

Annex 4

Satisfaction Index Analysis

Introduction

As part of the socio-economic household survey conducted by WILD (see Annex 3, Table 1, Section A3.3.1), a series of questions were asked of informants that aimed to assess people's level of satisfaction with various attributes of their livelihoods. A sample of 1,192 individuals were questioned as part of the household survey. These individuals were the same as those interviewed for the main survey, but they were directed to give their individual opinions and not to answer on behalf of the whole household. Enumerators who implemented the survey were directed to interview the household heads, or failing this the next most senior decision makers. Respondents were directed to give a response based on a scale of 1-10. The higher their response, the more 'satisfied' they were with a particular question. The responses were clustered according to particular aspects of people's livelihoods: for example, their resources, access to information, issues of safety and institutional contexts. The ways in which various questions relating to people's living conditions and their livelihoods were clustered is represented in Figure 1. The survey questions corresponding to each of these clusters are given in Tables 1 and 4. Figure 1 shows that confidence, livelihood well-being and household activities (top three boxes) were considered to be key to understanding people's overall livelihood conditions. For each of these three themes (or clusters) a series of sub-themes were identified. These latter were based on grouping questions and responses (see Tables 1 and 4).

Box 1: Technical details of the LCI analysis

For estimating the coefficients in the linear structural equation model we have chosen to use the PLS (Partial Least Squares) technique. This technique for solving structural equations is described for example in Fornell and Sha (1994), Lohmöller (1989) or Wold (1985). The motive for using PLS is that it provides a simple and robust technique. The core of the PLS algorithm proceeds in the following two steps:

- (1) **Outside approximations.** Case-values of the latent variables are estimated as weighted means of the indicators according to:

$$\hat{\xi} = \hat{w}_{\xi} x$$

$$\hat{\eta} = \hat{w}_{\eta} y$$

using weights \hat{w}_{ξ} and w_{η} .

The weights are the covariances between the latent variable and the indicators. The case-values represent the best predictors of the latent variables. For the formative case the regression coefficients between the manifests and the latent variables are used as weights. All variables are standardised.

- (2) **Inside approximations.** Given case-values for the latent variables, improved values are obtained as weighted means of those latent variables that in terms of the inner structure are adjacent. Various schemes for weighting has been suggested (see Fornell and Sha 1994).

After an initial estimation of the latent variables, the procedure iteratively switches between the inside and outside approximations until convergence. In a final step, the parameters of the inner structure, and the measurement models, are estimated. Each latent variable is determined by the inner structure and the measurement model. In each iteration, both equations are used to find an approximation of the latent variable. The estimated case-values will optimally fit into both equations. In the inner approximation the sum of the squared residuals from equation (1) is minimised; in the outside approximation, the minimisation concerns the errors of the measurement equations.

The case-value estimates of the latent variables are transformed into a scale ranging from 1 to 100. They represent the individuals valuation of the respective component of the conceptual model. The estimates are obtained as the optimal (according to PLS) solution to the problem of adjusting the structure of the conceptual model to the empirical evidence given by the responses to the questions. The estimates of the coefficients in the structure represent the impact the different drivers have on the dependent variables. For example, an estimated coefficient of 0.8 from a driver such as "food" to LCI means that if the satisfaction with "food" could be increased by one unit the increase of LCI is expected to be 0.8 units. Thus the impacts can be interpreted as a numerical weighting of the latent variables according to the expected effect for changing the value of LCI.

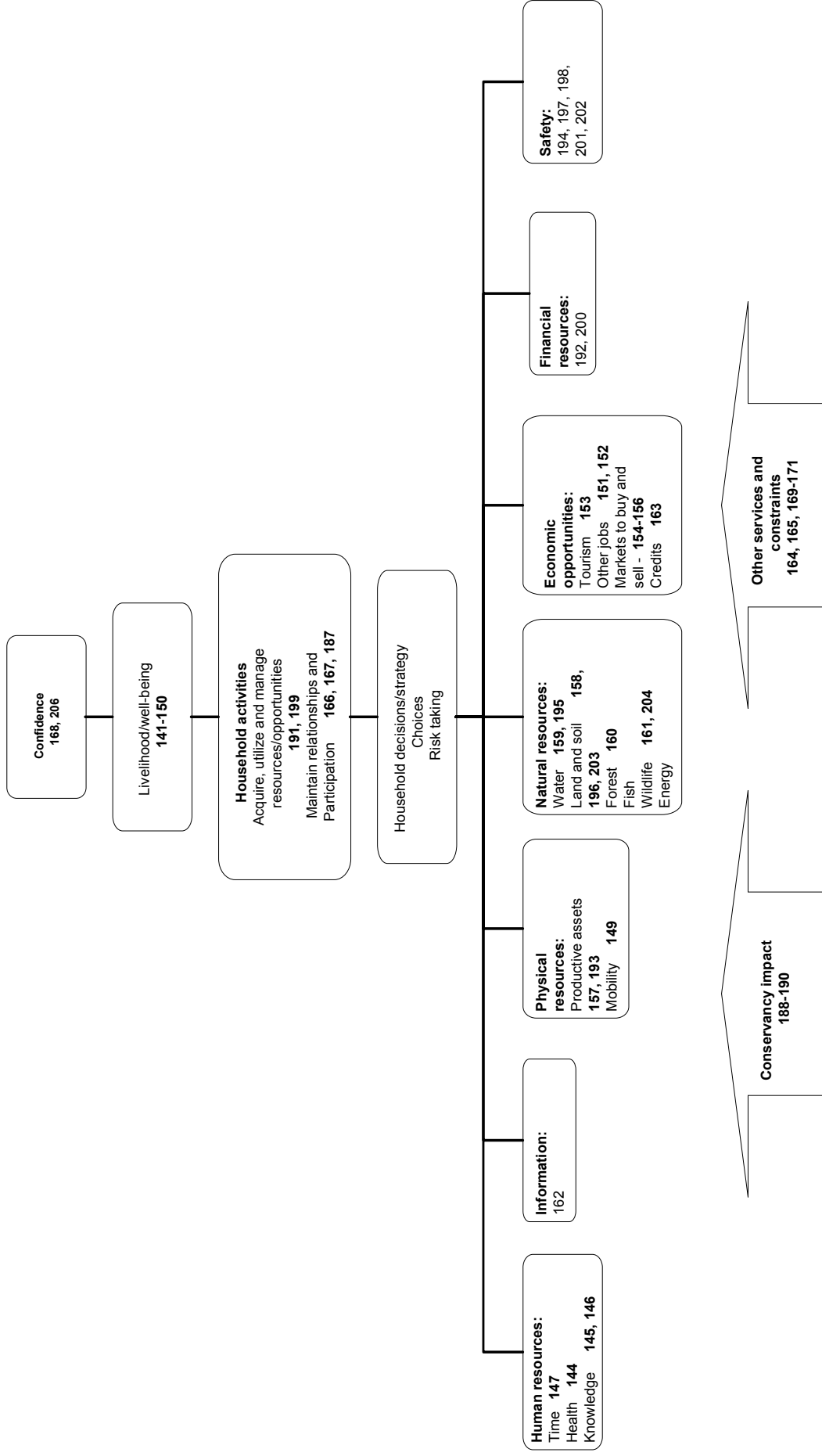
Source: Cassel *et al.* (n.d.), www.LCI-institute.org

The analysis of the data was then carried out using a Partial Least Square (PLS) formulae which assigned scores to each of the clusters (see Box 1). The analysis was conducted by consultants at the LCI Institute in Sweden. The indexes that were the result of the analysis are what is known as the Living Conditions and Environmental Index. It is otherwise referred to in this report as the Satisfaction Index. The higher the scores for each cluster or set of components the more 'satisfied' respondents were with various attributes. The graphs presented below provide details of the analysis. The y axis (Satisfaction) provides a scale of 1-100 in terms of overall satisfaction with a particular cluster of responses (see model and clustered questions, Tables 1 and 4 and Figure 1 below). The x axis (impact on satisfaction) is based on a scale of 1-10. The impact scale explains how much total satisfaction would increase if satisfaction with a particular component were to increase. If, for example, satisfaction with information/participation were to increase by 10 units, total satisfaction with the conservancy would increase by 1 x 10 units.

The Satisfaction Index is a useful tool that can be used for monitoring purposes and to identify where interventions and support can be most effectively targeted. The results of the analysis are presented below. A few points of clarification are useful in interpreting the results. Careful attention must be paid to the specific questions that have been clustered (Tables 1 and 4). For example, there is an important difference between income and economic opportunities. In the case of income the questions refer specifically to income (cash and in-kind) from livestock and crops. Economic opportunities, on the other hand, relate to opportunities to improve income from these sources and from access to credit, but they also relate to opportunities from the tourist sector and local employment.

The materials presented below are organised according to the analysis of satisfaction with livelihoods (Table 1), followed by the material relating to satisfaction with the conservancy (Table 4). Other preliminary analysis of this data, based on subgroups divided into age, education, income, and membership have been conducted. This material can be accessed through www.dea.met.gov.na.

Figure 1: Model for livelihood attributes (Living Conditions Index)



LCI Index: Questions Relating to Livelihood Satisfaction¹

Table 1: LCI clusters for livelihood attributes

HUMAN RESOURCES (How satisfied are you with your.....?)	
Question 147	Leisure time
Question 144	Current health situation of household members
Question 145	Current education situation of household members
Question 146	Skills to implement current livelihood strategies
INFORMATION (How satisfied are you with your.....?)	
Question 162	Access to information about jobs, services, sales, etc.
PHYSICAL RESOURCES (How satisfied are you with your.....?)	
Question 157	Access to the means of production
Question 193	Livestock health
Question 149	Opportunities to travel
NATURAL RESOURCES (How satisfied are you with your.....?)	
Question 159	Access to irrigation water
Question 195	Access to water for livestock
Question 158	Access to cultivable land
Question 196	Access to grazing for livestock
Question 203	Access to arable land
Question 160	Access to veld products
Question 161	Access to wild animals for hunting/harvesting
Question 204	Access to sufficient natural resources for various uses
ECONOMIC OPPORTUNITIES (How satisfied are you with your.....?)	
Question 153	Income from tourists/local tourist sector
Question 151	Possibilities to obtain jobs from conservancies
Question 152	Possibilities to obtain other local employment
Question 154	Possibilities to sell livestock
Question 156	Possibilities to sell veld products
Question 163	Access to commercial credit
INCOME (How satisfied are you with your.....?)	
Question 192	Cash and in-kind income from livestock and by products (during 2001)
Question 200	Yield off crops (2001)
SAFETY (How satisfied are you with your.....?)	
Question 194	Protection of livestock from wild animals
Question 197	Access to vaccines and medicines for livestock
Question 198	Ability of livestock to serve as 'safety net' or 'bank amount' for household
Question 201	Protection of crops from wild animals
Question 202	Protection of crops from livestock when crops growing
OTHER SERVICES (How satisfied are you with your.....?)	
Question 164	Prices for basic goods
Question 165	Prices for luxury goods
Question 169	Quality of shops, markets, and other such services
Question 170	Quality of veterinary services
Question 171	Quality of water supply services

LCI data analysis: livelihood satisfaction

The following series of graphs and tables presents a preliminary analysis of data relating to livelihood satisfaction. The analysis relates to those conservancies that were part of the survey in Caprivi, Kunene and Erongo. The analysis of the data is preliminary, since the first level of analysis would determine which series of responses (see Table 1) ideally need to be clustered together and which are inappropriately assigned. Further analysis of the data presented below is required, therefore the results must be treated with some caution and are indicative only.

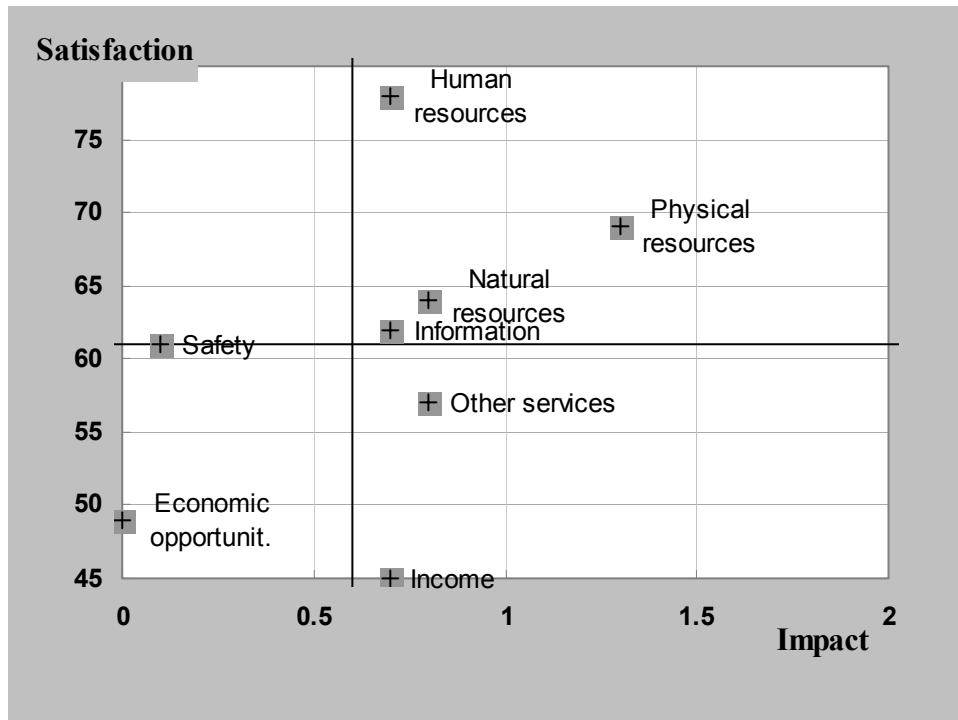
Caprivi conservancies

The preliminary results for all conservancies surveyed in Caprivi are represented in Figure 2. While it is useful to present information relating to a region, there is considerable variation between conservancies, and therefore the data is also presented below conservancy by conservancy. Figure 2, however, shows that for three conservancies involved in this research, the livelihood attributes respondents were most satisfied with are human resources (relating to skills, education and health status and amount of leisure time available to the individual respondent). This is followed by physical resources (relating to access to the means of production; livestock health; opportunities to travel, i.e. access to road and transport), and natural resources (relating to access to the following: irrigation water, water for livestock, cultivable land, grazing for livestock, arable land, veld products, wild animals for hunting/harvesting, sufficient natural resources for various uses). The attribute considered to have the most impact on overall satisfaction was access to physical resources. The attributes that scored least in terms of overall satisfaction and in terms of their high impact value are: income (cash or in-kind income derived from crop and livestock sales), followed by information (access to information about jobs, services, sales etc.), safety (protection of livestock from wild animals; access to vaccines and

¹ Refer to socio-economic survey questionnaire (Annex 3), Part 2, Questions 141- 206, Living and Environmental Conditions Index.

medicines for livestock; ability of livestock to serve as ‘safety net’ or ‘bank account’ for household; protection of crops from wild animals; protections of crops from livestock when crops growing) and economic opportunities (income from tourists/local tourist sector; possibilities to obtain jobs from conservancies; possibilities to obtain other local employment; possibilities to sell livestock; possibilities to sell veld products and access to commercial credit).

Figure 2: LCI Index: livelihood satisfaction – Caprivi conservancies



In terms of the individual conservancies, Kwandu scored the highest with a mean score being 62. Mayuni and Salambala follow with mean scores of 61 and 60 respectively. Those components that scored highest in terms of people’s overall satisfaction were human resources. This component did not score high in terms of its impact on overall satisfaction, however. The components that scored highest in terms of their impact on satisfaction varied across the conservancies. For Kwandu Conservancy, it was access to services that had the greatest impact on overall satisfaction. For Mayuni, it was access to physical resources (the means of production, i.e. land, draught power, labour). For Salambala, it was also access to physical resources. In all three conservancies satisfaction with economic opportunities and incomes scored lowest, indicating that respondents were least satisfied with these attributes. These components were also not considered to have a significant impact on overall satisfaction with living conditions and scored low among the range of impact scores. Table 2 below presents a comparison of scores for the three Caprivi conservancies.

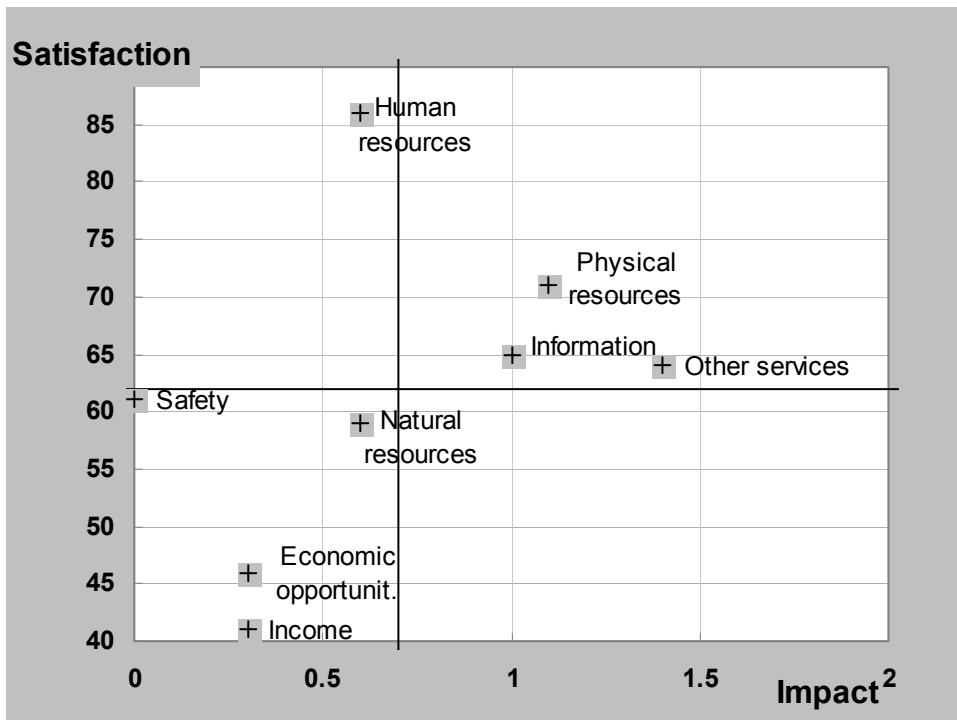
Table 2: Caprivi conservancies: livelihood satisfaction index scores compared

Component	Kwandu (n=184)		Mayuni (n=183)		Salambala (n=204)	
	Impact	Satisf'n	Impact	Satisf'n	Impact	Satisf'n
Information	1	65	0.9	63	0.5	58
Physical resources	1.1	71	1.4	68	1.2	70
Natural resources	0.6	59	1.1	65	0.7	64
Economic opportunities	0.3	46	0	52	0	50
Income	0.3	41	0.6	46	0.7	52
Safety	0	61	0	57	0.7	60
Other services	1.4	64	0.5	54	0	54
Human resources	0.6	86	1	79	0.8	70
Mean	0.7	62	0.7	61	0.6	60

The Satisfaction Index, when represented in graphic form, provides a clear picture of which components would ideally need to be supported or improved. Those that scored high in terms of both satisfaction and impact require the least attention (upper right-hand quadrant). Those that scored lowest in terms of satisfaction, but high in terms of impact, are

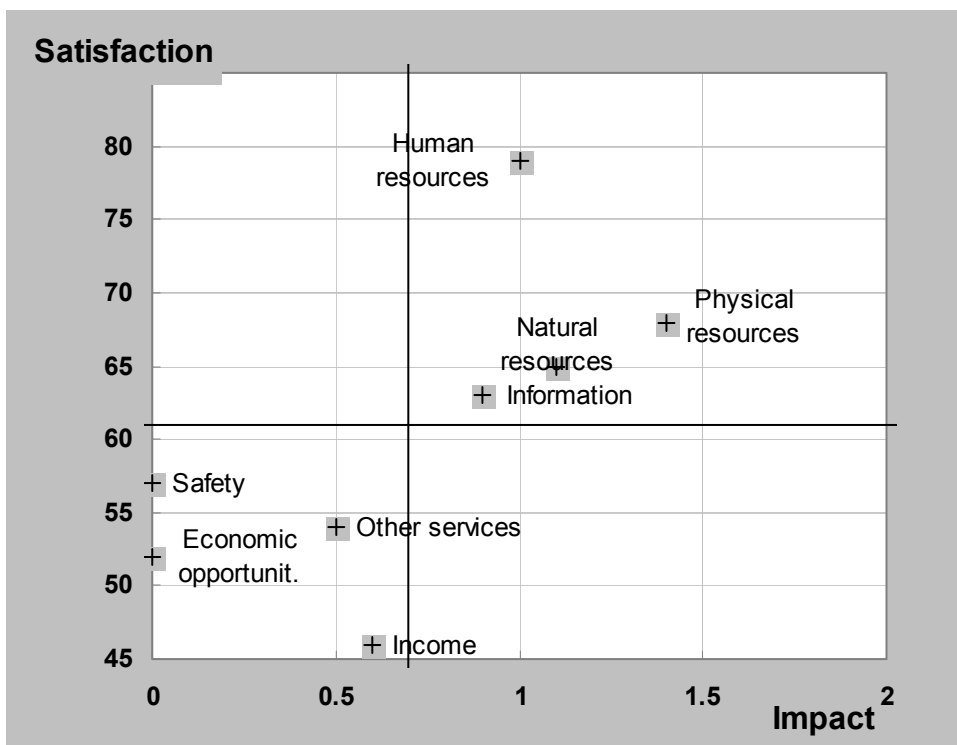
the components that require further support to improve overall satisfaction (these would fall within the lower right-hand quadrant). These are represented in graphic form for each conservancy in Figures 3, 4 and 5.

Figure 3: Kwandu Conservancy



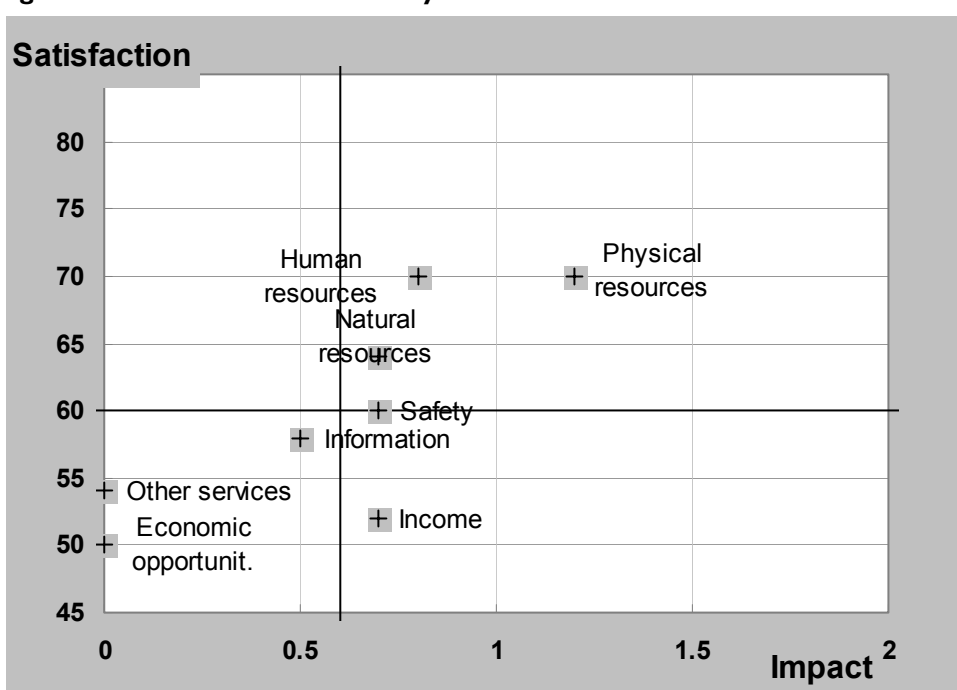
For Kwandu, to improve overall satisfaction with livelihoods more attention needs to be addressed to natural resources. Here attention should specifically address improved access to the resources that underpin livelihoods (water, grazing, cultivable land). Other priorities for support relate to enhancing economic opportunities (building on improving livestock sales, opportunities to sell veld products and improved access to commercial credit) and improving incomes (through crop and livestock sales). Further targeted research would be needed to identify in more detail means to better support improvements in livestock, crop and veld product marketing, but the satisfaction index gives a good indication that these are priorities for Kwandu residents.

Figure 4: Mayuni Conservancy



In Mayuni Conservancy, the components that would require support are improving income opportunities (crop and livestock sales). Although a close neighbour of Kwandu Conservancy, natural resource components were given a higher score in Mayuni, indicating that access to grazing, water and areas of land for cropping are less critical for people's livelihood satisfaction. There is clearly a relationship between economic opportunities and incomes, but in Mayuni economic opportunities are not considered to have as great an impact on overall satisfaction. Economic opportunity scores low, suggesting that there are limited opportunities through local employment and tourism. Incomes were given higher impact scores, but lower satisfaction scores. This suggests that there is a greater degree of satisfaction with economic opportunities, but overall income is more important for livelihood satisfaction (in this case income from crop sales and livestock).

Figure 5: Salambala Conservancy



In Salambala improving income was considered an important component that has an impact on overall livelihood satisfaction. People were relatively unsatisfied with this attribute compared to others (say, information or natural resources). Income scored better than economic opportunities. This suggests that opportunities through the tourist sector and through other local employment is poor. Income from crops and livestock provides a greater degree of satisfaction.

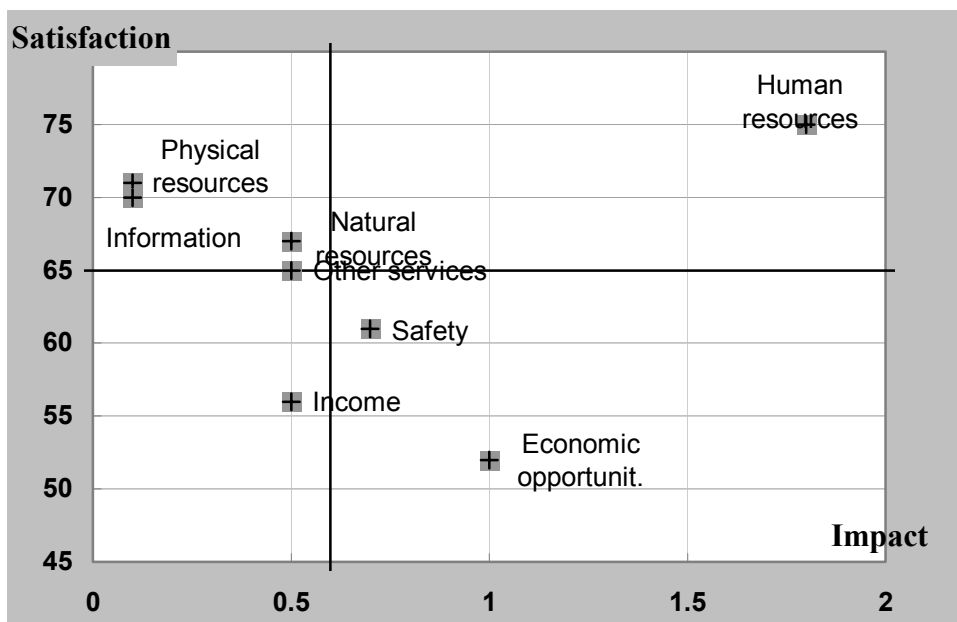
Kunene and Erongo conservancies

Table 3 below provides a comparison of the index scores for the Kunene and Erongo Conservancies. In terms of overall satisfaction Torra Conservancy scored the highest with 75. This is followed by ≠Khoadi //Hôas, scoring 68. Overall the conservancies represented below score better than the Caprivi conservancies. In contrast to Caprivi, the components that scored the highest across all four conservancies vary – there appears to be no clear pattern here. In Torra the attribute with most satisfaction was access to information (85) relating both to satisfaction and to impact. Other high scores for Torra were for components of physical resources, natural resources, economic opportunities and human resources. In contrast to Torra, the other three conservancies scored lower in terms of economic opportunities and incomes, but all three scored high in terms of human resources. This suggests that people are essentially happy with the capabilities that people have and consider this a positive aspect of their livelihoods.

Table 3: Kunene and Erongo conservancies: livelihood satisfaction index scores compared

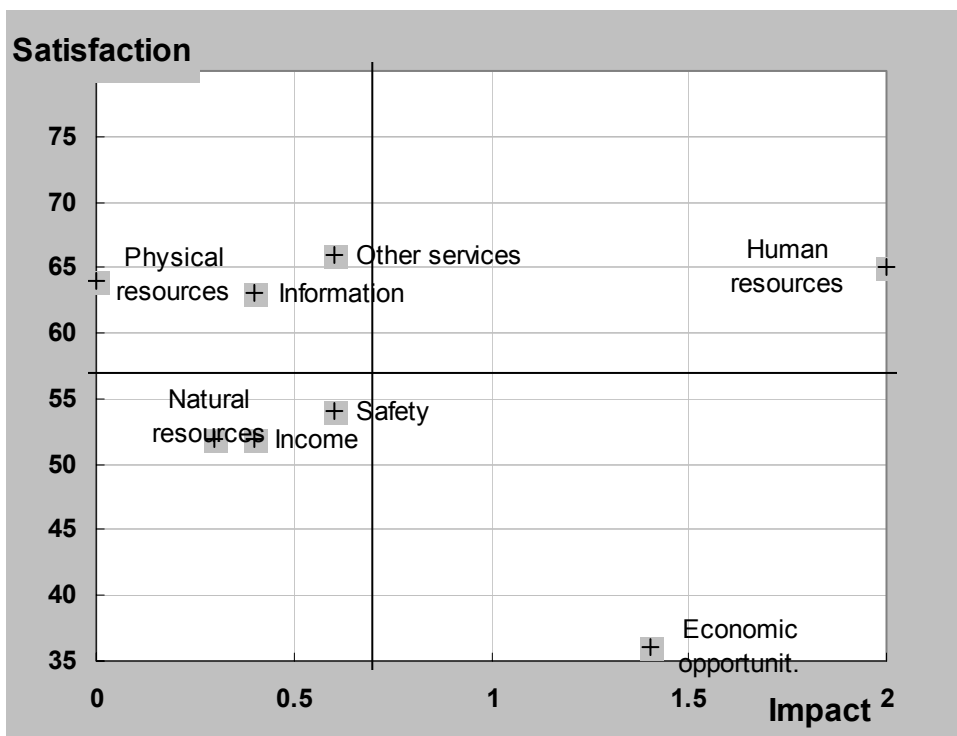
Component	Ehirovpuka (n=150)		Sorris Sorris (n=175)		≠Khoadi //Hôas (n=210)		Torra (n=84)	
	Impact	Satisf'n	Impact	Satisf'n	Impact	Satisf'n	Impact	Satisf'n
Information	0.4	63	0.1	68	0.2	76	0.4	85
Physical resources	0	64	1	63	0.5	73	0	83
Natural resources	0.3	52	0.6	68	0.5	74	0	75
Economic opportunities	1.4	36	0.8	50	1	58	1.3	74
Income	0.4	52	0.4	60	0.4	49	1	66
Safety	0.6	54	0.6	63	0.3	61	1	70
Other services	0.6	66	0.6	59	0.1	69	0.4	66
Human resources	2	65	1.1	76	1.8	78	1.7	82
Mean	0.7	57	0.6	64	0.6	68	0.7	75

Figure 6: LCI index: livelihood satisfaction – Kunene and Erongo conservancies



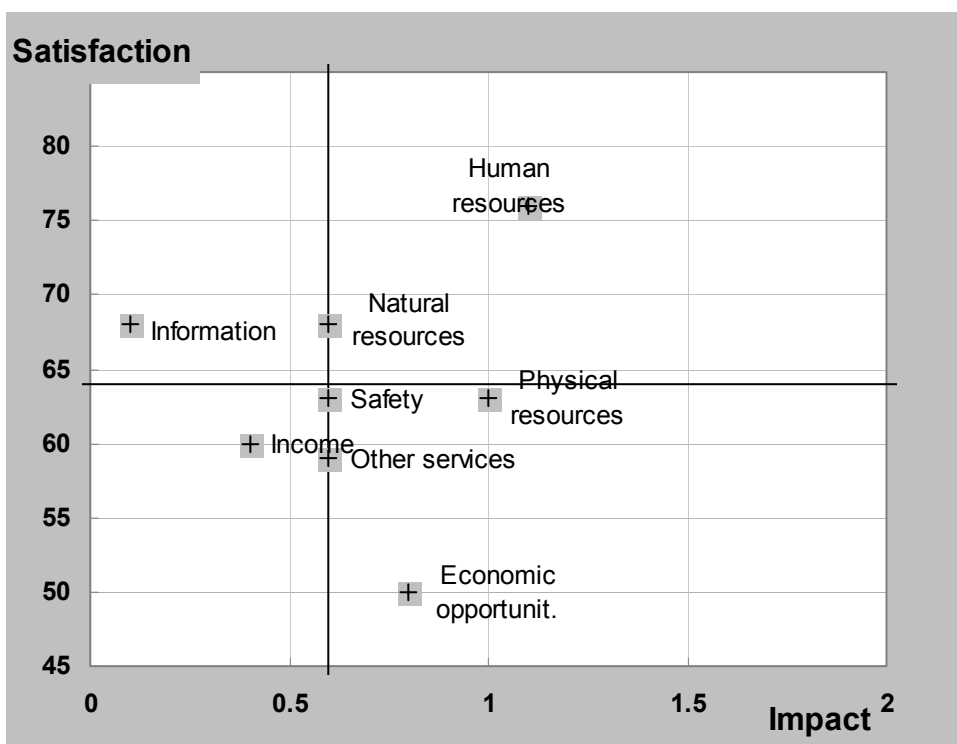
In Figure 6, human resources scored the highest in terms of both people’s satisfaction, and in terms of having the most impact on satisfaction. Economic opportunities falls within the lower right-hand quadrant and would therefore be the most important area to address improvement. Economic opportunities have the highest score in terms of impact on satisfaction. Safety is also considered important for satisfaction and, while it scored higher than economic opportunities, it still falls below the mean scores in terms of satisfaction.

Figure 7: Sorris Sorris Conservancy



Data from Sorris Sorris suggest that the most important issue in terms of improving livelihood satisfaction related to improving economic opportunities (sales for livestock, veld products, access to credit and employment), since this scores low in terms of satisfaction, but high in terms of impact on satisfaction. Income from livestock sales scores better. This suggests that economic opportunity is sought in areas other than stock sales.

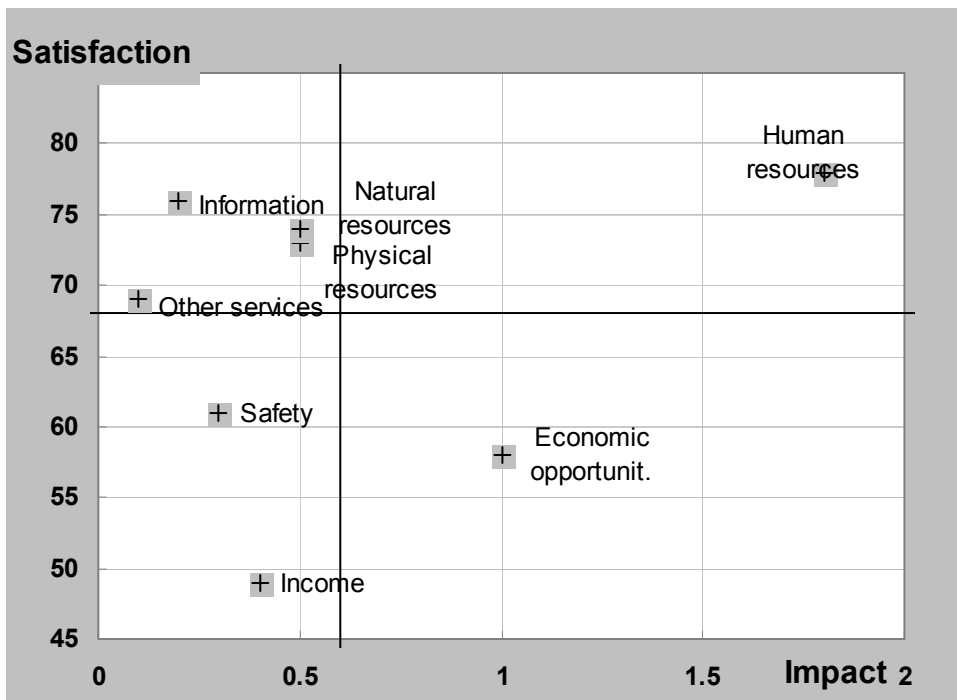
Figure 8: ≠Khoadi //Hôas Conservancy



In ≠Khoadi //Hôas Conservancy a number of priority issues are identified by the satisfaction index analysis. Those components that fall in the lower right-hand quadrant include: economic opportunities (sales, credit, employment,

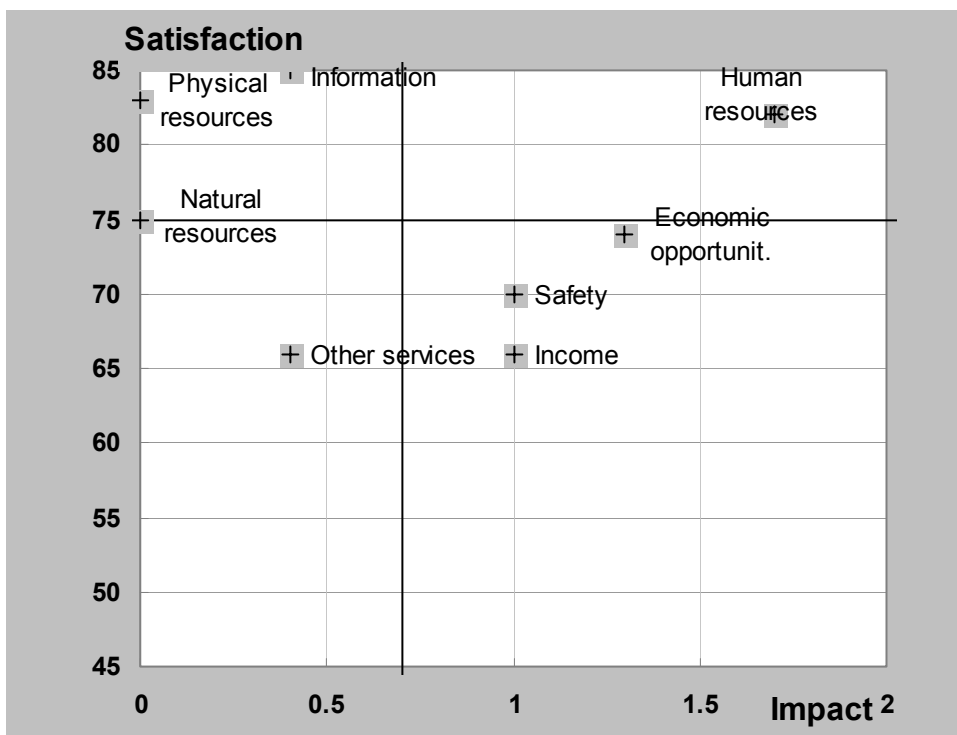
including tourism) and physical resources (access to the means of production). Other services (access to markets, and commodity pricing issues) were also areas of low scoring.

Figure 9: Ehirovipuka Conservancy



Ehirovipuka Conservancy scored lowest for income, but this is not deemed to have as significant an impact on overall satisfaction as economic opportunities. Here further improving economic opportunities would lead to more satisfaction overall.

Figure 10: Torra Conservancy



Compared to the other conservancies, Torra scored much higher across the board. Torra is one of the oldest conservancies. It has received ongoing NGO support for many years, and has both a joint venture tented lodge and

contracts for trophy hunting. Here again improving economic opportunity would improve overall satisfaction. The issue of safety (protecting livestock from predation and the ability to access veterinary drugs for livestock) scored low in terms of satisfaction and relatively high in terms of overall impact on satisfaction. The data presented above for Torra, suggests that improvements in economic opportunities, incomes (from livestock) and improving security (protecting stock) would lead to greater overall satisfaction with people's living conditions.

LCI Index: Questions Relating to the Satisfaction with Conservancy (Institutions, Function and Performance)

Table 4: Satisfaction with the conservancy

THE INSTITUTION (How satisfied are you with.....?)	
Question 181	Services to develop the conservancies (e.g., IRDNC, WWF-LIFE, NNF)
Question 182	Services to develop businesses associated with the conservancies (NACOBTA, LIFE, WWF)
Question 185	Overall management of the conservancy
NATURAL RESOURCE MANAGEMENT (How satisfied are you with.....?)	
Question 178	Ability of the conservancy to support tourism
Question 183	Quality of services to protect livestock and crops from wild animals
Question 186	The ability of conservancy to control and regulate wildlife use
Question 205	Conservancy mechanisms to protect the yield of natural resources
JOB CREATION (How satisfied are you with.....?)	
Question 175	Household job opportunities from the conservancy
Question 179	Ability of the conservancy to support tourism
INCOME GENERATION (How satisfied are you with.....?)	
Question 172	How do you rate the amount of income available for the community from the conservancy
Question 173	How do you rate the amount of income available for households from the conservancy
TRAINING (How satisfied are you with.....?)	
Question 180	Services for training in the conservancy (e.g. Rössing Foundation, NACOBTA)
INFORMATION, PARTICIPATION (How satisfied are you with.....?)	
Question 184	Information dissemination from the conservancy
Question 187	Influence of household in conservancy decisions
FAIRNESS (How satisfied are you with.....?)	
Question 174	Distribution of conservancy income across community members
Question 176	Distribution of conservancy job opportunities across community members

LCI data analysis: conservancy satisfaction

Caprivi conservancies

Table 5: Caprivi conservancies: Satisfaction with the conservancy

Component	Kwandu (n=192)		Mayuni (n=166)		Salambala (n=179)	
	Impact	Satisf'n	Impact	Satisf'n	Impact	Satisf'n
The institution	0.5	60	0.4	66	0.4	88
NRM	1.2	69	1.7	75	2.1	71
Job creation	0.9	56	0.1	60	1.2	40
Income generation	0.6	47	0.2	55	0.2	56
Training	0	65	0	78	0.1	88
Info./participation	1.5	54	1.9	56	0.9	60
Fairness	0	51	0	43	0	47
Mean	0.7	57	0.6	62	0.7	64

Scores from the three conservancies in Caprivi indicate that respondents were most satisfied with the NRM attribute (referring to the ability of conservancy to support tourism; and the quality of services to protect livestock and crops from wild animals; the ability of conservancy to control and regulate wildlife use; conservancy mechanisms to protect the yield of natural resources). This was followed by the institution (which included the services of external agents (NGOs) to develop the conservancies (e.g. IRDNC, WWF-LIFE, NNF); services of external agents to develop businesses associated with the conservancies (NACOTA, LIFE, WWF); and overall management of the conservancy). The third attribute to score highly was training (see Figure 11 below). Training scored particularly well in Salambala and Mayuni Conservancies. Income generation, job creation, participation and fairness scored less well. The components that have the greatest impact on people's level of satisfaction are NRM, information/participation (referring to information dissemination from the conservancy; influence of household in conservancy decisions) and the institution. The following graphs illustrate the level of satisfaction with various components for the Caprivi conservancies.

Figure 11: Satisfaction with the conservancy: Caprivi conservancies

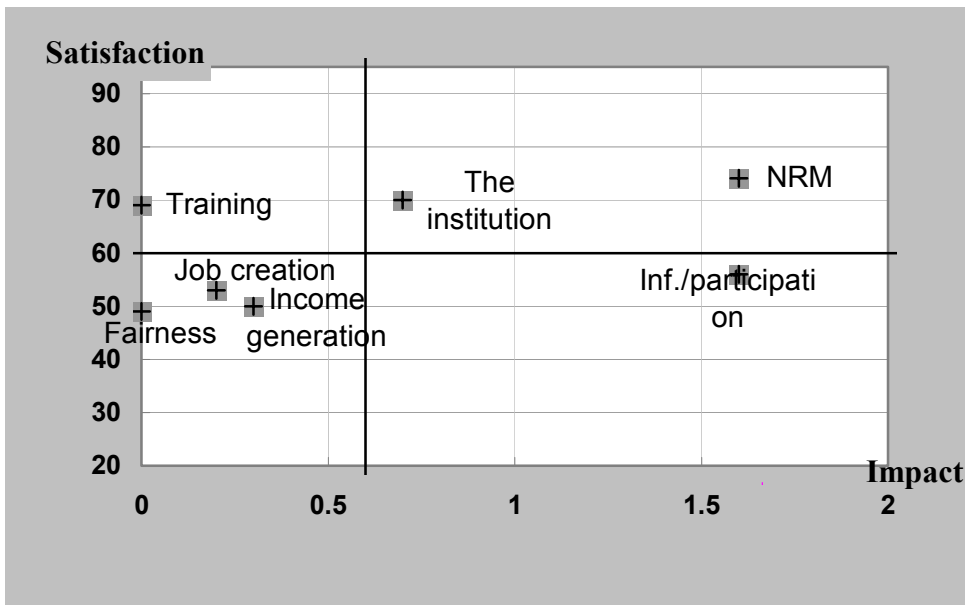
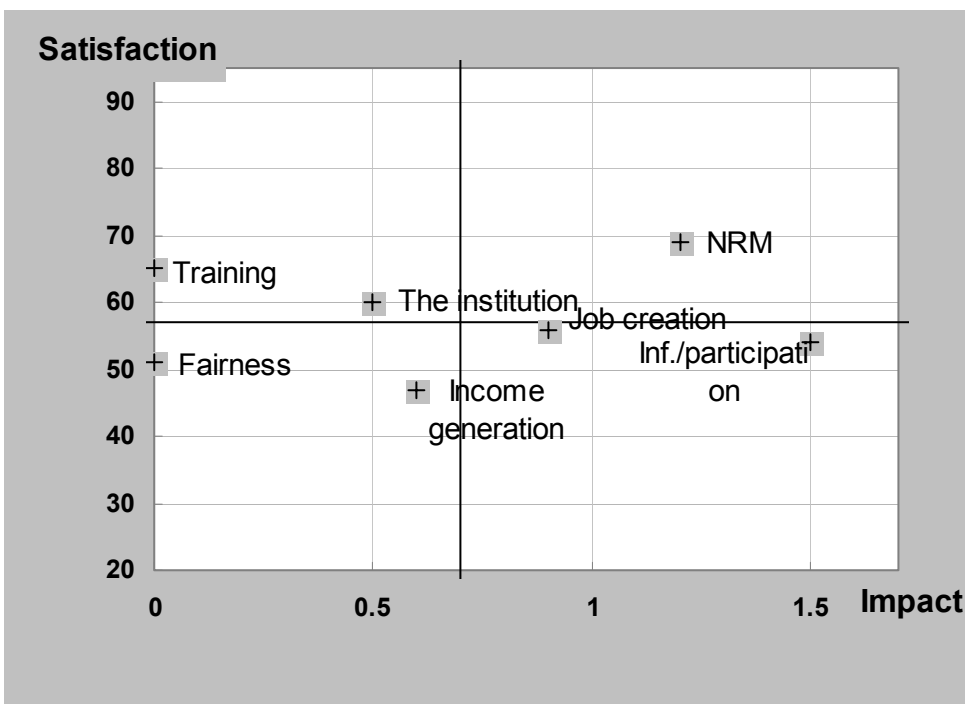
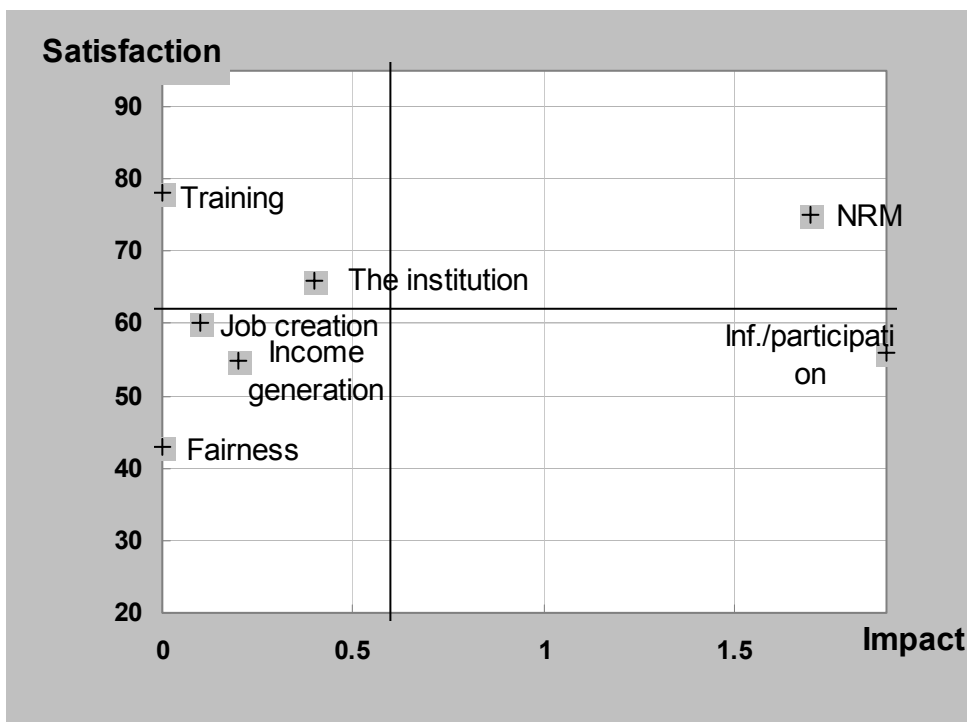


Figure 12: Kwandu Conservancy

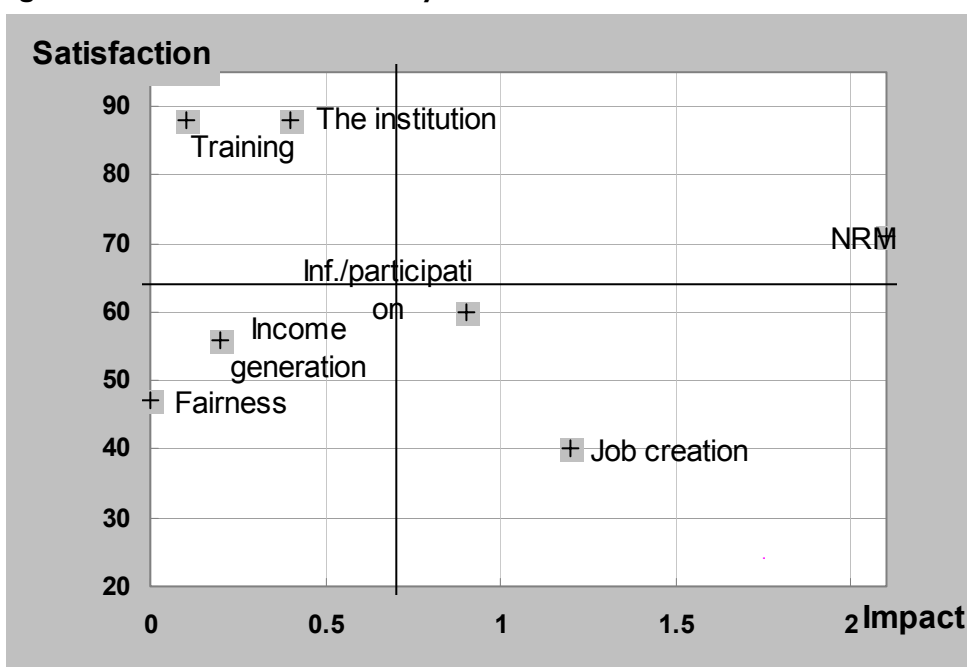


In Kwandu Conservancy, the components that people were most satisfied with relating to the conservancy were NRM, training and the institution. Those that require further support to improve satisfaction are those that fall in the lower right-hand quadrant. These are participation and job creation. Participation had the greatest impact on overall satisfaction and scored below the average for the conservancy. Participation refers to the ability of households to influence the decisions of the conservancy and to the extent to which information is disseminated from the conservancy to the community (see Table 4).

Figure 13: Mayuni Conservancy



For Mayuni, again participation was considered to have an important impact on satisfaction, but scored low. Fairness and income generation also scored low, but were not considered to have an important impact on satisfaction. Those components that people were most satisfied with were NRM, training and the institution.

Figure 14: Salambala Conservancy²

Salambala displays different characteristics to the other Caprivi conservancies discussed above. The components that scored highest in terms of satisfaction were training, the institution and NRM. NRM had the greatest impact on overall satisfaction. The institution and training scored lower, and are therefore less important to satisfaction. While participation still falls within the lower right-hand quadrant, it scored more than job creation. In the context of the

² Salambala has a particular institutional structure that provides a high degree of representation among residents. This explains why this attribute scores better for Salambala than the other conservancies.

conservancy job creation scored the lowest in terms of satisfaction, but high in terms of its impact on satisfaction. It is this attribute that requires most attention.

Kunene and Erongo conservancies

Table 6: Satisfaction with the conservancy: Kunene and Erongo conservancies

Component	Ehrovipuka (n=142)		Sorris Sorris (n=138)		≠Khoadi //Hôas (n=210)		Torra (n=83)	
	Impact	Satisf'n	Impact	Satisf'n	Impact	Satisf'n	Impact	Satisf'n
The institution	0.4	57	1.4	71	1.6	61	1.6	74
NRM	1.5	65	0.8	72	0.9	70	0.5	83
Job creation	0.2	49	0	65	0.4	61	0.8	67
Income generation	0	46	0	18	0.4	21	0.9	51
Training	0	64	0	66	0	65	0.7	66
Inf./participation	1.7	55	1.3	53	0.9	56	0.2	69
Fairness	0.5	46	0.7	38	0.2	28	0.9	58
Mean	0.6	55	0.6	55	0.6	52	0.8	67

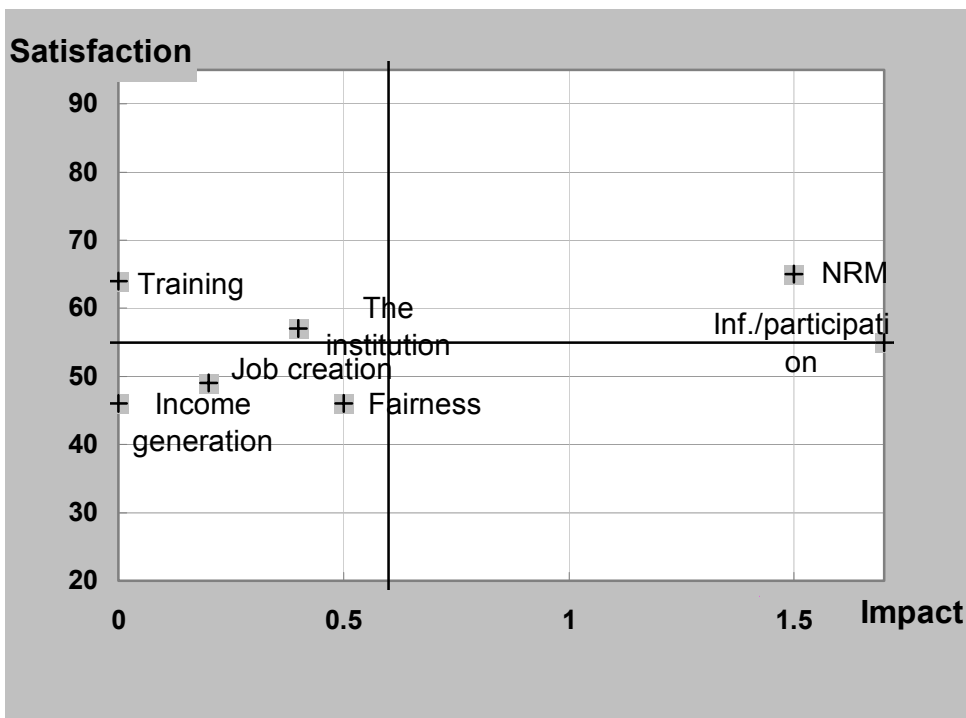
Aggregate results are represented in Figure 15 below. NRM scored highest, followed by training, the institution, job creation and information/participation. The institution, NRM and information/participation were deemed to have the greatest impact on overall satisfaction. Fairness, and income generation scored the lowest in terms of satisfaction, but fairness, job creation and income generation were considered less important in terms of impact on overall satisfaction. Training scored highly in terms of satisfaction, but lowest overall in terms of impact.

Figure 15: Satisfaction with conservancy: Kunene and Erongo conservancies (all)



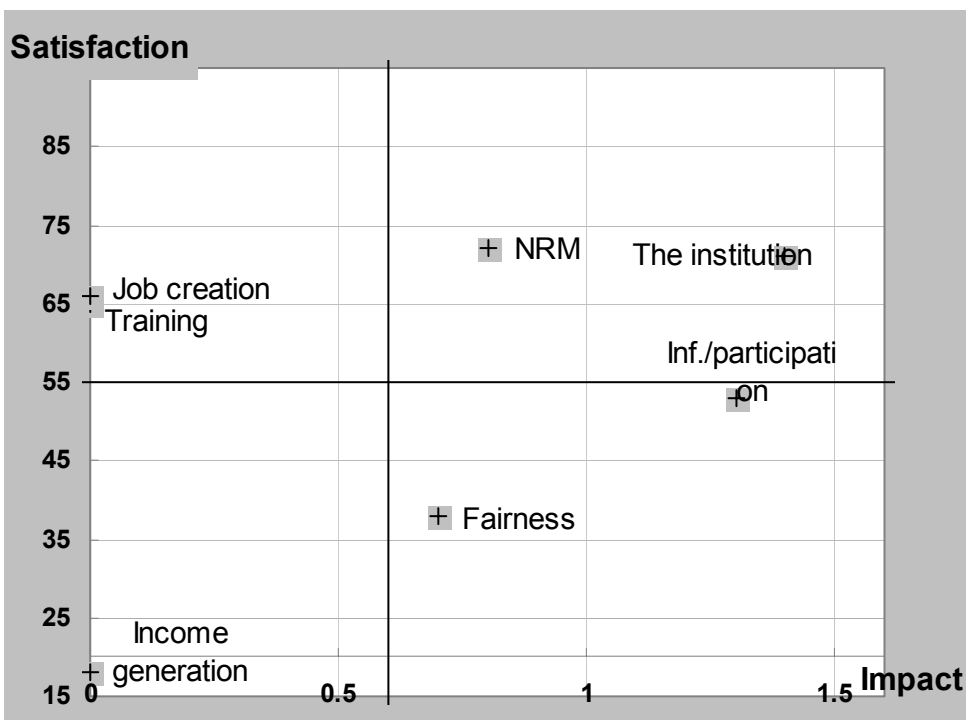
For Kunene and Erongo, NRM scored highest in terms of satisfaction across all conservancies surveyed. This is followed by training in Ehrovipuka and ≠Khoadi //Hôas Conservancies, and in Sorris Sorris and Torra it is the institution. Participation comes third for Torra Conservancy, but scored less well in the other conservancies. Job creation and income generation also scored less well. In ≠Khoadi //Hôas Conservancy fairness scored particularly badly in terms of people’s satisfaction with the conservancy. In terms of impact on overall satisfaction, it appears less clear cut than for Caprivi. There are differences between conservancies in Kunene; for example, information/participation was only considered low in terms of impact in Torra Conservancy, the other three conservancies considered this attribute to be important to overall impact on satisfaction. It scored highest in terms of impact for Ehrovipuka Conservancy. For the others it is the institution that has been identified as having the most significant impact on overall satisfaction.

Figure 16: Ehirovipuka Conservancy



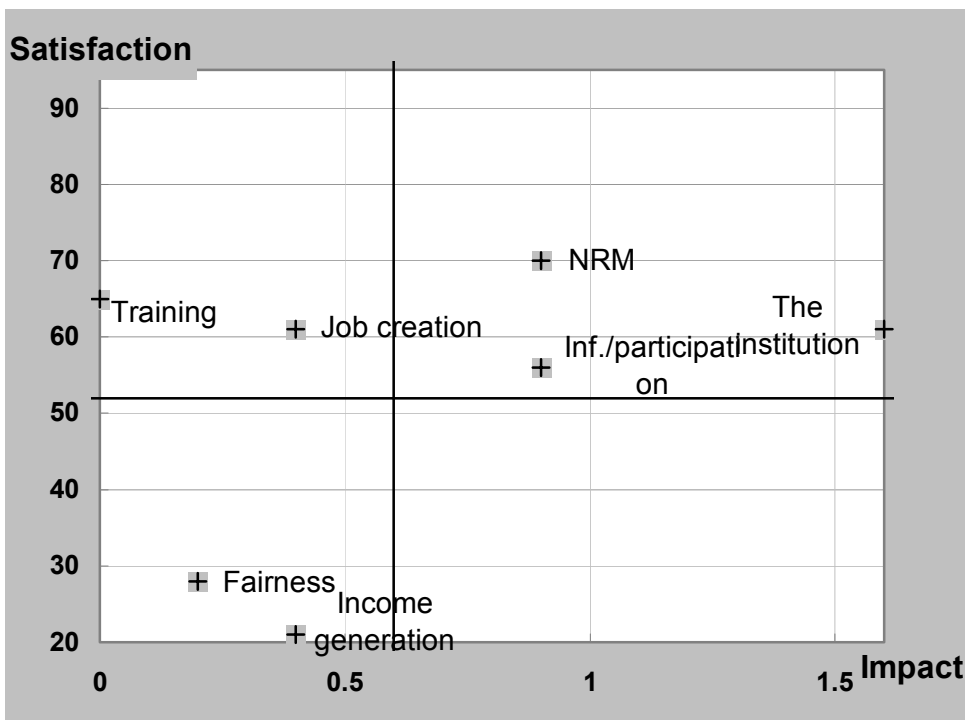
Of the Kunene and Erongo Conservancies, Ehirovipuka exhibited the highest score for the impact that participation has on overall satisfaction. This suggests that this attribute needs greatest attention. NRM and training received higher than average scores in terms of satisfaction, above the institution which scored less well. Job creation, income generation and fairness all scored less well. These components also scored lower in terms of impact on satisfaction. This suggests that they are less important than participation in terms of impact on overall satisfaction.

Figure 17: Sorris Sorris Conservancy



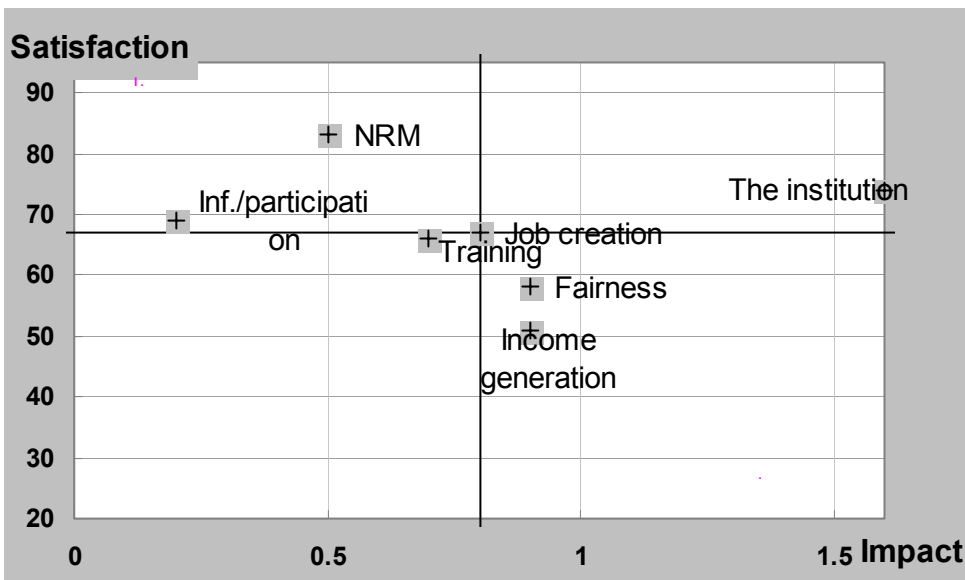
Income generation scored the lowest in terms of both satisfaction and impact on satisfaction. Of those components that impact on satisfaction that scored highest, fairness and participation would require the greatest attention. NRM and the institution have a greater impact on satisfaction, but both these components scored relatively well.

Figure 18: ≠Khoadi //Hôas Conservancy



For ≠Khoadi //Hôas Conservancy, NRM scored highest in terms of overall satisfaction. While income generation and fairness scored poorly compared to other components, these have less impact on overall satisfaction. NRM, the institution and information/participation were deemed to have the greatest impact on overall satisfaction with the conservancy.

Figure 19: Torra Conservancy



Torra Conservancy again scored better than the other conservancies. In comparison to other conservancies information/participation appears to have less impact on overall satisfaction than other components. Fairness and income generation have the greatest impact on overall satisfaction with the conservancy. These also scored lowest in terms of the current levels of satisfaction with the conservancy and would therefore require attention and/or further investigation.