given in Table-3.10.

Table-3.10: Pensioner Status-Chumoukedima

Whether pensioner or not	Percent	Count
No	92.30	444
Yes	7.69	37
Total	100	481

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-3.11, a majority of the respondents (80.97 percent) perceive education to be moderately affordable. While 14.78 percent consider education to be not affordable at all, 4.25 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (59.31 percent) consider it to be good. Whereas 35.63 percent perceive it to be fair, 5.06 percent consider it to be poor. In terms of accessibility, a majority of the respondents (45.55 percent) perceive it to be fairly accessible. While 43.52 percent consider it to be easily accessible, 10.93 percent perceive it to be poorly accessible.

Table-3.11: Education Perception-Chumoukedima

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	14.78	Poor	5.06	Poorly accessible	10.93
Moderately affordable	80.97	Fair	35.63	Fairly accessible	45.55
Extremely affordable	4.25	Good	59.31	Easily accessible	43.52

4.1.2. Health:

4.1.2.1. As highlighted in Table-3.12, a majority of the respondents (82.22 percent) perceive health to be moderately affordable. While 11.92 percent consider health to be not affordable at all, 5.86 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (56.97 percent) consider it to be fair. Whereas 30.91 percent perceive it to be good, 12.12 percent consider it to be poor. In terms of accessibility, a majority of the respondents (49.8 percent) perceive it to be fairly accessible. While 35.63 percent consider it to be easily accessible, 14.57 percent perceive it to be poorly accessible.

Table-3.12: Health Perception-Chumoukedima

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	11.92	Poor	12.12	Poorly accessible	14.57
Moderately affordable	82.22	Fair	56.97	Fairly accessible	49.8
Extremely affordable	5.86	Good	30.91	Easily accessible	35.63

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-3.13, a majority of the respondents (79.19 percent) perceive owned housing and shelter to be moderately affordable. While 16.57 percent consider owned housing and shelter to be not affordable at all, 4.24 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (69.43 percent) consider it to be moderately affordable. Whereas 27.73 percent perceive it to be not affordable at all, 2.83 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (40.04 percent) perceive it to be fair. While 37.6 percent consider it to be poor, 22.36 percent perceive it to be good.

Table-3.13: Housing and Shelter Perception-Chumoukedima

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	16.57	Not affordable at all	27.73	Poor	37.6
Moderately affordable	79.19	Moderately affordable	69.43	Fair	40.04
Extremely affordable	4.24	Extremely affordable	2.83	Good	22.36

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-3.14, a majority of the respondents (57.4 percent) perceive water availability to be poor. While 30.63 percent consider water availability to be fair, 11.97 percent perceive it to be good. With respect to water quality, a majority of the respondents (61.13 percent) consider it to be poor. Whereas 23.68 percent perceive it to be fair, 15.18 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (58.3 percent) perceive it to be good. While 36.03 percent consider it to be fair, 5.67 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (45.44 percent) perceive it to be fair. While 41.99 percent consider it to be good, 12.58 percent perceive it to be poor.

Table-3.14: Water and Sanitation Perception-Chumoukedima

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	57.4	Poor	61.13	Poor	5.67	Poor	12.58
Fair	30.63	Fair	23.68	Fair	36.03	Fair	45.44
Good	11.97	Good	15.18	Good	58.3	Good	41.99

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-3.15, a majority of the respondents (48.79 percent) perceive road availability to be fair. While 40.69 percent consider road availability to be poor, 10.53 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (58.1 percent) consider it to be fair. Whereas 24.9 percent perceive it to be good, 17 percent consider it to be poor. In relation to affordability of public transport, a majority of the respondents (79.11 percent) perceive it to be moderately affordable. While 16.63 percent consider it to not affordable at all, 4.26 percent perceive it to be extremely affordable.

Table-3.15: Mobility Perception-Chumoukedima

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	40.69	Poor	17	Not affordable at all	16.63
Fair	48.79	Fair	58.1	Moderately affordable	79.11
Good	10.53	Good	24.9	Extremely affordable	4.26

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-3.16, a majority of the respondents (51.11 percent) perceive safety standards to be fair. While 35.15 percent consider safety standards to be good, 13.74 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (51.42 percent) consider it to be fair. Whereas 42.11 percent perceive it to be good, 6.48 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (46.46 percent) perceive it to be fair. While 45.66 percent consider it to be good, 7.88 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (50.71 percent) perceive it to be fair. While 42.42 percent consider it to be good, 6.87 percent perceive it to be poor.

Table-3.16: Safety and Security Perception-Chumoukedima

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	13.74	Poor	6.48	Poor	7.88	Poor	6.87
Fair	51.11	Fair	51.42	Fair	46.46	Fair	50.71
Good	35.15	Good	42.11	Good	45.66	Good	42.42

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-3.17, a majority of the respondents (49.49 percent) perceive recreation facilities to be poorly accessible. While 47.68 percent consider recreation facilities to be fairly accessible, 2.83 percent perceive it to be easily accessible.

Table-3.17: Perception on Recreation-Chumoukedima

Recreation	
Accessibility	Percentage
Poorly accessible	49.49
Fairly accessible	47.68
Easily accessible	2.83

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

4.2.1.1. As can be seen from Table-3.18, a majority of the respondents (39.6 percent) perceive job opportunity availability to be poor. While 33.54 percent consider job opportunity availability to be good, 26.87 percent perceive it to be fair. With respect to business opportunity

availability, a majority of the respondents (40.4 percent) consider it to be good. Whereas 31.52 percent perceive it to be fair, 28.08 percent consider it to be poor. In terms of presence of women in workplace, a majority of the respondents (43.62 percent) perceive it to be fair. While 38.83 percent consider it to be good, 17.55 percent perceive it to be poor.

Table-3.18: Economic Opportunities Perception-Chumoukedima

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	39.6	Poor	28.08	Poor	17.55
Fair	26.87	Fair	31.52	Fair	43.62
Good	33.54	Good	40.4	Good	38.83

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-3.19, a majority of the respondents (36.57 percent) perceive air quality to be good. While 34.34 percent consider air quality to be poor, 29.09 percent perceive it to be fair. With respect to noise quality, a majority of the respondents (36.57 percent) consider it to be poor. Whereas 33.54 percent perceive it to be good, 29.9 percent consider it to be fair. In relation to governmental efforts to address pollution, a majority of the respondents (57.49 percent) perceive it to be poor. While 27.33 percent consider it to be fair, 15.18 percent perceive it to be good.

Table-3.19: Pollution Perception-Chumoukedima

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	34.34	Poor	36.57	Poor	57.49
Fair	29.09	Fair	29.9	Fair	27.33
Good	36.57	Good	33.54	Good	15.18

4.3.1. Green Spaces:

4.3.1.1. As can be observed from Table-3.20, a majority of the respondents (49.6 percent) perceive availability of open spaces to be fair. While 45.55 percent consider availability of open spaces to be poor, 4.86 percent perceive it to be good.

Table-3.20: Perception of Green Spaces-Chumoukedima

Green Spaces	
Availability of open spaces	Percentage
Poor	45.55
Fair	49.6
Good	4.86

4.3.2. Energy Consumption:

- 4.3.2.1. As can be gleaned from Table-3.21, a majority of the respondents (77.85 percent) perceive electricity reliability to be fair. While 14.63 percent consider electricity reliability to be good, 7.52 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (67.47 percent) consider it to be moderately affordable. Whereas 30.71 percent perceive it to be not affordable at all, only 1.82 percent consider it to be extremely affordable.

Table-3.21: Perception of Energy Consumption-Chumoukedima

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	7.52	Not affordable at all	30.71
Fair	77.85	Moderately affordable	67.47
Good	14.63	Extremely affordable	1.82

4.3.3. Resilience:

- 4.3.3.1. As presented in Table-3.22, a majority of the respondents (59.39 percent) perceive disaster response to be fair. While 25.86 percent consider disaster response to be poor, 14.75 percent perceive it to be good. With respect to community response time, a majority of the respondents (66.4 percent) consider it to be fair. Whereas 24.09 percent perceive it to be good, 9.51 percent consider it to be poor.

Table-3.22: Resilience Perception-Chumoukedima

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	25.86	Poor	9.51
Fair	59.39	Fair	66.4
Good	14.75	Good	24.09

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

- 4.4.1.1 As highlighted in Table-3.23, a majority of the respondents (40.57 percent) perceive birth registration service to be fair. While 35.7 percent consider the service to be good, 23.73 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (40.37 percent) consider it to be fair. Whereas 35.29 percent perceive it to be good, 24.34 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (39.43 percent) perceive it to be fair. While 33.74 percent consider it to be good, 26.83 percent perceive it to be poor.

Table-3.23: Service Delivery Perception-Chumoukedima

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	23.73	Poor	24.34	Poor	26.83
Fair	40.57	Fair	40.37	Fair	39.43
Good	35.7	Good	35.29	Good	33.74

4.5. Citizens' Perception of Governance:

- 4.5.1. As highlighted in Table-3.24, a majority of the respondents (57.03 percent) perceive community involvement effort by local government to be fair. While 32.18 percent consider community involvement effort to be good, 10.79 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (61.46 percent) reported fairly approachable. Whereas 24.14 percent registered very approachable, 14.4 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (62.47 percent) registered moderately satisfied. While 22.52 percent reported not satisfied, 15.01 percent registered very satisfied.

Table-3.24: Governance Perception-Chumoukedima

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	10.79	Not approachable	14.4	Not satisfied	22.52
Fair	57.03	Fairly approachable	61.46	Moderately satisfied	62.47
Good	32.18	Very approachable	24.14	Very satisfied	15.01

- 4.5.2. As highlighted in Table-3.25, a majority of the respondents (44.4 percent) perceive grievance redressal response time in locality to be fair. While 37.47 percent consider grievance redressal response time to be poor, 18.13 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (63.89 percent) reported moderately satisfied. Whereas 22.11 percent registered not satisfied, 14 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (45.93 percent) perceive grievance redressal response time in office to be poor. While 37.4 percent consider grievance redressal response time to be fair, 16.67 percent perceive it to be good.

Table-3.25: Governance Perception-Chumoukedima

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	37.47	Not satisfied	22.11	Poor	45.93
Fair	44.4	Moderately satisfied	63.89	Fair	37.4
Good	18.13	Very satisfied	14	Good	16.67

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-2.26, the Ease of Living Perception Index for Chumoukedima is 50, and comes under medium category. The highest index was registered under public services with a mean score of 55, while the lowest index was registered under sustainability with a mean score of 44.

Table-2.26: Ease of Living Perception Index-Chumoukedima

Chumoukedima	Index	Category
Ease of living	50	Medium
Quality of life	52	Medium
Economic ability	53	Medium
Sustainability	44	Medium
Public services	55	Medium
Governance	47	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-3.27.1, the variables with the least mean scores that fall under low category are recreational facilities accessibility, water supply quality, water supply availability, government efforts to address pollution and open spaces availability; which are accordingly assigned as the top five ranks in policy priority.

- 6.2. As highlighted in Table-3.27.3, the variables with the highest mean scores that fall under high category are education quality, garbage collection facility, fire department emergency response time, police emergency response time, and ambulance emergency response time; which are accordingly assigned as the bottom five ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-3.27.1, Table-3.27.2 and Table-3.27.3.

Table-3.27.1: Policy Priority Ranking-I: Chumoukedima

Variable	Mean Score	Classification	Policy Priority Ranking
Recreational Facilities Accessibility	1.53	Low	1
Water Supply Quality	1.54		2
Water Supply Availability	1.55		3
Government Efforts to Address Pollution	1.58		4
Open Spaces Availability	1.59		5
Road Availability	1.70	Medium	6
Grievances Redressal in Office Response Time	1.71		7
Electricity Supply Affordability	1.71		8
Housing and Shelter Affordability (Rental)	1.75		9
Grievances Redressal Response Time	1.81		10
Housing and Shelter Availability	1.85		11
Public Transport Affordability	1.88		12
Housing and Shelter Affordability (Owned)	1.88		13

Table-3.27.2: Policy Priority Ranking-II: Chumoukedima

Variable	Mean Score	Classification	Policy Priority Ranking
Disasters Resilience	1.89	Medium	14
Education Affordability	1.89		15
Local Government's Efforts to Disclose Reports	1.92		16
Grievance Redressal Facilities Satisfaction	1.92		17
Health services Affordability	1.94		18
Job Opportunities Availability	1.94		19
Noise Free-Environment	1.97		20
Air Quality	2.02		21
Obtaining Certificates from Government Offices	2.07		22
Electricity Supply Reliability	2.07		23
Public Transport Adequacy	2.08		24
Elected Official Approachability	2.10		25
Death Registration Process	2.11		26

Table-3.27.3: Policy Priority Ranking-III: Chumoukedima

Variable	Mean Score	Classification	Policy Priority Ranking
Birth Registration Process	2.12	Medium	27
Business Opportunities Availability	2.12		28
Disasters Community Response Time	2.15		29
Health services Quality	2.19		30
Health services Accessibility	2.21		31
Presence of women in workplace	2.21		32
Community Involvement Efforts by Local Government	2.21		33
Safety Standards	2.21		34
Locality Cleanliness	2.29		35
Education Accessibility	2.33		36
Ambulance Emergency Response Time	2.36	High	37
Police Emergency Response Time	2.36		38
Fire Department Emergency Response Time	2.38		39
Garbage Collection Facility	2.53		40
Education Quality	2.54		41

Chapter Four

Dimapur

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Dimapur City. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-4.1, the average age of the respondents in Dimapur is 40 years, with the minimum age of 15 years and maximum age of 93 years.

Table-4.1: Age-Dimapur

Variable	Count	Mean	Min	Max
Age	1035	40	15	93

2.2. Gender:

- 2.2.1. Table-4.2 presents gender distribution in Dimapur. While male respondents constituted 50.72 percent, female constituted 49.28 percent. The frequency distribution of gender is given in Table-4.2.

Table-4.2: Gender-Dimapur

Gender	Percent	Count
Male	50.72	525
Female	49.28	510
Total	100	1035

2.3. Religion:

- 2.3.1. From Table-4.3, it can be seen that almost all the respondents in Dimapur are Christians, accounting for 69.61 percent. The percentage of Hindus and Muslims are 18.99 percent and 10.05 percent respectively. The frequency distribution of religion is given in Table-4.3.

Table-4.3: Religion-Dimapur

Religion	Percent	Count
Christianity	69.61	617
Hindu	18.99	300
Islam	10.05	104
Jain	1.35	14
Total	100	1035

2.4. Marital Status:

- 2.4.1. As can be observed from Table-4.4, a majority of the respondents in Dimapur are married with 59.81 percent, followed by unmarried category with 35.56 percent. The frequency distribution of marital status is given in Table-4.4.

Table-4.4: Marital Status-Dimapur

Marital Status	Percent	Count
Married	59.81	619
Unmarried	35.56	368
Divorced/widowed	4.64	48
Total	100	1035

2.5. Social Groups:

- 2.5.1. Table-4.5 presents the distribution of social groups in Dimapur. A majority of the respondents belong to Scheduled Tribe (ST) with 61.71 percent, while 14.67 percent and 13.77 percent belong to Scheduled Caste (SC) and General respectively. The distribution of social groups including frequency distribution is given in Table-4.5.

Table-4.5: Social Groups-Dimapur

Social group	Percent	Count
ST	61.71	614
SC	14.67	146
General	13.77	137
OBC	9.85	98
Total	100	995

2.6. Education:

- 2.6.1. As can be gleaned from Table-4.6, a majority of the respondents in Dimapur have education levels up to high school with 29.93 percent, followed by those with college and above degrees with 25.22 percent. Notably, 1.67 percent reported below primary level of education. The distribution of educational levels including frequency distribution is given in Table-4.6.

Table-4.6: Educational Level-Dimapur

Education level	Percent	Count
College & above	25.22	257
Higher secondary	22.57	230
High school	29.93	305
Middle school	12.95	132
Primary	7.65	78
Below primary	1.67	17
Total	100	1002

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-4.7, the percentage of pucca houses in Dimapur is 59.42 percent, while that of kutcha type is 23.77 percent. The frequency distribution of house type is given in Table-4.7.

Table-4.7: House Type-Dimapur

House Type	Percent	Count
Pucca	59.42	615
Kutcha	23.77	246
Semi-pucca	16.81	174
Total	100	1035

3.2. Occupation:

- 3.2.1. Table-4.8 presents the distribution of occupations in Dimapur. The maximum number of the respondents are unemployed with 28.42 percent, followed by students with 23.24 percent. The distribution of occupation including frequency distribution is given in Table-4.8.

Table-4.8: Occupation-Dimapur

Occupation	Percent	Count
Casual Labourer	2.59	25
Salaried/regular wage	23.24	224
Self employed	18.26	176
Student	20.54	198
Unemployed	28.42	274
Others	6.95	67
Total	100	897

3.3. *Income:*

- 3.3.1. As shown in Table-4.9, the average monthly income of the respondents in Dimapur is Rs. 31704.27, with the minimum income of Rs. 2000 and the maximum income of Rs. 350000, excluding the responses of zero income.

Table-4.9: Monthly Income-Dimapur

Variable	Count	Mean	Min	Max
Monthly income	492	31704.27	2000	350000

3.4. *Pensioner:*

- 3.4.1. From Table-4.10, it can be seen that a majority of the respondents in Dimapur are not pensioners with 93.91 percent, with pensioners accounting for 6.09 percent. The frequency distribution of pensioner status is given in Table-4.10.

Table-4.10: Pensioner Status-Dimapur

Whether pensioner or not	Percent	Count
Yes	6.09	63
No	93.91	972
Total	100	1035

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-4.11, a majority of the respondents (83.48 percent) perceive education to be moderately affordable. While 9.08 percent consider education to be not affordable at all, 7.44 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (53.72 percent) consider it to be good. Whereas 42.61 percent perceive it to be fair, 3.67 percent consider it to be poor. In terms of accessibility, a majority of the respondents (55.65 percent) perceive it to be fairly accessible. While 40.39 percent consider it to be easily accessible, 3.96 percent perceive it to be poorly accessible.

Table-4.11: Education Perception-Dimapur

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	9.08	Poor	3.67	Poorly accessible	3.96
Moderately affordable	83.48	Fair	42.61	Fairly accessible	55.65
Extremely affordable	7.44	Good	53.72	Easily accessible	40.39

4.1.2. Health:

4.1.2.1. As highlighted in Table-4.12, a majority of the respondents (78.55 percent) perceive health to be moderately affordable. While 11.21 percent consider health to be extremely affordable, 10.24 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (48.12 percent) consider it to be good. Whereas 45.7 percent perceive it to be fair, 6.18 percent consider it to be poor. In terms of accessibility, a majority of the respondents (56.62 percent) perceive it to be fairly accessible. While 38.94 percent consider it to be easily accessible, 4.44 percent perceive it to be poorly accessible.

Table-4.12: Health Perception-Dimapur

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	10.24	Poor	6.18	Poorly accessible	4.44
Moderately affordable	78.55	Fair	45.7	Fairly accessible	56.62
Extremely affordable	11.21	Good	48.12	Easily accessible	38.94

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-4.13, a majority of the respondents (62.8 percent) perceive owned housing and shelter to be moderately affordable. While 33.82 percent consider owned housing and shelter to be not affordable at all, 3.38 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (75.75 percent) consider it to be moderately affordable. Whereas 19.03 percent perceive it to be not affordable at all, 5.22 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (51.4 percent) perceive it to be fair. While 26.38 percent consider it to be poor, 22.22 percent perceive it to be good.

Table-4.13: Housing and Shelter Perception-Dimapur

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	33.82	Not affordable at all	19.03	Poor	26.38
Moderately affordable	62.8	Moderately affordable	75.75	Fair	51.4
Extremely affordable	3.38	Extremely affordable	5.22	Good	22.22

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-4.14, a majority of the respondents (54.98 percent) perceive water availability to be good. While 34.01 percent consider water availability to be fair, 11.01 percent perceive it to be poor. With respect to water quality, a majority of the respondents (43.57 percent) consider it to be fair. Whereas 41.55 percent perceive it to be

good, 14.88 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (54.98 percent) perceive it to be good. While 34.01 percent consider it to be fair, 11.01 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (43.57 percent) perceive it to be fair. While 41.55 percent consider it to be good, 14.88 percent perceive it to be poor.

Table-4.14: Water and Sanitation Perception-Dimapur

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	11.01	Poor	14.88	Poor	11.01	Poor	14.88
Fair	34.01	Fair	43.57	Fair	34.01	Fair	43.57
Good	54.98	Good	41.55	Good	54.98	Good	41.55

4.1.5. *Mobility:*

4.1.5.1. As can be gleaned from Table-4.15, a majority of the respondents (54.78 percent) perceive road availability to be fair. While 22.71 percent consider road availability to be good, 22.51 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (54.49 percent) consider it to be fair. Whereas 37.49 percent perceive it to be good, 8.02 percent consider it to be poor. In relation to affordability of public transport, a majority of the respondents (85.69 percent) perceive it to be moderately affordable. While 9.28 percent consider it to be extremely affordable, 5.03 percent perceive it to be not affordable at all.

Table-4.15: Mobility Perception-Dimapur

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	22.51	Poor	8.02	Not affordable at all	5.03
Fair	54.78	Fair	54.49	Moderately affordable	85.69
Good	22.71	Good	37.49	Extremely affordable	9.28

4.1.6. *Safety and Security:*

4.1.6.1. As presented in Table-4.16, a majority of the respondents (57.16 percent) perceive safety standards to be good. While 37.72 percent consider safety standards to be fair, 5.13 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (50.82 percent) consider it to be fair. Whereas 44.53 percent perceive it to be good, 4.65 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (46.42 percent) perceive it to be fair. While

42.36 percent consider it to be good, 11.22 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (52.9 percent) perceive it to be fair. While 41.88 percent consider it to be good, 5.22 percent perceive it to be poor.

Table-4.16: Safety and Security Perception-Dimapur

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	5.13	Poor	4.65	Poor	11.22	Poor	5.22
Fair	37.72	Fair	50.82	Fair	46.42	Fair	52.9
Good	57.16	Good	44.53	Good	42.36	Good	41.88

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-4.17, a majority of the respondents (62.98 percent) perceive recreation facilities to be poorly accessible. While 29.84 percent consider recreation facilities to be fairly accessible, 7.17 percent perceive it to be easily accessible.

Table-4.17: Perception on Recreation-Dimapur

Recreation	
Accessibility	Percentage
Poorly accessible	62.98
Fairly accessible	29.84
Easily accessible	7.17

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

4.2.1.1. As can be seen from Table-4.18, a majority of the respondents (60.1 percent) perceive job opportunity availability to be poor. While 26.86 percent consider job opportunity availability to be fair, 13.04 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (45.51 percent) consider it to be fair. Whereas 30.43 percent perceive it to be poor, 24.06 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (56.38 percent) perceive it to be good. While 39.37 percent consider it to be fair, 4.25 percent perceive it to be poor.

Table-4.18: Economic Opportunities Perception-Dimapur

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	60.1	Poor	30.43	Poor	4.25
Fair	26.86	Fair	45.51	Fair	39.37
Good	13.04	Good	24.06	Good	56.38

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-4.19, a majority of the respondents (47.05 percent) perceive air quality to be fair. While 27.05 percent consider air quality to be poor, 25.89 percent perceive it to be good. With respect to noise quality, a majority of the respondents (49.95 percent) consider it to be fair. Whereas 25.12 percent perceive it to be poor, 24.93 percent consider it to be good. In relation to governmental efforts to address pollution, a majority of the respondents (46.76 percent) perceive it to be fair. While 34.49 percent consider it to be poor, 18.74 percent perceive it to be good.

Table-4.19: Pollution Perception-Dimapur

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	27.05	Poor	25.12	Poor	34.49
Fair	47.05	Fair	49.95	Fair	46.76
Good	25.89	Good	24.93	Good	18.74

4.3.1. Green Spaces:

4.3.1.1. As can be observed from Table-4.20, a majority of the respondents (68.21 percent) perceive availability of open spaces to be poor. While 20.19 percent consider availability of open spaces to be fair, 11.59 percent perceive it to be good.

Table-4.20: Perception of Green Spaces-Dimapur

Green Spaces	
Availability of open spaces	Percentage
Poor	68.21
Fair	20.19
Good	11.59

4.3.2. Energy Consumption:

4.3.2.1. As can be gleaned from Table-4.21, a majority of the respondents (47.25 percent) perceive electricity reliability to be fair. While 40.29 percent consider electricity reliability to be good, 12.46 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (70.34 percent) consider it to be moderately affordable. Whereas 15.46 percent perceive it to be not affordable at all, 14.2 percent consider it to be extremely affordable.

Table-4.21: Perception of Energy Consumption-Dimapur

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	12.46	Not affordable at all	15.46
Fair	47.25	Moderately affordable	70.34
Good	40.29	Extremely affordable	14.2

4.3.3. Resilience:

4.3.3.1. As presented in Table-4.22, a majority of the respondents (60.06 percent) perceive disaster response to be fair. While 20.21 percent consider perceive disaster response to be poor, 19.73 percent perceive it to be good. With respect to community response time, a majority of the respondents (54.11 percent) consider it to be fair. Whereas 27.15 percent perceive it to be good, 18.74 percent consider it to be poor.

Table-4.22: Resilience Perception-Dimapur

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	20.21	Poor	18.74
Fair	60.06	Fair	54.11
Good	19.73	Good	27.15

4.4. Citizens' Perception of Public Services:**4.4.1. Service Delivery:**

4.4.1.1 As highlighted in Table-4.23, a majority of the respondents (52.37 percent) perceive birth registration service to be fair. While 39.13 percent consider the service to be good, 8.5 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (53.72 percent) consider it to be fair. Whereas 38.26 percent perceive it to be good, 8.02 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (44.97 percent) perceive it to be fair. While 35.11 percent consider it to be good, 19.92 percent perceive it to be poor.

Table-4.23: Service Delivery Perception-Dimapur

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	8.5	Poor	8.02	Poor	19.92
Fair	52.37	Fair	53.72	Fair	44.97
Good	39.13	Good	38.26	Good	35.11

4.5. Citizens' Perception of Governance:

- 4.5.1. As highlighted in Table-4.24, a majority of the respondents (47.1 percent) perceive community involvement effort by local government to be fair. While 37.91 percent consider community involvement effort to be good, 14.99 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (61.12 percent) reported fairly approachable. Whereas 23.21 percent registered very approachable, 15.67 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (66.83 percent) registered moderately satisfied. While 17.7 percent reported not satisfied, 15.47 percent registered very satisfied.

Table-4.24: Governance Perception-Dimapur

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	14.99	Not approachable	15.67	Not satisfied	17.7
Fair	47.1	Fairly approachable	61.12	Moderately satisfied	66.83
Good	37.91	Very approachable	23.21	Very satisfied	15.47

- 4.5.2. As highlighted in Table-4.25, a majority of the respondents (57.16 percent) perceive grievance redressal response time in locality to be fair. While 23.5 percent consider grievance redressal response time to be poor, 19.34 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (60.83 percent) reported moderately satisfied. Whereas 31.72 percent registered not satisfied, 7.45 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (64.8 percent) perceive grievance redressal response time in office to be fair. While 25.82 percent consider grievance redressal response time to be poor, 9.38 percent perceive it to be good.

Table-4.25: Governance Perception-Dimapur

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	23.5	Not satisfied	31.72	Poor	25.82
Fair	57.16	Moderately satisfied	60.83	Fair	64.8
Good	19.34	Very satisfied	7.45	Good	9.38

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-4.26, the Ease of Living Perception Index for Dimapur is 54, and comes under medium category. The highest index was registered under public services with a mean score of 63, while the lowest index was registered under economic ability with a mean score of 44.

Table-4.26: Ease of Living Perception Index-Dimapur

Dimapur	Index	Category
Ease of living	54	Medium
Quality of life	58	Medium
Economic ability	44	Medium
Sustainability	48	Medium
Public services	63	Medium
Governance	49	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-4.27.1, the variables with the least mean scores that fall under low category are open spaces availability, recreational facilities accessibility and job opportunities availability; which are accordingly assigned as the top three ranks in policy priority.
- 6.2. As highlighted in Table-4.27.2, the variables with the highest mean scores that fall under high category are health services accessibility, education accessibility, ambulance emergency response time, police emergency response time, health services quality, water supply availability, education quality, safety standards and presence of women in workplace; which are accordingly assigned as the bottom nine ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-4.27.1, Table-4.27.2 and Table-4.27.3.

Table-4.27.1: Policy Priority Ranking-I: Dimapur

Variable	Mean Score	Classification	Policy Priority Ranking
Open Spaces Availability	1.43	Low	1
Recreational Facilities Accessibility	1.44		2
Job Opportunities Availability	1.53		3
Housing and Shelter Affordability (Owned)	1.70	Medium	4
Local Government's Efforts to Disclose Reports	1.76		5
Grievances Redressal in Office Response Time	1.84		6
Government Efforts to Address Pollution	1.84		7
Housing and Shelter Affordability (Rental)	1.86		8
Business Opportunities Availability	1.94		9
Grievances Redressal Response Time	1.96		10
Housing and Shelter Availability	1.96		11
Grievance Redressal Facilities Satisfaction	1.98		12
Education Affordability	1.98		13

Table-4.27.2: Policy Priority Ranking-II: Dimapur

Variable	Mean Score	Classification	Policy Priority Ranking
Electricity Supply Affordability	1.99	Medium	14
Air Quality	1.99		15
Disasters Resilience	2.00		16
Noise Free-Environment	2.00		17
Road Availability	2.00		18
Health services Affordability	2.01		19
Locality Cleanliness	2.02		20
Public Transport Affordability	2.04		21
Elected Official Approachability	2.08		22
Disasters Community Response Time	2.08		23
Obtaining Certificates from Government Offices	2.15		24
Garbage Collection Facility	2.20		25
Community Involvement Efforts by Local Government	2.23		26

Table-4.27.3: Policy Priority Ranking-III: Dimapur

Variable	Mean Score	Classification	Policy Priority Ranking
Water Supply Quality	2.27	Medium	27
Electricity Supply Reliability	2.28		28
Public Transport Adequacy	2.29		29
Death Registration Process	2.30		30
Birth Registration Process	2.31		31
Fire Department Emergency Response Time	2.31		32
Health Services Accessibility	2.34	High	33
Education Accessibility	2.36		34
Ambulance Emergency Response Time	2.37		35
Police Emergency Response Time	2.40		36
Health Services Quality	2.42		37
Water Supply Availability	2.44		38
Education Quality	2.50		39
Safety Standards	2.52		40
Presence of Women in Workplace	2.52		41

Chapter Five

Kiphire

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Kiphire Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-5.1, the average age of the respondents in Kiphire is 36 years, with the minimum age of 15 years and maximum age of 82 years.

Table-5.1: Age-Kiphire

Variable	Count	Mean	Min	Max
Age	495	36	15	82

2.2. Gender:

- 2.2.1. Table-5.2 presents gender distribution in Kiphire. While male respondents constituted 51.92 percent, female constituted 48.08 percent. The frequency distribution of gender is given in Table-5.2.

Table-5.2: Gender-Kiphire

Gender	Percentage	Count
Male	51.92	257
Female	48.08	238
Total	100	495

2.3. Religion:

- 2.3.1. From Table-5.3, it can be seen that almost all the respondents in Kiphire are Christians, accounting for 96.16 percent. The percentage of Hindus and Muslims are marginal with 2.63 percent and 1.21 percent respectively. The frequency distribution of religion is given in Table-5.3.

Table-5.3: Religion-Kiphire

Religion	Percentage	Count
Christianity	96.16	476
Hindu	2.63	13
Islam	1.21	6
Total	100	495

2.4. Marital Status:

- 2.4.1. As can be observed from Table-5.4, a majority of the respondents in Kiphire are married with 65.45 percent, followed by unmarried category with 34.55 percent. The frequency distribution of marital status is given in Table-5.4.

Table-5.4: Marital Status-Kiphire

Marital Status	Percentage	Count
Married	65.45	324
Unmarried	34.55	171
Total	100	495

2.5. Social Groups:

- 2.5.1. Table-5.5 presents the distribution of social groups in Kiphire. Almost all the respondents belong to Scheduled Tribe (ST) with 95.76 percent, while 2.63 percent and 1.62 percent belong to Other Backward Class (OBC) and Scheduled Caste (SC) respectively. The frequency distribution of social groups is given in Table-5.5.

Table-5.5: Social Groups-Kiphire

Social group	Percentage	Count
ST	95.76	474
OBC	2.63	13
SC	1.62	8
Total	100	495

2.6. Education:

- 2.6.1. As can be gleaned from Table-5.6, a majority of the respondents in Kiphire have education levels up to high school with 36.18 percent, followed by those with middle school levels with 18.5 percent. Notably, only 0.41 percent studied up to pre-primary school. The distribution of educational level including frequency distribution is given in Table-5.6.

Table-5.6: Educational Level-Kiphire

Education level	Percentage	Count
College & above	16.26	80
Higher secondary	17.68	87
High school	36.18	178
Middle school	18.5	91
Primary	10.98	54
Pre-primary	0.41	2
Total	100	492

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-5.7, the maximum number of houses in Kiphire is pucca type with 49.7 percent, followed by kutcha type with 39.39 percent. Moreover, the number of semi-pucca type is 10.91 percent. The frequency distribution of house type is given in Table-5.7.

Table-5.7: House Type-Kiphire

House Type	Percentage	Count
Kutcha	39.39	195
Pucca	49.7	246
Semi-pucca	10.91	54
Total	100	495

3.2. Occupation:

- 3.2.1. Table-5.8 presents the distribution of occupations in Kiphire. The maximum number of the respondents are salaried/regular wage earners with 41.45 percent, followed by students with 33.55 percent. The distribution of occupation including frequency distribution is given in Table-5.8.

Table-5.8: Occupation-Kiphire

Occupation	Percentage	Count
Casual Labourer	3.95	12
Salaried/regular wage earner	41.45	126
Self-employed	8.55	26
Student	33.55	102
Unemployed	4.28	13
Others	8.22	25
Total	100	304

3.3. *Income:*

- 3.3.1. As shown in Table-5.9, the average monthly income of the respondents in Kiphire is Rs. 26671.56, with the minimum income of Rs. 2000 and the maximum income of Rs. 90000, excluding the responses of zero income.

Table-5.9: Monthly Income-Kiphire

Variable	Count	Mean	Min	Max
Monthly income	211	26671.56	2000	90000

3.4. *Pensioner:*

- 3.4.1. From Table-5.10, it can be seen that a majority of the respondents in Kiphire are not pensioners with 95.35 percent, with pensioners accounting for 4.64 percent. The frequency distribution of pensioner status is given in Table-5.10.

Table-5.10: Pensioner Status-Kiphire

Whether pensioner or not	Percentage	Count
No	95.35	472
Yes	4.64	23
Total	100	495

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-5.11, a majority of the respondents (95.76 percent) perceive education to be moderately affordable. While 3.43 percent consider education to be not affordable at all, only less than 1 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (75.56 percent) consider it to be fair. Whereas 24.04 percent perceive it to be good, only less than 1 percent consider it to be poor. In terms of accessibility, a majority of the respondents (64.44 percent) perceive it to be fairly accessible. While 32.53 percent consider it to be easily accessible, 3.03 percent perceive it to be poorly accessible.

Table-5.11: Education Perception-Kiphire

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	3.43	Poor	0.4	Poorly accessible	3.03
Moderately affordable	95.76	Fair	75.56	Fairly accessible	64.44
Extremely affordable	0.81	Good	24.04	Easily accessible	32.53

4.1.2. Health:

4.1.2.1. As highlighted in Table-5.12, a majority of the respondents (96.36 percent) perceive health to be moderately affordable. While 2.22 percent consider health to be not affordable at all, only 1.41 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (72.93 percent) consider it to be fair. Whereas 15.35 percent perceive it to be good, 11.72 percent consider it to be poor. In terms of accessibility, a majority of the respondents (65.66 percent) perceive it to be fairly accessible. While 23.64 percent consider it to be easily accessible, 10.71 percent perceive it to be poorly accessible.

Table-5.12: Health Perception-Kiphire

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	2.22	Poor	11.72	Poorly accessible	10.71
Moderately affordable	96.36	Fair	72.93	Fairly accessible	65.66
Extremely affordable	1.41	Good	15.35	Easily accessible	23.64

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-5.13, a majority of the respondents (78.03 percent) perceive owned housing and shelter to be not affordable at all. While 16.97 percent consider owned housing and shelter to be moderately affordable, 5 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (81.62 percent) consider it to be moderately affordable. Whereas 17.37 percent perceive it to be not affordable at all, only 1.01 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (63.84 percent) perceive it to be fair. While 34.75 percent consider it to be poor, only 1.41 percent perceive it to be good.

Table-5.13: Housing and Shelter Perception-Kiphire

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	78.03	Not affordable at all	17.37	Poor	34.75
Moderately affordable	16.97	Moderately affordable	81.62	Fair	63.84
Extremely affordable	5	Extremely affordable	1.01	Good	1.41

4.1.4. Water and Sanitation:

- 4.1.4.1. As can be observed from Table-5.14, a majority of the respondents (65.66 percent) perceive water availability to be fair. While 27.68 percent consider water availability to be good, 6.67 percent perceive it to be poor. With respect to water quality, a majority of the respondents (78.14 percent) consider it to be good. Whereas 19.84 percent perceive it to be fair, 2.02 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (85.66 percent) perceive it to be poor. While 13.94 percent consider it to be fair, only less than 1 percent perceive it to be good. With respect to locality cleanliness, a majority of the respondents (61.41 percent) perceive it to be fair. While 33.94 percent consider it to be good, 4.65 percent perceive it to be poor.

Table-5.14: Water and Sanitation Perception-Kiphire

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage Collection	Percent	Locality cleanliness	Percent
Poor	6.67	Poor	2.02	Poor	85.66	Poor	4.65
Fair	65.66	Fair	19.84	Fair	13.94	Fair	61.41
Good	27.68	Good	78.14	Good	0.4	Good	33.94

4.1.5. Mobility:

- 4.1.5.1. As can be gleaned from Table-5.15, a majority of the respondents (77.78 percent) perceive road availability to be poor. While 15.35 percent consider road availability to be fair, 6.87 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (62.42 percent) consider it to be fair. Whereas 34.95 percent perceive it to be poor, 2.63 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (92.73 percent) perceive it to be moderately affordable. While 6.67 percent consider it to be not affordable at all, only less than 1 percent perceive it to be extremely affordable.

Table-5.15: Mobility Perception-Kiphire

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	77.78	Poor	34.95	Not affordable at all	6.67
Fair	15.35	Fair	62.42	Moderately affordable	92.73
Good	6.87	Good	2.63	Extremely affordable	0.61

4.1.6. *Safety and Security:*

- 4.1.6.1. As presented in Table-5.16, a majority of the respondents (58.99 percent) perceive safety standards to be good. While 40.2 percent consider safety standards to be fair, only less than 1 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (82.64 percent) consider it to be good. Whereas 16.36 percent perceive it to be fair, only 1 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (75.16 percent) perceive it to be good. While 23.84 percent consider it to be fair, only 1 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (61.41 percent) perceive it to be fair. While 31.11 percent consider it to be good, 7.47 percent perceive it to be poor.

Table-5.16: Safety and Security Perception-Kiphire

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	0.81	Poor	1	Poor	1	Poor	7.47
Fair	40.2	Fair	16.36	Fair	23.84	Fair	61.41
Good	58.99	Good	82.64	Good	75.16	Good	31.11

4.1.7. *Recreation:*

- 4.1.7.1. As highlighted in Table-5.17, a majority of the respondents (56.36 percent) perceive recreation facilities to be fairly accessible. While 32.73 percent consider recreation facilities to be easily accessible, 10.91 percent perceive it to be poorly accessible.

Table-5.17: Perception on Recreation-Kiphire

Recreation	
Accessibility	Percentage
Poorly accessible	10.91
Fairly accessible	56.36
Easily accessible	32.73

4.2. *Citizens' Perception of Economic Ability:*

4.2.1. *Economic Opportunities:*

- 4.2.1.1. As can be seen from Table-5.18, a majority of the respondents (96.97 percent) perceive job opportunity availability to be poor. While 2.83 percent consider job opportunity availability to be fair, only less than 1 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (65.66 percent) consider it to be fair. Whereas 26.06 percent perceive it to be good, 8.28 percent consider it to be poor. In terms of

presence of women in workplace, a majority of the respondents (50.68 percent) perceive it to be fair. While 26.03 percent consider it to be good, 23.29 percent perceive it to be poor.

Table-5.18: Economic Opportunities Perception-Kiphire

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	96.97	Poor	8.28	Poor	23.29
Fair	2.83	Fair	65.66	Fair	50.68
Good	0.2	Good	26.06	Good	26.03

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-5.19, a majority of the respondents (77.28 percent) perceive air quality to be poor. While 22.11 percent consider air quality to be fair, only less than 1 percent perceive it to be good. With respect to noise quality, a majority of the respondents (49.78 percent) consider it to be poor. Whereas 28.6 percent perceive it to be fair, 21.62 percent consider it to be good. In relation to governmental efforts to address pollution, a majority of the respondents (35.9 percent) perceive it to be good. While 34.89 percent consider it to be fair, 29.21 percent perceive it to be poor.

Table-5.19: Pollution Perception-Kiphire

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	77.28	Poor	49.78	Poor	29.21
Fair	22.11	Fair	28.6	Fair	34.89
Good	0.61	Good	21.62	Good	35.9

4.3.1. Green Spaces:

4.3.1.1. As can be observed from Table-5.20, a majority of the respondents (78.5 percent) perceive availability of open spaces to be poor. While 20.69 percent consider availability of open spaces to be fair, only less than 1 percent perceive it to be good.

Table-5.20: Perception of Green Spaces-Kiphire

Green Spaces	
Availability of open spaces	Percentage
Poor	78.5
Fair	20.69
Good	0.81

4.3.2. Energy Consumption:

4.3.2.1. As can be gleaned from Table-5.21, a majority of the respondents (78.03 percent) perceive electricity reliability to be good. While 11.97 percent consider electricity reliability to be fair, 10 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (95.94 percent) consider it to be moderately affordable. Whereas 2.45 percent perceive it to be extremely affordable, only 1.61 percent consider it to be not affordable at all.

Table-5.21: Perception of Energy Consumption-Kiphire

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	10	Not affordable at all	1.61
Fair	11.97	Moderately affordable	95.94
Good	78.03	Extremely affordable	2.45

4.3.3. Resilience:

4.3.3.1. As presented in Table-5.22, a majority of the respondents (44.63 percent) perceive disaster response to be fair. While 30.37 percent consider perceive disaster response to be poor, 25 percent perceive it to be good. With respect to community response time, a majority of the respondents (60.12 percent) consider it to be fair. Whereas 25.83 percent perceive it to be good, 14.05 percent consider it to be poor.

Table-5.22: Resilience Perception-Kiphire

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	30.37	Poor	14.05
Fair	44.63	Fair	60.12
Good	25	Good	25.83

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.2. As highlighted in Table-5.23, a majority of the respondents (89.23 percent) perceive birth registration service to be good. While 9.76 percent consider the service to be fair, only 1.02 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (86.8 percent) consider it to be good. Whereas 11.59 percent perceive it to be fair, only 1.61 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (68.37 percent) perceive it to be good. While 30 percent consider it to be fair, only 1.63 percent perceive it to be poor.

Table-5.23: Service Delivery Perception-Kiphire

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	1.02	Poor	1.61	Poor	1.63
Fair	9.76	Fair	11.59	Fair	30
Good	89.23	Good	86.8	Good	68.37

4.5. Citizens' Perception of Governance:

4.5.1. As highlighted in Table-5.24, a majority of the respondents (80.89 percent) perceive community involvement effort by local government to be fair. While 18.5 percent consider community involvement effort to be good, only less than 1 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (68.29 percent) reported fairly approachable. Whereas 31.3 percent registered very approachable, only less than 1 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (90.24 percent) registered moderately satisfied. While 8.15 percent reported very satisfied, only 1.61 percent registered not satisfied.

Table-5.24: Governance Perception-Kiphire

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	0.61	Not approachable	0.41	Not satisfied	1.61
Fair	80.89	Fairly approachable	68.29	Moderately satisfied	90.24
Good	18.5	Very approachable	31.3	Very satisfied	8.15

4.2. As highlighted in Table-5.25, a majority of the respondents (80.89 percent) perceive grievance redressal response time in locality to be fair. While 17.5 percent consider grievance redressal response time to be good, only 1.61 percent perceive it to be poor. With respect to local government efforts to disclose reports, a majority of the respondents (68.29 percent) reported moderately satisfied. Whereas 30.3 percent registered very satisfied, only 1.41 percent reported not satisfied. In terms of grievance redressal response time in office, a majority of the respondents (90.24 percent) perceive grievance redressal response time in office to be fair. While 8.15 percent consider grievance redressal response time to be good, only 1.61 percent perceive it to be poor.

Table-5.25: Governance Perception-Kiphire

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	1.61	Not satisfied	1.41	Poor	1.61
Fair	80.89	Moderately satisfied	68.29	Fair	90.24
Good	17.5	Very satisfied	30.3	Good	8.15

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-5.26, the Ease of Living Perception Index for Kiphire is 52, and comes under medium category. The highest index was registered under public services with a mean score of 90, while the lowest index was registered under economic ability with a mean score of 33.

Table-5.26: Ease of Living Perception Index-Kiphire

Kiphire	Index	Category
Ease of living	52	Medium
Quality of life	53	Medium
Economic ability	33	Low
Sustainability	43	Medium
Public services	90	High
Governance	53	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-5.27.1, the variables with the least mean scores that fall under low category are job opportunities availability, garbage collection facility, owned housing and shelter affordability, open spaces availability, air quality, road availability, noise free environment and local government's efforts to disclose reports; which are accordingly assigned as the top eight ranks in policy priority.
- 6.2. As highlighted in Table-5.27.3, the variables with the highest mean scores that fall under high category are birth registration process, electricity supply reliability, death registration process, police emergency response time, fire department emergency response time, water supply quality and obtaining certificates from government offices; which are accordingly assigned as the bottom eight ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-5.27.1, Table-5.27.2 and Table-5.27.3.

Table-5.27.1: Policy Priority Ranking-I: Kiphire

Variable	Mean Score	Classification	Policy Priority Ranking
Job Opportunities Availability	1.03	Low	1
Garbage Collection Facility	1.15		2
Housing and Shelter Affordability (Owned)	1.17		3
Open Spaces Availability	1.22		4
Air Quality	1.23		5
Road Availability	1.29		6
Noise Free Environment	1.32		7
Local Government's Efforts to Disclose Reports	1.34		8
Housing and Shelter Availability	1.67	Medium	9
Public Transport Adequacy	1.68		10
Housing and Shelter Affordability (Rental)	1.84		11
Public Transport Affordability	1.94		12
Disasters Resilience	1.95		13

Table-5.27.2: Policy Priority Ranking-II: Kiphire

Variable	Mean Score	Classification	Policy Priority Ranking
Education Affordability	1.97	Medium	14
Health Services Affordability	1.99		15
Presence of women in workplace	2.03		16
Electricity Supply Affordability	2.03		17
Health services Quality	2.04		18
Government Efforts to Address Pollution	2.07		19
Grievance Redressal Facilities Satisfaction	2.09		20
Disasters Community Response Time	2.12		21
Health services Accessibility	2.13		22
Grievances Redressal in Office Response Time	2.17		23
Business Opportunities Availability	2.18		24
Community Involvement Efforts by Local Government	2.18		25
Water Supply Availability	2.21		26
Recreational Facilities Accessibility	2.22		27

Table-5.27.3: Policy Priority Ranking-III: Kiphire

Variable	Mean Score	Classification	Policy Prioritization
Education Quality	2.24	Medium	28
Ambulance Emergency Response Time	2.24		29
Grievances Redressal Response Time	2.24		30
Locality Cleanliness	2.29		31
Education Accessibility	2.29		32
Elected Official Approachability	2.31		33
Safety Standards	2.58	High	34
Obtaining Certificates from Government Offices	2.67		35
Water Supply Quality	2.76		36
Fire Department Emergency Response Time	2.76		37
Police Emergency Response Time	2.84		38
Death Registration Process	2.87		39
Electricity Supply Reliability	2.88		40
Birth Registration Process	2.88		41

Chapter Six

Kohima

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Kohima Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-6.1, the average age of the respondents in Kohima is 39 years, with the minimum age of 15 years and maximum age of 89 years.

Table-6.1: Age-Kohima

Variable	Count	Mean	Min	Max
Age	855	39	15	89

2.2. Gender:

- 2.2.1. Table-6.2 presents gender distribution in Kohima. While male respondents constituted 49.12 percent, female constituted 50.88 percent. The frequency distribution of gender is given in Table-6.2.

Table-6.2: Gender-Kohima

Gender	Percentage	Count
Female	50.88	435
Male	49.12	420
Total	100	855

2.3. Religion:

- 2.3.1. From Table-6.3, it can be seen that a majority of the respondents in Kohima are Christians, accounting for 89.59 percent. The percentage of Hindus and Muslims are 9.36 percent and 0.35 percent respectively. The frequency distribution of religion is given in Table-6.3.

Table-6.3: Religion-Kohima

Religion	Percentage	Count
Buddhism	0.7	6
Christianity	89.59	766
Hindu	9.36	80
Muslim	0.35	3
Total	100	855

2.4. Marital Status:

- 2.4.1. As can be observed from Table-6.4, a majority of the respondents in Kohima are married with 51.46 percent, followed by unmarried category with 45.15 percent. Moreover, the proportion of divorced/widowed is 3.39 percent. The frequency distribution of marital status is given in Table-6.4.

Table-6.4: Marital Status-Kohima

Marital Status	Percentage	Count
Divorced/ widowed	3.39	29
Married	51.46	440
Unmarried	45.15	386
Total	100	855

2.5. Social Groups:

- 2.5.1. Table-6.5 presents the distribution of social groups in Kohima. A majority of the respondents belong to Scheduled Tribe (ST) with 88.88 percent, while 3.51 percent and 5.15 percent belong to Other Backward Class (OBC) and Scheduled Caste (SC) respectively. The frequency distribution of social groups is given in Table-6.5.

Table-6.5: Social Groups-Kohima

Social group	Percentage	Count
General	2.46	21
OBC	3.51	30
SC	5.15	44
ST	88.88	759
Total	100	854

2.6. Education:

- 2.6.1. As can be gleaned from Table-6.6, a majority of the respondents in Kohima have education levels up to college and above with 39.3 percent, followed by those with middle school levels with 22.81 percent. Notably, 1.52 percent are illiterate. The distribution of educational level including frequency distribution is given in Table-6.6.

Table-6.6: Educational Level-Kohima

Education level	Percentage	Count
College & above	39.3	336
Higher secondary	22.81	195
High school	20.58	176
Middle school	12.51	107
Primary	3.27	28
Illiterate	1.52	13
Total	100	855

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-6.7, the maximum number of houses in Kohima is pucca type with 53.33 percent, followed by kutcha type with 31.23 percent. Moreover, the number of semi-pucca type is 15.44 percent. The frequency distribution of house type is given in Table-6.7.

Table-6.7: House Type-Kohima

House Type	Percentage	Count
Kutcha	31.23	267
Puca	53.33	456
Semi-pucca	15.44	132
Total	100	855

3.2. Occupation:

- 3.2.1. Table-6.8 presents the distribution of occupations in Kohima. The maximum number of the respondents are unemployed with 31.57 percent, followed by salaried/regular wage earners and students with 25.47 percent and 19.01 percent respectively. The distribution of occupation including frequency distribution is given in Table-6.8.

Table-6.8: Occupation-Kohima

Occupation	Percentage	Count
Casual Labourer	1.88	16
Salaried/ regular wage earner	25.47	217
Self-employed	14.08	120
Student	19.01	162
Unemployed	31.57	269
Others	7.98	68
Total	100	852

3.3. *Income:*

- 3.3.1. As shown in Table-6.9, the average monthly income of the respondents in Kohima is Rs. 35245.22, with the minimum income of Rs. 400 and the maximum income of Rs. 400000, excluding the responses of zero income.

Table-6.9: Monthly Income-Kohima

Variable	Count	Mean	Min	Max
Monthly income	410	35245.22	400	400000

3.4. *Pensioner:*

- 3.4.1. From Table-6.10, it can be seen that a majority of the respondents in Kohima are not pensioners with 94.39 percent, with pensioners accounting for 5.61 percent. The frequency distribution of pensioner status is given in Table-6.9.

Table-10: Pensioner Status-Kohima

Whether pensioner or not	Percentage	Count
No	94.39	807
Yes	5.61	48
Total	100	855

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-6.11, a majority of the respondents (92.87 percent) perceive education to be moderately affordable. While 3.74 percent consider education to be not affordable at all, 3.39 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (67.25 percent) consider it to be fair. Whereas 30.99 percent perceive it to be good, only 1.75 percent consider it to be poor. In terms of accessibility, a majority of the respondents (71.7 percent) perceive it to be fairly accessible. While 22.57 percent consider it to be easily accessible, 5.73 percent perceive it to be poorly accessible.

Table-6.11: Education Perception-Kohima

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	3.74	Poor	1.75	Poorly accessible	5.73
Moderately affordable	92.87	Fair	67.25	Fairly accessible	71.7
Extremely affordable	3.39	Good	30.99	Easily accessible	22.57

4.1.2. Health:

- 4.1.2.1. As highlighted in Table-6.12, a majority of the respondents (88.89 percent) perceive health to be moderately affordable. While 9.36 percent consider health to be not affordable at all, only 1.75 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (72.63 percent) consider it to be fair. Whereas 16.49 percent perceive it to be good, 10.88 percent consider it to be poor. In terms of accessibility, a majority of the respondents (76.26 percent) perceive it to be fairly accessible. While 13.33 percent consider it to be easily accessible, 10.41 percent perceive it to be poorly accessible.

Table-6.12: Health Perception-Kohima

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	9.36	Poor	10.88	Poorly accessible	10.41
Moderately affordable	88.89	Fair	72.63	Fairly accessible	76.26
Extremely affordable	1.75	Good	16.49	Easily accessible	13.33

4.1.3. Housing and Shelter:

- 4.1.3.1. As can be seen from Table-6.13, a majority of the respondents (65.15 percent) perceive owned housing and shelter to be moderately affordable. While 34.04 percent consider owned housing and shelter to be not affordable at all, only less than 1 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (87.25 percent) consider it to be moderately affordable. Whereas 10.88 percent perceive it to be not affordable at all, only 1.87 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (58.55 percent) perceive it to be fair. While 38.17 percent consider it to be poor, 3.28 percent perceive it to be good.

Table-6.13: Housing and Shelter Perception-Kohima

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	34.04	Not affordable at all	10.88	Poor	38.17
Moderately affordable	65.15	Moderately affordable	87.25	Fair	58.55
Extremely affordable	0.82	Extremely affordable	1.87	Good	3.28

4.1.4. Water and Sanitation:

- 4.1.4.1. As can be observed from Table-6.14, a majority of the respondents (73.92 percent) perceive water availability to be poor. While 22.69 percent consider water availability to be good, 3.39 percent perceive it to be poor. With respect to water quality, a majority of the respondents (53.75 percent) consider it to be poor. Whereas 31.5 percent perceive it to be fair, 14.75 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (65.61 percent) perceive it to be fair. While 27.25 percent consider it to be good, 7.13 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (73.1 percent) perceive it to be fair. While 18.13 percent consider it to be good, 8.77 percent perceive it to be poor.

Table-6.14: Water and Sanitation Perception-Kohima

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	73.92	Poor	53.75	Poor	7.13	Poor	8.77
Fair	22.69	Fair	31.5	Fair	65.61	Fair	73.1
Good	3.39	Good	14.75	Good	27.25	Good	18.13

4.1.5. Mobility:

- 4.1.5.1. As can be gleaned from Table-6.15, a majority of the respondents (67.95 percent) perceive road availability to be fair. While 18.95 percent consider road availability to be good, 13.1 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (64.56 percent) consider it to be fair. Whereas 25.38 percent perceive it to be good, 10.06 percent consider it to be poor. In relation to affordability of public transport, a majority of the respondents (88.77 percent) perceive it to be moderately affordable. While 7.84 percent consider it to be extremely affordable, 3.39 percent perceive it to be not affordable at all.

Table-6.15: Mobility Perception-Kohima

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	13.1	Poor	10.06	Not affordable at all	3.39
Fair	67.95	Fair	64.56	Moderately affordable	88.77
Good	18.95	Good	25.38	Extremely affordable	7.84

4.1.6. Safety and Security:

- 4.1.6.1. As presented in Table-6.16, a majority of the respondents (60.23 percent) perceive safety standards to be fair. While 32.75 percent consider safety standards to be good, 7.02 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (72.63 percent) consider it to be fair. Whereas 16.84 percent perceive it to be good, 10.53 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (72.28 percent) perceive it to be fair. While 14.85 percent consider it to be poor, 12.87 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (76.37 percent) perceive it to be fair. While 11.81 percent consider it to be good, 11.81 percent perceive it to be poor.

Table-6.16: Safety and Security Perception-Kohima

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	7.02	Poor	10.53	Poor	14.85	Poor	11.81
Fair	60.23	Fair	72.63	Fair	72.28	Fair	76.37
Good	32.75	Good	16.84	Good	12.87	Good	11.81

4.1.7. Recreation:

- 4.1.7.1. As highlighted in Table-6.17, a majority of the respondents (58.01 percent) perceive recreation facilities to be poorly accessible. While 39.77 percent consider recreation facilities to be fairly accessible, 2.22 percent perceive it to be easily accessible.

Table-6.17: Perception on Recreation-Kohima

Recreation	
Accessibility	Percentage
Poorly accessible	58.01
Fairly accessible	39.77
Easily accessible	2.22

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

- 4.2.1.1. As can be seen from Table-6.18, a majority of the respondents (63.16 percent) perceive job opportunity availability to be poor. While 36.37 percent consider job opportunity availability to be fair, only less than 1 percent perceive it to be good. With respect to business

opportunity availability, a majority of the respondents (59.88 percent) consider it to be fair. Whereas 36.96 percent perceive it to be poor, 3.16 percent consider it to be poor. In terms of presence of women in workplace, a majority of the respondents (72.41 percent) perceive it to be fair. While 22.7 percent consider it to be good, 4.89 percent perceive it to be poor.

Table-6.18: Economic Opportunities Perception-Kohima

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	63.16	Poor	36.96	Poor	4.89
Fair	36.37	Fair	59.88	Fair	72.41
Good	0.47	Good	3.16	Good	22.7

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-6.19, a majority of the respondents (63.63 percent) perceive air quality to be fair. While 24.09 percent consider air quality to be good, 12.28 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (66.43 percent) consider it to be fair. Whereas 20 percent perceive it to be good, 13.57 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (63.39 percent) perceive it to be fair. While 29.59 percent consider it to be poor, 7.02 percent perceive it to be good.

Table-6.19: Pollution Perception-Kohima

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	12.28	Poor	13.57	Poor	29.59
Fair	63.63	Fair	66.43	Fair	63.39
Good	24.09	Good	20	Good	7.02

4.3.1. Green Spaces:

4.3.1.1. As can be observed from Table-6.20, a majority of the respondents (68.89 percent) perceive availability of open spaces to be poor. While 28.54 percent consider availability of open spaces to be fair, 2.57 percent perceive it to be good.

Table-6.20: Perception of Green Spaces-Kohima

Green Spaces	
Availability of open spaces	Percentage
Poor	68.89
Fair	28.54
Good	2.57

4.3.2. Energy Consumption:

- 4.3.2.1. As can be gleaned from Table-6.21, a majority of the respondents (59.18 percent) perceive electricity reliability to be fair. While 33.8 percent consider electricity reliability to be good, 7.02 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (88.19 percent) consider it to be moderately affordable. Whereas 7.25 percent perceive it to be not affordable at all, 4.56 percent consider it to be extremely affordable.

Table-6.21: Perception of Energy Consumption-Kohima

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	7.02	Not affordable at all	7.25
Fair	59.18	Moderately affordable	88.19
Good	33.8	Extremely affordable	4.56

4.3.3. Resilience:

- 4.3.3.1. As presented in Table-6.22, a majority of the respondents (73.57 percent) perceive disaster response to be fair. While 14.04 percent consider perceive disaster response to be poor, 12.4 percent perceive it to be good. With respect to community response time, a majority of the respondents (69.94 percent) consider it to be fair. Whereas 19.53 percent perceive it to be good, 10.53 percent consider it to be poor.

Table-6.22: Resilience Perception-Kohima

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	14.04	Poor	10.53
Fair	73.57	Fair	69.94
Good	12.4	Good	19.53

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.2 As highlighted in Table-6.23, a majority of the respondents (77.66 percent) perceive birth registration service to be fair. While 19.88 percent consider the service to be good, 2.46 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (78.95 percent) consider it to be fair. Whereas 17.54 percent perceive it to be good, 3.51 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (78.92 percent) perceive it to be fair. While 10.54 percent consider it to be good, 10.54 percent perceive it to be poor.

Table-6.23: Service Delivery Perception-Kohima

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	2.46	Poor	3.51	Poor	10.54
Fair	77.66	Fair	78.95	Fair	78.92
Good	19.88	Good	17.54	Good	10.54

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-6.24, a majority of the respondents (76.49 percent) perceive community involvement effort by local government to be fair. While 14.97 percent consider community involvement effort to be good, 8.54 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (76.46 percent) reported fairly approachable. Whereas 17.8 percent registered very approachable, 5.74 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (71.35 percent) registered moderately satisfied. While 26.32 percent reported not satisfied, 2.34 percent registered very satisfied.

Table-6.24: Governance Perception-Kohima

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	8.54	Not approachable	5.74	Not satisfied	26.32
Fair	76.49	Fairly approachable	76.46	Moderately satisfied	71.35
Good	14.97	Very approachable	17.8	Very satisfied	2.34

- 4.5.2. As highlighted in Table-6.25, a majority of the respondents (60.58 percent) perceive grievance redressal response time in locality to be fair. While 36.84 percent consider grievance redressal response time to be poor, 2.57 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (53.57 percent) reported moderately satisfied. Whereas 46.08 percent registered not satisfied, only less than 1 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (69.94 percent) perceive grievance redressal response time in office to be fair. While 29.24 percent consider grievance redressal response time to be poor, only less than 1 percent perceive it to be good.

Table-6.25: Governance Perception-Kohima

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	36.84	Not satisfied	46.08	Poor	29.24
Fair	60.58	Moderately satisfied	53.57	Fair	69.94
Good	2.57	Very satisfied	0.35	Good	0.82

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-6.26, the Ease of Living Perception Index for Kohima is 46, and comes under medium category. The highest index was registered under public services with a mean score of 55, while the lowest index was registered under economic ability with a mean score of 31.

Table-6.26: Ease of Living Perception Index-Kohima

Kohima	Index	Category
Ease of living	46	Medium
Quality of life	47	Medium
Economic ability	31	Low
Sustainability	48	Medium
Public services	55	Medium
Governance	53	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-6.27.1, the variables with the least mean scores that fall under low category are water supply availability, open spaces availability, job opportunities availability, recreational facilities accessibility, local government's efforts to disclose reports, water supply quality, housing and shelter availability, grievances redressal response time and

business opportunities availability; which are accordingly assigned as the top nine ranks in policy priority.

- 6.2. As highlighted in Table-6.27.3, none of the variables fall under high category in Kohima. The mean scores, classification and policy priority rankings of other variables are given in Table-6.27.1, Table-6.27.2 and Table-6.27.3.

Table-6.27.1: Policy Priority Ranking-I: Kohima

Variable	Mean Score	Classification	Policy Priority Ranking
Water Supply Availability	1.29	Low	1
Open Spaces Availability	1.34		2
Job Opportunities Availability	1.37		3
Recreational Facilities Accessibility	1.44		4
Local Government's Efforts to Disclose Reports	1.54		5
Water Supply Quality	1.61		6
Housing and Shelter Availability	1.65		7
Grievances Redressal Response Time	1.66		8
Business Opportunities Availability	1.66		9
Housing and Shelter Affordability (Owned)	1.67	Medium	10
Grievances Redressal in Office Response Time	1.72		11
Grievance Redressal Facilities Satisfaction	1.76		12
Government Efforts to Address Pollution	1.77		13

Table-6.27.2: Policy Priority Ranking-II: Kohima

Variable	Mean Score	Classification	Policy Priority Ranking
Housing and Shelter Affordability (Rental)	1.91	Medium	14
Health Services Affordability	1.92		15
Electricity Supply Affordability	1.97		16
Fire Department Emergency Response Time	1.98		17
Disasters Resilience	1.98		18
Education Affordability	2.00		19
Ambulance Emergency Response Time	2.00		20
Obtaining Certificates from Government Offices	2.00		21
Health Services Accessibility	2.03		22
Public Transport Affordability	2.04		23
Health Services Quality	2.06		24
Road Availability	2.06		25
Police Emergency Response Time	2.06		26

Table-6.27.3: Policy Priority Ranking-III: Kohima

Variable	Mean Score	Classification	Policy Priority Ranking
Noise Free-Environment	2.06	Medium	27
Community Involvement Efforts by Local Government	2.06		28
Disasters Community Response Time	2.09		29
Locality Cleanliness	2.09		30
Air Quality	2.12		31
Elected Official Approachability	2.12		32
Death Registration Process	2.14		33
Public Transport Adequacy	2.15		34
Education Accessibility	2.17		35
Birth Registration Process	2.17		36
Presence of Women in Workplace	2.18		37
Garbage Collection Facility	2.20		38
Safety Standards	2.26		39
Electricity Supply Reliability	2.27		40
Education Quality	2.29		41

Chapter Seven

Longleng

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Longleng Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-7.1, the average age of the respondents in Longleng is 41 years, with the minimum age of 15 years and maximum age of 87 years.

Table-7.1: Age -Longleng

Variable	Count	Mean	Min	Max
Age	491	41	15	87

2.2. Gender:

- 2.2.1. Table-7.2 presents gender distribution in Longleng. While male respondents constituted 53.13 percent, female constituted 46.87 percent. The frequency distribution of gender is given in Table-7.2.

Table-7.2: Gender -Longleng

Gender	Percentage	Count
Male	53.13	263
Female	46.87	232
Total	100	495

2.3. Religion:

- 2.3.1. From Table-7.3, it can be seen that all the respondents in Longleng are Christians, accounting for 100 percent. The frequency distribution of religion is given in Table-7.3.

Table-7.3: Religion -Longleng

Religion	Percentage	Count
Christianity	100	495
Total	100	495

2.4. Marital Status:

- 2.4.1. As can be observed from Table-7.4, a majority of the respondents in Longleng are married with 68.28 percent, followed by unmarried category with 30.91 percent. The frequency distribution of marital status is given in Table-7.4.

Table-7.4: Marital Status -Longleng

Marital Status	Percentage	Count
Married	68.28	338
Unmarried	30.91	153
Divorced/widowed	0.81	4
Total	100	495

2.5. Social Groups:

- 2.5.1. Table-7.5 presents the distribution of social groups in Longleng. All the respondents belong to Scheduled Tribe (ST), accounting for 100 percent. The frequency distribution of social groups is given in Table-7.5.

Table-7.5: Social Groups -Longleng

Social group	Percentage	Count
ST	100	494
Total	100	494

2.6. Education:

- 2.6.1. As can be gleaned from Table-7.6, a majority of the respondents in Longleng have education levels up to high school with 31.88 percent, followed by those with middle school levels with 23.4 percent. Notably, 4.14 percent studied up to primary school. The distribution of educational level including frequency distribution is given in Table-7.6.

Table-7.6: Educational level -Longleng

Education level	Percentage	Count
College & above	20.5	99
Higher secondary	20.08	97
High school	31.88	154
Middle school	23.4	113
Primary	4.14	20
Total	100	483

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-7.7, the maximum number of houses in Longleng is pucca type with 45.12 percent, followed by semi-pucca type with 31.1 percent. Moreover, the number of kutcha type is 23.78 percent. The frequency distribution of house type is given in Table-7.7.

Table-7.7: House Type -Longleng

House Type	Percentage	Count
Kutchha	23.78	117
Pucca	45.12	222
Semi-pucca	31.1	153
Total	100	492

3.2. Occupation:

- 3.2.1. Table-7.8 presents the distribution of occupations in Longleng. The maximum number of the respondents are salaried/regular wage earners with 29.29 percent, followed by students with 20.37 percent. The distribution of occupation including frequency distribution is given in Table-7.8.

Table-7.8: Occupation-Longleng

Occupation	Percentage	Count
Casual Labourer	48	10.98
Others	48	10.98
Salaried/Regular wage earner	128	29.29
Self employed	44	10.07
Student	89	20.37
Unemployed	80	18.31
Total	437	100

3.3. Income:

- 3.3.1. As shown in Table-7.9, the average monthly income of the respondents in Longleng is Rs. 27006.06, with the minimum income of Rs. 2000 and the maximum income of Rs. 108000, excluding the responses of zero income.

Table-7.9: Monthly Income-Longleng

Variable	Count	Mean	Min	Max
Monthly income	198	27006.06	2000	108000

3.4. Pensioner:

- 3.4.1. From Table-7.10, it can be seen that a majority of the respondents in Longleng are not pensioners with 89.07 percent, with pensioners accounting for 10.93 percent. The frequency distribution of pensioner status is given in Table-7.10.

Table-7.10: Pensioner Status-Longleng

Whether pensioner or not	Count	Percentage
No	383	89.07
Yes	47	10.93
Total	430	100

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

4.1.1.1. As presented in Table-7.11, a majority of the respondents (81.98 percent) perceive education to be moderately affordable. While 10.73 percent consider education to be extremely affordable, 7.29 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (79.15 percent) consider it to be fair. Whereas 16.6 percent perceive it to be good, 4.25 percent consider it to be poor. In terms of accessibility, a majority of the respondents (54.77 percent) perceive it to be fairly accessible. While 30.63 percent consider it to be poorly accessible, 14.6 percent perceive it to be easily accessible.

Table-7.11: Education Perception -Longleng

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	7.29	Poor	4.25	Poorly accessible	30.63
Moderately affordable	81.98	Fair	79.15	Fairly accessible	54.77
Extremely affordable	10.73	Good	16.6	Easily accessible	14.6

4.1.2. Health:

4.1.2.1. As highlighted in Table-7.12, a majority of the respondents (85.8 percent) perceive health to be moderately affordable. While 8.52 percent consider health to be not affordable at all, 5.68 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (53.86 percent) consider it to be fair. Whereas 38.01 percent perceive it to be poor, 8.13 percent consider it to be good. In terms of accessibility, a majority of the respondents (63.62 percent) perceive it to be fairly accessible. While 32.11 percent consider it to be poorly accessible, 4.27 percent perceive it to be easily accessible.

Table-7.12: Health Perception-Longleng

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	8.52	Poor	38.01	Poorly accessible	32.11
Moderately affordable	85.8	Fair	53.86	Fairly accessible	63.62
Extremely affordable	5.68	Good	8.13	Easily accessible	4.27

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-7.13, a majority of the respondents (81.39 percent) perceive owned housing and shelter to be moderately affordable. While 16.16 percent consider owned housing and shelter to be not affordable at all, 2.45 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (81.97 percent) consider it to be moderately affordable. Whereas 15.57 percent perceive it to be not affordable at all, 2.46 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (74.75 percent) perceive it to be fair. While 19.35 percent consider it to be poor, 5.91 percent perceive it to be good.

Table-7.13: Housing and Shelter Perception-Longleng

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	16.16	Not affordable at all	15.57	Poor	19.35
Moderately affordable	81.39	Moderately affordable	81.97	Fair	74.75
Extremely affordable	2.45	Extremely affordable	2.46	Good	5.91

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-7.14, a majority of the respondents (82.32 percent) perceive water availability to be poor. While 13.41 percent consider water availability to be fair, 4.27 percent perceive it to be good. With respect to water quality, a majority of the respondents (53.37 percent) consider it to be poor. Whereas 37.63 percent perceive it to be fair, 9 percent consider it to be good. In relation to garbage collection, a majority of the respondents (80.04 percent) perceive it to be poor. While 18.13 percent consider it to be fair, only 1.83 percent perceive it to be good. With respect to locality cleanliness, a majority of the respondents (60 percent) perceive it to be fair. While 26.73 percent consider it to be poor, 13.27 percent perceive it to be good.

Table-7.14: Water and Sanitation Perception-Longleng

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	82.32	Poor	53.37	Poor	80.04	Poor	26.73
Fair	13.41	Fair	37.63	Fair	18.13	Fair	60
Good	4.27	Good	9	Good	1.83	Good	13.27

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-7.15, a majority of the respondents (52.65 percent) perceive road availability to be fair. While 38.98 percent consider road availability to be poor, 8.37 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (79.47 percent) consider it to be fair. Whereas 16.46 percent perceive it to be poor, 4.07 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (80.32 percent) perceive it to be moderately affordable. While 16.63 percent consider it to be not affordable at all, 3.04 percent perceive it to be extremely affordable.

Table-7.15: Mobility Perception-Longleng

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	38.98	Poor	16.46	Not affordable at all	16.63
Fair	52.65	Fair	79.47	Moderately affordable	80.32
Good	8.37	Good	4.07	Extremely affordable	3.04

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-7.16, a majority of the respondents (48.68 percent) perceive safety standards to be good. While 47.46 percent consider safety standards to be fair, 3.85 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (84.63 percent) consider it to be fair. Whereas 8.4 percent perceive it to be poor, 6.97 percent consider it to be good. In relation to fire department emergency response time, a majority of the respondents (81.11 percent) perceive it to be fair. While 14.58 percent consider it to be poor, 4.31 percent perceive it to be good. With respect to ambulance emergency response time, a majority of the respondents (52.16 percent) perceive it to be fair. While 41.27 percent consider it to be poor, 6.57 percent perceive it to be good.

Table-7.16: Safety and Security Perception-Longleng

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	3.85	Poor	8.4	Poor	14.58	Poor	41.27
Fair	47.46	Fair	84.63	Fair	81.11	Fair	52.16
Good	48.68	Good	6.97	Good	4.31	Good	6.57

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-7.17, a majority of the respondents (79.31 percent) perceive recreation facilities to be poorly accessible. While 18.86 percent consider recreation facilities to be fairly accessible, only 1.83 percent perceive it to be easily accessible.

Table-7.17: Perception-Longleng on Recreation

Recreation	
Accessibility	Percentage
Poorly accessible	79.31
Fairly accessible	18.86
Easily accessible	1.83

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

4.2.1.1. As can be seen from Table-7.18, a majority of the respondents (61.99 percent) perceive job opportunity availability to be poor. While 35.57 percent consider job opportunity availability to be fair, 2.44 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (52.34 percent) consider it to be fair. Whereas 39.71 percent perceive it to be poor, 7.94 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (47.26 percent) perceive it to be fair. While 41.32 percent consider it to be poor, 11.42 percent perceive it to be good.

Table-7.18: Economic Opportunities Perception-Longleng

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	61.99	Poor	39.71	Poor	41.32
Fair	35.57	Fair	52.34	Fair	47.26
Good	2.44	Good	7.94	Good	11.42

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-7.19, a majority of the respondents (51.83 percent) perceive air quality to be fair. While 51.83 percent consider air quality to be good, 11.99 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (47.24 percent) consider it to be good. Whereas 42.54 percent perceive it to be fair, 10.22 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (50.52 percent) perceive it to be fair. While 47.01 percent consider it to be poor, 2.47 percent perceive it to be good.

Table-7.19: Pollution Perception-Longleng

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	11.99	Poor	10.22	Poor	47.01
Fair	51.83	Fair	42.54	Fair	50.52
Good	36.18	Good	47.24	Good	2.47

4.3.1. Green Spaces:

- 4.3.1.1. As can be observed from Table-7.20, a majority of the respondents (84.76 percent) perceive availability of open spaces to be poor. While 14.63 percent consider availability of open spaces to be fair, only less than 1 percent perceive it to be good.

Table-7.20: Perception of Green Spaces

Green Spaces	
Availability of open spaces	Percentage
Poor	84.76
Fair	14.63
Good	0.61

4.3.2. Energy Consumption:

- 4.3.2.1. As can be gleaned from Table-7.21, a majority of the respondents (75.05 percent) perceive electricity reliability to be fair. While 12.88 percent consider electricity reliability to be poor, 12.07 percent perceive it to be good. With respect to electricity affordability, a majority of the respondents (83.57 percent) consider it to be moderately affordable. Whereas 11.09 percent perceive it to be not affordable at all, 5.34 percent consider it to be extremely affordable.

Table-7.21: Perception of Energy Consumption

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	12.88	Not affordable at all	11.09
Fair	75.05	Moderately affordable	83.57
Good	12.07	Extremely affordable	5.34

4.3.3. Resilience:

- 4.3.3.1. As presented in Table-7.22, a majority of the respondents (52.95 percent) perceive disaster response to be fair. While 28.11 percent consider perceive disaster response to be poor, 18.94 percent perceive it to be good. With respect to community response time, a majority of the respondents (44.9 percent) consider it to be good. Whereas 32.45 percent perceive it to be fair, 22.65 percent consider it to be poor.

Table-7.22: Resilience Perception-Longleng

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	28.11	Poor	22.65
Fair	52.95	Fair	32.45
Good	18.94	Good	44.9

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.2 As highlighted in Table-7.23, a majority of the respondents (74.8 percent) perceive birth registration service to be fair. While 17.68 percent consider the service to be good, 7.52 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (75 percent) consider it to be fair. Whereas 17.07 percent perceive it to be good, 7.93 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (66.87 percent) perceive it to be fair. While 18.9 percent consider it to be poor, 14.23 percent perceive it to be good.

Table-7.23: Service Delivery Perception-Longleng

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	7.52	Poor	7.93	Poor	18.9
Fair	74.8	Fair	75	Fair	66.87
Good	17.68	Good	17.07	Good	14.23

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-7.24, a majority of the respondents (76.24 percent) perceive community involvement effort by local government to be fair. While 19.01 percent consider community involvement effort to be poor, 4.75 percent perceive it to be good. With respect to approachability of elected officials, a majority of the respondents (80.08 percent) reported fairly approachable. Whereas 10.79 percent registered not approachable, 9.13 percent reported very approachable. In terms of grievance redressal facilities, a majority of the respondents (70.95 percent) registered moderately satisfied. While 24.48 percent reported not satisfied, 4.56 percent registered very satisfied.

Table-7.24: Governance Perception -Longleng

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	19.01	Not approachable	10.79	Not satisfied	24.48
Fair	76.24	Fairly approachable	80.08	Moderately satisfied	70.95
Good	4.75	Very approachable	9.13	Very satisfied	4.56

4.5.2. As highlighted in Table-7.25, a majority of the respondents (64.94 percent) perceive grievance redressal response time in locality to be fair. While 32.57 percent consider grievance redressal response time to be poor, 2.49 percent perceive it to be poor. With respect to local government efforts to disclose reports, a majority of the respondents (56.94 percent) reported moderately satisfied. Whereas 42.44 percent registered not satisfied, only less than 1 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (65.01 percent) perceive grievance redressal response time in office to be fair. While 33.75 percent consider grievance redressal response time to be poor, only 1.24 percent perceive it to be good.

Table-7.25: Governance Perception-Longleng

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	32.57	Not satisfied	42.44	Poor	33.75
Fair	64.94	Moderately satisfied	56.94	Fair	65.01
Good	2.49	Very satisfied	0.62	Good	1.24

5. EASE OF LIVING PERCEPTION INDEX:

5.1. As can be observed from Table-7.26, the Ease of Living Perception Index for Longleng is 41, and comes under medium category. The highest index was registered under public services with a mean score of 52, while the lowest index was registered under economic ability with a mean score of 30.

Table-7.26: Ease of Living Perception Index

Longleng	Index	Category
Ease of living	41	Medium
Quality of life	39	Medium
Economic ability	30	Low
Sustainability	46	Medium
Public services	52	Medium
Governance	38	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-7.27.1, the variables with the least mean scores that fall under low category are open spaces availability, garbage collection facility, water supply availability, recreational facilities accessibility, job opportunities availability, government efforts to address pollution, water supply quality, local government's efforts to disclose reports and ambulance emergency response time; which are accordingly assigned as the top nine ranks in policy priority.
- 6.2. As highlighted in Table-7.27.3, the variables with the highest mean scores that fall under high category are noise-free environment and safety standards; which are accordingly assigned as the bottom two ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-7.27.1, Table-7.27.2 and Table-7.27.3.

Table-7.27.1: Policy Priority Ranking-I: Longleng

Variable	Mean Score	Classification	Policy Priority Ranking
Open spaces availability	1.16	Low	1
Garbage collection facility	1.22		2
Water supply availability	1.22		3
Recreational facilities accessibility	1.23		4
Job opportunities availability	1.40		5
Government Efforts to Address Pollution	1.55		6
Water supply quality	1.56		7
Local Government's Efforts to Disclose Reports	1.58		8
Ambulance emergency response time	1.65		9
Grievances Redressal in Office Response Time	1.67	Medium	10
Business opportunities availability	1.68		11
Road availability	1.69		12
Grievances redressal in locality response time	1.70		13

Table-7.27.2: Policy Priority Ranking-II: Longleng

Variable	Mean Score	Classification	Policy Priority Ranking
Presence of women in workplace	1.70	Medium	14
Health services quality	1.70		15
Health services accessibility	1.72		16
Grievance redressal facilities satisfaction	1.80		17
Education accessibility	1.84		18
Community Involvement Efforts by Local Government	1.86		19
Housing and Shelter Affordability (Owned)	1.86		20
Public transport affordability	1.86		21
Locality cleanliness	1.87		22
Housing and Shelter Availability	1.87		23
Housing and Shelter Affordability (Rental)	1.87		24
Public transport adequacy	1.88		25
Fire department emergency response time	1.90		26

Table-7.27.3: Policy Priority Ranking-III: Longleng

Variable	Mean Score	Classification	Policy Priority Ranking
Disasters resilience	1.91	Medium	27
Electricity supply affordability	1.94		28
Obtaining Certificates from Government Offices	1.95		29
Health services Affordability	1.97		30
Elected official approachability	1.98		31
Police emergency response time	1.99		32
Electricity supply reliability	1.99		33
Education affordability	2.03		34
Death registration process	2.09		35
Birth registration process	2.10		36
Education quality	2.12		37
Disasters community response time	2.22		38
Air quality	2.24		39
Noise free environment	2.37	High	40
Safety standards	2.45		41

Chapter Eight

Meluri

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Meluri Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-8.1, the average age of the respondents in Meluri is 39 years, with the minimum age of 15 years and maximum age of 78 years.

Table-8.1: Age -Meluri

Variable	Count	Mean	Min	Max
Age	360	39	15	78

2.2. Gender:

- 2.2.1. Table-8.2 presents gender distribution in Meluri. While male respondents constituted 48.89 percent, female constituted 51.11 percent. The frequency distribution of gender is given in Table-8.2.

Table-8.2: Gender-Meluri

Gender	Percentage	Count
Female	51.11	184
Male	48.89	176
Total	100	360

2.3. Religion:

- 2.3.1. From Table-8.3, it can be seen that a majority of the respondents in Meluri are Christians, accounting for 95.83 percent. The percentage of Hindus is 3.33 percent, while that of Muslims is less than 1 percent. The frequency distribution of religion is given in Table-8.3.

Table-8.3: Religion -Meluri

Religion	Percentage	Count
Christianity	95.83	345
Hindu	3.33	12
Muslim	0.83	3
Total	100	360

2.4. Marital Status:

- 2.4.1. As can be observed from Table-8.4, a majority of the respondents in Meluri are married with 61.45 percent, followed by unmarried category with 36.59 percent. Moreover, the percentage of divorced/widowed is 1.96 percent. The frequency distribution of religion is given in Table-8.4.

Table-8.4: Marital Status -Meluri

Marital Status	Percentage	Count
Divorced/ widowed	1.96	7
Married	61.45	220
Unmarried	36.59	131
Total	100	358

2.5. Social Groups:

- 2.5.1. Table-8.5 presents the distribution of social groups in Meluri. A majority of the respondents belong to Scheduled Tribe (ST) with 95 percent, while 2.5 percent belong to Other Backward Class (OBC) and Scheduled Caste (SC) respectively. The frequency distribution of religion is given in Table-8.5.

Table-8.5: Social Groups -Meluri

Social group	Percentage	Count
OBC	2.5	9
SC	2.5	9
ST	95	342
Total	100	360

2.6. Education:

- 2.6.1. As can be gleaned from Table-8.6, a majority of the respondents in Meluri have education levels up to high school with 28.89 percent, followed by those with middle school levels with 26.11 percent. Notably, only 3.61 percent are illiterate. The distribution of educational level including frequency distribution is given in Table-8.6.

Table-8.6: Educational level -Meluri

Education level	Percentage	Count
College & above	21.11	76
Higher secondary	15.28	55
High school	28.89	104
Middle school	26.11	94
Primary	5	18
Illiterate	3.61	13
Total	100	360

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-8.7, the maximum number of houses in Meluri is semi-pucca type with 50 percent, followed by pucca type with 45.83 percent. Moreover, the proportion of kutcha type is 4.17 percent. The frequency distribution of house type is given in Table-8.7.

Table-8.7: House Type -Meluri

House Type	Percentage	Count
Kutcha	4.17	15
Pucca	45.83	165
Semi-pucca	50	180
Total	100	360

3.2. Occupation:

- 3.2.1. Table-8.8 presents the distribution of occupation in Meluri. The maximum number of the respondents are unemployed with 25 percent, followed by students and self-employed with 19.72 percent and 18.89 percent respectively. The distribution of occupation including frequency distribution is given in Table-8.8.

Table-8.8: Occupation-Meluri

Occupation	Percentage	Count
Casual Labourer	10.83	39
Salaried/ regular wage earner	18.61	67
Self-employed	18.89	68
Student	19.72	71
Unemployed	25	90
Others	6.94	25
Total	100	360

3.3. Income:

- 3.3.1. As shown in Table-8.9, the average monthly income of the respondents in Meluri is Rs. 19255.13, with the minimum income of Rs. 600 and the maximum income of Rs. 100000, excluding the responses of zero income.

Table-8.9: Monthly Income-Meluri

Variable	Count	Mean	Min	Max
Monthly income	197	19255.13	600	100000

3.4. Pensioner:

- 3.4.1. From Table-8.10, it can be seen that a majority of the respondents in Meluri are not pensioners with 95.26 percent, with pensioners accounting for 4.74 percent. The frequency distribution of pensioner status is given in Table-8.10.

Table-8.10: Pensioner status -Meluri

Whether pensioner or not	Percentage	Count
No	95.26	342
Yes	4.74	17
Total	100	359

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

- 4.1.1.1. As presented in Table-8.11, a majority of the respondents (97 percent) perceive education to be moderately affordable. While 2 percent consider education to be not affordable at all, only 1 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (53.17 percent) consider it to be fair. Whereas 45.28 percent perceive it to be good, only 1.56 percent consider it to be poor. In terms of accessibility, a majority of the respondents (84.67 percent) perceive it to be fairly accessible. While 13.33 percent consider it to be easily accessible, 2 percent perceive it to be poorly accessible.

Table-8.11: Education Perception-Meluri

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	2	Poor	1.56	Poorly accessible	2
Moderately affordable	97	Fair	53.17	Fairly accessible	84.67
Extremely affordable	1	Good	45.28	Easily accessible	13.33

4.1.2. Health:

- 4.1.2.1. As highlighted in Table-8.12, a majority of the respondents (96.72 percent) perceive health to be moderately affordable. While 2 percent consider health to be not affordable at all, only 1.28 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (57.78 percent) consider it to be fair. Whereas 30 percent perceive it to be poor, 12.22 percent consider it to be good. In terms of accessibility, a majority of the respondents (93.33 percent) perceive it to be fairly accessible. While 6.39 percent consider it to be easily accessible, only less than 1 percent perceive it to be poorly accessible.

Table-8.12: Health Perception-Meluri

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	2	Poor	30	Poorly accessible	0.28
Moderately affordable	96.72	Fair	57.78	Fairly accessible	93.33
Extremely affordable	1.28	Good	12.22	Easily accessible	6.39

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-8.13, a majority of the respondents (86.11 percent) perceive owned housing and shelter to be not affordable at all. While 12.89 percent consider owned housing and shelter to be moderately affordable, only 1 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (95.94 percent) consider it to be moderately affordable. Whereas 3.06 percent perceive it to be not affordable at all, only 1 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (80.94 percent) perceive it to be poor. While 18.06 percent consider it to be fair, only 1 percent perceive it to be good.

Table-8.13: Housing and Shelter Perception-Meluri

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	86.11	Not affordable at all	3.06	Poor	80.94
Moderately affordable	12.89	Moderately affordable	95.94	Fair	18.06
Extremely affordable	1	Extremely affordable	1	Good	1

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-8.14, a majority of the respondents (35.83 percent) perceive water availability to be good. While 34.17 percent consider water availability to be poor, 30 percent perceive it to be good. With respect to water quality, a majority of the respondents (62.22 percent) consider it to be good. Whereas 37.22 percent perceive it to be fair, only less than 1 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (62.22 percent) perceive it to be good. While 37.5 percent consider it to be fair, only less than 1 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (58.61 percent) perceive it to be fair. While 37.78 percent consider it to be good, 3.61 percent perceive it to be poor.

Table-8.14: Water and Sanitation Perception-Meluri

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	34.17	Poor	0.56	Poor	0.28	Poor	3.61
Fair	30	Fair	37.22	Fair	37.5	Fair	58.61
Good	35.83	Good	62.22	Good	62.22	Good	37.78

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-8.15, a majority of the respondents (72.78 percent) perceive road availability to be poor. While 26.39 percent consider road availability to be poor, only less than 1 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (78.89 percent) consider it to be poor. Whereas 20.83 percent perceive it to be fair, only less than 1 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (61.67 percent) perceive it to be moderately affordable. While 38.06 percent consider it to be not affordable at all, only less than 1 percent perceive it to be extremely affordable.

Table-8.15: Mobility Perception-Meluri

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	72.78	Poor	78.89	Not affordable at all	38.06
Fair	26.39	Fair	20.83	Moderately affordable	61.67
Good	0.83	Good	0.28	Extremely affordable	0.28

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-8.16, a majority of the respondents (58.33 percent) perceive safety standards to be fair. While 36.67 percent consider safety standards to be good, 5 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (84.17 percent) consider it to be fair. Whereas 14.44 percent perceive it to be good, only 1.39 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (81.11 percent) perceive it to be fair. While 14.58 percent consider it to be poor, 4.31 percent perceive it to be good. With respect to ambulance emergency response time, a majority of the respondents (60 percent) perceive it to be good. While 35.56 percent consider it to be fair, 4.44 percent perceive it to be poor.

Table-8.16: Safety and Security Perception -Meluri

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	5	Poor	1.39	Poor	64.17	Poor	4.44
Fair	58.33	Fair	84.17	Fair	35	Fair	35.56
Good	36.67	Good	14.44	Good	0.83	Good	60

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-8.17, a majority of the respondents (68.06 percent) perceive recreation facilities to be fairly accessible. While 19.44 percent consider recreation facilities to be easily accessible, 12.5 percent perceive it to be poorly accessible.

Table-8.17: Perception on Recreation

Recreation	
Accessibility	Percentage
Poorly accessible	12.5
Fairly accessible	68.06
Easily accessible	19.44

4.2. Citizens' Perception of Economic Ability:**4.2.1. Economic Opportunities:**

4.2.1.1. As can be seen from Table-8.18, a majority of the respondents (87.61 percent) perceive job opportunity availability to be poor. While 11.39 percent consider job opportunity availability to be fair, only 1 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (65.56 percent) consider it to be fair. Whereas 34.17 percent perceive it to be poor, only less than 1 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (46.41 percent) perceive it to be poor. While 41.83 percent consider it to be fair, 11.76 percent perceive it to be good.

Table-8.18: Economic Opportunities Perception-Meluri

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	87.61	Poor	34.17	Poor	46.41
Fair	11.39	Fair	65.56	Fair	41.83
Good	1	Good	0.28	Good	11.76

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-8.19, a majority of the respondents (80.56 percent) perceive air quality to be fair. While 18.89 percent consider air quality to be good, only less than 1 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (71.11 percent) consider it to be fair. Whereas 28.61 percent perceive it to be good, only less than 1 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (75.56 percent) perceive it to be fair. While 20 percent consider it to be poor, 4.44 percent perceive it to be good.

Table-8.19: Pollution Perception-Meluri

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	0.56	Poor	0.28	Poor	20
Fair	80.56	Fair	71.11	Fair	75.56
Good	18.89	Good	28.61	Good	4.44

4.3.1. Green Spaces:

4.3.1.1. As can be observed from Table-8.20, a majority of the respondents (79.44 percent) perceive availability of open spaces to be poor. While 20 percent consider availability of open spaces to be fair, only less than 1 percent perceive it to be good.

Table-8.20: Perception of Green Spaces-Meluri

Green Spaces	
Availability of open spaces	Percentage
Poor	79.44
Fair	20
Good	0.56

4.3.2. Energy Consumption:

4.3.2.1. As can be gleaned from Table-8.21, a majority of the respondents (52.78 percent) perceive electricity reliability to be fair. While 46.94 percent consider electricity reliability to be good, only less than 1 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (93.61 percent) consider it to be moderately affordable. Whereas 5.11 percent perceive it to be extremely affordable, only 1.28 percent consider it to be not affordable at all.

Table-8.21: Perception of Energy Consumption-Meluri

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	0.28	Not affordable at all	1.28
Fair	52.78	Moderately affordable	93.61
Good	46.94	Extremely affordable	5.11

4.3.3. Resilience:

4.3.3.1. As presented in Table-8.22, a majority of the respondents (53.33 percent) perceive disaster response to be fair. While 23.89 percent consider perceive disaster response to be good, 22.78 percent perceive it to be poor. With respect to community response time, a majority of the respondents (77.22 percent) consider it to be fair. Whereas 13.61 percent perceive it to be fair, 9.17 percent consider it to be poor.

Table-8.22: Resilience Perception-Meluri

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	22.78	Poor	9.17
Fair	53.33	Fair	77.22
Good	23.89	Good	13.61

4.4. Citizens' Perception of Public Services:**4.4.1. Service Delivery:**

4.4.1.1. As highlighted in Table-8.23, a majority of the respondents (78.61 percent) perceive birth registration service to be fair. While 21.11 percent consider the service to be good, only less than 1 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (83.61 percent) consider it to be fair. Whereas 14.44 percent perceive it to be good, only 1.94 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (78.89 percent) perceive it to be fair. While 20.28 percent consider it to be poor, only less than 1 percent perceive it to be poor.

Table-8.23: Service Delivery Perception -Meluri

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	0.28	Poor	1.94	Poor	0.83
Fair	78.61	Fair	83.61	Fair	78.89
Good	21.11	Good	14.44	Good	20.28

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-8.24, a majority of the respondents (80.83 percent) perceive community involvement effort by local government to be fair. While 16.94 percent consider community involvement effort to be good, 2.22 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (73.89 percent) reported fairly approachable. Whereas 23.61 percent registered very approachable, 2.5 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (66.39 percent) registered moderately satisfied. While 30.83 percent reported not satisfied, 2.78 percent registered very satisfied.

Table-8.24: Governance Perception-Meluri

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	2.22	Not approachable	2.5	Not satisfied	30.83
Fair	80.83	Fairly approachable	73.89	Moderately satisfied	66.39
Good	16.94	Very approachable	23.61	Very satisfied	2.78

4.5.2. As highlighted in Table-8.25, a majority of the respondents (64.44 percent) perceive grievance redressal response time in locality to be fair. While 33.61 percent consider grievance redressal response time to be poor, only 1.94 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (68.06 percent) reported moderately satisfied. Whereas 30.56 percent registered not satisfied, only 1.39 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (74.09 percent) perceive grievance redressal response time in office to be fair. While 24.23 percent consider grievance redressal response time to be poor, only 1.67 percent perceive it to be good.

Table-8.25: Governance Perception-Meluri

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	33.61	Not satisfied	30.56	Poor	24.23
Fair	64.44	Moderately satisfied	68.06	Fair	74.09
Good	1.94	Very satisfied	1.39	Good	1.67

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-8.26, the Ease of Living Perception Index for Meluri is 46, and comes under medium category. The highest index was registered under public services with a mean score of 59, while the lowest index was registered under economic ability with a mean score of 22.

Table-8.26: Ease of Living Perception Index

Meluri	Index	Category
Ease of living	46	Medium
Quality of life	47	Medium
Economic ability	22	Low
Sustainability	51	Medium
Public services	59	Medium
Governance	44	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-8.27.1, the variables with the least mean scores that fall under low category are owned housing and shelter affordability, job opportunities availability, housing and shelter availability, open spaces availability, public transport adequacy, road availability, fire department emergency response time, public transport affordability, presence of women in workplace and business opportunities availability; which are accordingly assigned as the top ten ranks in policy priority.
- 6.2. As highlighted in Table-8.27.3, the variables with the highest mean scores that fall under high category are garbage collection facility, water supply quality, ambulance emergency response time, electricity supply reliability, education quality, and locality cleanliness; which are accordingly assigned as the bottom six ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-8.27.1, Table-8.27.2 and Table-8.27.3.

Table-8.27.1: Policy Priority Ranking-I: Meluri

Variable	Mean Score	Classification	Policy Priority Ranking
Housing and Shelter Affordability (Owned)	1.04	Low	1
Job opportunities availability	1.11		2
Housing and Shelter Availability	1.18		3
Open spaces availability	1.21		4
Public transport adequacy	1.21		5
Road availability	1.28		6
Fire department emergency response time	1.37		7
Public transport affordability	1.62		8
Presence of women in workplace	1.65		9
Business opportunities availability	1.66		10
Grievances redressal in locality response time	1.68	Medium	11
Local Government's Efforts to Disclose Reports	1.71		12
Grievance redressal facilities satisfaction	1.72		13

Table-8.27.2: Policy Priority Ranking-II: Meluri

Variable	Mean Score	Classification	Policy Priority Ranking
Grievances Redressal in Office Response Time	1.77	Medium	14
Health services Quality	1.82		15
Government Efforts to Address Pollution	1.84		16
Housing and Shelter Affordability (Rental)	1.97		17
Education affordability	2.00		18
Health services Affordability	2.00		19
Disasters resilience	2.01		20
Water supply availability	2.02		21
Disasters community response time	2.04		22
Electricity supply affordability	2.06		23
Health services Accessibility	2.06		24
Recreational facilities accessibility	2.07		25
Death registration process	2.13		26

Table-8.27.3: Policy Priority Ranking-III: Meluri

Variable	Mean Score	Classification	Policy Priority Ranking
Police emergency response time	2.13	Medium	27
Education accessibility	2.13		28
Community Involvement Efforts by Local Government	2.15		29
Air quality	2.18		30
Obtaining Certificates from Government Offices	2.19		31
Birth registration process	2.21		32
Elected official approachability	2.21		33
Noise free environment	2.28		34
Safety standards	2.32		35
Locality cleanliness	2.34	High	36
Education quality	2.45		37
Electricity supply reliability	2.47		38
Ambulance emergency response time	2.56		39
Water supply quality	2.62		40
Garbage collection facility	2.62		41

Chapter Nine

Mokokchung

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Mokokchung Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-9.1, the average age of the respondents in Mokokchung is 40 years, with the minimum age of 15 years and maximum age of 86 years.

Table-9.1: Age -Mokokchung

Variable	Count	Mean	Min	Max
Age	807	40	15	86

2.2. Gender:

- 2.2.1. Table-9.2 presents gender distribution in Mokokchung. While male respondents constituted 49.37 percent, female constituted 50.62 percent. The frequency distribution of gender is given in Table-9.2.

Table-9.2: Gender-Mokokchung

Gender	Percentage	Count
Female	50.62	408
Male	49.37	398
Total	100	806

2.3. Religion:

- 2.3.1. From Table-9.3, it can be seen that almost all the respondents in Mokokchung are Christians, accounting for 99.26 percent. The percentage of Hindu is marginal with less than 1 percent. The frequency distribution of religion is given in Table-9.3.

Table-9.3: Religion -Mokokchung

Religion	Percentage	Count
Christianity	99.26	801
Hindu	0.74	6
Total	100	807

2.4. Marital Status:

- 2.4.1. As can be observed from Table-9.4, a majority of the respondents in Mokokchung are married with 56.01 percent, followed by unmarried category with 39.03 percent. Moreover, the percentage of divorced/widowed is 4.96 percent. The frequency distribution of religion is given in Table-9.4.

Table-9.4: Marital Status -Mokokchung

Marital Status	Percentage	Count
Divorced/widowed	4.96	40
Married	56.01	452
Unmarried	39.03	315
Total	100	807

2.5. Social Groups:

- 2.5.1. Table-9.5 presents the distribution of social groups in Mokokchung. Almost all the respondents belong to Scheduled Tribe (ST) with 99.63 percent, while 0.37 percent belong to general category. The frequency distribution of religion is given in Table-9.5.

Table-9.5: Social Groups -Mokokchung

Social group	Percentage	Count
General	0.37	3
ST	99.63	804
Total	100	807

2.6. Education:

- 2.6.1. As can be gleaned from Table-9.6, a majority of the respondents in Mokokchung have education level of college and above with 38.63 percent, followed by those with high school levels with 29.44 percent. Notably, only 1.37 percent have primary degrees. The distribution of educational level including frequency distribution is given in Table-9.6.

Table-9.6: Educational level -Mokokchung

Education level	Percentage	Count
College & above	38.63	311
Higher secondary	20.75	167
High school	29.44	237
Middle	9.81	79
Primary	1.37	11
Total	100	805

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-9.7, the maximum number of houses in Mokokchung is pucca type with 51.55 percent, followed by semi-pucca type with 47.83 percent. Moreover, the

number of kutcha type is marginal with less than 1 percent. The frequency distribution of house type is given in Table-9.7.

Table-9.7: House Type-Mokokchung

House Type	Percentage	Count
Pucca	51.55	416
Semi-pucca	47.83	386
Kutcha	0.62	5
Total	100	807

3.2. Occupation:

- 3.2.1. Table-9.8 presents the distribution of occupation in Mokokchung. The maximum number of the respondents are salaried/regular wage earners with 23.36 percent, followed by students and unemployed with 21.58 percent and 21.04 percent respectively. The distribution of occupation including frequency distribution is given in Table-9.8.

Table-9.8: Occupation -Mokokchung

Occupation	Percentage	Count
Casual Labourer	8.61	63
Salaried/Regular wage	23.36	171
Self-employed	16.26	119
Others	9.15	67
Student	21.58	158
unemployed	21.04	154
Total	100	732

3.3. Income:

- 3.3.1. As shown in Table-9.9, the average monthly income of the respondents in Mokokchung is Rs. 32015.68, with the minimum income of Rs. 2000 and the maximum income of Rs. 500002, excluding the responses of zero income.

Table-9.9: Monthly Income-Mokokchung

Variable	Count	Mean	Min	Max
Monthly income	421	32015.68	2000	500002

3.4. Pensioner:

- 3.4.1. From Table-9.10, it can be seen that a majority of the respondents in Mokokchung are not pensioners with 85.01 percent, with pensioners accounting for 10.58 percent. The frequency distribution of pensioner status is given in Table-9.10.

Table-9.10: Pensioner Status-Mokokchung

Whether pensioner or not	Percentage	Count
No	85.01	507
yes	10.58	60
Total	100	567

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

4.1.1.1. As presented in Table-9.11, a majority of the respondents (86.3 percent) perceive education to be moderately affordable. While 7.47 percent consider education to be not affordable at all, 6.23 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (73.16 percent) consider it to be good. Whereas 26.22 percent perceive it to be fair, only less than 1 percent consider it to be poor. In terms of accessibility, a majority of the respondents (69.04 percent) perceive it to be fairly accessible. While 28.84 percent consider it to be easily accessible, 2.12 percent perceive it to be poorly accessible.

Table-9.11: Education Perception-Mokokchung

Education					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	7.47	Poor	0.62	Poorly accessible	2.12
Moderately affordable	86.3	Fair	26.22	Fairly accessible	69.04
Extremely affordable	6.23	Good	73.16	Easily accessible	28.84

4.1.2. Health:

4.1.2.1. As highlighted in Table-9.12, a majority of the respondents (81.17 percent) perceive health to be moderately affordable. While 16.71 percent consider health to be extremely affordable, 2.12 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (50.81 percent) consider it to be good. Whereas 42.47 percent perceive it to be fair, 6.72 percent consider it to be poor. In terms of accessibility, a majority of the respondents (74.41 percent) perceive it to be fairly accessible. While 23.72 percent consider it to be easily accessible, only 1.87 percent perceive it to be poorly accessible.

Table-9.12: Health Perception-Mokokchung

Health					
Affordability	Percent	Quality	Percent	Accessibility	Percent
Not affordable at all	2.12	Poor	6.72	Poorly accessible	1.87
Moderately affordable	81.17	Fair	42.47	Fairly accessible	74.41
Extremely affordable	16.71	Good	50.81	Easily accessible	23.72

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-9.13, a majority of the respondents (62.37 percent) perceive owned housing and shelter to be moderately affordable. While 29.46 percent consider owned housing and shelter to be not affordable at all, 8.16 percent perceive it to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (77.68 percent) consider it to be moderately affordable. Whereas 18.08 percent perceive it to be not affordable at all, 4.24 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (52.05 percent) perceive it to be fair. While 37.52 percent consider it to be poor, 10.43 percent perceive it to be good.

Table-9.13: Housing and Shelter Perception-Mokokchung

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	29.46	Not affordable at all	18.08	Poor	37.52
Moderately affordable	62.37	Moderately affordable	77.68	Fair	52.05
Extremely affordable	8.16	Extremely affordable	4.24	Good	10.43

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-9.14, a majority of the respondents (44.6 percent) perceive water availability to be poor. While 35.65 percent consider water availability to be fair, 19.75 percent perceive it to be good. With respect to water quality, a majority of the respondents (34.04 percent) consider it to be good. Whereas 33.42 percent perceive it to be fair, 32.55 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (55.29 percent) perceive it to be good. While 38.61 percent consider it to be fair, 6.1 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (54.29 percent) perceive it to be good. While 39.13 percent consider it to be fair, 6.58 percent perceive it to be poor.

Table-9.14: Water and Sanitation Perception-Mokokchung

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	44.6	Poor	32.55	Poor	6.1	Poor	6.58
Fair	35.65	Fair	33.42	Fair	38.61	Fair	39.13
Good	19.75	Good	34.04	Good	55.29	Good	54.29

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-9.15, a majority of the respondents (53.91 percent) perceive road availability to be fair. While 32.55 percent consider road availability to be good, 13.54 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (62.86 percent) consider it to be fair. Whereas 32.17 percent perceive it to be good, 4.97 percent consider it to be poor. In relation to affordability of public transport, a majority of the respondents (88.93 percent) perceive it to be moderately affordable. While 9.08 percent consider it to be extremely affordable, only 1.99 percent perceive it to be not affordable at all.

Table-9.15: Mobility Perception-Mokokchung

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	13.54	Poor	4.97	Not affordable at all	1.99
Fair	53.91	Fair	62.86	Moderately affordable	88.93
Good	32.55	Good	32.17	Extremely affordable	9.08

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-9.16, a majority of the respondents (50.37 percent) perceive safety standards to be fair. While 42.79 percent consider safety standards to be good, 6.84 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (52.3 percent) consider it to be fair. Whereas 42.84 percent perceive it to be good, 4.86 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (56.47 percent) perceive it to be fair. While 34.08 percent consider it to be good, 9.45 percent perceive it to be good. With respect to ambulance emergency response time, a majority of the respondents (61.82 percent) perceive it to be fair. While 30.85 percent consider it to be good, 7.34 percent perceive it to be poor.

Table-9.16: Safety and Security Perception-Mokokchung

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	6.84	Poor	4.86	Poor	9.45	Poor	7.34
Fair	50.37	Fair	52.3	Fair	56.47	Fair	61.82
Good	42.79	Good	42.84	Good	34.08	Good	30.85

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-9.17, a majority of the respondents (59.2 percent) perceive recreation facilities to be fairly accessible. While 26 percent consider recreation facilities to be easily accessible, 14.8 percent perceive it to be poorly accessible.

Table-9.17: Perception on Recreation-Mokokchung

Recreation	
Accessibility	Percentage
Poorly accessible	14.8
Fairly accessible	59.2
Easily accessible	26

4.2. Citizens' Perception of Economic Ability:**4.2.1. Economic Opportunities:**

4.2.1.1. As can be seen from Table-9.18, a majority of the respondents (58.39 percent) perceive job opportunity availability to be poor. While 39.13 percent consider job opportunity availability to be fair, 2.48 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (45.22 percent) consider it to be fair. Whereas 41.86 percent perceive it to be poor, 12.92 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (52.02 percent) perceive it to be fair. While 41.4 percent consider it to be good, 6.58 percent perceive it to be poor.

Table-9.18: Economic Opportunities Perception-Mokokchung

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	58.39	Poor	41.86	Poor	6.58
Fair	39.13	Fair	45.22	Fair	52.02
Good	2.48	Good	12.92	Good	41.4

4.3. Citizens' Perception of Sustainability:**4.3.1. Pollution:**

4.3.1.1. As presented in Table-9.19, a majority of the respondents (62.06 percent) perceive air quality to be fair. While 21.14 percent consider air quality to be good, 16.79 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (59.6 percent) consider it to be fair. Whereas 21.7 percent perceive it to be poor, 18.7 percent consider it to be good. In relation to governmental efforts to address pollution, a majority of the respondents (40.47 percent) perceive it to be poor. While 39.48 percent consider it to be fair, 20.05 percent perceive it to be good.

Table-9.19: Pollution Perception-Mokokchung

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	16.79	Poor	21.7	Poor	40.47
Fair	62.06	Fair	59.6	Fair	39.48
Good	21.14	Good	18.7	Good	20.05

4.3.1. Green Spaces:

4.3.1.1. As can be observed from Table-9.20, a majority of the respondents (47.45 percent) perceive availability of open spaces to be fair. While 28.02 percent consider availability of open spaces to be good, 24.53 percent perceive it to be poor.

Table-9.20: Perception of Green Spaces

Green Spaces	
Availability of open spaces	Percentage
Poor	24.53
Fair	47.45
Good	28.02

4.3.2. Energy Consumption:

4.3.2.1. As can be gleaned from Table-9.21, a majority of the respondents (48.76 percent) perceive electricity reliability to be good. While 39.55 percent consider electricity reliability to be fair, 11.69 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (80.52 percent) consider it to be moderately affordable. Whereas 15.48 percent perceive it to be not affordable at all, 4 percent consider it to be extremely affordable.

Table-9.21: Perception of Energy Consumption-Mokokchung

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	11.69	Not affordable at all	15.48
Fair	39.55	Moderately affordable	80.52
Good	48.76	Extremely affordable	4

4.3.3. Resilience:

4.3.3.1. As presented in Table-9.22, a majority of the respondents (51.31 percent) perceive disaster response to be fair. While 34.25 percent consider perceive disaster response to be good, 14.45 percent perceive it to be poor. With respect to community response time, a majority of the respondents (51.5 percent) consider it to be fair. Whereas 35.5 percent perceive it to be good, 13 percent consider it to be poor.

Table-9.22: Resilience Perception-Mokokchung

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	14.45	Poor	13
Fair	51.31	Fair	51.5
Good	34.25	Good	35.5

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.2 As highlighted in Table-9.23, a majority of the respondents (40.55 percent) perceive birth registration service to be fair. While 35.54 percent consider the service to be good, 23.9 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (42.68 percent) consider it to be fair. Whereas 35.17 percent perceive it to be good, 22.15 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (44.16 percent) perceive it to be good. While 43.65 percent consider it to be fair, 12.18 percent perceive it to be poor.

Table-9.23: Service Delivery Perception-Mokokchung

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	23.9	Poor	22.15	Poor	12.18
Fair	40.55	Fair	42.68	Fair	43.65
Good	35.54	Good	35.17	Good	44.16

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-9.24, a majority of the respondents (48.38 percent) perceive community involvement effort by local government to be good. While 41.25 percent consider community involvement effort to be fair, 10.38 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (50.5 percent) reported fairly approachable. Whereas 35.63 percent registered very approachable, 13.88 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (68.21 percent) registered moderately satisfied. While 23.4 percent reported not satisfied, 8.39 percent registered very satisfied.

Table-9.24: Governance Perception-Mokokchung

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	10.38	Not approachable	13.88	Not satisfied	23.4
Fair	41.25	Fairly approachable	50.5	Moderately satisfied	68.21
Good	48.38	Very approachable	35.63	Very satisfied	8.39

4.5.2. As highlighted in Table-9.25, a majority of the respondents (60.03 percent) perceive grievance redressal response time in locality to be fair. While 30.95 percent consider grievance redressal response time to be poor, 9.02 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (59.75 percent) reported moderately satisfied. Whereas 32.5 percent registered not satisfied, 7.75 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (70 percent) perceive grievance redressal response time in office to be fair. While 25.13 percent consider grievance redressal response time to be poor, 4.88 percent perceive it to be good.

Table-9.25: Governance Perception-Mokokchung

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	30.95	Not satisfied	32.5	Poor	25.13
Fair	60.03	Moderately satisfied	59.75	Fair	70
Good	9.02	Very satisfied	7.75	Good	4.88

5. EASE OF LIVING INDEX:

5.1. As can be observed from Table-9.26, the Ease of Living Perception Index for Mokokchung is 55, and comes under medium category. The highest index was registered under public services and quality of life with a mean score of 59 each, while the lowest index was registered under economic ability with a mean score of 38.

Table-9.26: Ease of Living Perception Index

Mokokchung	Index	Category
Ease of living	55	Medium
Quality of life	59	Medium
Economic ability	38	Medium
Sustainability	53	Medium
Public services	59	Medium
Governance	48	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-9.27.1, the variables with the least mean score that fall under low category is job opportunities availability, which is accordingly assigned as the top one rank in policy priority.
- 6.2. As highlighted in Table-9.27.3, the variables with the highest mean scores that fall under high category are education quality, garbage collection facility, locality cleanliness, health services quality, community involvement efforts by local government, police emergency response time, electricity supply reliability, safety standards and presence of women in workplace; which are accordingly assigned as the bottom six ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-9.27.1, Table-9.27.2 and Table-9.27.3.

Table-9.27.1: Policy Priority Ranking-I: Mokokchung

Variable	Mean Score	Classification	Policy Priority Ranking
Job opportunities availability	1.44	Low	1
Business opportunities availability	1.71	Medium	2
Housing and Shelter Availability	1.73		3
Water supply availability	1.75		4
Local Government's Efforts to Disclose Reports	1.75		5
Grievances redressal in locality response time	1.78		6
Housing and Shelter Affordability (Owned)	1.79		7
Government Efforts to Address Pollution	1.80		8
Grievances Redressal in Office Response Time	1.80		9
Grievance redressal facilities satisfaction	1.85		10
Housing and Shelter Affordability (Rental)	1.86		11
Electricity supply affordability	1.89		12
Noise free environment	1.97		13

Table-9.27.2: Policy Priority Ranking-II: Mokokchung

Variable	Mean Score	Classification	Policy Priority Ranking
Education affordability	1.99	Medium	14
Water supply quality	2.01		15
Open spaces availability	2.03		16
Air quality	2.04		17
Public transport affordability	2.07		18
Recreational facilities accessibility	2.11		19
Birth registration process	2.12		20
Death registration process	2.13		21
Health services affordability	2.15		22
Road availability	2.19		23
Disasters resilience	2.20		24
Elected official approachability	2.22		25
Health services accessibility	2.22		26
Disasters community response time	2.23		27

Table-9.27.3: Policy Priority Ranking-III: Mokokchung

Variable	Mean Score	Classification	Policy Priority Ranking
Ambulance emergency response time	2.24	Medium	28
Fire department emergency response time	2.25		29
Education accessibility	2.27		30
Public transport adequacy	2.27		31
Obtaining Certificates from Government Offices	2.32		32
Presence of women in workplace	2.35	High	33
Safety standards	2.36		34
Electricity supply reliability	2.37		35
Police emergency response time	2.38		36
Community Involvement Efforts by Local Government	2.38		37
Health services quality	2.44		38
Locality cleanliness	2.48		39
Garbage collection facility	2.49		40
Education quality	2.73		41

Chapter Ten

Mon

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Mon Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-10.1, the average age of the respondents in Mon is 38 years, with the minimum age of 15 years and maximum age of 84 years.

Table-10.1: Age-Mon

Variable	Count	Mean	Min	Max
Age	493	38	15	84

2.2. Gender:

- 2.2.1. Table-10.2 presents gender distribution in Mon. While male respondents constituted 50.1 percent, female constituted 49.9 percent. The frequency distribution of gender is given in Table-10.2.

Table-10.2: Gender-Mon

Gender	Percentage	Count
Female	50.1	248
Male	49.9	247
Total	100	495

2.3. Religion:

- 2.3.1. From Table-10.3, it can be seen that almost all the respondents in Mon are Christians with 99.39 percent, while Hindus account for less than 1 percent. The frequency distribution of religion is given in Table-10.3.

Table-10.3: Religion-Mon

Religion	Percentage	Count
Christianity	99.39	492
Hindu	0.61	3
Total	100	495

2.4. *Marital Status:*

- 2.4.1. As can be observed from Table-10.4, a majority of the respondents in Mon are married with 60.61 percent, followed by unmarried category with 36.97 percent. Moreover, the proportion of divorced/widowed is 2.42 percent. The frequency distribution of religion is given in Table-10.4.

Table-10.4: Marital Status-Mon

Marital Status	Percentage	Count
Married	60.61	300
Unmarried	36.97	183
Divorced/widowed	2.42	12
Total	100	495

2.5. *Social Groups:*

- 2.5.1. Table-10.5 presents the distribution of social groups in Mon. Almost all the respondents belong to Scheduled Tribe (ST) with 98.75 percent, while Other Backward Class (OBC) and General category account for less than 1 percent. The frequency distribution of religion is given in Table-10.5.

Table-10.5: Social Groups-Mon

Social group	Percentage	Count
General	0.60	3
OBC	0.60	3
ST	98.78	488
Total	100	494

2.6. *Education:*

- 2.6.1. As can be gleaned from Table-10.6, a majority of the respondents in Mon have education levels up to high school with 27.76 percent, followed by those with college and above degrees with 25.92 percent. Notably, 7.96 percent studied up to primary levels. The distribution of educational levels including frequency distribution is given in Table-10.6.

Table-10.6: Educational Level-Mon

Education level	Percentage	Count
College & above	25.92	127
Higher secondary	20.82	102
High school	27.76	136
Middle school	17.55	86
Primary	7.96	39
Total	100	490

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-10.7, the maximum number of houses in Mon is pucca type with 48.48 percent, followed by kutcha type with 27.88 percent. Moreover, the proportion of semi-pucca type is 23.64 percent. The frequency distribution of house type is given in Table-10.7.

Table-10.7: House Type-Mon

House Type	Percentage	Count
Kutcha	27.88	138
Pucca	48.48	240
Semi-pucca	23.64	117
Total	100	495

3.2. Occupation:

- 3.2.1. Table-10.8 presents the distribution of occupation in Mon. The maximum number of the respondents are unemployed with 32.25 percent, followed by salaried/regular wage earners with 25.96 percent. The distribution of occupation including frequency distribution is given in Table-10.8.

Table-10.8: Occupation-Mon

Occupation	Percentage	Count
Casual Labourer	5.88	29
Salaried/regular wage earner	25.96	128
Self-employed	14.40	71
Student	15.01	74
Unemployed	32.25	159
Others	6.49	32
Total	100	493

3.3. Income:

- 3.3.1. As shown in Table-10.9, the average monthly income of the respondents in Mon is Rs. 28388.98, with the minimum income of Rs. 1600 and the maximum income of Rs. 100000, excluding the responses of zero income.

Table-10.9: Monthly Income-Mon

Variable	Count	Mean	Min	Max
Monthly income	254	28388.98	1600	100000

3.4. Pensioner:

- 3.4.1. From Table-10.10, it can be seen that a majority of the respondents in Mon are not pensioners with 94.55 percent, with pensioners accounting for 5.45 percent. The frequency distribution of pensioner status is given in Table-10.10.

Table-10.10: Pensioner Status-Mon

Whether pensioner or not	Percentage	Count
No	94.55	468
Yes	5.45	27
Total	100	495

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

4.1.1.1. As presented in Table-10.11, a majority of the respondents (96.15 percent) perceive education to be moderately affordable. While 2.63 percent consider education to be extremely affordable, only 1.21 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (68.56 percent) consider it to be good. Whereas 30.02 percent perceive it to be fair, only 1.42 percent consider it to be poor. In terms of accessibility, a majority of the respondents (65.58 percent) perceive it to be fairly accessible. While 32.38 percent consider it to be easily accessible, only 2.04 percent perceive it to be poorly accessible.

Table-10.11: Education Perception-Mon

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	1.21	Poor	1.42	Poorly accessible	2.04
Moderately affordable	96.15	Fair	30.02	Fairly accessible	65.58
Extremely affordable	2.63	Good	68.56	Easily accessible	32.38

4.1.2. Health:

4.1.2.1. As highlighted in Table-10.12, a majority of the respondents (96.15 percent) perceive health to be moderately affordable. While 2.23 percent consider health to be extremely affordable, only 1.62 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (50.61 percent) consider it to be good. Whereas 39.68 percent perceive it to be fair, 9.72 percent consider it to be poor. In terms of accessibility, a majority of the respondents (66.73 percent) perceive it to be fairly accessible. While 30.43 percent consider it to be easily accessible, only 2.84 percent perceive it to be poorly accessible.

Table-10.12: Health Perception-Mon

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	1.62	Poor	9.72	Poorly accessible	2.84
Moderately affordable	96.15	Fair	39.68	Fairly accessible	66.73
Extremely affordable	2.23	Good	50.61	Easily accessible	30.43

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-10.13, a majority of the respondents (81.54 percent) perceive owned housing and shelter to be moderately affordable. While 17.85 percent perceive it to be not affordable at all, only less than 1 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (95.3 percent) consider it to be moderately affordable. Whereas 3.07 percent perceive it to be not affordable at all, only 1.64 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (64.62 percent) perceive it to be poor. While 32.92 percent consider it to be fair, 2.45 percent perceive it to be good.

Table-10.13: Housing and Shelter Perception-Mon

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	17.85	Not affordable at all	3.07	Poor	64.62
Moderately affordable	81.54	Moderately affordable	95.3	Fair	32.92
Extremely affordable	0.61	Extremely affordable	1.64	Good	2.45

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-10.14, a majority of the respondents (54.86 percent) perceive water availability to be poor. While 30.57 percent consider water availability to be fair, 14.57 percent perceive it to be good. With respect to water quality, a majority of the respondents (69.03 percent) consider it to be good. Whereas 25.71 percent perceive it to be fair, 5.26 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (61.94 percent) perceive it to be fair. While 27.13 percent consider it to be good, 10.93 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (68.5 percent) perceive it to be fair. While 20.12 percent consider it to be good, 11.38 percent perceive it to be poor.

Table-10.14: Water and Sanitation Perception-Mon

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	54.86	Poor	5.26	Poor	10.93	Poor	11.38
Fair	30.57	Fair	25.71	Fair	61.94	Fair	68.5
Good	14.57	Good	69.03	Good	27.13	Good	20.12

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-10.15, a majority of the respondents (62.35 percent) perceive road availability to be fair. While 24.7 percent consider road availability to be good, 12.96 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (72.62 percent) consider it to be fair. Whereas 17.65 percent perceive it to be good, 9.74 percent consider it to be poor. In relation to affordability of public transport, a majority of the respondents (97.15 percent) perceive it to be moderately affordable. While 1.63 percent consider it to not affordable at all, 1.22 percent perceive it to be extremely affordable.

Table-10.15: Mobility Perception-Mon

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	12.96	Poor	9.74	Not affordable at all	1.63
Fair	62.35	Fair	72.62	Moderately affordable	97.15
Good	24.7	Good	17.65	Extremely affordable	1.22

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-10.16, a majority of the respondents (56.8 percent) perceive safety standards to be good. While 41.38 percent consider safety standards to be fair, only 1.83 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (50.1 percent) consider it to be fair. Whereas 47.06 percent perceive it to be good, 2.84 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (63.36 percent) perceive it to be fair. While 28.95 percent consider it to be good, 7.69 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (58.22 percent) perceive it to be fair. While 32.05 percent consider it to be good, 9.74 percent perceive it to be poor.

Table-10.16: Safety and Security Perception-Mon

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	1.83	Poor	2.84	Poor	7.69	Poor	9.74
Fair	41.38	Fair	50.1	Fair	63.36	Fair	58.22
Good	56.8	Good	47.06	Good	28.95	Good	32.05

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-10.17, a majority of the respondents (62.15 percent) perceive recreation facilities to be poorly accessible. While 32.19 percent consider recreation facilities to be fairly accessible, 5.67 percent perceive it to be easily accessible.

Table-10.17: Perception on Recreation-Mon

Recreation	
Accessibility	Percentage
Poorly accessible	62.15
Fairly accessible	32.19
Easily accessible	5.67

4.2. Citizens' Perception of Economic Ability:**4.2.1. Economic Opportunities:**

4.2.1.1. As can be seen from Table-10.18, a majority of the respondents (92.11 percent) perceive job opportunity availability to be poor. While 7.29 percent consider job opportunity availability to be fair, less than 1 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (61.74 percent) consider it to be fair. Whereas 36.23 percent perceive it to be poor, only 2.02 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (42.42 percent) perceive it to be fair. While 36.87 percent consider it to be good, 20.71 percent perceive it to be poor.

Table-10.18: Economic Opportunities Perception-Mon

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	92.11	Poor	36.23	Poor	20.71
Fair	7.29	Fair	61.74	Fair	42.42
Good	0.61	Good	2.02	Good	36.87

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-10.19, a majority of the respondents (54.02 percent) perceive air quality to be good. While 43.09 percent consider air quality to be fair, 2.89 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (50.93 percent) consider it to be good. Whereas 44.12 percent perceive it to be fair, 4.95 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (59.26 percent) perceive it to be poor. While 38.68 percent consider it to be fair, 2.06 percent perceive it to be good.

Table-10.19: Pollution Perception-Mon

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	2.89	Poor	4.95	Poor	59.26
Fair	43.09	Fair	44.12	Fair	38.68
Good	54.02	Good	50.93	Good	2.06

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-10.20, a majority of the respondents (89.48 percent) perceive availability of open spaces to be poor. While 9.48 percent consider availability of open spaces to be fair, only 1.03 percent perceive it to be good.

Table-10.20: Perception of Green Spaces

Green Spaces	
Availability of open spaces	Percentage
Poor	89.48
Fair	9.48
Good	1.03

4.3.3. Energy Consumption:

4.3.3.1. As can be gleaned from Table-10.21, a majority of the respondents (56.4 percent) perceive electricity reliability to be good. While 41.74 percent consider electricity reliability to be fair, only 1.86 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (94.23 percent) consider it to be moderately affordable. Whereas 3.71 percent perceive it to be not affordable at all, 2.06 percent consider it to be extremely affordable.

Table-10.21: Perception of Energy Consumption-Mon

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	1.86	Not affordable at all	3.71
Fair	41.74	Moderately affordable	94.23
Good	56.4	Extremely affordable	2.06

4.3.4. Resilience:

4.3.4.1. As presented in Table-10.22, a majority of the respondents (54.73 percent) perceive disaster response to be fair. While 39.71 percent consider perceive disaster response to be good, 5.56 percent perceive it to be poor. With respect to community response time, a majority of the respondents (50.83 percent) consider it to be good. Whereas 45.25 percent perceive it to be fair, 3.93 percent consider it to be poor.

Table-10.22: Resilience Perception-Mon

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	5.56	Poor	3.93
Fair	54.73	Fair	45.25
Good	39.71	Good	50.83

4.4. Citizens' Perception of Public Services:**4.4.1. Service Delivery:**

4.4.1.1 As highlighted in Table-10.23, a majority of the respondents (53.5 percent) perceive birth registration service to be good. While 45.06 percent consider the service to be fair, only 1.44 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (63.99 percent) consider it to be fair. Whereas 34.16 percent perceive it to be good, only 1.85 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (64.12 percent) perceive it to be fair. While 34.02 percent consider it to be good, only 1.86 percent perceive it to be poor.

Table-10.23: Service Delivery Perception-Mon

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	1.44	Poor	1.85	Poor	1.86
Fair	45.06	Fair	63.99	Fair	64.12
Good	53.5	Good	34.16	Good	34.02

4.5. Citizens' Perception of Governance:

- 4.5.1 As highlighted in Table-10.24, a majority of the respondents (53.5 percent) perceive community involvement effort by local government to be fair. While 42.42 percent consider community involvement effort to be good, 3.89 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (61.07 percent) reported very approachable. Whereas 35.86 percent registered fairly approachable, 3.07 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (83.2 percent) registered moderately satisfied. While 11.27 percent reported not satisfied, 5.53 percent registered very satisfied.

Table-10.24: Governance Perception-Mon

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	3.89	Not approachable	3.07	Not satisfied	11.27
Fair	53.69	Fairly approachable	35.86	Moderately satisfied	83.2
Good	42.42	Very approachable	61.07	Very satisfied	5.53

- 4.5.2. As highlighted in Table-10.25, a majority of the respondents (82.99 percent) perceive grievance redressal response time in locality to be fair. While 14.55 percent consider grievance redressal response time to be poor, 2.46 percent perceive it to be poor. With respect to local government efforts to disclose reports, a majority of the respondents (63.32 percent) reported moderately satisfied. Whereas 35.04 percent registered not satisfied, only 1.64 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (86.04 percent) perceive grievance redressal response time in office to be fair. While 10.88 percent consider grievance redressal response time to be poor, 3.08 percent perceive it to be good.

Table-10.25: Governance Perception-Mon

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	14.55	Not satisfied	35.04	Poor	10.88
Fair	82.99	Moderately satisfied	63.32	Fair	86.04
Good	2.46	Very satisfied	1.64	Good	3.08

5. EASE OF LIVING INDEX:

- 5.1. As can be observed from Table-10.26, the Ease of Living Perception Index for Mon is 54, and comes under medium category. The highest index was registered under public services and quality of life with a mean score of 69 each, while the lowest index was registered under economic ability with a mean score of 25.

Table-10.26: Ease of Living Perception Index-Mon

Mon	Index	Category
Ease of living	54	Medium
Quality of life	56	Medium
Economic ability	25	Low
Sustainability	55	Medium
Public services	69	High
Governance	53	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-10.27.1, the variables with the least mean scores that fall under low category are job opportunities availability, open spaces availability, housing and shelter availability, government efforts to address pollution, recreational facilities accessibility, water supply availability and business opportunities availability; which are accordingly assigned as the top seven ranks in policy priority.
- 6.2. As highlighted in Table-10.27.3, the variables with the highest mean scores that fall under high category are education quality, water supply quality, elected official approachability, safety standards, electricity supply reliability, birth registration process, air quality, disasters community response time, noise free environment, police emergency response time, health services quality and community involvement efforts by local government; which are accordingly assigned as the bottom twelve ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-10.27.1, Table-10.27.2 and Table-10.27.3.

Table-10.27.1: Policy Priority Ranking-I: Mon

Variable	Mean Score	Classification	Policy Priority Ranking
Job opportunities availability	1.09	Low	1
Open spaces availability	1.12		2
Housing and Shelter Availability	1.38		3
Government Efforts to Address Pollution	1.43		4
Recreational facilities accessibility	1.44		5
Water supply availability	1.60		6
Business opportunities availability	1.66		7
Local Government's Efforts to Disclose Reports	1.67	Medium	8
Housing and Shelter Affordability (Owned)	1.83		9
Grievances redressal in locality response time	1.88		10
Grievances Redressal in Office Response Time	1.92		11
Grievance redressal facilities satisfaction	1.94		12
Electricity supply affordability	1.98		13

Table-10.27.2: Policy Priority Ranking-II: Mon

Variable	Mean Score	Classification	Policy Priority Ranking
Housing and Shelter Affordability (Rental)	1.99	Medium	14
Public transport affordability	2.00		15
Health services affordability	2.01		16
Education affordability	2.01		17
Public transport adequacy	2.08		18
Locality cleanliness	2.09		19
Road availability	2.12		20
Presence of women in workplace	2.16		21
Garbage collection facility	2.16		22
Fire department emergency response time	2.21		23
Ambulance emergency response time	2.22		24
Health services accessibility	2.28		25
Education accessibility	2.30		26
Obtaining Certificates from Government Offices	2.32		27

Table-10.27.3: Policy Priority Ranking-III: Mon

Variable	Mean Score	Classification	Policy Priority Ranking
Death registration process	2.32	Medium	28
Disasters resilience	2.34	High	29
Community Involvement Efforts by Local Government	2.39		30
Health services Quality	2.41		31
Police emergency response time	2.44		32
Noise free environment	2.46		33
Disasters community response time	2.47		34
Air quality	2.51		35
Birth registration process	2.52		36
Electricity supply reliability	2.55		37
Safety standards	2.55		38
Elected official approachability	2.58		39
Water supply quality	2.64		40
Education quality	2.67		41

Chapter Eleven

Noklak

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Noklak Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-11.1, the average age of the respondents in Noklak is 36 years, with the minimum age of 15 years and maximum age of 87 years.

Table-11.1: Age-Noklak

Variable	Count	Mean	Min	Max
Age	404	36	15	87

2.2. Gender:

- 2.2.1. Table-11.2 presents gender distribution in Noklak. While male respondents constituted 50.62 percent, female constituted 49.38 percent. The frequency distribution of gender is given in Table-11.2.

Table-11.2: Gender-Noklak

Gender	Percentage	Count
Female	49.38	200
Male	50.62	205
Total	100	405

2.3. Religion:

- 2.3.1. From Table-11.3, it can be seen that all the respondents in Noklak are Christians, accounting for 100 percent. The frequency distribution of religion is given in Table-3.

Table-11.3: Religion-Noklak

Religion	Percentage	Count
Christianity	100	405
Total	100	405

2.4. Marital Status:

- 2.4.1. As can be observed from Table-11.4, a majority of the respondents in Noklak are married with 58.02 percent, followed by unmarried category with 41.98 percent. The frequency distribution of religion is given in Table-11.4.

Table-11.4: Marital Status-Noklak

Marital Status	Percentage	Count
Married	58.02	235
Unmarried	41.98	170
Total	100	405

2.5. Social Groups:

- 2.5.1. Table-11.5 presents the distribution of social groups in Noklak. All the respondents belong to Scheduled Tribe (ST), accounting for 100 percent. The frequency distribution of religion is given in Table-11.5.

Table-5: Social Groups-Noklak

Social group	Percentage	Count
ST	100	405
Total	100	405

2.6. Education:

- 2.6.1. As can be gleaned from Table-11.6, a majority of the respondents in Noklak have education levels up to high school with 29.89 percent, followed by those with college and above degrees with 25.13 percent. Notably, 10.32 percent studied up to primary levels. The distribution of educational level including frequency distribution is given in Table-11.6.

Table-11.6: Educational Level-Noklak

Education level	Percentage	Count
College & above	25.13	95
Higher secondary	17.20	65
High school	29.89	113
Middle school	17.46	66
Primary	10.32	39
Total	100	378

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-11.7, the maximum number of houses in Noklak is kutcha type with 52.48 percent, followed by pucca type with 47.52 percent. The frequency distribution of house type is given in Table-11.7.

Table-11.7: House Type-Noklak

House Type	Percentage	Count
Kutchra	52.48	212
Pucca	47.52	192
Total	100	404

3.2. Occupation:

- 3.2.1. Table-11.8 presents the distribution of occupation in Noklak. The maximum number of the respondents are students with 29.17 percent, followed by unemployed with 26.19 percent. The distribution of occupation including frequency distribution is given in Table-11.8.

Table-11.8: Occupation-Noklak

Occupation	Percentage	Count
Casual Labourer	9.82	33
Salaried/ regular wage earner	19.05	64
Self employed	8.04	27
Student	29.17	98
Unemployed	26.19	88
Others	7.74	26
Total	100	336

3.3. Income:

- 3.3.1. As shown in Table-11.9, the average monthly income of the respondents in Noklak is Rs. 17160.55, with the minimum income of Rs. 1000 and the maximum income of Rs. 75000, excluding the responses of zero income.

Table-11.9: Monthly Income-Noklak

Variable	Count	Mean	Min	Max
Monthly income	404	17160.55	1000	75000

3.4. Pensioner:

- 3.4.1. From Table-11.10, it can be seen that a majority of the respondents in Noklak are not pensioners with 95.30 percent, with pensioners accounting for 4.70 percent. The frequency distribution of pensioner status is given in Table-11.10.

Table-11.10: Pensioner Status-Noklak

Whether pensioner or not	Percentage	Count
Yes	4.70	19
No	95.30	385
Total	100	404

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

4.1.1.1. As presented in Table-11.11, a majority of the respondents (75.56 percent) perceive education to be moderately affordable. While 21.98 percent consider education to be not affordable at all, 2.47 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (64.94 percent) consider it to be fair. Whereas 20.74 percent perceive it to be poor, 14.32 percent consider it to be good. In terms of accessibility, a majority of the respondents (39.36 percent) perceive it to be easily accessible. While 35.64 percent consider it to be fairly accessible, 25 percent perceive it to be poorly accessible.

Table-11.11: Education Perception-Noklak

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	21.98	Poor	20.74	Poorly accessible	25
Moderately affordable	75.56	Fair	64.94	Fairly accessible	35.64
Extremely affordable	2.47	Good	14.32	Easily accessible	39.36

4.1.2. Health:

4.1.2.1. As highlighted in Table-11.12, a majority of the respondents (79.75 percent) perceive health to be moderately affordable. While 16.3 percent consider health to be not affordable at all, 3.95 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (66.34 percent) consider it to be fair. Whereas 22.28 percent perceive it to be poor, 11.39 percent consider it to be good. In terms of accessibility, a majority of the respondents (47.76 percent) perceive it to be fairly accessible. While 28.36 percent consider it to be poorly accessible, 23.88 percent perceive it to be easily accessible.

Table-11.12: Health Perception-Noklak

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	16.3	Poor	22.28	Poorly accessible	28.36
Moderately affordable	79.75	Fair	66.34	Fairly accessible	47.76
Extremely affordable	3.95	Good	11.39	Easily accessible	23.88

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-11.13, a majority of the respondents (65.59 percent) perceive owned housing and shelter to be moderately affordable. While 33.91 percent perceive it to

be not affordable at all, only less than 1 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (75 percent) consider it to be moderately affordable. Whereas 24.75 percent perceive it to be not affordable at all, only less than 1 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (64.62 percent) perceive it to be poor. While 34.16 percent consider it to be fair, only less than 1 percent perceive it to be good.

Table-11.13: Housing and Shelter Perception-Noklak

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	33.91	Not affordable at all	24.75	Poor	64.85
Moderately affordable	65.59	Moderately affordable	75	Fair	34.16
Extremely affordable	0.5	Extremely affordable	0.25	Good	0.99

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-11.14, a majority of the respondents (78.22 percent) perceive water availability to be fair. While 19.8 percent consider water availability to be good, only 1.98 percent perceive it to be poor. With respect to water quality, a majority of the respondents (83.17 percent) consider it to be fair. Whereas 15.84 percent perceive it to be good, only less than 1 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (76.49 percent) perceive it to be fair. While 17.33 percent consider it to be poor, 6.19 percent perceive it to be good. With respect to locality cleanliness, a majority of the respondents (73.51 percent) perceive it to be fair. While 24.75 percent consider it to be poor, only 1.73 percent perceive it to be good.

Table-11.14: Water and Sanitation Perception-Noklak

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	1.98	Poor	0.99	Poor	17.33	Poor	24.75
Fair	78.22	Fair	83.17	Fair	76.49	Fair	73.51
Good	19.8	Good	15.84	Good	6.19	Good	1.73

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-11.15, a majority of the respondents (68.56 percent) perceive road availability to be poor. While 30.44 percent consider road availability to be fair, only 1 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (67.08 percent) consider it to be fair. Whereas 29.95 percent perceive it to be poor, 2.97 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (84.65 percent) perceive it to be moderately affordable. While 14.85 percent consider it to be not affordable at all, only less than 1 percent perceive it to be extremely affordable.

Table-11.15: Mobility Perception-Noklak

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	68.56	Poor	29.95	Not affordable at all	14.85
Fair	30.44	Fair	67.08	Moderately affordable	84.65
Good	1	Good	2.97	Extremely affordable	0.5

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-11.16, a majority of the respondents (75.8 percent) perceive safety standards to be fair. While 19.26 percent consider safety standards to be poor, 4.94 percent perceive it to be good. With respect to police emergency response time, a majority of the respondents (79.95 percent) consider it to be fair. Whereas 13.12 percent perceive it to be good, 6.93 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (77.53 percent) perceive it to be fair. While 16.05 percent consider it to be poor, 6.42 percent perceive it to be good. With respect to ambulance emergency response time, a majority of the respondents (77.28 percent) perceive it to be fair. While 18.27 percent consider it to be poor, 4.44 percent perceive it to be good.

Table-11.16: Safety and Security Perception-Noklak

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	19.26	Poor	13.12	Poor	16.05	Poor	18.27
Fair	75.8	Fair	79.95	Fair	77.53	Fair	77.28
Good	4.94	Good	6.93	Good	6.42	Good	4.44

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-11.17, a majority of the respondents (90.86 percent) perceive recreation facilities to be poorly accessible. While 8.14 percent consider recreation facilities to be fairly accessible, only 1 percent perceive it to be easily accessible.

Table-11.17: Perception on Recreation-Noklak

Recreation	
Accessibility	Percentage
Poorly accessible	90.86
Fairly accessible	8.14
Easily accessible	1

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

4.2.1.1. As can be seen from Table-11.18, a majority of the respondents (58.52 percent) perceive job opportunity availability to be poor. While 40.74 percent consider job opportunity availability to be fair, only less than 1 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (59.75 percent) consider it to be fair. Whereas 39.01 percent perceive it to be poor, only 1.23 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (75.38 percent) perceive it to be fair. While 16.92 percent consider it to be poor, 7.69 percent perceive it to be good.

Table-11.18: Economic Opportunities Perception-Noklak

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	58.52	Poor	39.01	Poor	16.92
Fair	40.74	Fair	59.75	Fair	75.38
Good	0.74	Good	1.23	Good	7.69

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-11.19, a majority of the respondents (79.75 percent) perceive air quality to be poor. While 10.37 percent consider air quality to be good, 9.88 percent perceive it to be fair. With respect to noise quality, a majority of the respondents (50.12 percent) consider it to be good. Whereas 40.25 percent perceive it to be poor, 9.63 percent consider it to be good. In relation to governmental efforts to address pollution, a majority of the respondents (64.94 percent) perceive it to be poor. While 31.36 percent consider it to be fair, 3.7 percent perceive it to be good.

Table-11.19: Pollution Perception-Noklak

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	79.75	Poor	40.25	Poor	64.94
Fair	9.88	Fair	50.12	Fair	31.36
Good	10.37	Good	9.63	Good	3.7

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-11.20, a majority of the respondents (96.78 percent) perceive availability of open spaces to be poor. While 2.22 percent consider availability of open spaces to be fair, only 1 percent perceive it to be good.

Table-11.20: Perception of Green Spaces-Noklak

Green Spaces	
Availability of open spaces	Percentage
Poor	96.78
Fair	2.22
Good	1

4.3.3. Energy Consumption:

4.3.3.1. As can be gleaned from Table-11.21, a majority of the respondents (72.77 percent) perceive electricity reliability to be fair. While 20.05 percent consider electricity reliability to be good, 7.18 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (84.41 percent) consider it to be moderately affordable. Whereas 8.42 percent perceive it to be extremely affordable, 7.18 percent consider it to be not affordable at all.

Table-11.21: Perception of Energy Consumption-Noklak

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	7.18	Not affordable at all	7.18
Fair	72.77	Moderately affordable	84.41
Good	20.05	Extremely affordable	8.42

4.3.4. Resilience:

4.3.4.1. As presented in Table-11.22, a majority of the respondents (56.68 percent) perceive disaster response to be poor. While 41.34 percent consider disaster response to be fair, only 1.98 percent perceive it to be good. With respect to community response time, a majority of the respondents (57.71 percent) consider it to be fair. Whereas 28.61 percent perceive it to be poor, 13.68 percent consider it to be good.

Table-11.22: Resilience Perception-Noklak

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	56.68	Poor	28.61
Fair	41.34	Fair	57.71
Good	1.98	Good	13.68

4.4. Citizens' Perception of Public Services:**4.4.1. Service Delivery:**

4.4.1.1. As highlighted in Table-11.23, a majority of the respondents (64.6 percent) perceive birth registration service to be poor. While 25 percent consider the service to be fair, 10.4 percent perceive it to be good. With respect to death registration service, a majority of the respondents (66.09 percent) consider it to be poor. Whereas 26.49 percent perceive it to be fair, 7.43 percent consider it to be good. In terms of obtaining certificates from government offices, a majority of the respondents (79.2 percent) perceive it to be fair. While 14.04 percent consider it to be good, 6.77 percent perceive it to be good.

Table-11.23: Service Delivery Perception-Noklak

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	64.6	Poor	66.09	Poor	14.04
Fair	25	Fair	26.49	Fair	79.2
Good	10.4	Good	7.43	Good	6.77

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-11.24, a majority of the respondents (80.3 percent) perceive community involvement effort by local government to be fair. While 17.96 percent consider community involvement effort to be poor, only 1.75 percent perceive it to be good. With respect to approachability of elected officials, a majority of the respondents (78.8 percent) reported fairly approachable. Whereas 19.7 percent registered not approachable, only 1.5 percent reported very approachable. In terms of grievance redressal facilities, a majority of the respondents (77.25 percent) registered moderately satisfied. While 20.25 percent reported not satisfied, 2.5 percent registered very satisfied.

Table-11.24: Governance Perception-Noklak

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	17.96	Not approachable	19.7	Not satisfied	20.25
Fair	80.3	Fairly approachable	78.8	Moderately satisfied	77.25
Good	1.75	Very approachable	1.5	Very satisfied	2.5

- 4.5.2. As highlighted in Table-11.25, a majority of the respondents (70.5 percent) perceive grievance redressal response time in locality to be fair. While 21.75 percent consider grievance redressal response time to be poor, 7.75 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (73.32 percent) reported moderately satisfied. Whereas 25.44 percent registered not satisfied, only 1.25 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (73.57 percent) perceive grievance redressal response time in office to be fair. While 22.69 percent consider grievance redressal response time to be poor, 3.74 percent perceive it to be good.

Table-11.25: Governance Perception-Noklak

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	21.75	Not satisfied	25.44	Poor	22.69
Fair	70.5	Moderately satisfied	73.32	Fair	73.57
Good	7.75	Very satisfied	1.25	Good	3.74

5. EASE OF LIVING INDEX:

- 5.1. As can be observed from Table-11.26, the Ease of Living Perception Index for Noklak is 37, and comes under medium category. The highest index was registered under governance with a mean score of 41, while the lowest index was registered under economic ability with a mean score of 29.

Table-11.26: Ease of Living Perception Index-Noklak

Noklak	Index	Category
Ease of living	37	Medium
Quality of life	40	Medium
Economic ability	29	Low
Sustainability	30	Low
Public services	30	Low
Governance	41	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-11.27.1, the variables with the least mean scores that fall under low category are open spaces availability, recreational facilities accessibility, air quality, road availability, housing and shelter availability, government efforts to address pollution, death registration process, job opportunities availability, disasters resilience, birth registration

process and business opportunities availability; which are accordingly assigned as the top eleven ranks in policy priority.

- 6.2. As highlighted in Table-27.3, none of the variables fall under high category. The mean scores, classification and policy priority rankings of other variables are given in Table-27.1, Table-27.2 and Table-27.3.

Table-11.27.1: Policy Priority Ranking-I: Noklak

Variable	Mean Score	Classification	Policy Priority Ranking
Open spaces availability	1.02	Low	1
Recreational facilities accessibility	1.09		2
Air quality	1.31		3
Road availability	1.31		4
Housing and Shelter Availability	1.36		5
Government Efforts to Address Pollution	1.39		6
Death registration process	1.41		7
Job opportunities availability	1.42		8
Disasters resilience	1.45		9
Birth registration process	1.46		10
Business opportunities availability	1.62		11
Housing and Shelter Affordability (Owned)	1.67	Medium	12
Noise free environment	1.69		13

Table-11.27.2: Policy Priority Ranking-II: Noklak

Variable	Mean Score	Classification	Policy Priority Ranking
Public transport adequacy	1.73	Medium	14
Housing and Shelter Affordability (Rental)	1.75		15
Local Government's Efforts to Disclose Reports	1.76		16
Locality cleanliness	1.77		17
Education affordability	1.80		18
Grievances Redressal in Office Response Time	1.81		19
Elected official approachability	1.82		20
Grievance redressal facilities satisfaction	1.82		21
Community Involvement Efforts by Local Government	1.84		22
Disasters community response time	1.85		23
Public transport affordability	1.86		24
Safety standards	1.86		25
Grievances redressal in locality response time	1.86		26

Table-11.27.3: Policy Priority Ranking-III: Noklak

Variable	Mean Score	Classification	Policy Priority Ranking
Ambulance emergency response time	1.86	Medium	27
Health services Affordability	1.88		28
Garbage collection facility	1.89		29
Health services Quality	1.89		30
Fire department emergency response time	1.90		31
Presence of women in workplace	1.91		32
Obtaining Certificates from Government Offices	1.93		33
Education quality	1.94		34
Police emergency response time	1.94		35
Health services Accessibility	1.96		36
Electricity supply affordability	2.01		37
Electricity supply reliability	2.13		38
Education accessibility	2.14		39
Water supply quality	2.15		40
Water supply availability	2.18		41

Chapter Twelve

Niuland

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Niuland Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-12.1, the average age of the respondents in Niuland is 37 years, with the minimum age of 15 years and maximum age of 78 years.

Table-12.1: Age-Niuland

Variable	Count	Mean	Min	Max
Age	404	37	15	78

2.2. Gender:

- 2.2.1. Table-12.2 presents gender distribution in Niuland. While male respondents constituted 53.83 percent, female constituted 46.17 percent. The frequency distribution of gender is given in Table-12.2.

Table-12.2: Gender-Niuland

Gender	Percentage	Count
Female	46.17	187
Male	53.83	218
Total	100	405

2.3. Religion:

- 2.3.1. From Table-12.3, it can be seen that a majority of the respondents in Niuland are Christians, accounting for 93.33 percent. The percentage of Hindus and Muslims are 3.70 percent and 2.96 percent respectively. The frequency distribution of religion is given in Table-12.3.

Table-12.3: Religion-Niuland

Religion	Percentage	Count
Christianity	93.33	378
Hindu	3.70	15
Islam	2.96	12
Total	100	405

2.4. Marital Status:

- 2.4.1. As can be observed from Table-12.4, a majority of the respondents in Niuland are married with 60.87 percent, followed by unmarried category with 39.13 percent. Moreover, the percentage of divorced/widowed is 3.58 percent. The frequency distribution of religion is given in Table-12.4.

Table-12.4: Marital Status-Niuland

Marital Status	Percentage	Count
Divorced/ widowed	3.58	14
Married	60.87	238
Unmarried	39.13	153
Total	100	391

2.5. Social Groups:

- 2.5.1. Table-12.5 presents the distribution of social groups in Niuland. A majority of the respondents belong to Scheduled Tribe (ST) with 96.92 percent, while 3.08 percent belong to general category. The frequency distribution of religion is given in Table-12.5.

Table-12.5: Social Groups-Niuland

Social group	Percentage	Count
ST	96.92	378
OBC	3.08	12
Total	100	390

2.6. Education:

- 2.6.1. As can be gleaned from Table-12.6, a majority of the respondents in Niuland have education levels up to high school with 35.56 percent, followed by those with middle school levels with 19.01 percent. Notably, 14.81 percent studied up to primary levels. The distribution of educational level including frequency distribution is given in Table-12.6.

Table-12.6: Educational Level-Niuland

Education level	Percentage	Count
College & above	12.10	49
Higher secondary	18.52	75
High school	35.56	144
Middle school	19.01	77
Primary	14.81	60
Total	100	405

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-12.7, the maximum number of houses in Niuland is pucca type with 46.67 percent, followed by semi-pucca type with 28.89 percent. Moreover, the

proportion of kutcha type is 24.44 percent. The frequency distribution of house type is given in Table-12.7.

Table-12.7: House Type-Niuland

House Type	Percentage	Count
Kutcha	24.44	99
Pucca	46.67	189
Semi-pucca	28.89	117
Total	100	405

3.2. Occupation:

- 3.2.1. Table-12.8 presents the distribution of occupation in Niuland. The maximum number of the respondents are unemployed with 36.34 percent, followed by self-employed and students with 19.05 percent and 17.79 percent respectively. The distribution of occupation including frequency distribution is given in Table-12.8.

Table-12.8: Occupation-Niuland

Occupation	Percentage	Count
Casual Labourer	6.77	27
Salaried /regular wage earner	13.03	52
Self employed	19.05	76
Student	17.79	71
Unemployed	36.34	145
Others	7.02	28
Total	100	399

3.3. Income:

- 3.3.1. As shown in Table-12.9, the average monthly income of the respondents in Niuland is Rs. 22707.82, with the minimum income of Rs. 3000 and the maximum income of Rs. 71000, excluding the responses of zero income.

Table-12.9: Monthly Income-Niuland

Variable	Count	Mean	Min	Max
Monthly income	179	22707.82	3000	71000

3.4. Pensioner:

- 3.4.1. From Table-12.10, it can be seen that a majority of the respondents in Niuland are not pensioners with 89.33 percent, with pensioners accounting for 10.67 percent. The frequency distribution of pensioner status is given in Table-12.10.

Table-12.10: Pensioner Status-Niuland

Whether pensioner or not	Percentage	Count
Yes	10.67	19
No	89.33	159
Total	100	178

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

4.1.1.1. As presented in Table-12.11, a majority of the respondents (85.68 percent) perceive education to be extremely affordable. While 13.32 percent consider education to be moderately affordable, only 1 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (81.72 percent) consider it to be good. Whereas 17.28 percent perceive it to be fair, only 1 percent consider it to be poor. In terms of accessibility, a majority of the respondents (85.19 percent) perceive it to be easily accessible. While 13.81 percent consider it to be fairly accessible, only 1 percent perceive it to be poorly accessible.

Table-12.11: Education Perception-Niuland

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	1	Poor	1	Poorly accessible	1
Moderately affordable	13.32	Fair	17.28	Fairly accessible	13.81
Extremely affordable	85.68	Good	81.72	Easily accessible	85.19

4.1.2. Health:

4.1.2.1. As highlighted in Table-12.12, a majority of the respondents (72.59 percent) perceive health to be extremely affordable. While 26.91 percent consider health to be moderately affordable, only less than 1 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (59.01 percent) consider it to be fair. Whereas 40.49 percent perceive it to be good, only less than 1 percent consider it to be poor. In terms of accessibility, a majority of the respondents (50.87 percent) perceive it to be easily accessible. While 48.13 percent consider it to be fairly accessible, only 1 percent perceive it to be poorly accessible.

Table-12: Health Perception-Niuland

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	0.49	Poor	0.49	Poorly accessible	1
Moderately affordable	26.91	Fair	59.01	Fairly accessible	48.13
Extremely affordable	72.59	Good	40.49	Easily accessible	50.87

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-12.13, a majority of the respondents (49.75 percent) perceive owned housing and shelter to be extremely affordable. While 39.11 percent perceive it to be moderately affordable, 11.14 percent consider owned housing and shelter to be not affordable at all. With respect to rental housing and shelter, a majority of the respondents (51.36 percent) consider it to be moderately affordable. Whereas 48.4 percent perceive it to be extremely affordable, only less than 1 percent consider it to be not affordable at all. In terms of availability of housing and shelter, a majority of the respondents (49.5 percent) perceive it to be good. While 43.56 percent consider it to be fair, 6.93 percent perceive it to be poor.

Table-12.13: Housing and Shelter Perception-Niuland

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	11.14	Not affordable at all	0.25	Poor	6.93
Moderately affordable	39.11	Moderately affordable	51.36	Fair	43.56
Extremely affordable	49.75	Extremely affordable	48.4	Good	49.5

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-12.14, a majority of the respondents (82.96 percent) perceive water availability to be good. While 12.1 percent consider water availability to be poor, 4.94 percent perceive it to be fair. With respect to water quality, a majority of the respondents (77.28 percent) consider it to be good. Whereas 11.6 percent perceive it to be poor, 11.11 percent consider it to be fair. In relation to garbage collection, a majority of the respondents (72.35 percent) perceive it to be good. While 16.79 percent consider it to be fair, 10.86 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (84.2 percent) perceive it to be good. While 14.8 percent consider it to be fair, only 1 percent perceive it to be poor.

Table-12.14: Water and Sanitation Perception-Niuland

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	12.1	Poor	11.6	Poor	10.86	Poor	1
Fair	4.94	Fair	11.11	Fair	16.79	Fair	14.8
Good	82.96	Good	77.28	Good	72.35	Good	84.2

4.1.5. Mobility:

- 4.1.5.1. As can be gleaned from Table-12.15, a majority of the respondents (45.19 percent) perceive road availability to be good. While 43.7 percent consider road availability to be fair, 11.11 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (54.81 percent) consider it to be poor. Whereas 23.7 percent perceive it to be good, 21.48 percent consider it to be fair. In relation to affordability of public transport, a majority of the respondents (55.06 percent) perceive it to be not affordable at all. While 33.09 percent consider it to be moderately affordable, 11.85 percent perceive it to be extremely affordable.

Table-12.15: Mobility Perception-Niuland

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	11.11	Poor	54.81	Not affordable at all	55.06
Fair	43.7	Fair	21.48	Moderately affordable	33.09
Good	45.19	Good	23.7	Extremely affordable	11.85

4.1.6. Safety and Security:

- 4.1.6.1. As presented in Table-12.16, a majority of the respondents (78.01 percent) perceive safety standards to be good. While 20.99 percent consider safety standards to be fair, only 1 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (90.56 percent) consider it to be good. Whereas 8.44 percent perceive it to be fair, only 1 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (54.81 percent) perceive it to be poor. While 31.6 percent consider it to be good, 13.58 percent perceive it to be fair. With respect to ambulance emergency response time, a majority of the respondents (51.6 percent) perceive it to be good. While 45.43 percent consider it to be fair, 2.96 percent perceive it to be poor.

Table-12.16: Safety and Security Perception-Niuland

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	1	Poor	1	Poor	54.81	Poor	2.96
Fair	20.99	Fair	8.44	Fair	13.58	Fair	45.43
Good	78.01	Good	90.56	Good	31.6	Good	51.6

4.1.7. Recreation:

- 4.1.7.1. As highlighted in Table-12.17, a majority of the respondents (73.58 percent) perceive recreation facilities to be easily accessible. While 15.56 percent consider recreation facilities to be fairly accessible, 10.86 percent perceive it to be poorly accessible.

Table-12.17: Perception on Recreation-Niuland

Recreation	
Accessibility	Percentage
Poorly accessible	10.86
Fairly accessible	15.56
Easily accessible	73.58

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

- 4.2.1.1. As can be seen from Table-12.18, a majority of the respondents (88.09 percent) perceive job opportunity availability to be poor. While 8.93 percent consider job opportunity availability to be fair, 2.98 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (53.85 percent) consider it to be good. Whereas 39.7 percent perceive it to be fair, 6.45 percent consider it to be poor. In terms of presence of women in workplace, a majority of the respondents (84.15 percent) perceive it to be good. While 9.76 percent consider it to be fair, 6.1 percent perceive it to be poor.

Table-12.18: Economic Opportunities Perception-Niuland

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	88.09	Poor	6.45	Poor	6.1
Fair	8.93	Fair	39.7	Fair	9.76
Good	2.98	Good	53.85	Good	84.15

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

- 4.3.1.1. As presented in Table-12.19, a majority of the respondents (71.11 percent) perceive air quality to be good. While 28.64 percent consider air quality to be fair, only less than 1 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (60.99 percent) consider it to be good. Whereas 38.01 percent perceive it to be fair, only 1 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (54.95 percent) perceive it to be fair. While 33.42 percent consider it to be good, 11.63 percent perceive it to be poor.

Table-12.19: Pollution Perception-Niuland

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	0.25	Poor	1	Poor	11.63
Fair	28.64	Fair	38.01	Fair	54.95
Good	71.11	Good	60.99	Good	33.42

4.3.2. Green Spaces:

- 4.3.2.1. As can be observed from Table-12.20, a majority of the respondents (55.2 percent) perceive availability of open spaces to be poor. While 41.83 percent consider availability of open spaces to be good, 2.97 percent perceive it to be fair.

Table-12.20: Perception of Green Spaces-Niuland

Green Spaces	
Availability of open spaces	Percentage
Poor	55.2
Fair	2.97
Good	41.83

4.3.3. Energy Consumption:

- 4.3.3.1. As can be gleaned from Table-12.21, a majority of the respondents (66.9 percent) perceive electricity reliability to be good. While 32.1 percent consider electricity reliability to be fair, only 1 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (61.48 percent) consider it to be extremely affordable. Whereas 37.28 percent perceive it to be moderately affordable, only 1.23 percent consider it to be not affordable at all.

Table-12.21: Perception of Energy Consumption-Niuland

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	1	Not affordable at all	1.23
Fair	32.1	Moderately affordable	37.28
Good	66.9	Extremely affordable	61.48

4.3.4. Resilience:

- 4.3.4.1. As presented in Table-12.22, a majority of the respondents (55.44 percent) perceive disaster response to be good. While 43.56 percent consider disaster response to be fair, only 1 percent perceive it to be poor. With respect to community response time, a majority of the respondents (78.47 percent) consider it to be good. Whereas 20.53 percent perceive it to be fair, only 1 percent consider it to be poor.

Table-12.22: Resilience Perception-Niuland

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	1	Poor	1
Fair	43.56	Fair	20.53
Good	55.44	Good	78.47

4.4. 'Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.1.1. As highlighted in Table-12.23, a majority of the respondents (57.57 percent) perceive birth registration service to be fair. While 41.69 percent consider the service to be good, only less than 1 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (61.79 percent) consider it to be fair. Whereas 36.48 percent perceive it to be good, only 1.74 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (70.9 percent) perceive it to be good. While 25.37 percent consider it to be fair, 3.73 percent perceive it to be poor.

Table-12.23: Service Delivery Perception-Niuland

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	0.74	Poor	1.74	Poor	3.73
Fair	57.57	Fair	61.79	Fair	25.37
Good	41.69	Good	36.48	Good	70.9

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-12.24, a majority of the respondents (88.37 percent) perceive community involvement effort by local government to be good. While 8.66 percent consider community involvement effort to be poor, 2.97 percent perceive it to be fair. With respect to approachability of elected officials, a majority of the respondents (50 percent) reported very approachable. Whereas 39.85 percent registered fairly approachable, 10.15 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (61.63 percent) registered very satisfied. While 28.71 percent reported moderately satisfied, 9.65 percent registered not satisfied.

Table-12.24: Governance Perception-Niuland

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	8.66	Not approachable	10.15	Not satisfied	9.65
Fair	2.97	Fairly approachable	39.85	Moderately satisfied	28.71
Good	88.37	Very approachable	50	Very satisfied	61.63

4.5.2. As highlighted in Table-12.25, a majority of the respondents (72.28 percent) perceive grievance redressal response time in locality to be good. While 16.83 percent consider grievance redressal response time to be fair, 10.89 percent perceive it to be poor. With

respect to local government efforts to disclose reports, a majority of the respondents (65.1 percent) reported moderately satisfied. Whereas 24.01 percent registered very satisfied, 10.89 percent reported not satisfied. In terms of grievance redressal response time in office, a majority of the respondents (78.47 percent) perceive grievance redressal response time in office to be good. While 10.89 percent consider grievance redressal response time to be poor, 10.64 percent perceive it to be fair.

Table-12.25: Governance Perception-Niuland

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	10.89	Not satisfied	10.89	Poor	10.89
Fair	16.83	Moderately satisfied	65.1	Fair	10.64
Good	72.28	Very satisfied	24.01	Good	78.47

5. EASE OF LIVING INDEX:

- 5.1. As can be observed from Table-12.26, the Ease of Living Perception Index for Niuland is 74, and comes under high category. The highest index was registered under governance with a mean score of 80, while the lowest index was registered under economic ability with a mean score of 49.

Table-12.26: Ease of Living Perception Index-Niuland

Niuland	Index	Category
Ease of living	74	High
Quality of life	75	High
Economic ability	49	Medium
Sustainability	75	High
Public services	74	High
Governance	80	High

6. POLICY PRIORITY:

- 6.1. As presented in Table-12.27.1, the variables with the least mean scores that fall under low category are job opportunities availability and public transport affordability; which are accordingly assigned as the top two ranks in policy priority.
- 6.2. As highlighted in Table-12.27.3, except for the variables that fall under medium category (public transport adequacy, fire department emergency response time, open spaces availability and government efforts to address pollution), the rest of the variables come under

high category. The mean scores, classification and policy priority rankings of other variables are given in Table-12.27.1, Table-12.27.2 and Table-12.27.3.

Table-12.27.1: Policy Priority Ranking-I: Niuland

Variable	Mean Score	Classification	Policy Priority Ranking
Job opportunities availability	1.15	Low	1
Public transport affordability	1.57		2
Public transport adequacy	1.69		3
Fire department emergency response time	1.77	Medium	4
Open spaces availability	1.87		5
Government Efforts to Address Pollution	2.22		6
Road availability	2.34	High	7
Death registration process	2.35		8
Housing and Shelter Affordability (Owned)	2.39		9
Elected official approachability	2.40		10
Health services Quality	2.40		11
Birth registration process	2.41		12
Housing and Shelter Availability	2.43		13

Table-12.27.2: Policy Priority Ranking-II: Niuland

Variable	Mean Score	Classification	Policy Priority Ranking
Business opportunities availability	2.47	High	14
Housing and Shelter Affordability (Rental)	2.48		15
Ambulance emergency response time	2.49		16
Health services Accessibility	2.51		17
Grievance redressal facilities satisfaction	2.52		18
Local Government's Efforts to Disclose Reports	2.54		19
Disasters resilience	2.56		20
Electricity supply affordability	2.60		21
Noise free environment	2.61		22
Grievances redressal in locality response time	2.61		23
Garbage collection facility	2.61		24
Recreational facilities accessibility	2.63		25
Water supply quality	2.66		26

Table-12.27.3: Policy Priority Ranking-III: Niuland

Variable	Mean Score	Classification	Policy Priority Ranking
Obtaining Certificates from Government Offices	2.67	High	27
Grievances Redressal in Office Response Time	2.68		28
Electricity supply reliability	2.68		29
Water supply availability	2.71		30
Air quality	2.71		31
Health services Affordability	2.72		32
Presence of women in workplace	2.78		33
Disasters community response time	2.78		34
Safety standards	2.79		35
Community Involvement Efforts by Local Government	2.80		36
Education quality	2.83		37
Locality cleanliness	2.84		38
Education accessibility	2.85		39
Education affordability	2.86		40
Police emergency response time	2.92		41

Chapter Thirteen

Peren

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Peren Town. After highlighting the various metrics of ease of living perception in the district, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-13.1, the average age of the respondents in Peren is 37 years, with the minimum age of 15 years and maximum age of 92 years.

Table-13.1: Age-Peren

Variable	Count	Mean	Min	Max
Age	416	37	15	92

2.2. Gender:

- 2.2.1. Table-13.2 presents gender distribution in Peren. While male respondents constituted 53.13 percent, female constituted 46.88 percent. The frequency distribution of gender is given in Table-13.2.

Table-13.2: Gender-Peren

Gender	Percentage	Count
Female	53.13	221
Male	46.88	195
Total	100	416

2.3. Religion:

- 2.3.1. From Table-13.3, it can be seen that all the respondents in Peren are Christians, accounting for 100 percent. The frequency distribution of religion is given in Table-3.

Table-13.3: Religion-Peren

Religion	Percentage	Count
Christianity	100	416
Total	100	416

2.4. Marital Status:

- 2.4.1. As can be observed from Table-13.4, a majority of the respondents in Peren are married with 59.13 percent, followed by unmarried category with 40.38 percent. Moreover, the percentage of divorced/widowed is marginal at less than 1 percent. The frequency distribution of religion is given in Table-13.4.

Table-13.4: Marital Status-Peren

Marital Status	Percentage	Count
Married	59.13	246
Unmarried	40.38	168
Divorced/ widowed	0.48	2
Total	100	416

2.5. Social Groups:

- 2.5.1. Table-13.5 presents the distribution of social groups in Peren. All the respondents belong to Scheduled Tribe (ST), accounting for 100 percent. The frequency distribution of religion is given in Table-13.5.

Table-13.5: Social Groups-Peren

Social group	Percentage	Count
ST	100	416
Total	100	416

2.6. Education:

- 2.6.1. As can be gleaned from Table-13.6, a majority of the respondents in Peren have education levels of college and above with 27.83 percent, closely followed by those with high school levels with 27.34 percent. Notably, only 11.58 percent studied up to primary levels. The distribution of educational level including frequency distribution is given in Table-13.6.

Table-13.6: Educational Level-Peren

Education level	Percentage	Count
College & above	27.83	113
Higher secondary	20.94	85
High school	27.34	111
Middle school	12.32	50
Primary	11.58	47
Total	100	406

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-13.7, the proportion of pucca houses in Peren is 46.88 percent, followed closely by kutcha type with 46.63 percent. Moreover, the percentage of semi-pucca type is 6.49 percent. The frequency distribution of house type is given in Table-13.7.

Table-13.7: House Type-Peren

House Type	Percentage	Count
Kutchra	46.63	194
Pucca	46.88	195
Semi-pucca	6.49	27
Total	100	416

3.2. Occupation:

- 3.2.1. Table-13.8 presents the distribution of occupations in Peren. The maximum number of the respondents are salaried/regular wage earners with 31.76 percent, followed by students with 23.58 percent. The distribution of occupation including frequency distribution is given in Table-13.8.

Table-13.8: Occupation-Peren

Occupation	Percentage	Count
Casual Labourer	7.23	23
Salaried/ regular wage earner	31.76	101
Self employed	9.43	30
Student	23.58	75
Unemployed	17.61	56
Others	10.38	33
Total	100	318

3.3. Income:

- 3.3.1. As shown in Table-13.9, the average monthly income of the respondents in Peren is Rs. 28978.49, with the minimum income of Rs. 3000 and the maximum income of Rs. 120000, excluding the responses of zero income.

Table-13.9: Monthly Income-Peren

Variable	Count	Mean	Min	Max
Monthly income	172	28978.49	3000	120000

3.4. Pensioner:

- 3.4.1. From Table-13.10, it can be seen that a majority of the respondents in Peren are not pensioners with 98.80 percent, with pensioners accounting for only 1.20 percent. The frequency distribution of pensioner status is given in Table-13.10.

Table-13.10: Pensioner Status-Peren

Whether pensioner or not	Percentage	Count
Yes	1.20	5
No	98.80	411
Total	100	416

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

4.1.1.1. As presented in Table-13.11, a majority of the respondents (72.52 percent) perceive education to be moderately affordable. While 23.27 percent consider education to be extremely affordable, 4.21 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (53.85 percent) consider it to be good. Whereas 44.17 percent perceive it to be fair, only 1.99 percent consider it to be poor. In terms of accessibility, a majority of the respondents (52.11 percent) perceive it to be fairly accessible. While 39.95 percent consider it to be easily accessible, 7.94 percent perceive it to be poorly accessible.

Table-13.11: Education Perception-Peren

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	4.21	Poor	1.99	Poorly accessible	7.94
Moderately affordable	72.52	Fair	44.17	Fairly accessible	52.11
Extremely affordable	23.27	Good	53.85	Easily accessible	39.95

4.1.2. Health:

4.1.2.1. As highlighted in Table-13.12, a majority of the respondents (58.27 percent) perceive health to be moderately affordable. While 39.75 percent consider health to be extremely affordable, only 1.98 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (53.33 percent) consider it to be good. Whereas 40.49 percent perceive it to be fair, 6.17 percent consider it to be poor. In terms of accessibility, a majority of the respondents (54.48 percent) perceive it to be fairly accessible. While 36.82 percent consider it to be easily accessible, 8.71 percent perceive it to be poorly accessible.

Table-13.12: Health Perception-Peren

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	1.98	Poor	6.17	Poorly accessible	8.71
Moderately affordable	58.27	Fair	40.49	Fairly accessible	54.48
Extremely affordable	39.75	Good	53.33	Easily accessible	36.82

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-13.13, a majority of the respondents (61.99 percent) perceive owned housing and shelter to be moderately affordable. While 25.61 percent perceive it to be not affordable at all, 12.4 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (77.02 percent) consider it to be moderately affordable. Whereas 14.9 percent perceive it to be extremely affordable, 8.08 percent consider it to be not affordable at all. In terms of availability of housing and shelter, a majority of the respondents (61.04 percent) perceive it to be fair. While 31.02 percent consider it to be poor, 7.94 percent perceive it to be good.

Table-13.13: Housing and Shelter Perception-Peren

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	25.61	Not affordable at all	8.08	Poor	31.02
Moderately affordable	61.99	Moderately affordable	77.02	Fair	61.04
Extremely affordable	12.4	Extremely affordable	14.9	Good	7.94

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-13.14, a majority of the respondents (95.56 percent) perceive water availability to be poor. While 3.95 percent consider water availability to be fair, only less than 1 percent perceive it to be good. With respect to water quality, a majority of the respondents (55.41 percent) consider it to be good. Whereas 26.8 percent perceive it to be fair, 17.78 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (47.38 percent) perceive it to be poor. While 37.16 percent consider it to be good, 15.46 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (62.62 percent) perceive it to be fair. While 22.28 percent consider it to be poor, 15.1 percent perceive it to be good.

Table-13.14: Water and Sanitation Perception-Peren

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	95.56	Poor	17.78	Poor	15.46	Poor	22.28
Fair	3.95	Fair	26.8	Fair	47.38	Fair	62.62
Good	0.49	Good	55.41	Good	37.16	Good	15.1

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-13.15, a majority of the respondents (57.53 percent) perceive road availability to be poor. While 37.78 percent consider road availability to be fair, 4.69 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (63.57 percent) consider it to be fair. Whereas 18.34 percent perceive it to be poor, 18.09 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (81.55 percent) perceive it to be moderately affordable. While 16.46 percent consider it to be not affordable at all, 2 percent perceive it to be extremely affordable.

Table-13.15: Mobility Perception-Peren

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	57.53	Poor	18.34	Not affordable at all	16.46
Fair	37.78	Fair	63.57	Moderately affordable	81.55
Good	4.69	Good	18.09	Extremely affordable	2

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-13.16, a majority of the respondents (80 percent) perceive safety standards to be good. While 19.01 percent consider safety standards to be fair, only less than 1 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (63.66 percent) consider it to be good. Whereas 33.25 percent perceive it to be fair, 3.09 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (69.68 percent) perceive it to be poor. While 16.49 percent consider it to be fair, 13.83 percent perceive it to be good. With respect to ambulance emergency response time, a majority of the respondents (53.06 percent) perceive it to be good. While 40.56 percent consider it to be fair, 6.38 percent perceive it to be poor.

Table-13.16: Safety and Security Perception-Peren

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	0.99	Poor	3.09	Poor	69.68	Poor	6.38
Fair	19.01	Fair	33.25	Fair	16.49	Fair	40.56
Good	80	Good	63.66	Good	13.83	Good	53.06

4.1.7. Recreation:

- 4.1.7.1. As highlighted in Table-13.17, a majority of the respondents (70.48 percent) perceive recreation facilities to be poorly accessible. While 28.24 percent consider recreation facilities to be fairly accessible, only 1.27 percent perceive it to be easily accessible.

Table-13.17: Perception on Recreation-Peren

Recreation	
Accessibility	Percentage
Poorly accessible	70.48
Fairly accessible	28.24
Easily accessible	1.27

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

- 4.2.1.1. As can be seen from Table-13.18, a majority of the respondents (88.19 percent) perceive job opportunity availability to be poor. While 9.05 percent consider job opportunity availability to be fair, 2.76 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (61.06 percent) consider it to be fair. Whereas 30.9 percent perceive it to be poor, 8.04 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (55.39 percent) perceive it to be good. While 41.18 percent consider it to be fair, 3.43 percent perceive it to be poor.

Table-13.18: Economic Opportunities Perception-Peren

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	88.19	Poor	30.9	Poor	3.43
Fair	9.05	Fair	61.06	Fair	41.18
Good	2.76	Good	8.04	Good	55.39

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

- 4.3.1.1. As presented in Table-13.19, a majority of the respondents (39.36 percent) perceive air quality to be good. While 37.13 percent consider air quality to be fair, 23.51 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (48.39 percent) consider it to be good. Whereas 45.16 percent perceive it to be fair, 6.45 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (47.59 percent) perceive it to be fair. While 31.02 percent consider it to be poor, 21.39 percent perceive it to be good.

Table-13.19: Pollution Perception-Peren

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	23.51	Poor	6.45	Poor	31.02
Fair	37.13	Fair	45.16	Fair	47.59
Good	39.36	Good	48.39	Good	21.39

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-13.20, a majority of the respondents (50.27 percent) perceive availability of open spaces to be poor. While 45.74 percent consider availability of open spaces to be good, 3.99 percent perceive it to be good

Table-13.20: Perception of Green Spaces-Peren

Green Spaces	
Availability of open spaces	Percentage
Poor	50.27
Fair	45.74
Good	3.99

4.3.3. Energy Consumption:

4.3.3.1. As can be gleaned from Table-13.21, a majority of the respondents (60.3 percent) perceive electricity reliability to be good. While 34.24 percent consider electricity reliability to be fair, 5.46 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (83.29 percent) consider it to be moderately affordable. Whereas 10.72 percent perceive it to be extremely affordable, 5.99 percent consider it to be not affordable at all.

Table-13.21: Perception of Energy Consumption-Peren

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	5.46	Not affordable at all	5.99
Fair	34.24	Moderately affordable	83.29
Good	60.3	Extremely affordable	10.72

4.3.4. Resilience:

4.3.4.1. As presented in Table-13.22, a majority of the respondents (44.42 percent) perceive disaster response to be fair. While 31.47 percent consider perceive disaster response to be good, 24.11 percent perceive it to be poor. With respect to community response time, a majority of the respondents (55.47 percent) consider it to be good. Whereas 36.64 percent perceive it to be fair, 7.89 percent consider it to be poor.

Table-13.22: Resilience Perception-Peren

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	24.11	Poor	7.89
Fair	44.42	Fair	36.64
Good	31.47	Good	55.47

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

- 4.4.1.1. As highlighted in Table-13.23, a majority of the respondents (59.49 percent) perceive birth registration service to be good. While 37.22 percent consider the service to be fair, 3.29 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (60 percent) consider it to be good. Whereas 37.47 percent perceive it to be fair, 2.53 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (50.38 percent) perceive it to be good. While 45.82 percent consider it to be fair, 3.8 percent perceive it to be poor.

Table-13.23: Service Delivery Perception-Peren

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	3.29	Poor	2.53	Poor	3.8
Fair	37.22	Fair	37.47	Fair	45.82
Good	59.49	Good	60	Good	50.38

4.5. Citizens' Perception of Governance:

- 4.5.1 As highlighted in Table-13.24, a majority of the respondents (49.63 percent) perceive community involvement effort by local government to be fair. While 39.9 percent consider community involvement effort to be good, 10.47 percent perceive it to be fair. With respect to approachability of elected officials, a majority of the respondents (65.84 percent) reported very approachable. Whereas 32.92 percent registered fairly approachable, only 1.25 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (75.86 percent) registered moderately satisfied. While 16.18 percent reported very satisfied, 7.96 percent registered not satisfied.

Table-13.24: Governance Perception-Peren

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	10.47	Not approachable	1.25	Not satisfied	7.96
Fair	49.63	Fairly approachable	32.92	Moderately satisfied	75.86
Good	39.9	Very approachable	65.84	Very satisfied	16.18

4.5.2. As highlighted in Table-13.25, a majority of the respondents (74.73 percent) perceive grievance redressal response time in locality to be fair. While 14.52 percent consider grievance redressal response time to be good, 10.75 percent perceive it to be poor. With respect to local government efforts to disclose reports, a majority of the respondents (68.33 percent) reported moderately satisfied. Whereas 17.5 percent registered not satisfied, 14.17 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (78.65 percent) perceive grievance redressal response time in office to be fair. While 15.17 percent consider grievance redressal response time to be good, 6.18 percent perceive it to be poor.

Table-13.25: Governance Perception-Peren

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	10.75	Not satisfied	17.5	Poor	6.18
Fair	74.73	Moderately satisfied	68.33	Fair	78.65
Good	14.52	Very satisfied	14.17	Good	15.17

5. EASE OF LIVING PERCEPTION INDEX:

5.1. As can be observed from Table-13.26, the Ease of Living Perception Index for Peren is 55, and comes under medium category. The highest index was registered under public services with a mean score of 77, while the lowest index was registered under economic ability with a mean score of 34.

Table-13.26: Ease of Living Perception Index-Peren

Peren	Index	Category
Ease of living	55	Medium
Quality of life	53	Medium
Economic ability	34	Medium
Sustainability	58	Medium
Public services	77	High
Governance	60	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-13.27.1, the variables with the least mean scores that fall under low category are water supply availability, job opportunities availability, recreational facilities accessibility, fire department emergency response time, road availability and open spaces availability; which are accordingly assigned as the top six ranks in policy priority.
- 6.2. As highlighted in Table-13.27.2, the variables with the highest mean scores that fall under high category are water supply quality, health services affordability, noise free environment, obtaining certificates from government offices, ambulance emergency response time, health services quality, disasters community response time, education quality, presence of women in workplace, electricity supply reliability, birth registration process, death registration process, police emergency response time, elected official approachability and safety standards; which are accordingly assigned as the bottom six ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-13.27.1, Table-13.27.2 and Table-13.27.3.

Table-13.27.1: Policy Priority Ranking-I: Peren

Variable	Mean Score	Classification	Policy Priority Ranking
Water supply availability	1.05	Low	1
Job opportunities availability	1.15		2
Recreational facilities accessibility	1.31		3
Fire department emergency response time	1.44		4
Road availability	1.47		5
Open spaces availability	1.54		6
Housing and Shelter Availability	1.77	Medium	7
Business opportunities availability	1.77		8
Public transport affordability	1.86		9
Housing and Shelter Affordability (Owned)	1.87		10
Government Efforts to Address Pollution	1.90		11
Locality cleanliness	1.93		12
Local Government's Efforts to Disclose Reports	1.97		13

Table-13.27.2: Policy Priority Ranking-II: Peren

Variable	Mean Score	Classification	Policy Priority Ranking
Public transport adequacy	2.00	Medium	14
Grievances redressal in locality response time	2.04		15
Electricity supply affordability	2.05		16
Housing and Shelter Affordability (Rental)	2.07		17
Disasters resilience	2.07		18
Grievance redressal facilities satisfaction	2.08		19
Grievances Redressal in Office Response Time	2.09		20
Air quality	2.16		21
Education affordability	2.19		22
Garbage collection facility	2.22		23
Health services Accessibility	2.28		24
Community Involvement Efforts by Local Government	2.29		25
Education accessibility	2.32		26

Table-13.27.3: Policy Priority Ranking-III: Peren

Variable	Mean Score	Classification	Policy Priority Ranking
Water supply quality	2.38	High	27
Health services Affordability	2.38		28
Noise free environment	2.42		29
Obtaining Certificates from Government Offices	2.47		30
Ambulance emergency response time	2.47		31
Health services Quality	2.47		32
Disasters community response time	2.48		33
Education quality	2.52		34
Presence of women in workplace	2.52		35
Electricity supply reliability	2.55		36
Birth registration process	2.56		37
Death registration process	2.57		38
Police emergency response time	2.61		39
Elected official approachability	2.65		40
Safety standards	2.79		41

Chapter Fourteen

Phek

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Phek Town. After highlighting the various metrics of ease of living perception in the district, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-14.1, the average age of the respondents in Phek is 37 years, with the minimum age of 15 years and maximum age of 87 years.

Table-14.1: Age-Phek

Variable	Count	Mean	Min	Max
Age	495	37	15	87

2.2. Gender:

- 2.2.1. Table-14.2 presents gender distribution in Phek. While male respondents constituted 51.72 percent, female constituted 48.28 percent. The frequency distribution of gender is given in Table-14.2.

Table-14.2: Gender-Phek

Gender	Percentage	Count
Female	48.28	239
Male	51.72	256
Total	100	495

2.3. Religion:

- 2.3.1. From Table-14.3, it can be seen that all the respondents in Phek are Christians, accounting for 100 percent. The frequency distribution of religion is given in Table-14.3.

Table-14.3: Religion-Phek

Religion	Percentage	Count
Christianity	100	495
Total	100	495

2.4. Marital Status:

- 2.4.1. As can be observed from Table-14.4, a majority of the respondents in Phek are married with 59.13 percent, followed by unmarried category with 40.38 percent. Moreover, the percentage of divorced/widowed is marginal at less than 1 percent. The frequency distribution of religion is given in Table-14.4.

Table-14.4: Marital Status-Phek

Marital Status	Percentage	Count
Married	59.13	246
Unmarried	40.38	168
Divorced/ widowed	0.48	2
Total	100	416

2.5. Social Groups:

- 2.5.1. Table-14.5 presents the distribution of social groups in Phek. All the respondents belong to Scheduled Tribe (ST), accounting for 100 percent. The frequency distribution of religion is given in Table-14.5.

Table-14.5: Social Groups-Phek

Social group	Percentage	Count
ST	100	416
Total	100	416

2.6. Education:

- 2.6.1. As can be gleaned from Table-14.6, a majority of the respondents in Phek have education levels up to high school with 45.05 percent, closely followed by those with middle school levels with 19.6 percent. Notably, 1.21 percent are illiterate. The distribution of educational level including frequency distribution is given in Table-14.6.

Table-14.6: Educational Level-Phek

Education level	Percentage	Count
College & above	18.79	93
Higher secondary	8.48	42
High school	45.05	223
Middle school	19.6	97
Primary	6.87	34
Illiterate	1.21	6
Total	100	495

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-14.7, the proportion of pucca houses in Phek is 42.42 percent, followed by kutcha type with 39.39 percent. Moreover, the percentage of semi-pucca type is 18.18 percent. The frequency distribution of house type is given in Table-14.7.

Table-14.7: House Type-Phek

House Type	Percentage	Count
Kutcha	39.39	195
Pucca	42.42	210
Semi-pucca	18.18	90
Total	100	495

3.2. Occupation:

- 3.2.1. Table-14.8 presents the distribution of occupations in Phek. The maximum number of the respondents are unemployed with 27.27 percent, followed by salaried/regular wage earners and self-employed with 18.18 percents respectively. The distribution of occupation including frequency distribution is given in Table-14.8.

Table-14.8: Occupation-Phek

Occupation	Percentage	Count
Casual Labourer	12.53	62
Salaried/ regular wage earner	18.18	90
Self-employed	18.18	90
Student	16.77	83
Unemployed	27.27	135
Others	7.07	35
Total	100	495

3.3. *Income:*

- 3.3.1. As shown in Table-14.9, the average monthly income of the respondents in Phek is Rs. 21100.71, with the minimum income of Rs. 2000 and the maximum income of Rs. 90000, excluding the responses of zero income.

Table-14.9: Monthly Income-Phek

Variable	Count	Mean	Min	Max
Monthly income	283	21100.71	2000	90000

3.4. *Pensioner:*

- 3.4.1. From Table-14.10, it can be seen that a majority of the respondents in Phek are not pensioners with 94.55 percent, with pensioners accounting for only 5.45 percent. The frequency distribution of pensioner status is given in Table-14.10.

Table-14.10: Pensioner Status-Phek

Whether pensioner or not	Percentage	Count
No	94.55	468
Yes	5.45	27
Total	100	495

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-14.11, a majority of the respondents (69.29 percent) perceive education to be moderately affordable. While 27.07 percent consider education to be not affordable at all, 3.64 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (73.74 percent) consider it to be fair. Whereas 23.03 percent perceive it to be good, 3.23 percent consider it to be poor. In terms of accessibility, a majority of the respondents (68.28 percent) perceive it to be fairly accessible. While 17.98 percent consider it to be poorly accessible, 13.74 percent perceive it to be easily accessible.

Table-14.11: Education Perception-Phek

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	27.07	Poor	3.23	Poorly accessible	17.98
Moderately affordable	69.29	Fair	73.74	Fairly accessible	68.28
Extremely affordable	3.64	Good	23.03	Easily accessible	13.74

4.1.2. Health:

4.1.2.1. As highlighted in Table-14.12, a majority of the respondents (81.82 percent) perceive health to be moderately affordable. While 11.92 percent consider health to be not affordable at all, 6.26 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (53.33 percent) consider it to be fair. Whereas 18.99 percent perceive it to be good, 8.89 percent consider it to be poor. In terms of accessibility, a majority of the respondents (71.72 percent) perceive it to be fairly accessible. While 15.35 percent consider it to be easily accessible, 12.93 percent perceive it to be poorly accessible.

Table-14.12: Health Perception-Phek

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	11.92	Poor	8.89	Poorly accessible	12.93
Moderately affordable	81.82	Fair	72.12	Fairly accessible	71.72
Extremely affordable	6.26	Good	18.99	Easily accessible	15.35

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-14.13, a majority of the respondents (50.3 percent) perceive owned housing and shelter to be not affordable at all. While 47.07 percent perceive it to be moderately affordable, 2.63 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (56.48 percent) consider it to be moderately affordable. Whereas 42.11 percent perceive it to be not affordable at all, only 1.42 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (54.25 percent) perceive it to be poor. While 37.25 percent consider it to be fair, 8.5 percent perceive it to be good.

Table-14.13: Housing and Shelter Perception-Phek

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	50.3	Not affordable at all	42.11	Poor	54.25
Moderately affordable	47.07	Moderately affordable	56.48	Fair	37.25
Extremely affordable	2.63	Extremely affordable	1.42	Good	8.5

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-14.14, a majority of the respondents (45.66 percent) perceive water availability to be poor. While 33.54 percent consider water availability to be fair, 20.81 percent perceive it to be good. With respect to water quality, a majority of the respondents (52.63 percent) consider it to be fair. Whereas 42.11 percent perceive it to be good, 5.26 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (55.06 percent) perceive it to be good. While 41.3 percent consider it to be fair, 3.64 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (55.67 percent) perceive it to be fair. While 39.68 percent consider it to be good, 4.66 percent perceive it to be poor.

Table-14.14: Water and Sanitation Perception-Phek

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	45.66	Poor	5.26	Poor	3.64	Poor	4.66
Fair	33.54	Fair	52.63	Fair	41.3	Fair	55.67
Good	20.81	Good	42.11	Good	55.06	Good	39.68

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-14.15, a majority of the respondents (73.33 percent) perceive road availability to be fair. While 15.35 percent consider road availability to be good, 11.31 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (73.58 percent) consider it to be fair. Whereas 18.5 percent perceive it to be good, 7.93 percent consider it to be poor. In relation to affordability of public transport, a majority of the respondents (72.67 percent) perceive it to be moderately affordable. While 19.03 percent consider it to be not affordable at all, 8.3 percent perceive it to be extremely affordable.

Table-14.15: Mobility Perception-Phek

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	11.31	Poor	7.93	Not affordable at all	19.03
Fair	73.33	Fair	73.58	Moderately affordable	72.67
Good	15.35	Good	18.5	Extremely affordable	8.3

4.1.6. *Safety and Security:*

- 4.1.6.1. As presented in Table-14.16, a majority of the respondents (58.18 percent) perceive safety standards to be fair. While 39.39 percent consider safety standards to be good, 2.42 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (75.25 percent) consider it to be fair. Whereas 19.88 percent perceive it to be good, 4.87 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (74.24 percent) perceive it to be fair. While 20.08 percent consider it to be good, 5.68 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (74.65 percent) perceive it to be fair. While 19.27 percent consider it to be good, 6.09 percent perceive it to be poor.

Table-14.16: Safety and Security Perception-Phek

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	2.42	Poor	4.87	Poor	5.68	Poor	6.09
Fair	58.18	Fair	75.25	Fair	74.24	Fair	74.65
Good	39.39	Good	19.88	Good	20.08	Good	19.27

4.1.7. *Recreation:*

- 4.1.7.1. As highlighted in Table-14.17, a majority of the respondents (52.73 percent) perceive recreation facilities to be poorly accessible. While 36.36 percent consider recreation facilities to be fairly accessible, 10.91 percent perceive it to be easily accessible.

Table-14.17: Perception on Recreation-Phek

Recreation	
Accessibility	Percentage
Poorly accessible	52.73
Fairly accessible	36.36
Easily accessible	10.91

4.2. *Citizens' Perception of Economic Ability:*

4.2.1. *Economic Opportunities:*

- 4.2.1.1. As can be seen from Table-14.18, a majority of the respondents (70.04 percent) perceive job opportunity availability to be fair. While 23.89 percent consider job opportunity availability to be poor, 6.07 percent perceive it to be good. With respect to business opportunity

availability, a majority of the respondents (68.69 percent) consider it to be fair. Whereas 24.04 percent perceive it to be poor, 7.27 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (79.21 percent) perceive it to be fair. While 19.66 percent consider it to be good, only 1.12 percent perceive it to be poor.

Table-14.18: Economic Opportunities Perception-Phek

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	23.89	Poor	24.04	Poor	1.12
Fair	70.04	Fair	68.69	Fair	79.21
Good	6.07	Good	7.27	Good	19.66

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-14.19, a majority of the respondents (60 percent) perceive air quality to be fair. While 30.3 percent consider air quality to be good, 9.7 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (61.41 percent) consider it to be fair. Whereas 33.13 percent perceive it to be good, 5.45 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (80 percent) perceive it to be fair. While 11.11 percent consider it to be good, 8.89 percent perceive it to be poor.

Table-14.19: Pollution Perception-Phek

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	9.7	Poor	5.45	Poor	8.89
Fair	60	Fair	61.41	Fair	80
Good	30.3	Good	33.13	Good	11.11

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-14.20, a majority of the respondents (46.96 percent) perceive availability of open spaces to be fair. While 41.3 percent consider availability of open spaces to be poor, 11.74 percent perceive it to be good

Table-14.20: Perception of Green Spaces-Phek

Green Spaces	
Availability of open spaces	Percentage
Poor	41.3
Fair	46.96
Good	11.74

4.3.3. Energy Consumption:

- 4.3.3.1. As can be gleaned from Table-14.21, a majority of the respondents (44.85 percent) perceive electricity reliability to be fair. While 31.31 percent consider electricity reliability to be poor, 23.84 percent perceive it to be good. With respect to electricity affordability, a majority of the respondents (61.41 percent) consider it to be moderately affordable. Whereas 30.51 percent perceive it to be not affordable at all, 8.08 percent consider it to be extremely affordable.

Table-14.21: Perception of Energy Consumption-Phek

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	31.31	Not affordable at all	30.51
Fair	44.85	Moderately affordable	61.41
Good	23.84	Extremely affordable	8.08

4.3.4. Resilience:

- 4.3.4.1. As presented in Table-14.22, a majority of the respondents (76.32 percent) perceive disaster response to be fair. While 14.37 percent consider perceive disaster response to be good, 9.31 percent perceive it to be poor. With respect to community response time, a majority of the respondents (69.23 percent) consider it to be fair. Whereas 27.94 percent perceive it to be good, 2.83 percent consider it to be poor.

Table-14.22: Resilience Perception-Phek

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	9.31	Poor	2.83
Fair	76.32	Fair	69.23
Good	14.37	Good	27.94

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.2. As highlighted in Table-14.23, a majority of the respondents (67.07 percent) perceive birth registration service to be fair. While 25.66 percent consider the service to be good, 7.27 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (71.72 percent) consider it to be fair. Whereas 21.01 percent perceive it to be good, 7.27 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (56.97 percent) perceive it to be fair. While 37.58 percent consider it to be poor, 5.45 percent perceive it to be good.

Table-14.23: Service Delivery Perception-Phek

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	7.27	Poor	7.27	Poor	37.58
Fair	67.07	Fair	71.72	Fair	56.97
Good	25.66	Good	21.01	Good	5.45

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-14.24, a majority of the respondents (76.77 percent) perceive community involvement effort by local government to be fair. While 21.01 percent consider community involvement effort to be good, 2.22 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (72.53 percent) reported fairly approachable. Whereas 22.83 percent registered very approachable, 4.65 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (82.22 percent) registered moderately satisfied. While 12.73 percent reported very satisfied, 5.05 percent registered not satisfied.

Table-14.24: Governance Perception-Phek

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	2.22	Not approachable	4.65	Not satisfied	5.05
Fair	76.77	Fairly approachable	72.53	Moderately satisfied	82.22
Good	21.01	Very approachable	22.83	Very satisfied	12.73

- 4.5.2. As highlighted in Table-14.25, a majority of the respondents (76.97 percent) perceive grievance redressal response time in locality to be fair. While 13.33 percent consider grievance redressal response time to be good, 9.7 percent perceive it to be poor. With respect to local government efforts to disclose reports, a majority of the respondents (56.97 percent) reported moderately satisfied. Whereas 33.13 percent registered not satisfied, 9.9 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (85.83 percent) perceive grievance redressal response time in office to be fair. While 7.69 percent consider grievance redressal response time to be good, 6.48 percent perceive it to be poor.

Table-14.25: Governance Perception-Phek

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	9.7	Not satisfied	33.13	Poor	6.48
Fair	76.97	Moderately satisfied	56.97	Fair	85.83
Good	13.33	Very satisfied	9.9	Good	7.69

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-14.26, the Ease of Living Perception Index for Phek is 50, and comes under medium category. The highest index was registered under sustainability with a mean score of 51, while the lowest index was registered under economic ability with a mean score of 44.

Table-14.26: Ease of Living Perception Index-Phek

Phek	Index	Category
Ease of living	50	Medium
Quality of life	50	Medium
Economic ability	44	Medium
Sustainability	51	Medium
Public services	50	Medium
Governance	52	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-14.27.1, the variables with the least mean scores that fall under low category are owned housing and shelter affordability, housing and shelter availability, recreational facilities accessibility and rental housing and shelter affordability; which are accordingly assigned as the top four ranks in policy priority.

- 6.2. As highlighted in Table-14.27.3, the variables with the highest mean scores that fall under high category are garbage collection facility, safety standards, water supply quality and locality cleanliness; which are accordingly assigned as the bottom four ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-14.27.1, Table-14.27.2 and Table-14.27.3.

Table-14.27.1: Policy Priority Ranking-I: Phek

Variable	Mean Score	Classification	Policy Priority Ranking
Housing and Shelter Affordability (Owned)	1.52	Low	1
Housing and Shelter Availability	1.54		2
Recreational facilities accessibility	1.58		3
Housing and Shelter Affordability (Rental)	1.59		4
Obtaining Certificates from Government Offices	1.68	Medium	5
Open spaces availability	1.70		6
Water supply availability	1.75		7
Education affordability	1.77		8
Local Government's Efforts to Disclose Reports	1.77		9
Electricity supply affordability	1.78		10
Job opportunities availability	1.82		11
Business opportunities availability	1.83		12
Public transport affordability	1.89		13

Table-14.27.2: Policy Priority Ranking-II: Phek

Variable	Mean Score	Classification	Policy Priority Ranking
Electricity supply reliability	1.93	Medium	14
Health services Affordability	1.94		15
Education accessibility	1.96		16
Grievances Redressal in Office Response Time	2.01		17
Government Efforts to Address Air/Noise Pollution	2.02		18
Health services Accessibility	2.02		19
Grievances redressal in locality response time	2.04		20
Road availability	2.04		21
Disasters resilience	2.05		22
Grievance redressal facilities satisfaction	2.08		23
Health services Quality	2.10		24
Public transport adequacy	2.11		25
Ambulance emergency response time	2.13		26

Table-14.27.3: Policy Priority Ranking-III: Phek

Variable	Mean Score	Classification	Policy Priority Ranking
Death registration process	2.14	Medium	27
Fire department emergency response time	2.14		28
Police emergency response time	2.15		29
Elected official approachability	2.18		30
Birth registration process	2.18		31
Presence of women in workplace	2.19		32
Community Involvement Efforts by Local Government	2.19		33
Education quality	2.20		34
Air quality	2.21		35
Disasters community response time	2.25		36
Noise free environment	2.28		37
Locality cleanliness	2.35	High	38
Water supply quality	2.37		39
Safety standards	2.37		40
Garbage collection facility	2.51		41

Chapter Fifteen

Shamator

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Shamator Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-15.1, the average age of the respondents in Shamator is 38 years, with the minimum age of 15 years and maximum age of 89 years.

Table-15.1: Age-Shamator

Variable	Count	Mean	Min	Max
Age	495	38	15	89

2.2. Gender:

- 2.2.1. Table-15.2 presents gender distribution in Shamator. While male respondents constituted 49.90 percent, female constituted 50.10 percent. The frequency distribution of gender is given in Table-15.2.

Table-15.2: Gender-Shamator

Gender	Percentage	Count
Female	50.10	248
Male	49.90	247
Total	100	495

2.3. Religion:

- 2.3.1. From Table-15.3, it can be seen that all the respondents in Shamator are Christians, accounting for 100 percent. The frequency distribution of religion is given in Table-15.3.

Table-15.3: Religion-Shamator

Religion	Percentage	Count
Christianity	100	495
Total	100	495

2.4. Marital Status:

- 2.4.1. As can be observed from Table-15.4, a majority of the respondents in Shamator are married with 67.07 percent, followed by unmarried category with 32.93 percent. The frequency distribution of religion is given in Table-15.4.

Table-15.4: Marital Status-Shamator

Marital Status	Percentage	Count
Married	67.07	332
Unmarried	32.93	163
Total	100	495

2.5. Social Groups:

- 2.5.1. Table-15.5 presents the distribution of social groups in Shamator. All the respondents belong to Scheduled Tribe (ST) with 100 percent. The frequency distribution of religion is given in Table-15.5.

Table-15.5: Social Groups--Shamator

Social group	Percentage	Count
ST	100	495
Total	100	495

2.6. Education:

- 2.6.1. As can be gleaned from Table-15.6, a majority of the respondents in Shamator have education levels up to high school with 42.31 percent, followed by those with middle school levels with 27.56 percent. Notably, 7.05 percent have primary degrees. The distribution of educational level including frequency distribution is given in Table-15.6.

Table-15.6: Educational Level--Shamator

Education level	Percentage	Count
College & above	11.32	53
Higher secondary	11.75	55
High school	42.31	198
Middle school	27.56	129
Primary	7.05	33
Total	100	468

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-15.7, the proportion of pucca houses in Shamator is 50.3 percent, followed by kutcha type with 49.7 percent. The frequency distribution of house type is given in Table-15.7.

Table-15.7: House Type--Shamator

House Type	Percentage	Count
Kutcha	49.7	246
Pucca	50.3	249
Total	100	495

3.2. Occupation:

- 3.2.1. Table-15.8 presents the distribution of occupations in Shamator. The maximum number of the respondents are students with 28.09 percent, followed by unemployed with 25.74 percent. The distribution of occupation including frequency distribution is given in Table-15.8.

Table-15.8: Occupation-Shamator

Occupation	Percentage	Count
Casual Labourer	18.72	88
Salaried/ regular wage labourers	15.11	71
Self-employed	6.17	29
Student	28.09	132
Unemployed	25.74	121
Others	6.17	29
Total	100	470

3.3. Income:

- 3.3.1. As shown in Table-15.9, the average monthly income of the respondents in Shamator is Rs. 22383.87, with the minimum income of Rs. 1000 and the maximum income of Rs. 70500, excluding the responses of zero income.

Table-15.9: Monthly Income-Shamator

Variable	Count	Mean	Min	Max
Monthly income	191	22383.87	1000	70500

3.4. Pensioner:

- 3.4.1. From Table-15.10, it can be seen that a majority of the respondents in Shamator are not pensioners with 96.96 percent, with pensioners accounting for only 3.04 percent. The frequency distribution of pensioner status is given in Table-15.10.

Table-15.10: Pensioner Status-Shamator

Whether pensioner or not	Percentage	Count
No	96.96	479
Yes	3.04	15
Total	100	494

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

- 4.1.1.1. As presented in Table-15.11, a majority of the respondents (73.89 percent) perceive education to be moderately affordable. While 15.18 percent consider education to be extremely affordable, 10.93 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (86.84 percent) consider it to be fair. Whereas 11.34 percent perceive it to be good, only 1.82 percent consider it to be poor. In terms of accessibility, a majority of the respondents (78.7 percent) perceive it to be fairly accessible. While 14 percent consider it to be easily accessible, 7.3 percent perceive it to be poorly accessible.

Table-15.11: Education Perception-Shamator

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	10.93	Poor	1.82	Poorly accessible	7.3
Moderately affordable	73.89	Fair	86.84	Fairly accessible	78.7
Extremely affordable	15.18	Good	11.34	Easily accessible	14

4.1.2. Health:

- 4.1.2.1. As highlighted in Table-15.12, a majority of the respondents (83.4 percent) perceive health to be moderately affordable. While 14.37 percent consider health to be extremely affordable, 2.23 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (76.32 percent) consider it to be fair. Whereas 14.17 percent perceive it

to be good, 9.51 percent consider it to be poor. In terms of accessibility, a majority of the respondents (80.49 percent) perceive it to be fairly accessible. While 14.43 percent consider it to be easily accessible, 5.08 percent perceive it to be poorly accessible.

Table-15.12: Health Perception-Shamator

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	2.23	Poor	9.51	Poorly accessible	5.08
Moderately affordable	83.4	Fair	76.32	Fairly accessible	80.49
Extremely affordable	14.37	Good	14.17	Easily accessible	14.43

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-15.13, a majority of the respondents (58.91 percent) perceive owned housing and shelter to be moderately affordable. While 34.01 percent perceive it to be not affordable at all, 7.09 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (65.18 percent) consider it to be moderately affordable. Whereas 30.97 percent perceive it to be not affordable at all, 3.85 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (66.6 percent) perceive it to be fair. While 23.08 percent consider it to be poor, 10.32 percent perceive it to be good.

Table-15.13: Housing and Shelter Perception-Shamator

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	34.01	Not affordable at all	30.97	Poor	23.08
Moderately affordable	58.91	Moderately affordable	65.18	Fair	66.6
Extremely affordable	7.09	Extremely affordable	3.85	Good	10.32

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-15.14, a majority of the respondents (75.51 percent) perceive water availability to be fair. While 22.47 percent consider water availability to be good, 2.02 percent perceive it to be poor. With respect to water quality, a majority of the respondents (70.85 percent) consider it to be fair. Whereas 27.33 percent perceive it to be good, only 1.82 percent consider it to be poor. In relation to garbage collection, a majority of

the respondents (76.88 percent) perceive it to be fair. While 21.91 percent consider it to be good, only 1.22 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (89.43 percent) perceive it to be fair. While 9.55 percent consider it to be good, only 1.02 percent perceive it to be poor.

Table-15.14: Water and Sanitation Perception-Shamator

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	2.02	Poor	1.82	Poor	1.22	Poor	1.02
Fair	75.51	Fair	70.85	Fair	76.88	Fair	89.43
Good	22.47	Good	27.33	Good	21.91	Good	9.55

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-15.15, a majority of the respondents (85.43 percent) perceive road availability to be fair. While 8.7 percent consider road availability to be good, 5.87 percent perceive it to be poor. With respect to adequacy of public transport, a majority of the respondents (93.32 percent) consider it to be fair. Whereas 6.07 percent perceive it to be good, only less than 1 percent consider it to be poor. In relation to affordability of public transport, a majority of the respondents (87.68 percent) perceive it to be moderately affordable. While 7.47 percent consider it to be not affordable at all, 4.85 percent perceive it to be extremely affordable.

Table-15.15: Mobility Perception-Shamator

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	5.87	Poor	0.61	Not affordable at all	7.47
Fair	85.43	Fair	93.32	Moderately affordable	87.68
Good	8.7	Good	6.07	Extremely affordable	4.85

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-15.16, a majority of the respondents (87.85 percent) perceive safety standards to be fair. While 10.53 percent consider safety standards to be good, only 1.62 percent perceive it to be poor. With respect to police emergency response time, a majority of

the respondents (72.54 percent) consider it to be good. Whereas 26.46 percent perceive it to be fair, only 1 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (97.78 percent) perceive it to be poor. While 1.82 percent consider it to be good, only less than 1 percent perceive it to be fair. With respect to ambulance emergency response time, a majority of the respondents (68.9 percent) perceive it to be good. While 30.1 percent consider it to be fair, only 1 percent perceive it to be poor.

Table-15.16: Safety and Security Perception-Shamator

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	1.62	Poor	1	Poor	97.78	Poor	1
Fair	87.85	Fair	26.46	Fair	0.4	Fair	30.1
Good	10.53	Good	72.54	Good	1.82	Good	68.9

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-15.17, a majority of the respondents (98.19 percent) perceive recreation facilities to be poorly accessible. While 1 percent consider recreation facilities to be easily accessible, only less than 1 percent perceive it to be fairly accessible.

Table-15.17: Perception on Recreation-Shamator

Recreation	
Accessibility	Percentage
Poorly accessible	98.19
Fairly accessible	0.81
Easily accessible	1

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

4.2.1.1. As can be seen from Table-15.18, a majority of the respondents (60.61 percent) perceive job opportunity availability to be poor. While 29.9 percent consider job opportunity availability to be fair, 9.49 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (60 percent) consider it to be fair. Whereas 34.75 percent perceive it to be good, 5.25 percent consider it to be poor. In terms of presence of women in workplace, a majority of the respondents (51.53 percent) perceive it to be good. While 46.63 percent consider it to be fair, only 1.84 percent perceive it to be poor.

Table-15.18: Economic Opportunities Perception-Shamator

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	60.61	Poor	5.25	Poor	1.84
Fair	29.9	Fair	60	Fair	46.63
Good	9.49	Good	34.75	Good	51.53

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-15.19, a majority of the respondents (78.7 percent) perceive air quality to be fair. While 21.1 percent consider air quality to be good, only less than 1 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (72.82 percent) consider it to be fair. Whereas 26.98 percent perceive it to be good, only less than 1 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (81.95 percent) perceive it to be fair. While 13.39 percent consider it to be good, 4.67 percent perceive it to be poor.

Table-15.19: Pollution Perception-Shamator

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	0.2	Poor	0.2	Poor	4.67
Fair	78.7	Fair	72.82	Fair	81.95
Good	21.1	Good	26.98	Good	13.39

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-15.20, a majority of the respondents (73.44 percent) perceive availability of open spaces to be poor. While 25.56 percent consider availability of open spaces to be fair, only 1 percent perceive it to be good

Table-15.20: Perception of Green Spaces-Shamator

Green Spaces	
Availability of open spaces	Percentage
Poor	73.44
Fair	25.56
Good	1

4.3.3. Energy Consumption:

- 4.3.3.1. As can be gleaned from Table-15.21, a majority of the respondents (90.26 percent) perceive electricity reliability to be good. While 9.53 percent consider electricity reliability to be fair, only less than 1 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (85.99 percent) consider it to be extremely affordable. Whereas 13.01 percent perceive it to be moderately affordable, only 1 percent consider it to be not affordable at all.

Table-15.21: Perception of Energy Consumption-Shamator

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	0.2	Not affordable at all	1
Fair	9.53	Moderately affordable	13.01
Good	90.26	Extremely affordable	85.99

4.3.4. Resilience:

- 4.3.4.1. As presented in Table-15.22, a majority of the respondents (90.87 percent) perceive disaster response to be fair. While 8.52 percent consider disaster response to be good, only less than 1 percent perceive it to be poor. With respect to community response time, a majority of the respondents (89.45 percent) consider it to be fair. Whereas 9.94 percent perceive it to be good, only less than 1 percent consider it to be poor.

Table-15.22: Resilience Perception-Shamator

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	0.61	Poor	0.61
Fair	90.87	Fair	89.45
Good	8.52	Good	9.94

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

- 4.4.2. As highlighted in Table-15.23, a majority of the respondents (58.5 percent) perceive birth registration service to be good. While 41.09 percent consider the service to be fair, only less than 1 percent perceive it to be poor. With respect to death registration service, a majority of

the respondents (57.29 percent) consider it to be good. Whereas 41.7 percent perceive it to be fair, only 1.01 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (97.39 percent) perceive it to be good. While 1.61 percent consider it to be fair, only 1 percent perceive it to be poor.

Table-15.23: Service Delivery Perception-Shamator

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	0.4	Poor	1.01	Poor	1
Fair	41.09	Fair	41.7	Fair	1.61
Good	58.5	Good	57.29	Good	97.39

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-15.24, a majority of the respondents (86.46 percent) perceive community involvement effort by local government to be good. While 13.54 percent consider community involvement effort to be fair, only 1 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (64.04 percent) reported fairly approachable. Whereas 26.06 percent registered not approachable, 9.9 percent reported fairly approachable. In terms of grievance redressal facilities, a majority of the respondents (82.11 percent) registered moderately satisfied. While 13.21 percent reported not satisfied, 4.67 percent registered very satisfied.

Table-15.24: Governance Perception-Shamator

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	1	Not approachable	26.06	Not satisfied	13.21
Fair	13.54	Fairly approachable	9.9	Moderately satisfied	82.11
Good	86.46	Very approachable	64.04	Very satisfied	4.67

4.5.2. As highlighted in Table-15.25, a majority of the respondents (84.41 percent) perceive grievance redressal response time in locality to be fair. While 11.34 percent consider grievance redressal response time to be poor, 4.25 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (80.53 percent) reported moderately satisfied. Whereas 16.02 percent registered not satisfied, 3.45 percent reported very satisfied. In terms of grievance redressal response time in office, a

majority of the respondents (89.09 percent) perceive grievance redressal response time in office to be fair. While 7.68 percent consider grievance redressal response time to be poor, 3.23 percent perceive it to be good.

Table-15.25: Governance Perception-Shamator

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	11.34	Not satisfied	16.02	Poor	7.68
Fair	84.41	Moderately satisfied	80.53	Fair	89.09
Good	4.25	Very satisfied	3.45	Good	3.23

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-15.26, the Ease of Living Perception Index for Shamator is 56, and comes under medium category. The highest index was registered under public services with a mean score of 86, while the lowest index was registered under economic ability with a mean score of 49.

Table-15.26: Ease of Living Perception Index-Shamator

Shamator	Index	Category
Ease of living	56	Medium
Quality of life	50	Medium
Economic ability	49	Medium
Sustainability	61	Medium
Public services	86	High
Governance	58	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-15.27.1, the variables with the least mean scores that fall under low category are recreational facilities accessibility, fire department emergency response time, open spaces availability and job opportunities availability; which are accordingly assigned as the top four ranks in policy priority.
- 6.2. As highlighted in Table-15.27.3, the variables with the highest mean scores that fall under high category are elected official approachability, presence of women in workplace, death registration process, birth registration process, ambulance emergency response time, police emergency response time, community involvement efforts by local government, electricity

supply affordability, electricity supply availability and obtaining certificates from government offices; which are accordingly assigned as the bottom ten ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-15.27.1, Table-15.27.2 and Table-15.27.3.

Table-15.27.1: Policy Priority Ranking-I: Shamator

Variable	Mean Score	Classification	Policy Priority Ranking
Recreational facilities accessibility	1.01	Low	1
Fire department emergency response time	1.04		2
Open spaces availability	1.26		3
Job opportunities availability	1.49		4
Housing and Shelter Affordability (Rental)	1.73	Medium	5
Housing and Shelter Affordability (Owned)	1.73		6
Housing and Shelter Availability	1.87		7
Local Government's Efforts to Disclose Reports	1.87		8
Grievance redressal facilities satisfaction	1.91		9
Grievances redressal in locality response time	1.93		10
Grievances Redressal in Office Response Time	1.96		11
Public transport affordability	1.97		12
Road availability	2.03		13

Table-15.27.2: Policy Priority Ranking-II: Shamator

Variable	Mean Score	Classification	Policy Priority Ranking
Education affordability	2.04	Medium	14
Health services Quality	2.05		15
Public transport adequacy	2.05		16
Education accessibility	2.07		17
Disasters resilience	2.08		18
Locality cleanliness	2.09		19
Government Efforts to Address Pollution	2.09		20
Safety standards	2.09		21
Disasters community response time	2.09		22
Health services Accessibility	2.09		23
Education quality	2.10		24
Health services Affordability	2.12		25
Water supply availability	2.20		26

Table-15.27.3: Policy Priority Ranking-III: Shamator

Variable	Mean Score	Classification	Policy Priority Ranking
Garbage collection facility	2.21	Medium	27
Air quality	2.21		28
Water supply quality	2.26		29
Noise free environment	2.27		30
Business opportunities availability	2.29		31
Elected official approachability	2.38	High	32
Presence of women in workplace	2.50		33
Death registration process	2.56		34
Birth registration process	2.58		35
Ambulance emergency response time	2.70		36
Police emergency response time	2.74		37
Community Involvement Efforts by Local Government	2.86		38
Electricity supply affordability	2.87		39
Electricity supply reliability	2.90		40
Obtaining Certificates from Government Offices	2.99		41

Chapter Sixteen

Tseminyu

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Tseminyu Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-16.1, the average age of the respondents in Tseminyu is 41 years, with the minimum age of 15 years and maximum age of 90 years.

Table-16.1: Age-Tseminyu

Variable	Count	Mean	Min	Max
Age	405	41	15	90

2.2. Gender:

- 2.2.1. Table-16.2 presents gender distribution in Tseminyu. While male respondents constituted 50.86 percent, female constituted 49.14 percent. The frequency distribution of gender is given in Table-16.2.

Table-16.2: Gender-Tseminyu

Gender	Percentage	Count
Female	49.14	199
Male	50.86	206
Total	100	405

2.3. Religion:

- 2.3.1. From Table-16.3, it can be seen that almost all the respondents in Tseminyu are Christians, accounting for 99.26 percent, while Hindus accounts for less than 1 percent. The frequency distribution of religion is given in Table-16.3.

Table-16.3: Religion-Tseminyu

Religion	Percentage	Count
Christianity	99.26	402
Hindu	0.74	3
Total	100	405

2.4. Marital Status:

- 2.4.1. As can be observed from Table-16.4, a majority of the respondents in Tseminyu are married with 57.04 percent, followed by unmarried category with 41.98 percent. Moreover, the percentage of divorced/widowed is marginal at about 1 percent. The frequency distribution of religion is given in Table-16.4.

Table-16.4: Marital Status-Tseminyu

Marital Status	Percentage	Count
Divorced/ widowed	0.99	4
Married	57.04	231
Unmarried	41.98	170
Total	100	405

2.5. Social Groups:

- 2.5.1. Table-16.5 presents the distribution of social groups in Tseminyu. Almost all the respondents belong to Scheduled Tribe (ST) with 99.26 percent, while Scheduled Caste (SC) accounts for less than 1 percent. The frequency distribution of religion is given in Table-16.5.

Table-16.5: Social Groups-Tseminyu

Social group	Percentage	Count
SC	0.74	3
ST	99.26	402
Total	100	405

2.6. Education:

- 2.6.1. As can be gleaned from Table-16.6, a majority of the respondents in Tseminyu have education levels up to high school with 27.83 percent, followed by those with college and above degrees with 24.38 percent. Notably, 7.96 percent have primary degrees. The distribution of educational level including frequency distribution is given in Table-16.6.

Table-16.6: Educational Level-Tseminyu

Education level	Percentage	Count
College & above	24.38	98
Higher secondary	18.41	74
High school	27.61	111
Middle school	21.64	87
Primary	7.96	32
Total	100	402

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-16.7, the proportion of pucca houses in Tseminyu is 48.4 percent, followed by kutcha type with 26.17 percent. Moreover, the percentage of semi-pucca type is 25.43 percent. The frequency distribution of house type is given in Table-16.7.

Table-16.7: House Type-Tseminyu

House Type	Percentage	Count
Kutcha	26.17	106
Pucca	48.4	196
Semi-pucca	25.43	103
Total	100	405

3.2. Occupation:

- 3.2.1. Table-16.8 presents the distribution of occupations in Tseminyu. The maximum number of the respondents are unemployed with 32.74 percent, followed by salaried and regular wage earners with 18.53 percent. The distribution of occupation including frequency distribution is given in Table-16.8.

Table-16.8: Occupation-Tseminyu

Occupation	Percentage	Count
Casual Labourer	15.23	60
Salaried/ regular wage earner	18.53	73
Self employed	5.58	22
Student	17.01	67
Unemployed	32.74	129
Others	10.91	43
Total	100	394

3.3. *Income:*

- 3.3.1. As shown in Table-16.9, the average monthly income of the respondents in Tseminyu is Rs. 28779.33, with the minimum income of Rs. 1500 and the maximum income of Rs. 100000, excluding the responses of zero income.

Table-16.9: Monthly Income-Tseminyu

Variable	Count	Mean	Min	Max
Monthly income	179	28779.33	1500	100000

3.4. *Pensioner:*

- 3.4.1. From Table-16.10, it can be seen that a majority of the respondents in Tseminyu are not pensioners with 75.41 percent, with pensioners accounting for only 24.59 percent. The frequency distribution of pensioner status is given in Table-16.10.

Table-16.10: Pensioner Status-Tseminyu

Whether pensioner or not	Percentage	Count
No	75.41	46
Yes	24.59	15
Total	100	61

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-16.11, a majority of the respondents (72.52 percent) perceive education to be moderately affordable. While 25.5 percent consider education to be extremely affordable, only 1.98 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (56.68 percent) consider it to be fair. Whereas 39.6 percent perceive it to be good, 3.71 percent consider it to be poor. In terms of accessibility, a majority of the respondents (57.68 percent) perceive it to be fairly accessible. While 23.17 percent consider it to be easily accessible, 19.14 percent perceive it to be poorly accessible.

Table-16.11: Education Perception-Tseminyu

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	1.98	Poor	3.71	Poorly accessible	19.14
Moderately affordable	72.52	Fair	56.68	Fairly accessible	57.68
Extremely affordable	25.5	Good	39.6	Easily accessible	23.17

4.1.2. Health:

4.1.2.1. As highlighted in Table-16.12, a majority of the respondents (86.88 percent) perceive health to be moderately affordable. While 10.64 percent consider health to be extremely affordable, 2.48 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (75.06 percent) consider it to be poor. Whereas 22.44 percent perceive it to be fair, 2.49 percent consider it to be good. In terms of accessibility, a majority of the respondents (64.6 percent) perceive it to be poorly accessible. While 25.99 percent consider it to be fairly accessible, 9.41 percent perceive it to be easily accessible.

Table-16.12: Health Perception-Tseminyu

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	2.48	Poor	75.06	Poorly accessible	64.6
Moderately affordable	86.88	Fair	22.44	Fairly accessible	25.99
Extremely affordable	10.64	Good	2.49	Easily accessible	9.41

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-16.13, a majority of the respondents (43.39 percent) perceive owned housing and shelter to be moderately affordable. While 39.15 percent perceive it to be not affordable at all, 17.46 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (83.59 percent) consider it to be moderately affordable. Whereas 10.61 percent perceive it to be extremely affordable, 5.81 percent consider it to be not affordable at all. In terms of availability of housing and shelter, a majority of the respondents (46.12 percent) perceive it to be fair. While 38.35 percent consider it to be poor, 15.54 percent perceive it to be good.

Table-16.13: Housing and Shelter Perception-Tseminyu

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	39.15	Not affordable at all	5.81	Poor	38.35
Moderately affordable	43.39	Moderately affordable	83.59	Fair	46.12
Extremely affordable	17.46	Extremely affordable	10.61	Good	15.54

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-16.14, a majority of the respondents (74.32 percent) perceive water availability to be poor. While 22.47 percent consider water availability to be fair, 3.21 percent perceive it to be good. With respect to water quality, a majority of the respondents (71.12 percent) consider it to be poor. Whereas 27.33 percent perceive it to be fair, only 1.55 percent consider it to be good. In relation to garbage collection, a majority of the respondents (71.96 percent) perceive it to be fair. While 21.59 percent consider it to be good, 6.45 percent perceive it to be poor. With respect to locality cleanliness, a majority of the respondents (46.02 percent) perceive it to be fair. While 31.34 percent consider it to be poor, 22.64 percent perceive it to be good.

Table-16.14: Water and Sanitation Perception-Tseminyu

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	74.32	Poor	71.12	Poor	6.45	Poor	31.34
Fair	22.47	Fair	27.33	Fair	71.96	Fair	46.02
Good	3.21	Good	1.55	Good	21.59	Good	22.64

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-16.15, a majority of the respondents (82.72 percent) perceive road availability to be poor. While 16.28 percent consider road availability to be fair, only 1 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (73.02 percent) consider it to be poor. Whereas 24.5 percent perceive it to be fair, 2.48 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (54.23 percent) perceive it to be not affordable at all. While 31.34 percent consider it to be moderately affordable, 14.43 percent perceive it to be extremely affordable.

Table-16.15: Mobility Perception-Tseminyu

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	82.72	Poor	73.02	Not affordable at all	54.23
Fair	16.28	Fair	24.5	Moderately affordable	31.34
Good	1	Good	2.48	Extremely affordable	14.43

4.1.6. *Safety and Security:*

4.1.6.1. As presented in Table-16.16, a majority of the respondents (45.64 percent) perceive safety standards to be poor. While 30.17 percent consider safety standards to be good, 24.19 percent perceive it to be fair. With respect to police emergency response time, a majority of the respondents (79.75 percent) consider it to be fair. Whereas 12.91 percent perceive it to be good, 7.34 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (72.54 percent) perceive it to be poor. While 26.42 percent consider it to be fair, only 1.04 percent perceive it to be good. With respect to ambulance emergency response time, a majority of the respondents (69.9 percent) perceive it to be fair. While 19.13 percent consider it to be good, 10.97 percent perceive it to be poor.

Table-16.16: Safety and Security Perception-Tseminyu

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	45.64	Poor	7.34	Poor	72.54	Poor	10.97
Fair	24.19	Fair	79.75	Fair	26.42	Fair	69.9
Good	30.17	Good	12.91	Good	1.04	Good	19.13

4.1.7. *Recreation:*

4.1.7.1. As highlighted in Table-16.17, a majority of the respondents (84.12 percent) perceive recreation facilities to be poorly accessible. While 8.44 percent consider recreation facilities to be easily accessible, 7.44 percent perceive it to be fairly accessible.

Table-16.17: Perception on Recreation-Tseminyu

Recreation	
Accessibility	Percentage
Poorly accessible	84.12
Fairly accessible	7.44
Easily accessible	8.44

4.2. *Citizens' Perception of Economic Ability:*

4.2.1. *Economic Opportunities:*

4.2.1.1. As can be seen from Table-16.18, a majority of the respondents (89.74 percent) perceive job opportunity availability to be poor. While 9.26 percent consider job opportunity availability to be fair, only 1 percent perceive it to be good. With respect to business opportunity

availability, a majority of the respondents (46.45 percent) consider it to be poor. Whereas 42.9 percent perceive it to be fair, 10.65 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (52.99 percent) perceive it to be fair. While 27.61 percent consider it to be poor, 19.4 percent perceive it to be good.

Table-16.18: Economic Opportunities Perception-Tseminyu

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	89.74	Poor	46.45	Poor	27.61
Fair	9.26	Fair	42.9	Fair	52.99
Good	1	Good	10.65	Good	19.4

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-16.19, a majority of the respondents (58.35 percent) perceive air quality to be poor. While 31.17 percent consider air quality to be fair, 10.47 percent perceive it to be good. With respect to noise quality, a majority of the respondents (38.71 percent) consider it to be poor. Whereas 34.49 percent perceive it to be good, 26.8 percent consider it to be fair. In relation to governmental efforts to address pollution, a majority of the respondents (86.11 percent) perceive it to be poor. While 13.13 percent consider it to be fair, only less than 1 percent perceive it to be good.

Table-16.19: Pollution Perception-Tseminyu

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	58.35	Poor	38.71	Poor	86.11
Fair	31.17	Fair	26.8	Fair	13.13
Good	10.47	Good	34.49	Good	0.76

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-16.20, a majority of the respondents (49 percent) perceive availability of open spaces to be poor. While 48.01 percent consider availability of open spaces to be fair, 2.99 percent perceive it to be good

Table-16.20: Perception of Green Spaces-Tseminyu

Green Spaces	
Availability of open spaces	Percentage
Poor	49
Fair	48.01
Good	2.99

4.3.3. Energy Consumption:

4.3.3.1. As can be gleaned from Table-16.21, a majority of the respondents (77.23 percent) perceive electricity reliability to be fair. While 20.3 percent consider electricity reliability to be good, 2.48 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (95.96 percent) consider it to be moderately affordable. Whereas 2.53 percent perceive it to be not affordable at all, only 1.52 percent consider it to be extremely affordable.

Table-16.21: Perception of Energy Consumption-Tseminyu

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	2.48	Not affordable at all	2.53
Fair	77.23	Moderately affordable	95.96
Good	20.3	Extremely affordable	1.52

4.3.4. Resilience:

4.3.4.1. As presented in Table-16.22, a majority of the respondents (51.82 percent) perceive disaster response to be poor. While 44.01 percent consider disaster response to be fair, 4.17 percent perceive it to be good. With respect to community response time, a majority of the respondents (45.69 percent) consider it to be poor. Whereas 41.51 percent perceive it to be fair, 12.79 percent consider it to be good.

Table-16.22: Resilience Perception-Tseminyu

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	51.82	Poor	45.69
Fair	44.01	Fair	41.51
Good	4.17	Good	12.79

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

- 4.4.1.1. As highlighted in Table-16.23, a majority of the respondents (70.96 percent) perceive birth registration service to be fair. While 16.41 percent consider the service to be good, 12.63 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (71.16 percent) consider it to be fair. Whereas 14.56 percent perceive it to be poor, 14.29 percent consider it to be good. In terms of obtaining certificates from government offices, a majority of the respondents (62.91 percent) perceive it to be fair. While 20.05 percent consider it to be good, 17.04 percent perceive it to be poor.

Table-16.23: Service Delivery Perception-Tseminyu

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	12.63	Poor	14.56	Poor	17.04
Fair	70.96	Fair	71.16	Fair	62.91
Good	16.41	Good	14.29	Good	20.05

4.5. Citizens' Perception of Governance:

- 4.5.1 As highlighted in Table-16.24, a majority of the respondents (47.1 percent) perceive community involvement effort by local government to be fair. While 37.53 percent consider community involvement effort to be poor, 15.37 percent perceive it to be good. With respect to approachability of elected officials, a majority of the respondents (67.1 percent) reported fairly approachable. Whereas 17.1 percent registered not approachable, 15.8 percent reported very approachable. In terms of grievance redressal facilities, a majority of the respondents (62.02 percent) registered moderately satisfied. While 36.98 percent reported not satisfied, only 1 percent registered very satisfied.

Table-16.24: Governance Perception-Tseminyu

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	37.53	Not approachable	17.1	Not satisfied	36.98
Fair	47.1	Fairly approachable	67.1	Moderately satisfied	62.02
Good	15.37	Very approachable	15.8	Very satisfied	1

- 4.5.2. As highlighted in Table-16.25, a majority of the respondents (72.73 percent) perceive grievance redressal response time in locality to be poor. While 26.27 percent consider grievance redressal response time to be fair, only 1 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (46.15 percent) reported moderately satisfied. Whereas 45.89 percent registered not satisfied, 7.96 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (70.11 percent) perceive grievance redressal response time in office to be poor. While 28.89 percent consider grievance redressal response time to be fair, only 1 percent perceive it to be good.

Table-16.25: Governance Perception-Tseminyu

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	72.73	Not satisfied	45.89	Poor	70.11
Fair	26.27	Moderately satisfied	46.15	Fair	28.89
Good	1	Very satisfied	7.96	Good	1

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-16.26, the Ease of Living Perception Index for Tseminyu is 35, and comes under medium category. The highest index was registered under public services with a mean score of 51, while the lowest index was registered under economic ability with a mean score of 23.

Table-16.26: Ease of Living Perception Index-Tseminyu

Tseminyu	Index	Category
Ease of living	35	Medium
Quality of life	37	Medium
Economic ability	23	Low
Sustainability	35	Medium
Public services	51	Medium
Governance	30	Low

6. POLICY PRIORITY:

- 6.1. As presented in Table-16.27.1, the variables with the least mean scores that fall under low category are job opportunities availability, government efforts to address pollution, road

availability, recreational facilities accessibility, grievances redressal response time, health services quality, fire department emergency response time, water supply availability, open spaces availability, disasters resilience, open spaces availability, public transport affordability, local government's efforts to disclose reports, grievance redressal facilities satisfaction, business opportunities availability, local government's efforts to disclose reports, grievance redressal facilities satisfaction and business opportunities availability; which are accordingly assigned as the top nineteen ranks in policy priority.

- 6.2. As highlighted in Table-16.27.3, the variable with the highest mean score that falls under high category is education quality, which is accordingly assigned as the bottom rank in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-16.27.1, Table-16.27.2 and Table-16.27.3.

Table-16.27.1: Policy Priority Ranking-I: Tseminyu

Variable	Mean Score	Classification	Policy Priority Ranking
Job opportunities availability	1.10	Low	1
Government Efforts to Address Pollution	1.15		2
Road availability	1.17		3
Recreational facilities accessibility	1.24		4
Grievances redressal in locality response time	1.27		5
Health services Quality	1.27		6
Fire department emergency response time	1.28		7
Water supply availability	1.29		8
Public transport adequacy	1.29		9
Grievances Redressal in Office Response Time	1.30		10
Water supply quality	1.30		11
Health services Accessibility	1.45		12
Air quality	1.52		13

Table-16.27.2: Policy Priority Ranking-II: Tseminyu

Variable	Mean Score	Classification	Policy Priority Ranking
Disasters resilience	1.52	Low	14
Open spaces availability	1.54		15
Public transport affordability	1.60		16
Local Government's Efforts to Disclose Reports	1.62		17
Grievance redressal facilities satisfaction	1.63		18
Business opportunities availability	1.64		19
Disasters community response time	1.67	Medium	20
Housing and Shelter Availability	1.77		21
Community Involvement Efforts by Local Government	1.78		22
Housing and Shelter Affordability (Owned)	1.78		23
Safety standards	1.85		24
Locality cleanliness	1.91		25
Presence of women in workplace	1.92		26

Table-16.27.3: Policy Priority Ranking-III: Tseminyu

Variable	Mean Score	Classification	Policy Priority Ranking
Noise free environment	1.96	Medium	27
Elected official approachability	1.99		28
Electricity supply affordability	1.99		29
Death registration process	2.00		30
Obtaining Certificates from Government Offices	2.03		31
Birth registration process	2.04		32
Education accessibility	2.04		33
Housing and Shelter Affordability (Rental)	2.05		34
Police emergency response time	2.06		35
Ambulance emergency response time	2.08		36
Health services Affordability	2.08		37
Garbage collection facility	2.15		38
Electricity supply reliability	2.18		39
Education affordability	2.24		40
Education quality	2.36	High	41

Chapter Seventeen

Tuensang

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Tuensang Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-15.1, the average age of the respondents in Tuensang is 39 years, with the minimum age of 15 years and maximum age of 89 years.

Table-15.1: Age -Tuensang

Variable	Count	Mean	Min	Max
Age	675	39	15	89

2.2. Gender:

- 2.2.1. Table-15.2 presents gender distribution in Tuensang. While male respondents constituted 52.67 percent, female constituted 47.33 percent. The frequency distribution of gender is given in Table-15.2.

Table-15.2: Gender-Tuensang

Gender	Percentage	Count
Female	47.33	319
Male	52.67	355
Total	100	674

2.3. Religion:

- 2.3.1. From Table-15.3, it can be seen that almost all the respondents in Tuensang are Christians, accounting for 99.11 percent, while Hindus and Muslims account for less than 1 percent. The frequency distribution of religion is given in Table-15.3.

Table-15.3: Religion -Tuensang

Religion	Percentage	Count
Christianity	99.11	669
Hindu	0.74	5
Islam	0.15	1
Total	100	675

2.4. Marital Status:

- 2.4.1. As can be observed from Table-15.4, a majority of the respondents in Tuensang are married with 65.23 percent, followed by unmarried category with 34.77 percent. Moreover, the percentage of divorced/widowed is marginal with less than 1 percent. The frequency distribution of religion is given in Table-15.4.

Table-15.4: Marital Status -Tuensang

Marital Status	Percentage	Count
Divorced/widowed	0.15	1
Married	65.23	439
Unmarried	34.77	234
Total	100	673

2.5. Social Groups:

- 2.5.1. Table-15.5 presents the distribution of social groups in Tuensang. Almost all the respondents belong to Scheduled Tribe (ST) with 99.11 percent, while Scheduled Caste (SC) accounts for less than 1 percent. The frequency distribution of religion is given in Table-15.5.

Table-15.5: Social Groups -Tuensang

Social group	Percentage	Count
SC	0.89	6
ST	99.11	669
Total	100.00	675

2.6. Education:

- 2.6.1. As can be gleaned from Table-15.6, a majority of the respondents in Tuensang have education levels up to high school with 33.44 percent, followed by those with college and above degrees with 23.41 percent. Notably, 5.35 percent have primary degrees. The distribution of educational level including frequency distribution is given in Table-15.6.

Table-15.6: Educational Level -Tuensang

Education level	Percentage	Count
College & above	23.41	140
Higher secondary	21.57	129
High school	33.44	200
Middle school	16.22	97
Primary	5.35	32
Total	100	598

3. ECONOMIC PROFILE:**3.1. Type of House:**

- 3.1.1. As can be observed from Table-15.7, the proportion of pucca houses in Tuensang is 50.22 percent, followed by kutcha type with 49.77 percent. The frequency distribution of house type is given in Table-15.7.

Table-15.7: House Type -Tuensang

House Type	Percentage	Count
Kutcha	49.77	337
Pucca	50.22	340
Total	100	677

3.2. Occupation:

- 3.2.1. Table-15.8 presents the distribution of occupations in Tuensang. The maximum number of the respondents are unemployed with 27.95 percent, followed by students and salaried/regular wage earners with 22.81 percent and 21.48 percent respectively. The distribution of occupation including frequency distribution is given in Table-15.8.

Table-15.8: Occupation -Tuensang

Occupation	Percentage	Count
Casual Labourer	10.46	55
Salaried/ regular wage earner	21.48	113
Self employed	8.75	46
Student	22.81	120
Unemployed	27.95	147
Others	8.56	45
Total	100	526

3.3. *Income:*

- 3.3.1. As shown in Table-15.9, the average monthly income of the respondents in Tuensang is Rs. 29717.13, with the minimum income of Rs. 1000 and the maximum income of Rs. 120000, excluding the responses of zero income.

Table-15.9: Monthly Income -Tuensang

Variable	Count	Mean	Min	Max
Monthly income	251	29717.13	1000	120000

3.4. *Pensioner:*

- 3.4.1. From Table-15.10, it can be seen that a majority of the respondents in Tuensang are not pensioners with 95.30 percent, with pensioners accounting for only 4.70 percent. The frequency distribution of pensioner status is given in Table-15.10.

Table-15.10: Pensioner status -Tuensang

Whether pensioner or not	Percentage	Count
Yes	4.70	19
No	95.30	385
Total	100	404

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-15.11, a majority of the respondents (53.04 percent) perceive education to be moderately affordable. While 40.89 percent consider education to be extremely affordable, 6.07 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (46.52 percent) consider it to be fair. Whereas 45.78 percent perceive it to be good, 7.7 percent consider it to be poor. In terms of accessibility, a majority of the respondents (49.19 percent) perceive it to be easily accessible. While 43.7 percent consider it to be fairly accessible, 7.11 percent perceive it to be poorly accessible.

Table-15.11: Education Perception -Tuensang

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	6.07	Poor	7.7	Poorly accessible	7.11
Moderately affordable	53.04	Fair	46.52	Fairly accessible	43.7
Extremely affordable	40.89	Good	45.78	Easily accessible	49.19

4.1.2. Health:

4.1.2.1. As highlighted in Table-15.12, a majority of the respondents (77.74 percent) perceive health to be moderately affordable. While 13.65 percent consider health to be extremely affordable, 8.61 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (65.08 percent) consider it to be fair. Whereas 21.1 percent perceive it to be poor, 13.82 percent consider it to be good. In terms of accessibility, a majority of the respondents (64.43 percent) perceive it to be fairly accessible. While 23.66 percent consider it to be easily accessible, 11.9 percent perceive it to be poorly accessible.

Table-15.12: Health Perception-Tuensang

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	8.61	Poor	21.1	Poorly accessible	11.9
Moderately affordable	77.74	Fair	65.08	Fairly accessible	64.43
Extremely affordable	13.65	Good	13.82	Easily accessible	23.66

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-15.13, a majority of the respondents (65.63 percent) perceive owned housing and shelter to be moderately affordable. While 22.92 percent perceive it to be not affordable at all, 11.46 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (64.02 percent) consider it to be moderately affordable. Whereas 23.69 percent perceive it to be not affordable at all, 12.29 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (47.09 percent) perceive it to be poor. While 43.96 percent consider it to be fair, 8.94 percent perceive it to be good.

Table-15.13: Housing and Shelter Perception -Tuensang

Housing and Shelter					
Affordability- Owned	Percentage	Affordability- Rental	Percentage	Availability	Percentage
Not affordable at all	22.92	Not affordable at all	23.69	Poor	47.09
Moderately affordable	65.63	Moderately affordable	64.02	Fair	43.96
Extremely affordable	11.46	Extremely affordable	12.29	Good	8.94

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-15.14, a majority of the respondents (46.88 percent) perceive water availability to be good. While 28.19 percent consider water availability to be poor, 24.93 percent perceive it to be fair. With respect to water quality, a majority of the respondents (56.23 percent) consider it to be good. Whereas 23.89 percent perceive it to be fair, 19.88 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (42.2 percent) perceive it to be poor. While 33.88 percent consider it to be good, 23.92 percent perceive it to be fair. With respect to locality cleanliness, a majority of the respondents (50.3 percent) perceive it to be fair. While 39.76 percent consider it to be good, 9.94 percent perceive it to be poor.

Table-15.14: Water and Sanitation Perception -Tuensang

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	28.19	Poor	19.88	Poor	42.2	Poor	9.94
Fair	24.93	Fair	23.89	Fair	23.92	Fair	50.3
Good	46.88	Good	56.23	Good	33.88	Good	39.76

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-15.15, a majority of the respondents (54.75 percent) perceive road availability to be fair. While 40.65 percent consider road availability to be poor, 4.6 percent perceive it to be good. With respect to adequacy of public transport, a majority of

the respondents (61.57 percent) consider it to be fair. Whereas 31.31 percent perceive it to be poor, 7.12 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (69.63 percent) perceive it to be moderately affordable. While 17.48 percent consider it to be not affordable at all, 12.89 percent perceive it to be extremely affordable.

Table-15.15: Mobility Perception -Tuensang

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	40.65	Poor	31.31	Not affordable at all	17.48
Fair	54.75	Fair	61.57	Moderately affordable	69.63
Good	4.6	Good	7.12	Extremely affordable	12.89

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-15.16, a majority of the respondents (59.38 percent) perceive safety standards to be fair. While 28.42 percent consider safety standards to be good, 12.2 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (54.3 percent) consider it to be good. Whereas 38.58 percent perceive it to be fair, 7.12 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (47.41 percent) perceive it to be good. While 31.85 percent consider it to be fair, 20.74 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (44.74 percent) perceive it to be fair. While 42.81 percent consider it to be good, 12.44 percent perceive it to be poor.

Table-15.16: Safety and Security Perception -Tuensang

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	12.2	Poor	7.12	Poor	20.74	Poor	12.44
Fair	59.38	Fair	38.58	Fair	31.85	Fair	44.74
Good	28.42	Good	54.3	Good	47.41	Good	42.81

4.1.7. Recreation:

- 4.1.7.1. As highlighted in Table-15.17, a majority of the respondents (57.42 percent) perceive recreation facilities to be poorly accessible. While 35.61 percent consider recreation facilities to be fairly accessible, 6.97 percent perceive it to be easily accessible.

Table-15.17: Perception on Recreation-Tuensang

Recreation	
Accessibility	Percentage
Poorly accessible	57.42
Fairly accessible	35.61
Easily accessible	6.97

4.2. Citizens' Perception of Economic Ability:**4.2.1. Economic Opportunities:**

- 4.2.1.1. As can be seen from Table-15.18, a majority of the respondents (64.3 percent) perceive job opportunity availability to be poor. While 18.22 percent consider job opportunity availability to be fair, 17.48 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (54.9 percent) consider it to be poor. Whereas 28.34 percent perceive it to be fair, 16.77 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (46.41 percent) perceive it to be fair. While 26.79 percent consider it to be good, 26.79 percent perceive it to be poor.

Table-15.18: Economic Opportunities Perception-Tuensang

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	64.3	Poor	54.9	Poor	26.79
Fair	18.22	Fair	28.34	Fair	46.41
Good	17.48	Good	16.77	Good	26.79

4.3. Citizens' Perception of Sustainability:**4.3.1. Pollution:**

- 4.3.1.1. As presented in Table-15.19, a majority of the respondents (45.7 percent) perceive air quality to be fair. While 41.1 percent consider air quality to be poor, 13.2 percent perceive it to be good. With respect to noise quality, a majority of the respondents (51.04 percent)

consider it to be fair. Whereas 38.72 percent perceive it to be poor, 10.24 percent consider it to be good. In relation to governmental efforts to address pollution, a majority of the respondents (47.99 percent) perceive it to be fair. While 46.35 percent consider it to be poor, 5.66 percent perceive it to be good.

Table-15.19: Pollution Perception-Tuensang

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	41.1	Poor	38.72	Poor	46.35
Fair	45.7	Fair	51.04	Fair	47.99
Good	13.2	Good	10.24	Good	5.66

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-15.20, a majority of the respondents (53.35 percent) perceive availability of open spaces to be poor. While 35.02 percent consider availability of open spaces to be fair, 11.62 percent perceive it to be good

Table-15.20: Perception of Green Spaces Tuensang

Green Spaces	
Availability of open spaces	Percentage
Poor	53.35
Fair	35.02
Good	11.62

4.3.3. Energy Consumption:

4.3.3.1. As can be gleaned from Table-15.21, a majority of the respondents (51.11 percent) perceive electricity reliability to be good. While 43.09 percent consider electricity reliability to be fair, 5.79 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (57.19 percent) consider it to be moderately affordable. Whereas 38.77 percent perceive it to be extremely affordable, 4.04 percent consider it to be not affordable at all.

Table-15.21: Perception of Energy Consumption- Tuensang

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	5.79	Not affordable at all	4.04
Fair	43.09	Moderately affordable	57.19
Good	51.11	Extremely affordable	38.77

4.3.4. Resilience:

4.3.4.1. As presented in Table-15.22, a majority of the respondents (57.95 percent) perceive disaster response to be fair. While 32.24 percent consider perceive disaster response to be poor, 9.81 percent perceive it to be good. With respect to community response time, a majority of the respondents (61.37 percent) consider it to be fair. Whereas 26.15 percent perceive it to be poor, 12.48 percent consider it to be good.

Table-15.22: Resilience Perception -Tuensang

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	32.24	Poor	26.15
Fair	57.95	Fair	61.37
Good	9.81	Good	12.48

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.1.1. As highlighted in Table-15.23, a majority of the respondents (66.87 percent) perceive birth registration service to be good. While 19.49 percent consider the service to be fair, 13.64 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (67.17 percent) consider it to be good. Whereas 20.99 percent perceive it to be fair, 11.84 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (54.83 percent) perceive it to be good. While 30.82 percent consider it to be fair, 14.35 percent perceive it to be poor.

Table-15.23: Service Delivery Perception-Tuensang

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	13.64	Poor	11.84	Poor	14.35
Fair	19.49	Fair	20.99	Fair	30.82
Good	66.87	Good	67.17	Good	54.83

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-15.24, a majority of the respondents (40.45 percent) perceive community involvement effort by local government to be good. While 34.48 percent consider

community involvement effort to be fair, 25.07 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (48.58 percent) reported fairly approachable. Whereas 27.27 percent registered very approachable, 24.14 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (61.94 percent) registered moderately satisfied. While 25.67 percent reported not satisfied, 12.39 percent registered very satisfied.

Table-15.24: Governance Perception -Tuensang

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	25.07	Not approachable	24.14	Not satisfied	25.67
Fair	34.48	Fairly approachable	48.58	Moderately satisfied	61.94
Good	40.45	Very approachable	27.27	Very satisfied	12.39

- 4.5.2. As highlighted in Table-15.25, a majority of the respondents (49.48 percent) perceive grievance redressal response time in locality to be fair. While 26.38 percent consider grievance redressal response time to be poor, 24.14 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (57.82 percent) reported moderately satisfied. Whereas 32.94 percent registered not satisfied, 9.24 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (64.03 percent) perceive grievance redressal response time in office to be fair. While 24.63 percent consider grievance redressal response time to be poor, 11.34 percent perceive it to be good.

Table-15.25: Governance Perception -Tuensang

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	26.38	Not satisfied	32.94	Poor	24.63
Fair	49.48	Moderately satisfied	57.82	Fair	64.03
Good	24.14	Very satisfied	9.24	Good	11.34

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-15.26, the Ease of Living Perception Index for Tuensang is 51, and comes under medium category. The highest index was registered under public services with a mean score of 75, while the lowest index was registered under economic ability with a mean score of 32.

Table-15.26: Ease of Living Perception Index- Tuensang

Tuensang	Index	Category
Ease of living	51	Medium
Quality of life	53	Medium
Economic ability	32	Low
Sustainability	44	Medium
Public services	75	High
Governance	47	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-15.27, the variables with the least mean scores that fall under low category are recreational facilities accessibility, job opportunities availability, open spaces availability, government efforts to address pollution, housing and shelter availability, business opportunities availability and business opportunities availability; which are accordingly assigned as the top seven ranks in policy priority.
- 6.2. As highlighted in Table-15.27, the variables with the highest mean scores that fall under high category are death registration process, birth registration process, police emergency response time, electricity supply reliability, education accessibility, obtaining certificates from government offices, education quality, water supply quality, education affordability and electricity supply affordability; which are accordingly assigned as the bottom six ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-15.27.1, Table-15.27.2 and Table-15.27.3.

Table-15.27.1: Policy Priority Ranking-I: Tuensang

Variable	Mean Score	Classification	Policy Priority Ranking
Recreational facilities accessibility	1.50	Low	1
Job opportunities availability	1.53		2
Open spaces availability	1.58		3
Government Efforts to Address Pollution	1.59		4
Housing and Shelter Availability	1.62		5
Business opportunities availability	1.62		6
Road availability	1.64		7
Noise free environment	1.72	Medium	8
Air quality	1.72		9
Public transport adequacy	1.76		10
Local Government's Efforts to Disclose Reports	1.76		11
Disasters resilience	1.78		12
Disasters community response time	1.86		13

Table-15.27.2: Policy Priority Ranking-II: Tuensang

Variable	Mean Score	Classification	Policy Priority Ranking
Grievance redressal facilities satisfaction	1.87	Medium	14
Grievances Redressal in Office Response Time	1.87		15
Housing and Shelter Affordability (Owned)	1.89		16
Housing and Shelter Affordability (Rental)	1.89		17
Garbage collection facility	1.92		18
Health services Quality	1.93		19
Public transport affordability	1.95		20
Grievances redressal in locality response time	1.98		21
Presence of women in workplace	2.00		22
Elected official approachability	2.03		23
Health services Affordability	2.05		24
Health services Accessibility	2.12		25
Community Involvement Efforts by Local Government	2.15		26

Table-15.27.3: Policy Priority Ranking-III: Tuensang

Variable	Mean Score	Classification	Policy Priority Ranking
Safety standards	2.16	Medium	27
Water supply availability	2.19		28
Fire department emergency response time	2.27		29
Locality cleanliness	2.30		30
Ambulance Emergency Response Time	2.30		31
Electricity supply affordability	2.35	High	32
Education affordability	2.35		33
Water supply quality	2.36		34
Education quality	2.38		35
Obtaining Certificates from Government Offices	2.40		36
Education accessibility	2.42		37
Electricity supply reliability	2.45		38
Police emergency response time	2.47		39
Birth registration process	2.53		40
Death registration process	2.55		41

Chapter Eighteen

Wokha

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Wokha Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-16.1, the average age of the respondents in Wokha is 41 years, with the minimum age of 15 years and maximum age of 93 years.

Table-16.1: Age -Wokha

Variable	Count	Mean	Min	Max
Age	675	41	15	93

2.2. Gender:

- 2.2.1. Table-16.2 presents gender distribution in Wokha. While male respondents constituted 51.41 percent, female constituted 48.59 percent. The frequency distribution of gender is given in Table-16.2.

Table-16.2: Gender -Wokha

Gender	Percentage	Count
Female	51.41	347
Male	48.59	328
Total	100	675

2.3. Religion:

- 2.3.1. From Table-16.3, it can be seen that almost all the respondents in Wokha are Christians, accounting for 99.7 percent, while Muslims account for less than 1 percent. The frequency distribution of religion is given in Table-16.3.

Table-16.3: Religion -Wokha

Religion	Percentage	Count
Christianity	99.7	673
Muslim	0.3	2
Total	100	675

2.4. Marital Status:

- 2.4.1. As can be observed from Table-16.4, a majority of the respondents in Wokha are married with 56.44 percent, followed by unmarried category with 39.7 percent. Moreover, the percentage of divorced/widowed is 3.85 percent. The frequency distribution of religion is given in Table-16.4.

Table-16.4: Marital Status -Wokha

Marital Status	Percentage	Count
Divorced/ widowed	3.85	26
Married	56.44	381
Unmarried	39.7	268
Total	100	675

2.5. Social Groups:

- 2.5.1. Table-16.5 presents the distribution of social groups in Wokha. Almost all the respondents belong to Scheduled Tribe (ST) with 99.26 percent, while Other Backward Class (OBC) and general category accounts for less than 1 percent. The frequency distribution of religion is given in Table-16.5.

Table-16.5: Social Groups -Wokha

Social group	Percentage	Count
General	0.44	3
OBC	0.3	2
ST	99.26	670
Total	100	675

2.6. Education:

- 2.6.1. As can be gleaned from Table-16.6, a majority of the respondents in Wokha have education levels of college and above with 51.41 percent, followed by those with high school levels with 27.11 percent. Notably, 0.15 percent is illiterate. The distribution of educational level including frequency distribution is given in Table-16.6.

Table-16.6: Educational Level -Wokha

Education level	Percentage	Count
College & above	51.41	347
Higher secondary	18.07	122
High school	27.11	183
Primary	3.26	22
Illiterate	0.15	1
Total	100	675

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-16.7, the proportion of pucca houses in Wokha is 54.22 percent, followed by semi-pucca type with 30.67 percent. Moreover, the proportion of kutcha type is 15.11 percent. The frequency distribution of house type is given in Table-16.7.

Table-16.7: House Type -Wokha

House Type	Percentage	Count
Kutcha	15.11	102
Pucca	54.22	366
Semi-pucca	30.67	207
Total	100	675

3.2. Occupation:

- 3.2.1. Table-16.8 presents the distribution of occupations in Wokha. The maximum number of the respondents are unemployed with 35.41 percent, followed by salaried/regular wage earners and self-employed with 23.85 percent and 15.56 percent respectively. The distribution of occupation including frequency distribution is given in Table-16.8.

Table-16.8: Occupation -Wokha

Occupation	Percentage	Count
Casual Labourer	2.07	14
Salaried/ regular wage earner	23.85	161
Self-employed	15.56	105
Student	11.85	80
Unemployed	35.41	239
Others	11.26	76
Total	100	675

3.3. *Income:*

- 3.3.1. As shown in Table-16.9, the average monthly income of the respondents in Wokha is Rs. 30353.97, with the minimum income of Rs. 2500 and the maximum income of Rs. 150000, excluding the responses of zero income.

Table-16.9: Monthly Income -Wokha

Variable	Count	Mean	Min	Max
Monthly income	365	30353.97	2500	150000

3.4. *Pensioner:*

- 3.4.1. From Table-16.10, it can be seen that a majority of the respondents in Wokha are not pensioners with 91.26 percent, with pensioners accounting for only 8.74 percent. The frequency distribution of pensioner status is given in Table-16.10.

Table-16.10: Pensioner status -Wokha

Whether pensioner or not	Percentage	Count
No	91.26	616
Yes	8.74	59
Total	100	675

4. **EASE OF LIVING PERCEPTION:**

4.1. *Citizens' Perception of Quality of Life:*

4.1.1. *Education:*

- 4.1.1.1. As presented in Table-16.11, a majority of the respondents (82.96 percent) perceive education to be moderately affordable. While 9.33 percent consider education to be extremely affordable, 7.7 percent perceive it to be not affordable at all. With respect to education quality, a majority of the respondents (59.41 percent) consider it to be fair. Whereas 37.78 percent perceive it to be good, 2.81 percent consider it to be poor. In terms of accessibility, a majority of the respondents (58.37 percent) perceive it to be fairly accessible. While 33.33 percent consider it to be easily accessible, 8.3 percent perceive it to be poorly accessible.

Table-16.11: Education Perception -Wokha

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	7.7	Poor	2.81	Poorly accessible	8.3
Moderately affordable	82.96	Fair	59.41	Fairly accessible	58.37
Extremely affordable	9.33	Good	37.78	Easily accessible	33.33

4.1.2. Health:

4.1.2.1. As highlighted in Table-16.12, a majority of the respondents (82.94 percent) perceive health to be moderately affordable. While 8.75 percent consider health to be extremely affordable, 8.31 percent perceive it to be not affordable at all. With respect to health quality, a majority of the respondents (56.89 percent) consider it to be fair. Whereas 22.96 percent perceive it to be poor, 20.15 percent consider it to be good. In terms of accessibility, a majority of the respondents (64 percent) perceive it to be fairly accessible. While 23.56 percent consider it to be easily accessible, 12.44 percent perceive it to be poorly accessible.

Table-16.12: Health Perception -Wokha

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	8.31	Poor	22.96	Poorly accessible	12.44
Moderately affordable	82.94	Fair	56.89	Fairly accessible	64
Extremely affordable	8.75	Good	20.15	Easily accessible	23.56

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-16.13, a majority of the respondents (66.07 percent) perceive owned housing and shelter to be moderately affordable. While 29.19 percent perceive it to be not affordable at all, 4.74 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (73.48 percent) consider it to be moderately affordable. Whereas 19.26 percent perceive it to be not affordable at all, 7.26 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (53.93 percent) perceive it to be fair. While 27.11 percent consider it to be poor, 18.96 percent perceive it to be good.

Table-16.13: Housing and Shelter Perception -Wokha

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	29.19	Not affordable at all	19.26	Poor	27.11
Moderately affordable	66.07	Moderately affordable	73.48	Fair	53.93
Extremely affordable	4.74	Extremely affordable	7.26	Good	18.96

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-16.14, a majority of the respondents (48 percent) perceive water availability to be poor. While 33.93 percent consider water availability to be fair, 18.07 percent perceive it to be good. With respect to water quality, a majority of the respondents (38.07 percent) consider it to be fair. Whereas 36.44 percent perceive it to be good, 25.48 percent consider it to be poor. In relation to garbage collection, a majority of the respondents (51.56 percent) perceive it to be poor. While 36.3 percent consider it to be fair, 12.15 percent perceive it to be good. With respect to locality cleanliness, a majority of the respondents (54.52 percent) perceive it to be fair. While 24.59 percent consider it to be poor, 20.89 percent perceive it to be good.

Table-16.14: Water and Sanitation Perception -Wokha

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	48	Poor	25.48	Poor	51.56	Poor	24.59
Fair	33.93	Fair	38.07	Fair	36.3	Fair	54.52
Good	18.07	Good	36.44	Good	12.15	Good	20.89

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-16.15, a majority of the respondents (48.44 percent) perceive road availability to be poor. While 42.37 percent consider road availability to be fair, 9.19 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (64.59 percent) consider it to be fair. Whereas 17.78 percent perceive it to be poor, 17.63 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (83.56 percent) perceive it to be moderately affordable. While 8.89 percent consider it to be extremely affordable, 7.56 percent perceive it to be not affordable at all.

Table-16.15: Mobility Perception -Wokha

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	48.44	Poor	17.78	Not affordable at all	7.56
Fair	42.37	Fair	64.59	Moderately affordable	83.56
Good	9.19	Good	17.63	Extremely affordable	8.89

4.1.6. Safety and Security:

- 4.1.6.1. As presented in Table-16.16, a majority of the respondents (49.26 percent) perceive safety standards to be fair. While 45.7 percent consider safety standards to be good, 5.04 percent perceive it to be poor. With respect to police emergency response time, a majority of the respondents (71.85 percent) consider it to be fair. Whereas 23.41 percent perceive it to be good, 4.74 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (71.11 percent) perceive it to be fair. While 21.63 percent consider it to be good, 7.26 percent perceive it to be poor. With respect to ambulance emergency response time, a majority of the respondents (68.89 percent) perceive it to be fair. While 17.33 percent consider it to be good, 13.78 percent perceive it to be poor.

Table-16.16: Safety and Security Perception -Wokha

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	5.04	Poor	4.74	Poor	7.26	Poor	13.78
Fair	49.26	Fair	71.85	Fair	71.11	Fair	68.89
Good	45.7	Good	23.41	Good	21.63	Good	17.33

4.1.7. Recreation:

- 4.1.7.1. As highlighted in Table-16.17, a majority of the respondents (59.56 percent) perceive recreation facilities to be poorly accessible. While 33.78 percent consider recreation facilities to be fairly accessible, 6.67 percent perceive it to be easily accessible.

Table-16.17: Perception on Recreation

Recreation	
Accessibility	Percentage
Poorly accessible	59.56
Fairly accessible	33.78
Easily accessible	6.67

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

- 4.2.1.1. As can be seen from Table-16.18, a majority of the respondents (72.59 percent) perceive job opportunity availability to be poor. While 23.7 percent consider job opportunity availability to be fair, 3.7 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (44.74 percent) consider it to be poor. Whereas

39.41 percent perceive it to be fair, 15.85 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (61.78 percent) perceive it to be good. While 35.56 percent consider it to be fair, 2.67 percent perceive it to be poor.

Table-16.18: Economic Opportunities Perception-Wokha

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	72.59	Poor	44.74	Poor	2.67
Fair	23.7	Fair	39.41	Fair	35.56
Good	3.7	Good	15.85	Good	61.78

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-16.19, a majority of the respondents (41.78 percent) perceive air quality to be fair. While 32.3 percent consider air quality to be good, 25.93 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (43.26 percent) consider it to be fair. Whereas 31.26 percent perceive it to be good, 25.48 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (54.22 percent) perceive it to be fair. While 34.67 percent consider it to be poor, 11.11 percent perceive it to be good.

Table-16.19: Pollution Perception-Wokha

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	25.93	Poor	25.48	Poor	34.67
Fair	41.78	Fair	43.26	Fair	54.22
Good	32.3	Good	31.26	Good	11.11

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-16.20, a majority of the respondents (57.63 percent) perceive availability of open spaces to be poor. While 33.04 percent consider availability of open spaces to be fair, 9.33 percent perceive it to be good

Table-16.20: Perception of Green Spaces-Wokha

Green Spaces	
Availability of open spaces	Percentage
Poor	57.63
Fair	33.04
Good	9.33

4.3.3. Energy Consumption:

4.3.3.1. As can be gleaned from Table-16.21, a majority of the respondents (64.15 percent) perceive electricity reliability to be fair. While 27.85 percent consider electricity reliability to be good, 8 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (80.59 percent) consider it to be moderately affordable. Whereas 11.7 percent perceive it to be extremely affordable, 7.7 percent consider it to be not affordable at all.

Table-16.21: Perception of Energy Consumption-Wokha

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	8	Not affordable at all	7.7
Fair	64.15	Moderately affordable	80.59
Good	27.85	Extremely affordable	11.7

4.3.4. Resilience:

4.3.4.1. As presented in Table-16.22, a majority of the respondents (66.52 percent) perceive disaster response to be fair. While 17.04 percent consider disaster response to be poor, 16.44 percent perceive it to be good. With respect to community response time, a majority of the respondents (65.93 percent) consider it to be fair. Whereas 20.74 percent perceive it to be good, 13.33 percent consider it to be poor.

Table-16.22: Resilience Perception-Wokha

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	17.04	Poor	13.33
Fair	66.52	Fair	65.93
Good	16.44	Good	20.74

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.2. As highlighted in Table-16.23, a majority of the respondents (56.3 percent) perceive birth registration service to be good. While 40.15 percent consider the service to be good, 3.56 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (53.63 percent) consider it to be good. Whereas 42.22 percent perceive it to be fair, 4.15 percent consider it to be poor. In terms of obtaining certificates from government offices, a majority of the respondents (48.89 percent) perceive it to be fair. While 44.3 percent consider it to be good, 6.81 percent perceive it to be poor.

Table-16.23: Service Delivery Perception -Wokha

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	3.56	Poor	4.15	Poor	6.81
Fair	40.15	Fair	42.22	Fair	48.89
Good	56.3	Good	53.63	Good	44.3

4.5. Citizens' Perception of Governance:

4.5.1 As highlighted in Table-16.24, a majority of the respondents (61.04 percent) perceive community involvement effort by local government to be fair. While 29.48 percent consider community involvement effort to be good, 9.48 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (65.04 percent) reported fairly approachable. Whereas 31.7 percent registered very approachable, 3.26 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (74.37 percent) registered moderately satisfied. While 15.85 percent reported very satisfied, 9.78 percent registered not satisfied.

Table-16.24: Governance Perception -Wokha

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	9.48	Not approachable	3.26	Not satisfied	9.78
Fair	61.04	Fairly approachable	65.04	Moderately satisfied	74.37
Good	29.48	Very approachable	31.7	Very satisfied	15.85

- 4.5.2. As highlighted in Table-16.25, a majority of the respondents (68.74 percent) perceive grievance redressal response time in locality to be fair. While 17.63 percent consider grievance redressal response time to be good, 13.63 percent perceive it to be poor. With respect to local government efforts to disclose reports, a majority of the respondents (74.67 percent) reported moderately satisfied. Whereas 19.26 percent registered not satisfied, 6.07 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (80.15 percent) perceive grievance redressal response time in office to be fair. While 10.37 percent consider grievance redressal response time to be poor, 9.48 percent perceive it to be good.

Table-16.25: Governance Perception -Wokha

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	13.63	Not satisfied	19.26	Poor	10.37
Fair	68.74	Moderately satisfied	74.67	Fair	80.15
Good	17.63	Very satisfied	6.07	Good	9.48

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-16.26, the Ease of Living Perception Index for Wokha is 50, and comes under medium category. The highest index was registered under public services with a mean score of 73, while the lowest index was registered under economic ability with a mean score of 33.

Table-16.26: Ease of Living Perception Index

Wokha	Index	Category
Ease of living	50	Medium
Quality of life	49	Medium
Economic ability	33	Low
Sustainability	48	Medium
Public services	73	High
Governance	54	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-16.27, the variables with the least mean scores that fall under low category are job opportunities availability, recreational facilities accessibility, open spaces availability, garbage collection facility and road availability; which are accordingly assigned as the top five ranks in policy priority.
- 6.2. As highlighted in Table-16.27, the variables with the highest mean scores that fall under high category are presence of women in workplace, birth registration process, death registration process, safety standards, obtaining certificates from government offices and education quality; which are accordingly assigned as the bottom six ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-16.27.1, Table-16.27.2 and Table-16.27.3.

Table-16.27.1: Policy Priority Ranking-I: Wokha

Variable	Mean Score	Classification	Policy Priority Ranking
Job opportunities availability	1.31	Low	1
Recreational facilities accessibility	1.47		2
Open spaces availability	1.52		3
Garbage collection facility	1.61		4
Road availability	1.61		5
Water supply availability	1.70	Medium	6
Business opportunities availability	1.71		7
Housing and Shelter Affordability (Owned)	1.76		8
Government Efforts to Address Pollution	1.76		9
Local Government's Efforts to Disclose Reports	1.87		10
Housing and Shelter Affordability (Rental)	1.88		11
Housing and Shelter Availability	1.92		12
Locality cleanliness	1.96		13

Table-16.27.2: Policy Priority Ranking-II: Wokha

Variable	Mean Score	Classification	Policy Priority Ranking
Health services Quality	1.97	Medium	14
Grievances Redressal in Office Response Time	1.99		15
Disasters resilience	1.99		16
Public transport adequacy	2.00		17
Health services Affordability	2.00		18
Public transport affordability	2.01		19
Education affordability	2.02		20
Ambulance Emergency response time	2.04		21
Electricity supply affordability	2.04		22
Grievances redressal in locality response time	2.04		23
Noise free environment	2.06		24
Grievance redressal facilities satisfaction	2.06		25
Air quality	2.06		26

Table-16.27.3: Policy Priority Ranking-III: Wokha

Variable	Mean Score	Classification	Policy Priority Ranking
Disasters community response time	2.07	Medium	27
Water supply quality	2.11		28
Health services Accessibility	2.11		29
Fire department emergency response time	2.14		30
Police emergency response time	2.19		31
Electricity supply reliability	2.20		32
Community Involvement Efforts by Local Government	2.20		33
Education accessibility	2.25		34
Elected official approachability	2.28		35
Education quality	2.35	High	36
Obtaining Certificates from Government Offices	2.37		37
Safety standards	2.41		38
Death registration process	2.49		39
Birth registration process	2.53		40
Presence of women in workplace	2.59		41

Chapter Nineteen

Zunheboto

1. INTRODUCTION:

- 1.1. The current chapter presents the socio-demographic and economic profiles of the respondents in Zunheboto Town. After highlighting the various metrics of ease of living perception in the district headquarter, a perception index is constructed.

2. SOCIO-DEMOGRAPHIC PROFILE:

2.1. Age:

- 2.1.1. As shown in Table-17.1, the average age of the respondents in Zunheboto is 47 years, with the minimum age of 15 years and maximum age of 91 years.

Table-17.1: Age - Zunheboto

Variable	Count	Mean	Min	Max
Age	585	47	15	91

2.2. Gender:

- 2.2.1. Table-17.2 presents gender distribution in Zunheboto. While male respondents constituted 51.62 percent, female constituted 48.38 percent. The frequency distribution of gender is given in Table-17.2.

Table-17.2: Gender - Zunheboto

Gender	Percentage	Count
Female	48.38	283
Male	51.62	302
Total	100	585

2.3. Religion:

- 2.3.1. From Table-17.3, it can be seen that all the respondents in Zunheboto are Christians, accounting for 100 percent. The frequency distribution of religion is given in Table-17.3.

Table-17.3: Religion-Zunheboto

Religion	Percentage	Count
Christianity	100	585
Total	100	585

2.4. Marital Status:

- 2.4.1. As can be observed from Table-17.4, a majority of the respondents in Zunheboto are married with 57.78 percent, followed by unmarried category with 42.22 percent. The frequency distribution of religion is given in Table-17.4.

Table-17.4: Marital Status-Zunheboto

Marital Status	Percentage	Count
Married	57.78	338
Unmarried	42.22	247
Total	100	585

2.5. Social Groups:

- 2.5.1. Table-17.5 presents the distribution of social groups in Zunheboto. All the respondents belong to Scheduled Tribe (ST), accounting for 100 percent. The frequency distribution of religion is given in Table-17.5.

Table-17.5: Social Groups-Zunheboto

Social group	Percentage	Count
ST	100	585
Total	100	585

2.6. Education:

- 2.6.1. As can be gleaned from Table-17.6, a majority of the respondents in Zunheboto have education levels of college and above with 33.97 percent, followed by those with high school level with 26.38 percent. Notably, 4.14 percent studied up to primary level. The distribution of educational level including frequency distribution is given in Table-17.6.

Table-17.6: Educational level - Zunheboto

Education level	Percentage	Count
College & above	33.97	197
Higher secondary	19.83	115
High school	26.38	153
Middle school	15.69	91
Primary	4.14	24
Total	100	580

3. ECONOMIC PROFILE:

3.1. Type of House:

- 3.1.1. As can be observed from Table-17.7, the proportion of pucca houses in Zunheboto is 48.72 percent, followed by kutcha type with 29.74 percent. Moreover, the proportion of semi-pucca type is 21.54 percent. The frequency distribution of house type is given in Table-17.7.

Table-17.7: House Type-Zunheboto

House Type	Percent age	Count
Kutcha	29.74	174
Pucca	48.72	285
Semi-pucca	21.54	126
Total	100	585

3.2. Occupation:

- 3.2.1. Table-17.8 presents the distribution of occupations in Zunheboto. The maximum number of the respondents are unemployed with 34.62 percent, followed by salaried/regular wage earners and students with 27.14 percent and 14.96 percent respectively. The distribution of occupation including frequency distribution is given in Table-17.8.

Table-17.8: Occupation - Zunheboto

Occupation	Percentage	Count
Salaried/ regular wage earner	27.14	127
Self-employed	11.75	55
Student	14.96	70
Unemployed	34.62	162
Others	11.54	54
Total	100	468

3.3. Income:

- 3.3.1. As shown in Table-17.9, the average monthly income of the respondents in Zunheboto is Rs. 31819.11, with the minimum income of Rs. 5000 and the maximum income of Rs. 150000, excluding the responses of zero income.

Table-17.9: Monthly Income- Zunheboto

Variable	Count	Mean	Min	Max
Monthly income	246	31819.11	5000	150000

- 3.4.1. From Table-17.10, it can be seen that a majority of the respondents in Zunheboto are not pensioners with 91.11 percent, with pensioners accounting for 8.89 percent. The frequency distribution of pensioner status is given in Table-17.10.

Table-17.10: Pensioner status - Zunheboto

Whether pensioner or not	Percentage	Count
No	91.11	533
Yes	8.89	52
Total	100	585

4. EASE OF LIVING PERCEPTION:

4.1. Citizens' Perception of Quality of Life:

4.1.1. Education:

- 4.1.1.1. As presented in Table-17.11, a majority of the respondents (87.18 percent) perceive education to be moderately affordable. While 7.52 percent consider education to be not affordable at all, 5.3 percent perceive it to be extremely affordable. With respect to education quality, a majority of the respondents (51.8 percent) consider it to be fair. Whereas 41.68 percent perceive it to be good, 6.52 percent consider it to be poor. In terms of accessibility, a majority of the respondents (53.79 percent) perceive it to be fairly accessible. While 33.79 percent consider it to be easily accessible, 12.41 percent perceive it to be poorly accessible.

Table-17.11: Education Perception -Zunheboto

Education					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	7.52	Poor	6.52	Poorly accessible	12.41
Moderately affordable	87.18	Fair	51.8	Fairly accessible	53.79
Extremely affordable	5.3	Good	41.68	Easily accessible	33.79

4.1.2. Health:

- 4.1.2.1. As highlighted in Table-17.12, a majority of the respondents (86.32 percent) perceive health to be moderately affordable. While 10.6 percent consider health to be not affordable at all, 3.08 percent perceive it to be extremely affordable. With respect to health quality, a majority of the respondents (50 percent) consider it to be poor. Whereas 42.12 percent perceive it to be fair, 7.88 percent consider it to be good. In terms of accessibility, a majority of the

respondents (45.94 percent) perceive it to be fairly accessible. While 29.71 percent consider it to be poorly accessible, 24.35 percent perceive it to be easily accessible.

Table-17.12: Health Perception-Zunheboto

Health					
Affordability	Percentage	Quality	Percentage	Accessibility	Percentage
Not affordable at all	10.6	Poor	50	Poorly accessible	29.71
Moderately affordable	86.32	Fair	42.12	Fairly accessible	45.94
Extremely affordable	3.08	Good	7.88	Easily accessible	24.35

4.1.3. Housing and Shelter:

4.1.3.1. As can be seen from Table-17.13, a majority of the respondents (64.35 percent) perceive owned housing and shelter to be moderately affordable. While 34.78 percent perceive it to be not affordable at all, only less than 1 percent consider owned housing and shelter to be extremely affordable. With respect to rental housing and shelter, a majority of the respondents (85.41 percent) consider it to be moderately affordable. Whereas 10.37 percent perceive it to be not affordable at all, 4.22 percent consider it to be extremely affordable. In terms of availability of housing and shelter, a majority of the respondents (56.03 percent) perceive it to be fair. While 36.52 percent consider it to be poor, 7.45 percent perceive it to be good.

Table-17.13: Housing and Shelter Perception-Zunheboto

Housing and Shelter					
Affordability-Owned	Percentage	Affordability-Rental	Percentage	Availability	Percentage
Not affordable at all	34.78	Not affordable at all	10.37	Poor	36.52
Moderately affordable	64.35	Moderately affordable	85.41	Fair	56.03
Extremely affordable	0.87	Extremely affordable	4.22	Good	7.45

4.1.4. Water and Sanitation:

4.1.4.1. As can be observed from Table-17.14, a majority of the respondents (51.71 percent) perceive water availability to be fair. While 37.5 percent consider water availability to be poor, 10.79 percent perceive it to be good. With respect to water quality, a majority of the respondents (45.75 percent) consider it to be fair. Whereas 33.8 percent perceive it to be good, 20.45

percent consider it to be poor. In relation to garbage collection, a majority of the respondents (48.28 percent) perceive it to be fair. While 29.73 percent consider it to be poor, 21.99 percent perceive it to be good. With respect to locality cleanliness, a majority of the respondents (49.14 percent) perceive it to be fair. While 28.42 percent consider it to be good, 22.43 percent perceive it to be poor.

Table-17.14: Water and Sanitation Perception-Zunheboto

Water and Sanitation							
Water Supply				Sanitation			
Availability	Percent	Quality	Percent	Garbage collection	Percent	Locality cleanliness	Percent
Poor	37.5	Poor	20.45	Poor	29.73	Poor	22.43
Fair	51.71	Fair	45.75	Fair	48.28	Fair	49.14
Good	10.79	Good	33.8	Good	21.99	Good	28.42

4.1.5. Mobility:

4.1.5.1. As can be gleaned from Table-17.15, a majority of the respondents (48.18 percent) perceive road availability to be poor. While 46.97 percent consider road availability to be fair, 4.85 percent perceive it to be good. With respect to adequacy of public transport, a majority of the respondents (64.48 percent) consider it to be fair. Whereas 30.86 percent perceive it to be poor, 4.66 percent consider it to be good. In relation to affordability of public transport, a majority of the respondents (90.89 percent) perceive it to be moderately affordable. While 6.36 percent consider it to be not affordable at all, 2.75 percent perceive it to be extremely affordable.

Table-17.15: Mobility Perception -Zunheboto

Mobility					
Road availability	Percent	Adequacy of public transport	Percent	Affordability of public transport	Percent
Poor	48.18	Poor	30.86	Not affordable at all	6.36
Fair	46.97	Fair	64.48	Moderately affordable	90.89
Good	4.85	Good	4.66	Extremely affordable	2.75

4.1.6. Safety and Security:

4.1.6.1. As presented in Table-17.16, a majority of the respondents (61.47 percent) perceive safety standards to be fair. While 32.4 percent consider safety standards to be good, 6.13 percent perceive it to be poor. With respect to police emergency response time, a majority of the

respondents (74.83 percent) consider it to be fair. Whereas 12.58 percent perceive it to be good, 12.58 percent consider it to be poor. In relation to fire department emergency response time, a majority of the respondents (69.2 percent) perceive it to be fair. While 20.76 percent consider it to be poor, 10.03 percent perceive it to be good. With respect to ambulance emergency response time, a majority of the respondents (76.85 percent) perceive it to be fair. While 14.15 percent consider it to be good, 9 percent perceive it to be poor.

Table-17.16: Safety and Security Perception -Zunheboto

Safety and Security							
Safety standards	Percent	Police ERT	Percent	Fire dept. ERT	Percent	Ambulance ERT	Percent
Poor	6.13	Poor	12.58	Poor	20.76	Poor	9
Fair	61.47	Fair	74.83	Fair	69.2	Fair	76.85
Good	32.4	Good	12.58	Good	10.03	Good	14.15

4.1.7. Recreation:

4.1.7.1. As highlighted in Table-17.17, a majority of the respondents (51.55 percent) perceive recreation facilities to be poorly accessible. While 46.22 percent consider recreation facilities to be fairly accessible, 2.23 percent perceive it to be easily accessible.

Table-17.17: Perception on Recreation

Recreation	
Accessibility	Percentage
Poorly accessible	51.55
Fairly accessible	46.22
Easily accessible	2.23

4.2. Citizens' Perception of Economic Ability:

4.2.1. Economic Opportunities:

4.2.1.1. As can be seen from Table-17.18, a majority of the respondents (74.87 percent) perceive job opportunity availability to be poor. While 24.44 percent consider job opportunity availability to be fair, only less than 1 percent perceive it to be good. With respect to business opportunity availability, a majority of the respondents (54.28 percent) consider it to be fair. Whereas 42.12 percent perceive it to be poor, 3.6 percent consider it to be good. In terms of presence of women in workplace, a majority of the respondents (53.05 percent) perceive it to be fair. While 42.07 percent consider it to be good, 4.88 percent perceive it to be poor.

Table-17.18: Economic Opportunities Perception-Zunheboto

Economic Opportunities					
Job opportunity availability	Percent	Business opportunity availability	Percent	Presence of women in workplace	Percent
Poor	74.87	Poor	42.12	Poor	4.88
Fair	24.44	Fair	54.28	Fair	53.05
Good	0.68	Good	3.6	Good	42.07

4.3. Citizens' Perception of Sustainability:

4.3.1. Pollution:

4.3.1.1. As presented in Table-17.19, a majority of the respondents (53.94 percent) perceive air quality to be good. While 25.51 percent consider air quality to be fair, 20.55 percent perceive it to be poor. With respect to noise quality, a majority of the respondents (52.31 percent) consider it to be good. Whereas 27.01 percent perceive it to be fair, 20.68 percent consider it to be poor. In relation to governmental efforts to address pollution, a majority of the respondents (64.99 percent) perceive it to be fair. While 29.79 percent consider it to be poor, 5.22 percent perceive it to be good.

Table-17.19: Pollution Perception -Zunheboto

Pollution					
Air Quality	Percentage	Noise quality	Percentage	Govt efforts	Percentage
Poor	20.55	Poor	20.68	Poor	29.79
Fair	25.51	Fair	27.01	Fair	64.99
Good	53.94	Good	52.31	Good	5.22

4.3.2. Green Spaces:

4.3.2.1. As can be observed from Table-17.20, a majority of the respondents (54.2 percent) perceive availability of open spaces to be poor. While 40.48 percent consider availability of open spaces to be fair, 5.32 percent perceive it to be good.

Table-17.20: Perception of Green Spaces

Green Spaces	
Availability of open spaces	Percentage
Poor	54.2
Fair	40.48
Good	5.32

4.3.3. Energy Consumption:

4.3.3.1. As can be gleaned from Table-17.21, a majority of the respondents (68.72 percent) perceive electricity reliability to be fair. While 24.96 percent consider electricity reliability to be good, 6.32 percent perceive it to be poor. With respect to electricity affordability, a majority of the respondents (88.45 percent) consider it to be moderately affordable. Whereas 8.97 percent perceive it to be not affordable at all, 2.59 percent consider it to be extremely affordable.

Table-17.21: Perception of Energy Consumption-Zunheboto

Energy Consumption			
Electricity Reliability	Percentage	Electricity Affordability	Percentage
Poor	6.32	Not affordable at all	8.97
Fair	68.72	Moderately affordable	88.45
Good	24.96	Extremely affordable	2.59

4.3.4. Resilience:

4.3.4.1. As presented in Table-17.22, a majority of the respondents (65.38 percent) perceive disaster response to be fair. While 19.95 percent consider disaster response to be poor, 14.66 percent perceive it to be good. With respect to community response time, a majority of the respondents (61.51 percent) consider it to be fair. Whereas 32.47 percent perceive it to be good, 6.02 percent consider it to be poor.

Table-17.22: Resilience Perception-Zunheboto

Resilience			
Disaster response	Percentage	Community Response time	Percentage
Poor	19.95	Poor	6.02
Fair	65.38	Fair	61.51
Good	14.66	Good	32.47

4.4. Citizens' Perception of Public Services:

4.4.1. Service Delivery:

4.4.1.1. As highlighted in Table-17.23, a majority of the respondents (53.06 percent) perceive birth registration service to be fair. While 45.18 percent consider the service to be good, only 1.75 percent perceive it to be poor. With respect to death registration service, a majority of the respondents (53.77 percent) consider it to be fair. Whereas 44.66 percent perceive it to be good, only 1.58 percent consider it to be poor. In terms of obtaining certificates from

government offices, a majority of the respondents (51.72 percent) perceive it to be fair. While 45.34 percent consider it to be good, 2.93 percent perceive it to be poor.

Table-17.23: Service Delivery Perception-Zunheboto

Service Delivery					
Birth registration	Percentage	Death registration	Percentage	Obtaining certificates	Percentage
Poor	1.75	Poor	1.58	Poor	2.93
Fair	53.06	Fair	53.77	Fair	51.72
Good	45.18	Good	44.66	Good	45.34

4.5. Citizens' Perception of Governance:

4.5.1. As highlighted in Table-17.24, a majority of the respondents (66.84 percent) perceive community involvement effort by local government to be fair. While 19.82 percent consider community involvement effort to be good, 13.33 percent perceive it to be poor. With respect to approachability of elected officials, a majority of the respondents (70.15 percent) reported fairly approachable. Whereas 22.39 percent registered very approachable, 7.46 percent reported not approachable. In terms of grievance redressal facilities, a majority of the respondents (77.03 percent) registered moderately satisfied. While 21.77 percent reported very satisfied, only 1.2 percent registered not satisfied.

Table-17.24: Governance Perception -Zunheboto

Governance					
Community involvement effort by local govt	Percent	Approachability of elected officials	Percent	Grievance redressal facilities	Percent
Poor	13.33	Not approachable	7.46	Not satisfied	21.77
Fair	66.84	Fairly approachable	70.15	Moderately satisfied	77.03
Good	19.82	Very approachable	22.39	Very satisfied	1.2

4.5.2. As highlighted in Table-17.25, a majority of the respondents (66.83 percent) perceive grievance redressal response time in locality to be fair. While 31.72 percent consider grievance redressal response time to be poor, only 1.45 percent perceive it to be good. With respect to local government efforts to disclose reports, a majority of the respondents (52.78 percent) reported moderately satisfied. Whereas 46.1 percent registered not satisfied, only 1.11 percent reported very satisfied. In terms of grievance redressal response time in office, a majority of the respondents (64.6 percent) perceive grievance redressal response time in

office to be fair. While 34.9 percent consider grievance redressal response time to be poor, only less than 1 percent perceive it to be good.

Table-17.25: Governance Perception -Zunheboto

Governance					
Grievance redressal response time in locality	Percent	Local govt efforts to disclose reports	Percent	Grievance redressal response time in office	Percent
Poor	31.72	Not satisfied	46.1	Poor	34.9
Fair	66.83	Moderately satisfied	52.78	Fair	64.6
Good	1.45	Very satisfied	1.11	Good	0.5

5. EASE OF LIVING PERCEPTION INDEX:

- 5.1. As can be observed from Table-17.26, the Ease of Living Perception Index for Wokha is 47, and comes under medium category. The highest index was registered under public services with a mean score of 71, while the lowest index was registered under economic ability with a mean score of 28.

Table-17.26: Ease of Living Perception Index

Zunheboto	Index	Category
Ease of living	47	Medium
Quality of life	45	Medium
Economic ability	28	Low
Sustainability	52	Medium
Public services	71	High
Governance	42	Medium

6. POLICY PRIORITY:

- 6.1. As presented in Table-17.27, the variables with the least mean scores that fall under low category are job opportunities availability, recreational facilities accessibility, open spaces availability, local government's efforts to disclose reports, road availability, health services quality, business opportunities availability, grievances redressal in office response time and owned housing and shelter affordability; which are accordingly assigned as the top nine ranks in policy priority.
- 6.2. As highlighted in Table-17.27, the variables with the highest mean scores that fall under high category are presence of death registration process, death registration process, obtaining

certificates from government offices, presence of women in workplace and education quality; which are accordingly assigned as the bottom five ranks in policy priority. The mean scores, classification and policy priority rankings of other variables are given in Table-17.27.1, Table-17.27.2 and Table-17.27.3.

Table-17.27.1: Policy Priority Ranking-I: Zunheboto

Variable	Mean Score	Classification	Policy Priority Ranking
Job opportunities availability	1.26	Low	1
Recreational facilities accessibility	1.51		2
Open spaces availability	1.51		3
Local Government's Efforts to Disclose Reports	1.55		4
Road availability	1.57		5
Health services Quality	1.58		6
Business opportunities availability	1.61		7
Grievances Redressal in Office Response Time	1.66		8
Housing and Shelter Affordability (Owned)	1.66		9
Grievances redressal in locality response time	1.70		10
Housing and Shelter Availability	1.71	Medium	11
Water supply availability	1.73		12
Public transport adequacy	1.74		13

Table-17.27.2: Policy Priority Ranking-II: Zunheboto

Variable	Mean Score	Classification	Policy Priority Ranking
Government Efforts to Address Pollution	1.75	Medium	14
Grievance redressal facilities satisfaction	1.79		15
Fire department emergency response time	1.89		16
Garbage collection facility	1.92		17
Health services Affordability	1.92		18
Electricity supply affordability	1.94		19
Housing and Shelter Affordability (Rental)	1.94		20
Health services Accessibility	1.95		21
Disasters resilience	1.95		22
Public transport affordability	1.96		23
Education affordability	1.98		24
Police emergency response time	2.00		25
Ambulance Emergency Response Time	2.05		26

Table-17.27.3: Policy Priority Ranking-III: Zunheboto

Variable	Mean Score	Classification	Policy Priority Ranking
Locality cleanliness	2.06	Medium	27
Community Involvement Efforts by Local Government	2.06		28
Water supply quality	2.13		29
Elected official approachability	2.15		30
Electricity supply reliability	2.19		31
Education accessibility	2.21		32
Safety standards	2.26		33
Disasters community response time	2.26		34
Noise free environment	2.32		35
Air quality	2.33		36
Education quality	2.35	High	37
Presence of women in workplace	2.37		38
Obtaining Certificates from Government Offices	2.42		39
Death registration process	2.43		40
Birth registration process	2.43		41

Chapter Twenty

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Table-4.2	Gender-Dimapur
Table-4.3	Religion-Dimapur
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Table-5.3	Religion-Kiphire
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Table-9.2	Gender- Mokokchung
Table-9.3	Religion-Mokokchung
Table-9.4	Marital Status-Mokokchung
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Table-10.2	Gender- Mon

Table-10.3	Religion-Mon
Table-10.4	Marital Status-Mon
Table-10.5	Social Groups-Mon
Table-10.6	Educational Level-Mon
Table-10.7	House Type-Mon
Table-10.8	Occupation-Mon
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Table-10.10	Pensioner Status-Mon
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Table-11.2	Gender-Noklak
Table-11.3	Religion-Noklak

Table-11.4	Marital Status-Noklak
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Table-12.2	Gender-Niuland
Table-12.3	Religion-Niuland
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Table-15.3	Religion-Shamator
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Table-18.3	Religion-Wokha
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Table-19.2	Gender-Zunheboto
Table-19.3	Religion-Zunheboto
Table-19.4	Marital Status-Zunheboto
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