



REPORT: Liberia Government's Response to COVID-19, Impact on Citizens

OGP SECRETARIAT

Liberia 2020



ACRONYMS

A F L	Armed Forces of Liberia
A T S	Antoinette Tubman Stadium
COVID-19	Corona Virus Disease
E V D	Ebola Virus Disease
GoL	Government of Liberia
I E C	Information Education Communication
J F K	John Fitzgerald Kennedy
K I I	Key Informant Interview
MoH	Ministry of Health
NPHIL	National Public Health Institute of Liberia
OGP	Open Government Partnership
S K D	Samuel Kanyon Doe

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EXECUTIVE SUMMARY

This is a consolidated report of a survey done in Montserrado County on the impact of Government's response to COVID-19 on citizens. This project was funded by the Government of Liberia (GoL) through the Open Government Partnership Secretariat Liberia Office. The project activities spanned over a period of two months June and July, 2020 in four communities across Montserrado County. The communities covered were Central Monrovia, Bushrod Island, Gardnersville and Common Wealth in the Paynesville area. These communities were selected based on a report by the National Public Health Institute of Liberia (NPHIL) categorizing them as hot spots for the transmission of coronavirus in Liberia.

The Assessment survey was carried out by twenty (20) enumerators selected from the target communities (as mentioned above). The objective of the assessment was to gauge the impact of government's response mechanism on citizens in the COVID 19 fight.

On many occasions citizens have expressed concerns that government's response to national emergencies, including natural and man-made disasters and or health emergencies, have not being well organized and coordinated. There seems to be a lack of appropriate plans and response mechanisms in place to correct the missteps in the face of continuous public outcry about government's approach to emergency outbreaks.

Reports have indicated that government's response has not fully impacted on the citizens during disaster situations. However, most of these reports have mostly underscored financial improprieties rather than on the impact of such response on citizens; these reports do not put emphasis on the approach employed in addressing national emergencies or policy reform issues.

Therefore, this report provides the government the opportunity to fact check her response mechanism using the COVID-19 emergency and how citizens view the response. The report is based on a survey that was done with no biases to the process and to the government.

The Open Government Partnership Secretariat is a platform for engagement between government and civil society to freely dialogue on issues of national concern and collaborate on the implementation of the country's national agenda.

INTRODUCTION

This assessment survey report conveys the government's approach and the impact on its' citizen in responding to COVID-19. The report is meant to provide the government an impression of the citizens' view to her response mechanism in the fight against COVID-19. It also informs the government of some of her gaps in the implementation and what she could do going forward to re-adjust strategies in the implementation of policies.

A key finding from the report is the unwillingness on the part of government officials to release information for public consumption. Interestingly, with the exception of the Risk Management and Communication Team-Lead (Minister Eugene Nagbe), all other heads of special committees appointed by the President in the COVID-19 fight did not respond to our communication requesting a virtual Key Informant Interview (KII). Accessing information within government circles was just impossible as public officials were inaccessible and unwilling to speak with our survey team.

However, this report affords the government an opportunity to realistically assess the impact of her response to COVID-19 and also advances recommendations that may inform future responses in order to have greater impact and increased citizens' participation.

BACKGROUND

The coronavirus pandemic could become a catalyst for corruption, social conflict and distrust amongst the citizenry as a result of misinformation, lack of transparency, poor accountability and lack of integrity as it was in the case of the Ebola virus disease (EVD). The EVD response in Liberia was characterized with a lot of allegations of corruption, lack of accountability, poor transparent processes, financial irregularities and material control deficiencies.

Lessons learned from the Ebola response experience, relative to the lack of impact of the response mechanism on the lives of citizens vis-à-vis the huge support from international, regional and national sources, to fight the Ebola epidemic, coupled with corruption, lack of integrity, lack of transparency and poor accountability in the handling of Ebola resources, is sufficient reason to monitor and track the government's response to COVID-19 and its impact on citizens.

Policy implementation that reflects the aspiration of the citizens is able to effect change and enhance government's responsiveness in the delivery of her mandate to the people. Service delivery at all levels in Liberia remains a critical challenge and too often citizens are left crying on government as a result of inadequate response and poor implementation.

The Open Government Partnership (OGP) as an international initiative to ensure policy reforms that fulfill the aspiration of the citizens through collaborative engagement with civil society seeks to eradicate the poor response that is usually associated with government's service delivery and its impact.

Hence, at the O G P Secretariat in Liberia it is our aim to shift government's response policy to meet citizens' aspiration without being confrontational and or seeming adversarial. As it is the OGP's mandate to build collaborations both within and out of government and identify innovative ways to open government and make her responsive to her citizens, the Secretariat embarked on an assessment survey to inform the strengths, weaknesses, challenges and gaps in the government's COVID-19 response, and propose recommendations for impact on the citizens. In view of this understanding, the Secretariat engaged a survey to view government's response approach, taking into consideration the methods and mechanisms.

Hence, this intervention seeks to address responsiveness, accountability, integrity and transparency concerns in the government's response to COVID-19, and the impact on citizens. The report reveals the gathering of evidence on the effective use of committed funds for the containment and prevention of the COVID-19 pandemic as provided by government and donors. It details how preventive materials were distributed to communities and other beneficiaries, exploring how government's response's plan and communication mechanisms have brought about social behavioral change within the public, citizens responds to awareness messages, the effect of the State of Emergency and the lock down on citizens well-being and the level of citizens knowledge on the fight against coronavirus.

METHODOLOGY

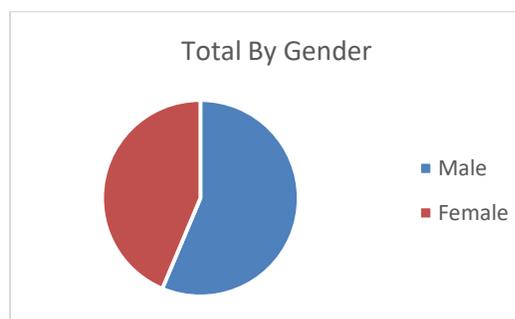
In order to obtain basic qualitative data during the survey, the Open Government Partnership Secretariat deployed twenty (20) enumerators consisting of six (6) females and fourteen (14) males with each enumerator accredited with the task of interviewing forty (40) persons during the survey. The enumerators went out into the field in the four (4) target communities including Central Monrovia, Bushrod Island, Gardnersville and Common Wealth, all based in Montserrado County.

The questionnaire used in the survey was developed using close ended questions that are restricted to specific answers provided in the interview questions. A database was established where all information generated from the enumerators were stored and collated.

In order to have a balance report, key informant interview (KII) questions were designed to interview specific stakeholders and or duty bearers like officials of governments that are responsible for the COVID-19 response. These questions were designed to provide the latitude for adequate responses to the issues raised relative to government's response mechanism.

The National Public Health Institute of Liberia, The Ministry of Health (MoH), The Ministry of Information, Cultural Affairs and Tourism and The National Coordinator of the Executive Committee of COVID-19 response were all selected to participate in the key informant interview. However, disappointedly it was only the Minister of Information, L. Eugene Nagbe that responded to the KII questions via telephone, even though this was not how the Secretariat had planned to conduct the KII.

GRAPHIC PRESENTATIONS AND ANALYSIS OF THE SURVEY REPORT



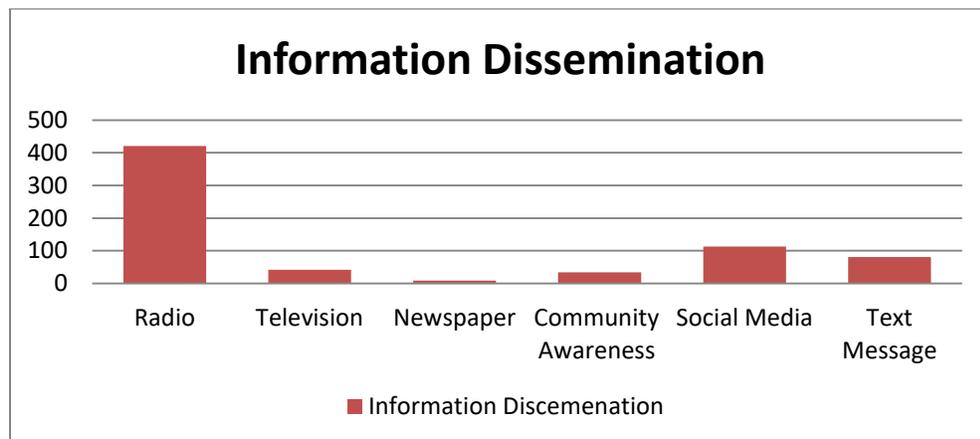
Graphic Representation of the number of female and male interview during in the survey

The survey was conducted randomly with 800 respondents/interviewees within four (4) communities; this number disaggregated by gender constitutes **448 males or 56%** and **352 or 44% females**.

The respondents/interviewees responded to close ended questions in five categories (**Knowledge & Awareness, Contact Tracing, Social Mobilization, Preventive Measures and Lockdown**)

The 800 respondents/interviewees were selected from age group 18 years and above taking into consideration both employed and unemployed folks in the four (4) communities. Of the 800 respondents, 273 persons representing 34.1% are employed folks either in government or private sector, while 527 respondents representing 65.9% said they were unemployed.

Coronavirus Information Dissemination



Government’s information on the preventive measures against the COVID-19 fight was largely received by the citizenry representative of the number of respondents that said that they heard the awareness messages and were aware of the health measures. To this effect the country could be succeeding in breaking the transmission and overcome the spread of the virus.

Heard awareness message	
Yes	696
No	104

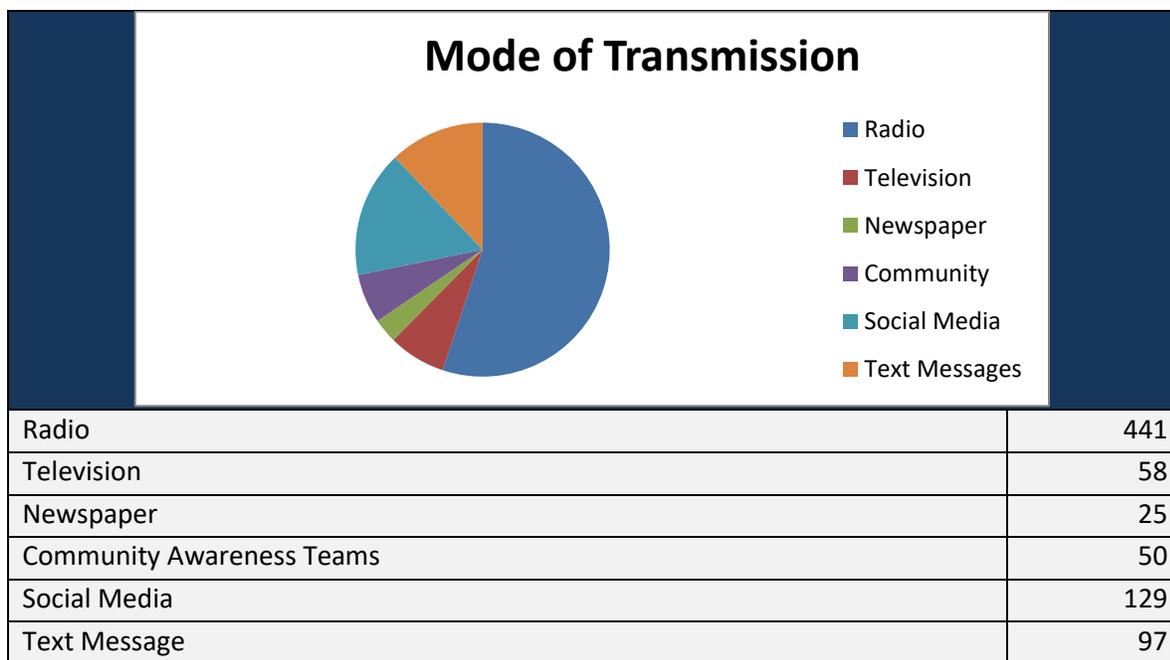
Aware of Health Measures	
Yes	704
No	96

Of the 800 persons asked as to whether they have heard government awareness messages, the majority 696 of them, representing 87%, said they had heard the messages. Additionally, 704 persons representing 88% stated that they were aware of the COVID-19 health messages as pronounced by the Government.

Conversely, 104 persons representing 13% of the respondents said they had not heard any of the awareness messages as of the time of the interview, and 96 persons or 12% said they were not aware of the health measures put in place by government to facilitate prevention and stop transmission of the virus.



The Government of Liberia COVID-19 messages were transmitted through different media to the public.



The mode of information dissemination was diverse and included radio, television, newspapers, community awareness teams, social media and text messages. The report shows that more people received government’s COVID -19 messages through the radio than the rest of their mediums dissemination. 441 respondents representing 55.1% of those interviewed said they received government’s COVID-19 messages by means of the radio, 129 respondents representing 16.1% said they received the messages via social media, 97 persons or 12.1% got theirs through text messages, 58 respondents representing 7.3% said television, while 50 respondents constituting 6.3% said community awareness teams, and 25 respondents representing 3.1% said they received information about COVID 19 preventive measure through the newspapers.

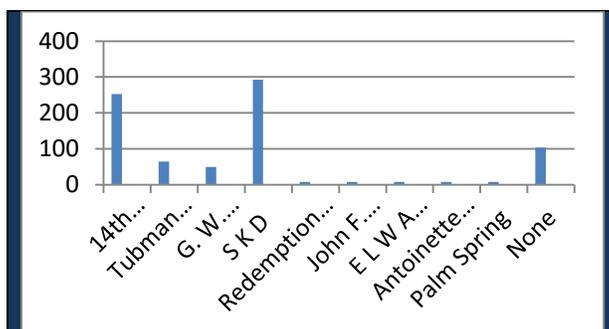
On the basis of the results from data collected it is safe to conclude that radio is a more effective and far reaching medium for the communication of government’s preventive response messages; through this medium the message will reach more persons and impact more lives than other mediums. However, because the Government could not provide the written document to the response plan it is difficult for this report to state exactly what type of response mechanism the government was using in responding to the health crisis.

Meanwhile, in a virtual Key Informant Interview (KII) with the Minister of Information, Minister Lenn Eugene Nagbe, who is also Team-lead for the COVID-19 Risk Management and Communication team, he revealed that the government’s awareness was moderately effective because of the use of non-conventional means like the use of Information Education and Communication (IEC) materials to create awareness. However, he stated that the number of COVID-19 cases were relatively low at the time of the survey because of the government’s effort

to combat the virus.



Testing Centers and Quarantine facilities established by the government



The Government of Liberia in its effort to curtail the spread of the virus established quarantine and treatment centers to person from the larger community for observation and treatment and

The survey report indicates that there were ten centers established in Montserrado County. Again this data was collected from respondents on the field as the Government of Liberia failed to provide her response up to the completion of the survey,

14th Military Hospital	252
Tubman High School	64
G. W Gibson	49
S K D	292
Redemption	8
JFK	8
ELWA	8
None	103
Antoinette Tubman Stadium	8
Palm Spring	8

So, of the 800 persons interviewed, 252 representing 31.5% said they knew the 14th Military Hospital as the only treatment center. Similarly, 292 of the respondents, which constitute 36.5%, said they were aware of the Samuel Kanyon Doe (S K D) sport stadium as a testing and treatment center. 103 persons representing 12.88% of the interviewees said they did not know any testing or treatment center(s). In addition, 64 persons of 8% of the respondents stated that they were aware of the William V. S. Tubman High school as a testing center and 49 persons, 6.13% said they were aware of G. W. Gibson as a treatment center. Additionally, 8 persons each representing 1% of the respondents said they were aware of Redemption Hospital, John F. Kennedy (J F K) Hospital, E L W A Hospital, Antoinette Tubman Stadium (A T S) and Palm Spring Hotel as quarantine and treatment centers.

Citizens' behavior changed as a result of practicing preventive health measures by the Government of Liberia

According to the survey a change of behavior by Government's COVID-significant part in the citizens, in adherence to preventive measures. Of persons representing practicing COVID-19 form listening to radio

What Changed your Behavior	
Radio Drama	331
Text Message	109
Music	157
Community Mobilizers	97
Social Media	9
Flyers	72
All	10
None	15

report many persons had listening to radio dramas. 19 radio drama plays a behavioral change of the COVID-19 the 800 respondents 331 41.4% said they began preventive measures dramas produced and

broadcast by the government; 157 persons, representing 19.6% said they had a change of behavior by listening to COVID-19 songs that were developed and aired on radio by the government; 109 persons, representing 13.6% of the respondents said government's COVID-19 text messages changed their behavior to adherence to COVID-19 preventive measures; 97 persons, representing 12.1% said their behavior changed as a result of community mobilizers that took awareness messages to them in their communities; 72 persons, representing 9% said COVID -19 flyers printed, distributed and pasted in various street corners by government helped change their behavior; 15 persons, representing 2% said none of the media use changed their behavior; 10 persons, representing 1.3% said all of the media help to change their behavior; while 9 persons, representing 1.1% said their behavior changed due to the government's social media posts.

RESPONDENTS TESTED

Have you been tested for COVID-19	
Yes	64
No	736

Contact with a COVID-19 Positive Patient?	
Yes	20.5% 164
No	79.5% 636

Coronavirus case in your community?	
Yes	136
No	664

During the survey, respondents/interviewees were also asked if they had done their COVID-19 test. Of all those interviewed, only 64 persons, representing 8% said they had done their test, while the majority 736 persons, representing 92% said they had not done their COVID-19 test as of the date of the interview. What this suggests is that the government needs to encourage more persons to voluntarily turn out to do their COVID-19 test.

Consequentially, in as much as people are listening to COVID-19 messages form the government and other key actors, more persons seem to be uninterested in having their COVID-19 tests done.

On the other hand, this lack of interest in getting tested may be attributed to the fact that at the time of the survey assessment most of the communities had not had coronavirus cases. The spread of the virus seems to be a bit slow which is suggestive of the fact that if the government works fast and does well in responding to the this public health emergency the situation could be brought under total control. Those interviewed, 664 persons in total, representing 83% stated that they have had no coronavirus case in their communities as of the date of the interview, while 136 of the interviewees representing 17% stated they have had coronavirus case in their communities.

Additionally, as of the date of the survey interview, 164 persons or 20.5% of the interviewees, said that they had come in contact with COVID-19 patients; whereas 636, 79.5% said they have come contact with or seen any COVID -19 patients.

Citizens’ actions to stay clear of COVID-19 infected patients are suggestive of the fact that further transmission of the spread of the virus could eventually break in the not too distant future, especially if people continue to act according to health measures instituted by government.

CONTACT TRACING

Total contact traced	Do you know a contact tracer	
		Yes
800	No	200

Measure Government Contact Tracing	
Good	261
Fair	177
Poor	362

All of the respondents interviewed indicated that they know who a contact tracer is and that each one of them has been traced. However, they do think that the governments’ contact tracing method is poor and not much is been done to make it effective. 362 of the total 800 respondents reached during the survey, representing 45.3%, pointed out that the government’s contact tracing method is poor. On the other hand, 261 persons, or 32.6 % of the interviewees indicated that government’s contact tracing method is good, while 177 persons, representing 22.1% rated government’s contact tracing method is fair.

This statistics indicate that the Government of Liberia needs to give serious attention to its contact tracing method to be able to effectively reach communities and citizens to be able to curb the spread of COVID-19. The process of contact tracing must be scrupulously and meticulously conducted from the recruitment process through to the training and then field activities.

Contrary to what the citizens stated during the interview, Minister Nagbe in the KII said that government’s contact tracing and surveillance network was effective. He said this is reflective in the number of 800 active confirmed cases in the country as of the date of the interview. He also attributed the low number to the government’s decision to institute an early partial lack down, something that the citizens think otherwise.



Is contact Tracing a good strategy	
Yes	591
No	209

Social Mobilization aid in the fight against COVID-19	
Yes	625
No	175

Most of the interviewees totaling 591 persons or 74%, affirmed that contact tracing is a good strategic aspect of the government’s emergency response mechanism, and that contact tracing is a good measure in breaking the transmission of the disease. Conversely though, 209 persons or 26% do not think so, but rather view contact tracing as not been a good method, even though they could not provide an alternative method; their failure to propose an alternative may be due to the fact that the survey questionnaire did not allow for such.

However, most of the respondents believed that social mobilization was an effective component of the government’s response strategy in the fight against COVID-19. Of the 800 respondents interviewed 625 persons, representing 78.13% affirmed that social mobilization is an effective tool used to rally local communities in the fight against COVID-19, even though 175 respondents, representing 21.88% do not believe social mobilization was an effective a tool as the others believed.

PREVENTIVE MEASURES

In the government’s effort to prevent the spread of COVID-19, citizens were encouraged to practice a number of preventive measures ranging from hand washing, wearing of nose mask and face shield, keeping social distance, avoiding crowded places and staying at home. Citizens, in their effort to adhere to the practice of these preventive measures accepted with a lot of indifference.

As of the date of the survey, about 162 persons representing 20.25% of those interviewed confirmed receiving preventive materials from the government, while on the other hand 638 persons representing 79.75% said they had not received any preventive materials from the government, during the same period.

Additionally, the Government of Liberia announced number of health measures as a way of preventing the spread of the virus. One of those health measures was the washing of hands at every home, in public places and various communities. 651 respondents or 81.38% of the interviewees stated that they had hand washing buckets at their homes; 149 persons, constituting 18.63%, said they did not have hand washing buckets at home.

Communities across Montserrado Counties undertook self-help efforts in a bid to curtail the spread of the virus and break the chain of transmission. In this regard various communities set up check points and installed hand washing buckets containing chlorinated water and soap at their entrances. This provided people entering or leaving the communities the opportunity to wash their hands and have their temperatures checked before entering into those communities; this was one of a few self-initiatives adopted by community members themselves.

639 persons, representing 79.80% of the survey respondents, from four communities considered coronavirus hot spots in Montserrado County, said they had hand washing materials set up in

their communities. But 161 persons interviewed from other communities, representing 20.13% of the respondents, said no hand washing centers were set up in their communities as of the time of the survey. These people said their inability to set up hand washing materials was due to lack of resources.

Receive preventive material?	
Yes	162
No	638

Have hand washing bucket?	
Yes	651
No	149

Is there Hand washing set-up in community	
Yes	639
No	161

Do you wear face/noise mask?	
Yes	719
No	81

Observing Health Measures	
Yes	716
No	80

Which Health Measure is Difficult	
Wearing of nose/face mask	242
Social Distancing	257
Stay at Home	143
Avoid Crowded Places	117
None	5.13%
	41

During the survey, citizens were questioned as to whether they were observing the health measures, as those measures were meant to stop the spread of the virus. In response to this question, a majority of the respondents, 716 in total, constituting 89.5%, said they were observing the different health measures put in place by the government. On the contrary, 80 persons or 10% of the respondents said they were not observing any health measures as of the time of the survey.

On the question of the difficulty experienced in adhering to the health measure announced by the government, 242 persons or 30.25% of the respondents named the wearing of nose mask or face shield as the most difficult daily routine, whereas, 257 persons, representing 32.13% said they found social distancing as the most difficult new normal. Another group, about 143 persons or 17.86%, considered the stay-home action as most difficult, while 117 respondents representing 14.86% found avoiding crowded places as most difficult. However, 41 persons or 5.13% of the survey interviewees said that none of the measures did seem difficult and that they were comfortable with all of the health measures instructed by health authorities.

Even though 30.25% of the respondents found the wearing of nose mask or face shield as a difficult health practice, the survey revealed from data collected that 719 persons, representing 89.88% still wore nose mask or face shield as a preventive measure against the spread of COVID-19, while on the contrary, 81 persons, representing 10.13% responded that they neither

wore nose masks nor face shield as a preventive measure.



LOCKDOWN AND STATE OF EMERGENCY

The Government of Liberia in her effort to quell the spread of the virus and break transmission announced a state of emergency following the Ministry of Health of Liberia declaration of a National Health Emergency on 21th of March, 2020.

The Government initially ordered a lockdown for Montserrado, Margibi and Nimba. But as the infection spread to more counties in Liberia, followed by an increase in the rate of infection the lockdown was extended throughout the entire country.

Instituting of a lock obviously had an impact on the citizenry; so during the assessment survey we gauged the citizens response to this action of the government and the impact it had on their lives and their livelihood.

State of Emergency/Lockdown affected you	
Positive	178
Negative	622

Did Lockdown affect access to Basic necessities	
Yes	604
No	196

Harassed by security during lockdown?	
Yes	153
No	647

Should lockdown remain enforce?	
Yes	112
No	688

Of all those reached during the survey, 178 persons, representing 22.25%, said the state of emergency and lock down affected them positively, and indicated that it was necessary to have it instituted. On the other hand though, 622 persons, represented by 77.75% intimated that the state of emergency and the lock down imposed by government affected them negatively.

When respondents were questioned about whether COVID-19 affected their access to basic needs, 604 persons representing 75.5% responded yes while 196 persons representing 24.5% responded no to the question.

Following government's institution of the State of Emergency and subsequently the lockdown, the military, Armed Forces of Liberia (A F L), was called in by the President to help enforce and keep in check these pronouncements. One of the things the survey sought to know was security personnel interaction with ordinary citizens during the emergency period. In response to this questioned 153 persons, constituting 19.13% of the respondents stated that they were harassed by security forces during the period. But the majority of the respondents totaling 647 persons or 80.88% stated that at no time were they harassed by security forces during the emergency period.

Interestingly, some of the interviewees expressed displeasure in the enforcement of the lock down and did not see it as a necessary preventive measure in containing the spread of COVID-19. 112 persons, representing 14% of those interviewed, responded yes to the enforcement of the

lock down whereas, 688 persons or 86% of the respondents answered no to the enforcement of lock down and State of Emergency.

The Impact of COVID -19 Lockdown and State of emergency

The decision of the Liberian Government to introduce a State of Emergency and a subsequent lock down was viewed as a rather strange approach in stopping the spread of COVID-19 and breaking the human to human transmission of the virus. Consequently, such actions, according to responses gathered from the survey, affected normal activities and had an impact on the livelihood of the citizenry.

Jobless because of covid-19?	
Yes	326
No	474

profit loss because of covid-19?	
Yes	444
No	356

Working/Business before COVID-19	
Yes	517
No	283

Still working or selling doing covid-19?	
Yes	383
No	417

Quantity of Meal Stay the Same	
Yes	33.63% 269
No	66.38% 531

The State of Emergency and subsequent lock down measures further heightened the suffering of an already poverty stricken citizenry facilitated by an unstable economy. Data collected shows citizens indifference to the decision and its impact on the country.

The OGP Secretariat gathered from the data that 326 persons pointing to 40.75% of those interviewed became jobless as a result of COVID-19 whereas, 474 respondents representing 59.25% said they still maintained their jobs during the COVID-19.

Nonetheless, when citizens were questioned about their job or business status before COVID-19, 517 of those interviewed or 64.63% said that they had jobs or were engaged in business as a source of livelihood before the coming in of COVID-19. Howbeit, 283 persons representing 35.38% responded said they did not lose their jobs or businesses.

On the other hand, 383 persons representing 47.88% of the respondents intimated that they were still working or doing business as usual despite COVID-19, while 417 persons constituting 52.13% stressed that they were no longer doing business or working as a result of COVID-19. Additionally, 444 of those who remained in business or 55.5% of the respondents stated that there was a lost in profit in their business while 356 persons indicating 44.5% said there was no

lost in profit in their business.



COVID 19 actually did introduce a huge change in people's normal way of life. While 269 respondents or 33.63% of the interviewees said they were still having the same quality and quantity of daily meals in the midst of the COVID-19, the majority of the respondents totaling 531 persons and representing 66.38% said the quantity and or quality of daily meals had reduced as a result of COVID-19.

RECOMMENDATION

The OGP Secretariat calls on the government to be more open and transparent with information sharing as it will help to eradicate some of the misgivings and provide citizens the opportunity to clearly understand some of government's policies. The Institution calls on government to readily make policy documents accessible and public for easy access and adequate information.

The Secretariat recommends that public officials remove the unnecessary bottlenecks in reaching them and become easily reachable as this will ease tension within the public and improve accountability. It will also eradicate distrust in the governance process as citizens lack confidence in the government policy implementation.

It is further recommended that it becomes mandatory that committees set up by government during emergencies work along with statutory public institutions in the execution of their mandate as it will reduce government spending, but, more so will allow for adequate documentation that could be referenced in the future. Furthermore, this will help foster transparency and accountability and set the stage for citizens to assess information at any time.

Considering the number of persons that received government's awareness messages through radio, the Secretariat recommends that more funds be invested in the development, production and publication of radio messages in creating awareness and disseminating information. Additionally, the OGP Secretariat encouraged that government awareness messages are distributed to all radio stations and not a selected few.

In order to be able to shape citizens' behavior, the Secretariat recommends that government produces most of her information into radio dramas as more citizens listen and response to information disseminated through radio dramas.

Based on the data and information available in the survey, it is recommended that government act swiftly in responding to cases of health and other national emergencies. Early and timely response could possibly prevent the spread of any such emergency and prevent unnecessary damages threatened by said national emergency. Moreover, it will ease the tension amongst the citizenry and quell any possible agitation that could erupt as a result of any delay.

The Secretariat calls on the government to be honest and sincere in addressing crisis issues as that will build trust in the governance process by the citizens. Additionally, it is only appropriate that the government publicize all information relating to her response mechanism so that citizens will be adequately informed of the processes and not speculate.

It is expedient that government actors and or officials understand that they are public servants and it is only incumbent upon them to serve the public for which they were elected or appointed.

Finally, it is further recommended that government carries out in-depth evaluation of some of her policy implementation strategies as these (implementation strategies) don't seem to address citizens' needs. Based on the citizens' response, it was untimely and inappropriate to have introduced a state of emergency and subsequently a lock down. The decision affected the living condition of the citizens and impacted negatively on their already dire livelihood activities.

Government should fully consider some of her actions that directly impact on the lives of citizens as any action viewed inimical to the survival of the people could be rejected and strongly violated by citizens.

CONCLUSION

In spite of the enormous challenges in gathering the data and conducting the interview, especially speaking with officials of government, the OGP Secretariat remains committed to working with the Government of Liberia to ensure that policy implementation positively impact the citizens through transparent and accountable processes. It behooves the Secretariat as a platform responsible to monitor government's policy implementation to objectively report on the gaps and missteps in the implementation so as to help the government shift in the right direction with how she implements her policies.

The Government needs to improve service delivery in the implementation of policies if there will be genuine and successful impact of her programs and other commitments going forward. Access to information should be seen as a cardinal part of governance as any attempt to keep the people uninformed could lead to civil disobedience and thereby affect the peace and stability of the country.

The Government needs to disseminate useful and actionable information on policies that are being implemented so that it will dent any efforts by naysayers to wrongly inform the citizens. Additionally, the involvement of civil society into government's policy implementation efforts will be a positive step in bringing the people and their ideas to the table.

Lastly, the survey is meant to help the government shift in the implementation of her policies and it is in no way intended to undermine her efforts or expose her to public criticism.