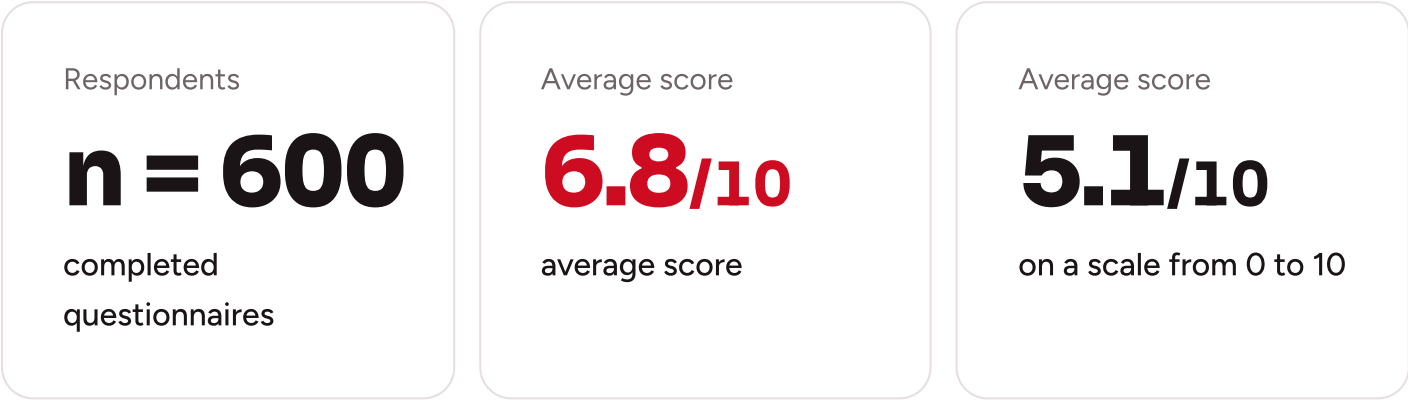




Essential services barometer, wave 1

600 people answered this survey. Electricity, water, telecoms, Mobile Money, banks, health, transport: your experience of essential services, operator by operator.





Methodology

● Final results

POPULATION

Users of essential services aged 18 and over living in Burkina Faso.

RECRUITMENT

Online questionnaire shared by Consom'Action (website, social media, WhatsApp) and panel; non-probability sample.

SAMPLE AND PERIOD

n = 600 completed questionnaires, collected **from 6 July 2026 to 27 September 2026**.

DATA COLLECTION

Online questionnaire on mobile phones, in French and English, 67 questions, median duration 10 min. Raw, unweighted results rounded to the nearest unit.

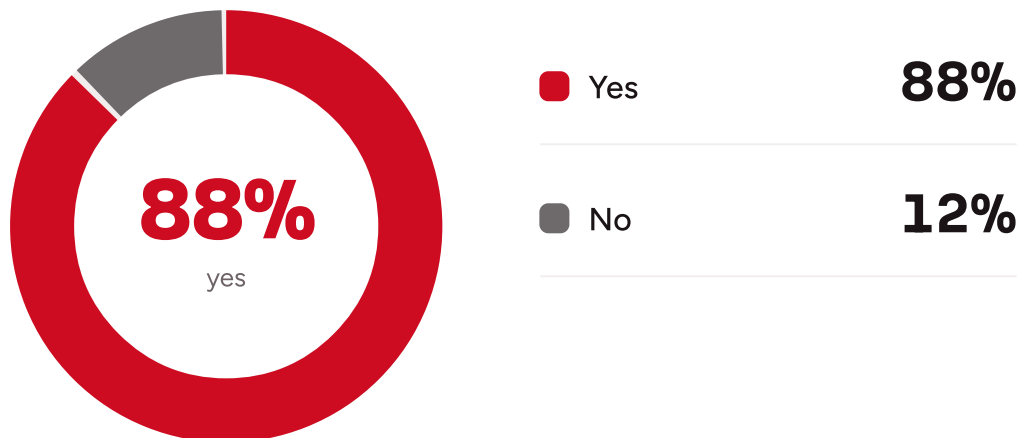
Limitations

Connected and urban users are over-represented; scores of operators with fewer than 30 respondents are not published.

Status: final results, validated by Consom'Action's methodology committee on 1 October 2026. Trust score: 40% satisfaction, 30% trust, 15% complaints dealt with, 15% normalised NPS; minimum of 30 respondents per operator.

QUESTION 1 Yes / no**Is your household connected to the power grid?**

n = 600 respondents



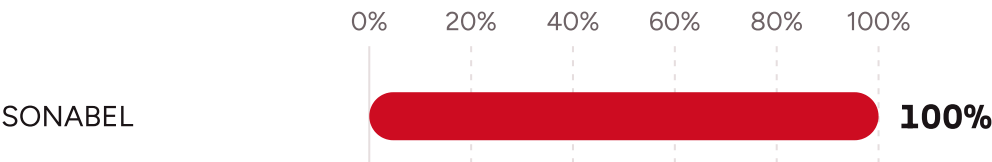
How to read: 88% of respondents answered "Yes".



QUESTION 2 Single choice

Who is your electricity provider?

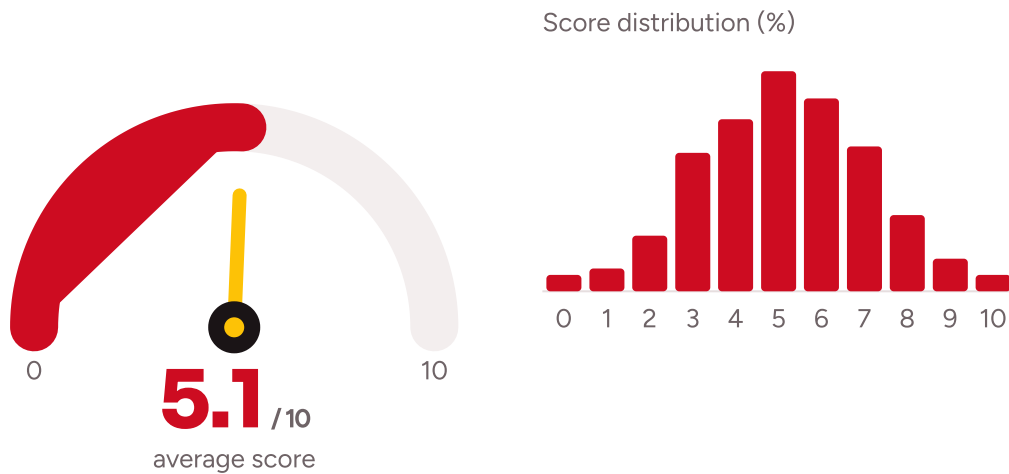
n = 526 respondents



How to read: 100% of respondents answered "SONABEL". 74 people did not answer.

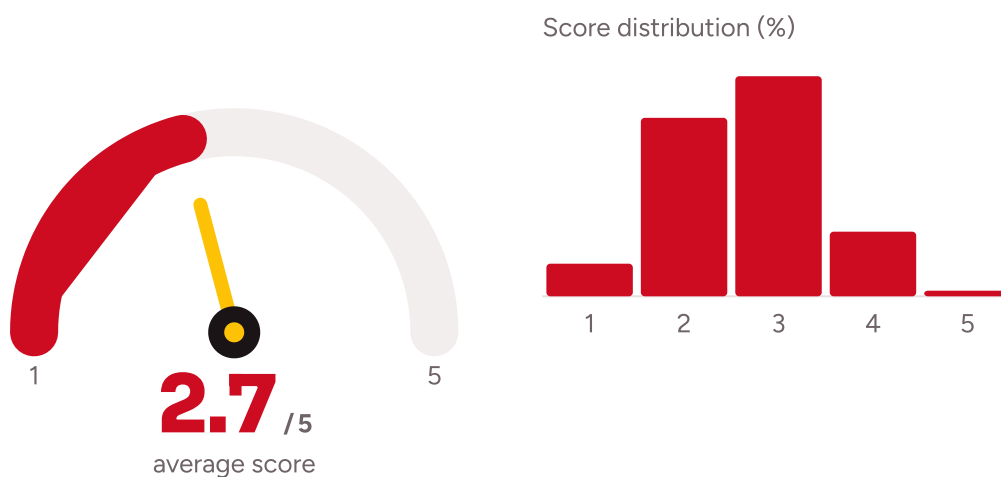
QUESTION 3 Numeric scale**Overall, how satisfied are you with this service, from 0 to 10?**

n = 526 respondents

**How to read:** mean 5.1, median 5, standard deviation 2.0. 74 people did not answer.

QUESTION 4 Numeric scale**How much do you trust this provider, from 1 to 5?**

n = 526 respondents



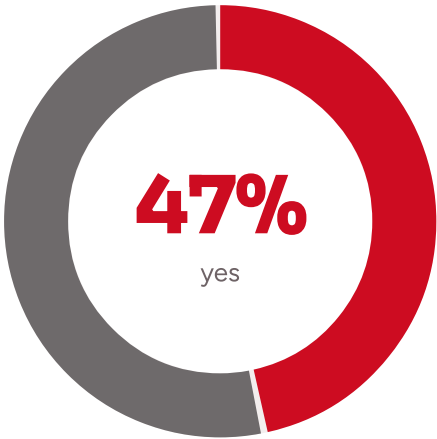
How to read: mean 2.7, median 3, standard deviation 0.8. 74 people did not answer.



QUESTION 5 Yes / no

Was your complaint dealt with?

n = 179 respondents



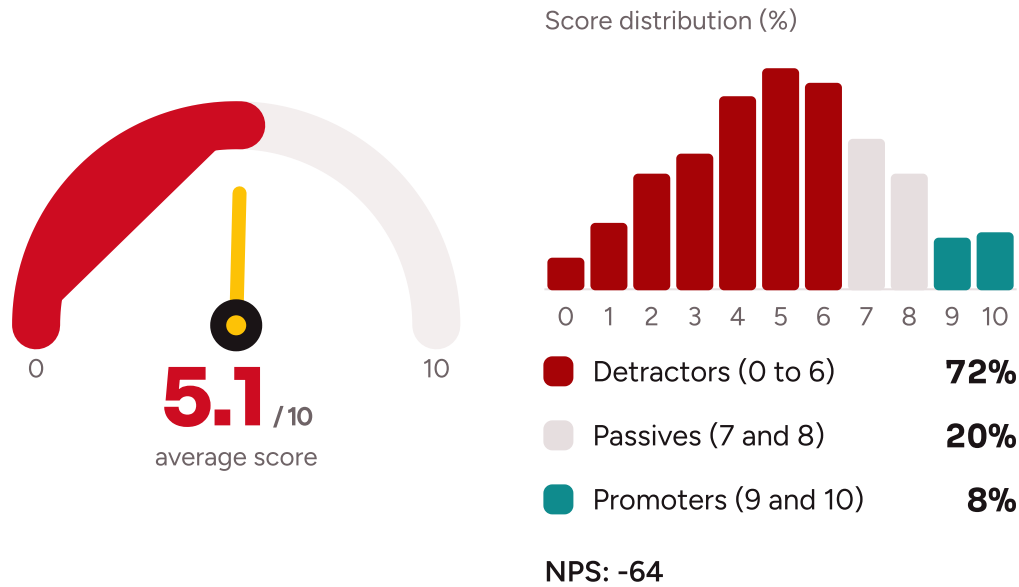
Yes	47%
No	53%

How to read: 53% of respondents answered "No". 421 people did not answer.

QUESTION 6 0 to 10 score

Would you recommend this provider to a friend, from 0 to 10?

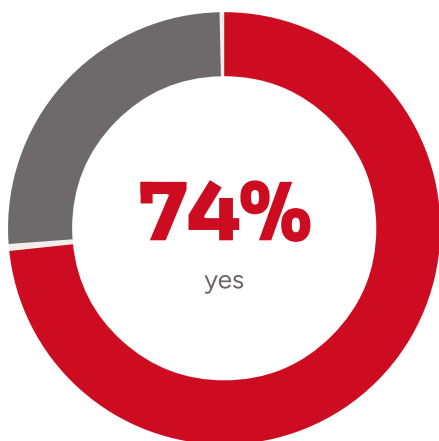
n = 526 respondents



How to read: average score of 5.1 out of 10; 8% promoters (9 or 10) and 72% detractors (0 to 6). 74 people did not answer.

QUESTION 7 Yes / no**Does your household subscribe to the water network?**

n = 600 respondents

☒ Yes**74%**☐ No**26%**

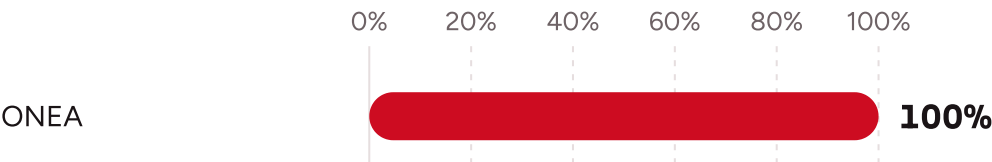
How to read: 74% of respondents answered "Yes".



QUESTION 8 Single choice

Who is your water provider?

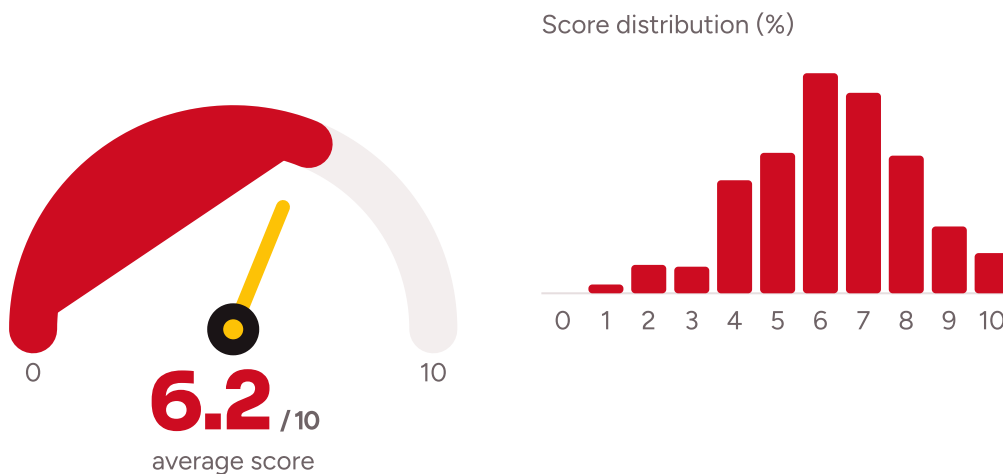
n = 442 respondents



How to read: 100% of respondents answered "ONEA". 158 people did not answer.

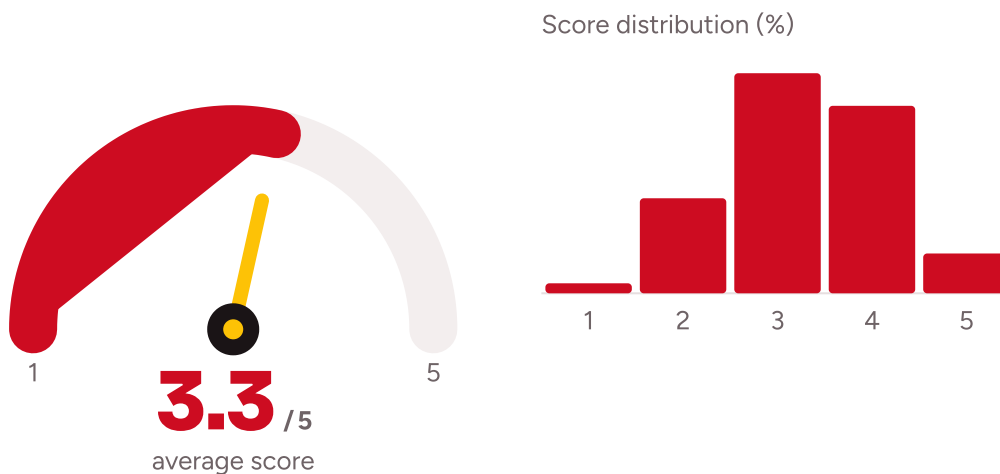
QUESTION 9 Numeric scale**Overall, how satisfied are you with this service, from 0 to 10?**

n = 442 respondents

**How to read:** mean 6.2, median 6, standard deviation 1.9. 158 people did not answer.

QUESTION 10 Numeric scale**How much do you trust this provider, from 1 to 5?**

n = 442 respondents



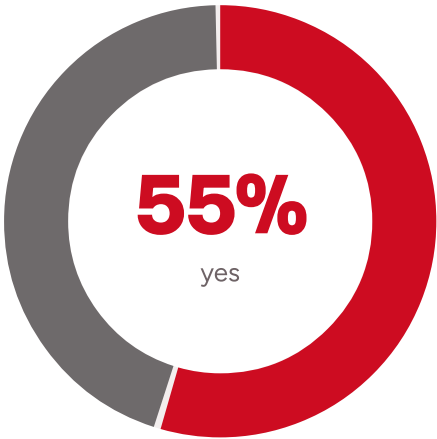
How to read: mean 3.3, median 3, standard deviation 0.9. 158 people did not answer.



QUESTION 11 Yes / no

Was your complaint dealt with?

n = 82 respondents



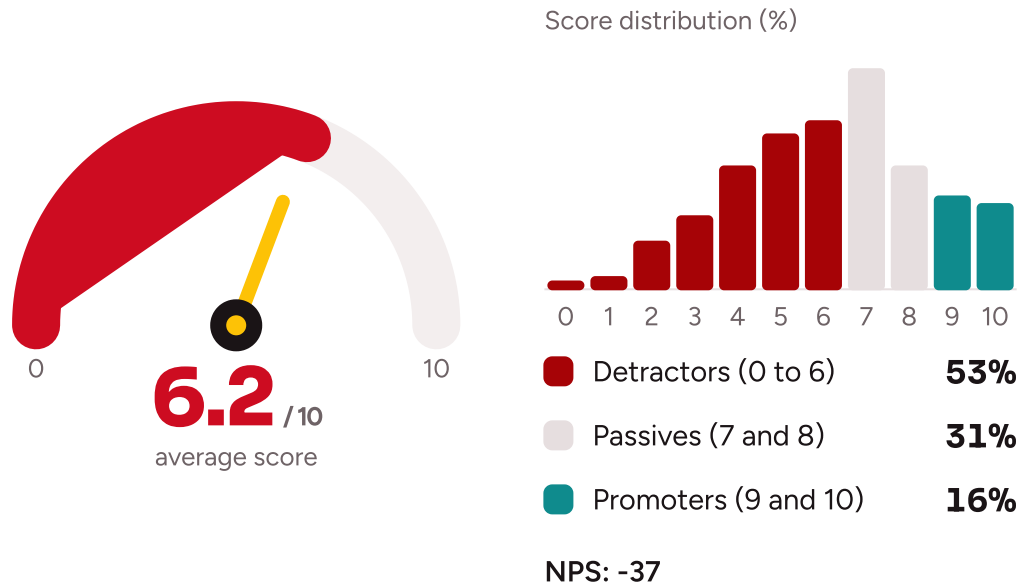
<div></div> Yes	55%
<div></div> No	45%

How to read: 55% of respondents answered "Yes". 518 people did not answer.

QUESTION 12 0 to 10 score

Would you recommend this provider to a friend, from 0 to 10?

n = 442 respondents



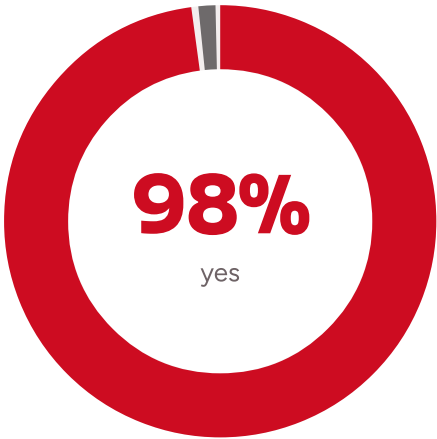
How to read: average score of 6.2 out of 10; 16% promoters (9 or 10) and 53% detractors (0 to 6). 158 people did not answer.



QUESTION 13 Yes / no

Do you use a mobile phone?

n = 600 respondents



Yes	98%
No	2%

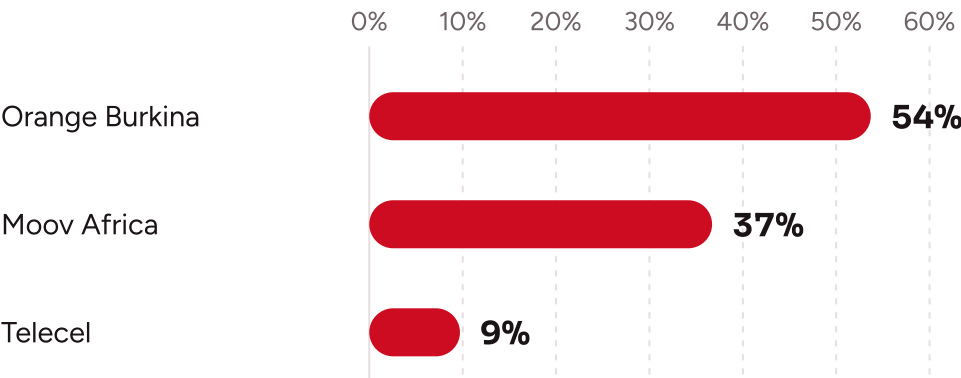
How to read: 98% of respondents answered "Yes".



QUESTION 14 Single choice

Who is your main operator?

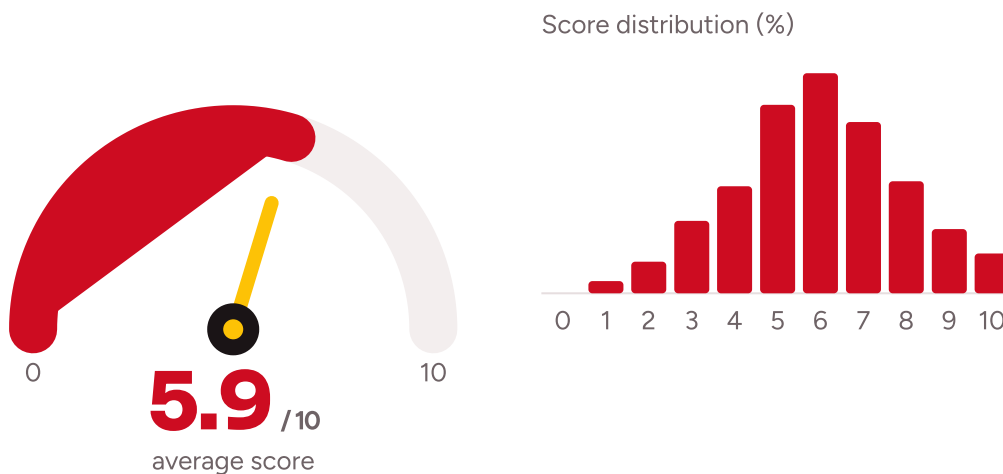
n = 589 respondents



How to read: 54% of respondents answered "Orange Burkina". 11 people did not answer.

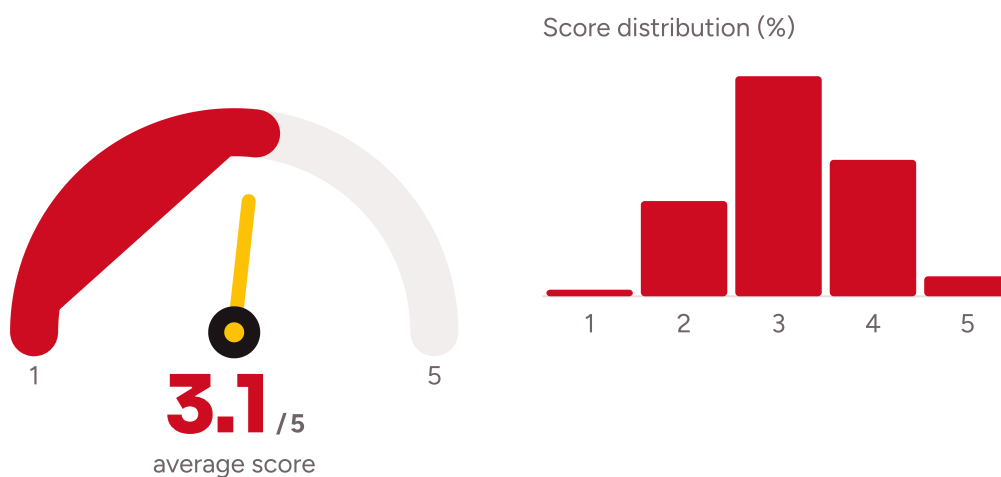
QUESTION 15 Numeric scale**Overall, how satisfied are you with this service, from 0 to 10?**

n = 589 respondents

**How to read:** mean 5.9, median 6, standard deviation 2.0. 11 people did not answer.

QUESTION 16 Numeric scale**How much do you trust this provider, from 1 to 5?**

n = 589 respondents

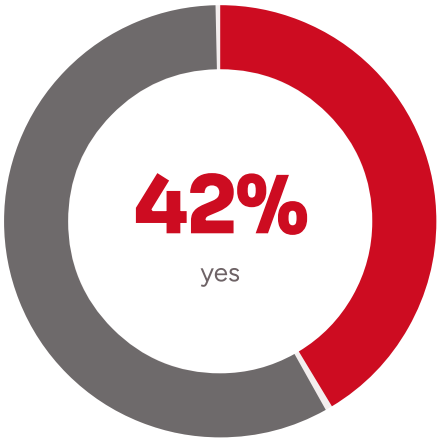
**How to read:** mean 3.1, median 3, standard deviation 0.8. 11 people did not answer.



QUESTION 17 Yes / no

Was your complaint dealt with?

n = 122 respondents



Yes

42%

No

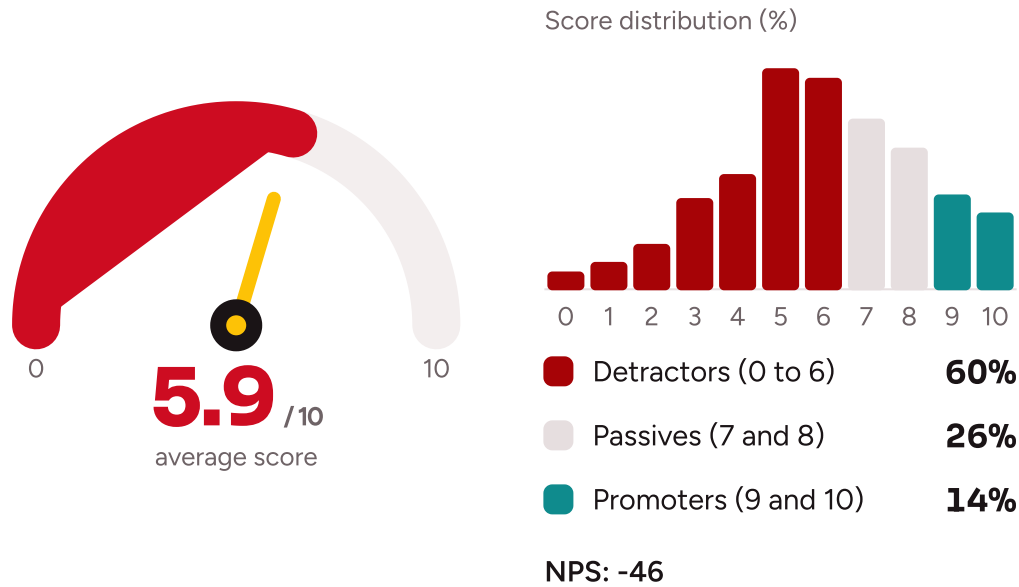
58%

How to read: 58% of respondents answered "No". 478 people did not answer.

QUESTION 18 0 to 10 score

Would you recommend this provider to a friend, from 0 to 10?

n = 589 respondents

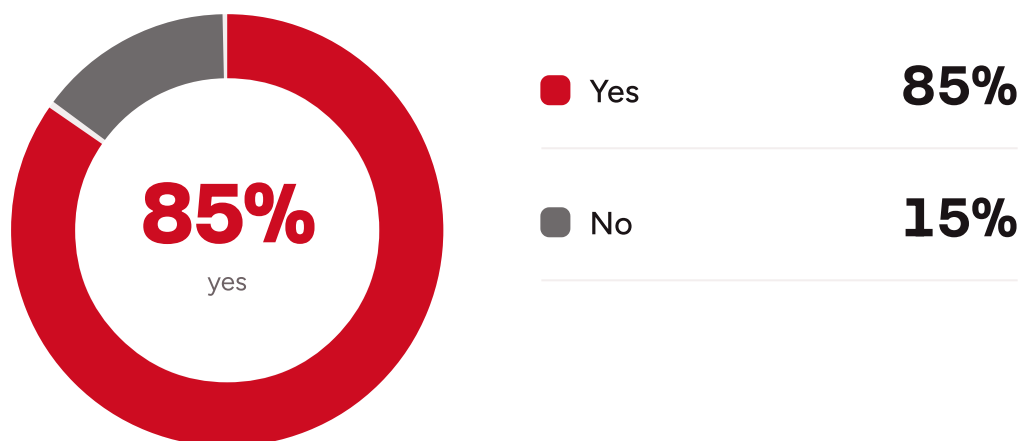


How to read: average score of 5.9 out of 10; 14% promoters (9 or 10) and 60% detractors (0 to 6). 11 people did not answer.

QUESTION 19 Yes / no

Do you use a Mobile Money service?

n = 600 respondents



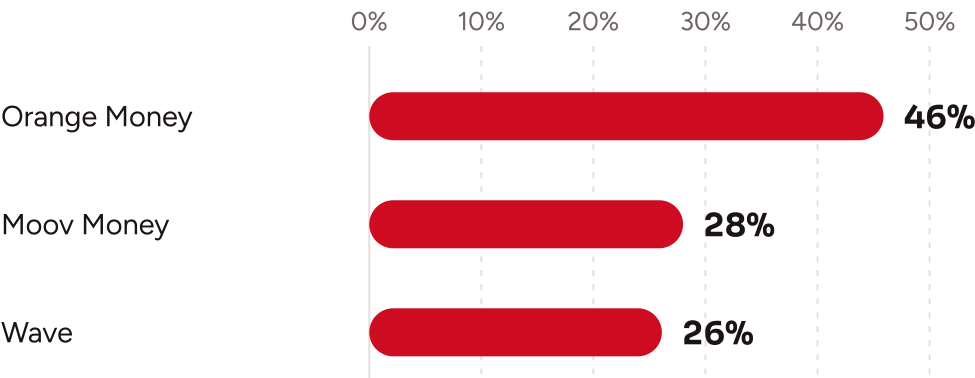
How to read: 85% of respondents answered "Yes".



QUESTION 20 Single choice

Which Mobile Money service do you use the most?

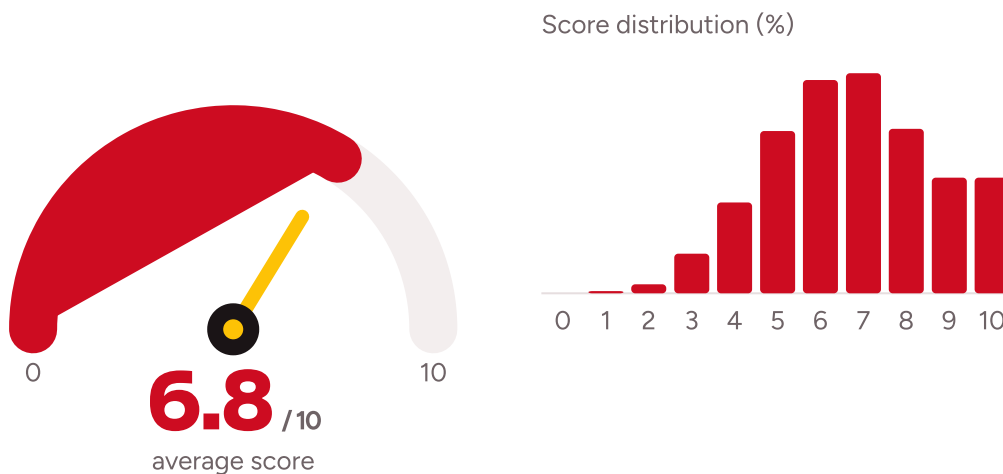
n = 510 respondents



How to read: 46% of respondents answered "Orange Money". 90 people did not answer.

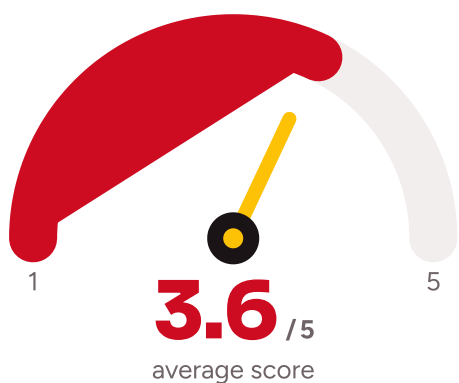
QUESTION 21 Numeric scale**Overall, how satisfied are you with this service, from 0 to 10?**

n = 510 respondents

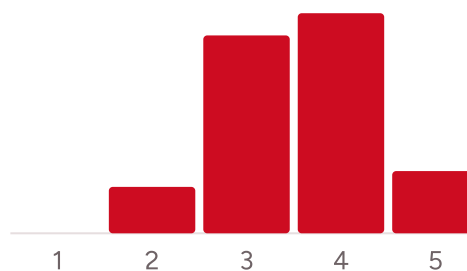
**How to read:** mean 6.8, median 7, standard deviation 1.9. 90 people did not answer.

QUESTION 22 Numeric scale**How much do you trust this provider, from 1 to 5?**

n = 510 respondents



Score distribution (%)



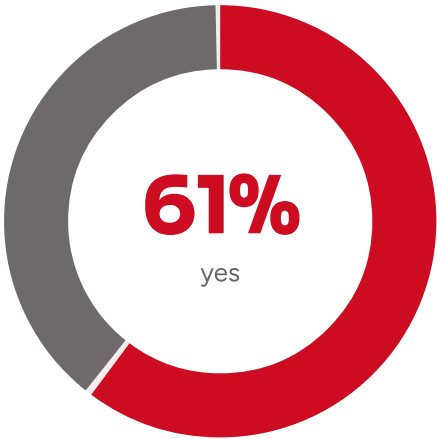
How to read: mean 3.6, median 4, standard deviation 0.8. 90 people did not answer.



QUESTION 23 Yes / no

Was your complaint dealt with?

n = 71 respondents



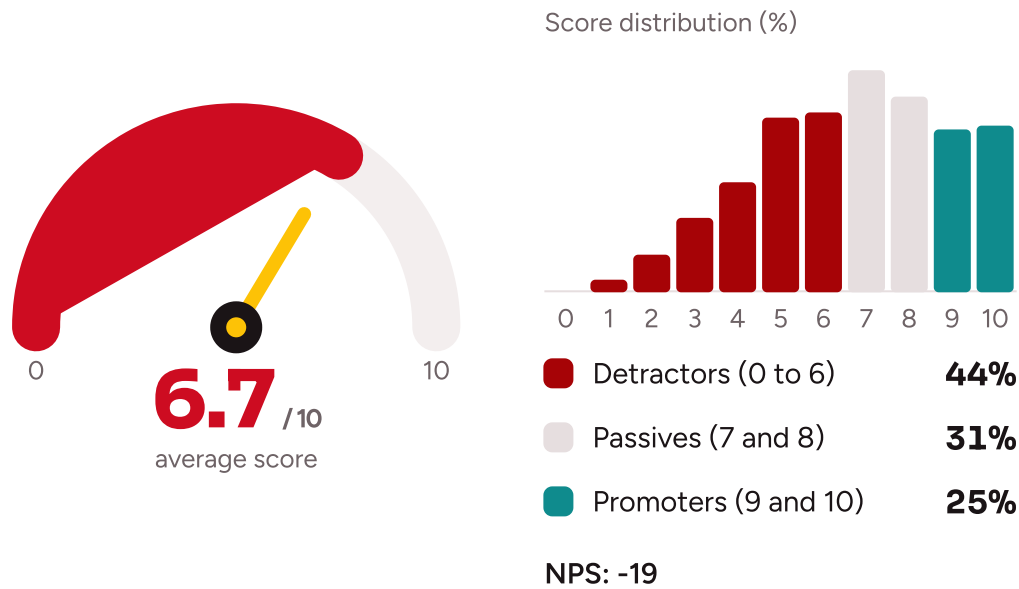
Yes	61%
No	39%

How to read: 61% of respondents answered "Yes". 529 people did not answer.

QUESTION 24 0 to 10 score

Would you recommend this provider to a friend, from 0 to 10?

n = 510 respondents

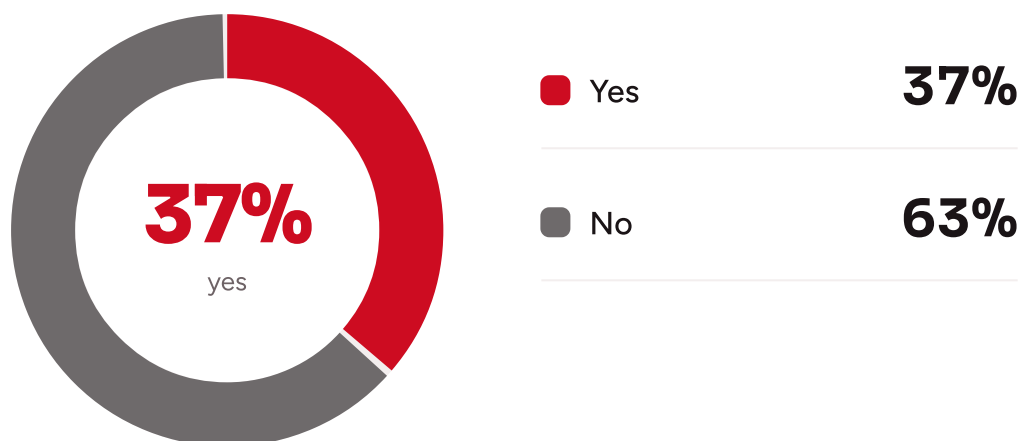


How to read: average score of 6.7 out of 10; 25% promoters (9 or 10) and 44% detractors (0 to 6). 90 people did not answer.

QUESTION 25 Yes / no

Do you have a bank account?

n = 600 respondents



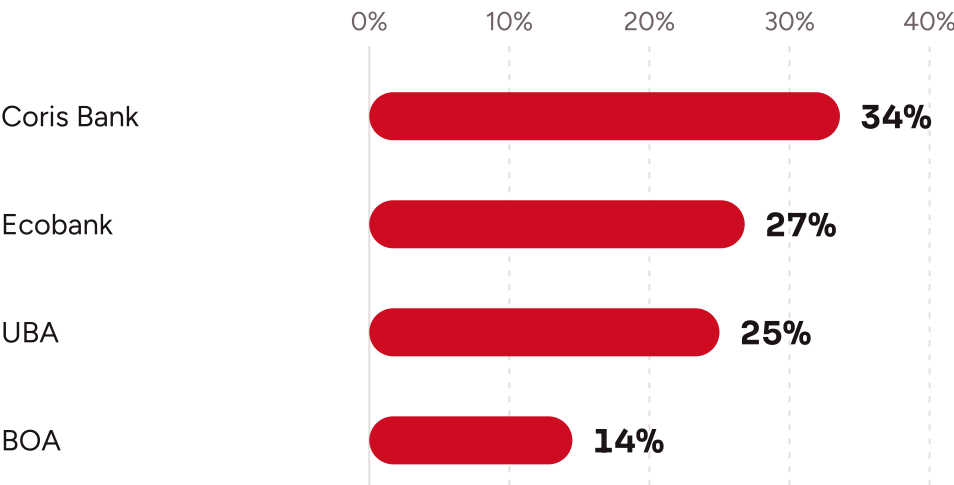
How to read: 63% of respondents answered "No".



QUESTION 26 Single choice

What is your main bank?

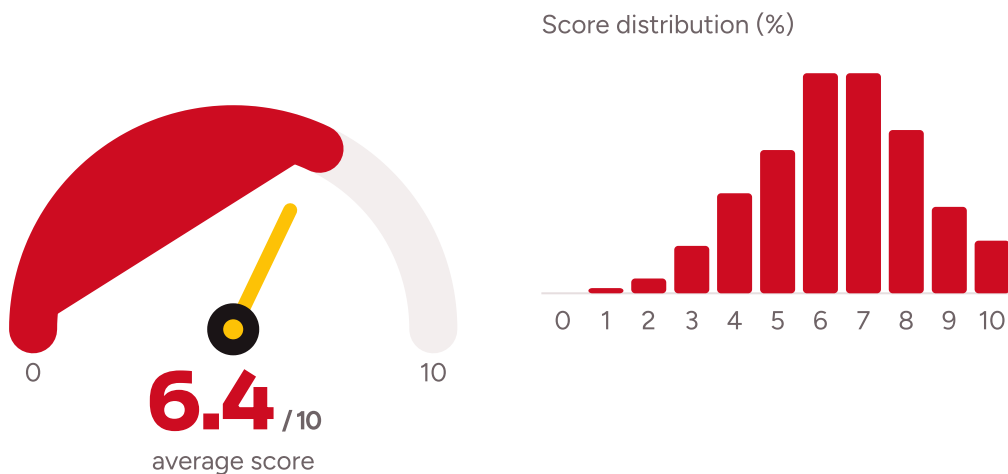
n = 220 respondents



How to read: 34% of respondents answered "Coris Bank". 380 people did not answer.

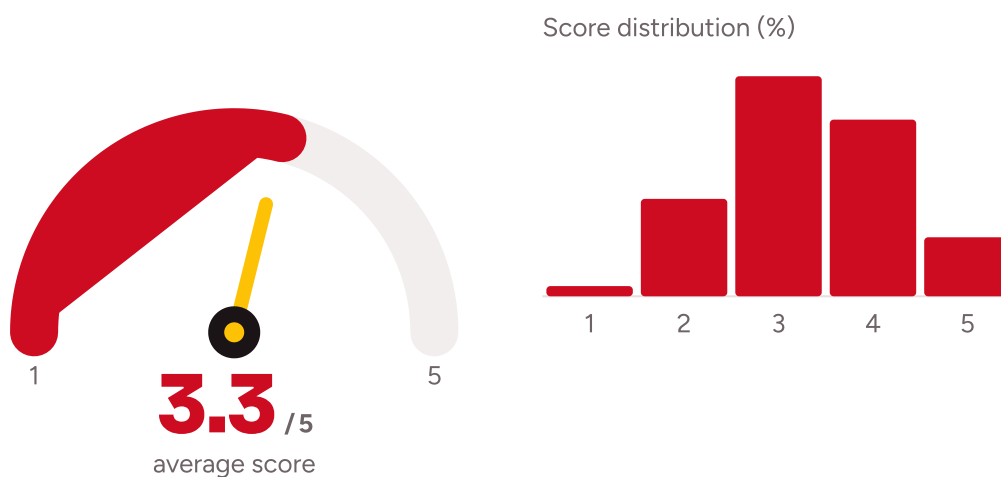
QUESTION 27 Numeric scale**Overall, how satisfied are you with this service, from 0 to 10?**

n = 220 respondents

**How to read:** mean 6.4, median 6, standard deviation 1.9. 380 people did not answer.

QUESTION 28 Numeric scale**How much do you trust this provider, from 1 to 5?**

n = 220 respondents



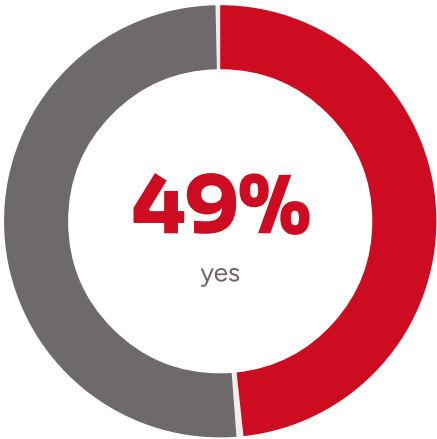
How to read: mean 3.3, median 3, standard deviation 0.9. 380 people did not answer.



QUESTION 29 Yes / no

Was your complaint dealt with?

n = 39 respondents



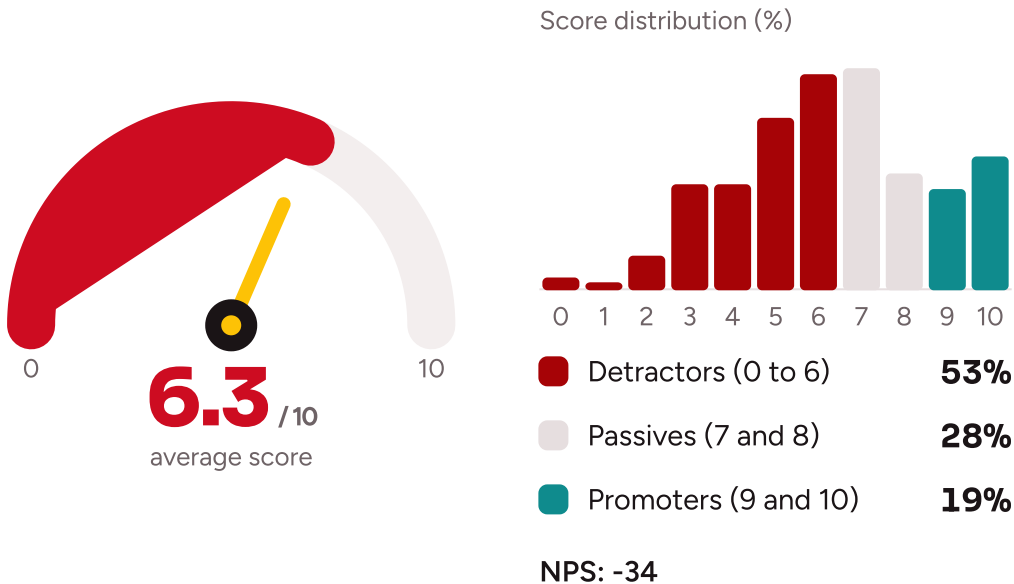
Yes	49%
No	51%

How to read: 51% of respondents answered "No". 561 people did not answer.

QUESTION 30 0 to 10 score

Would you recommend this provider to a friend, from 0 to 10?

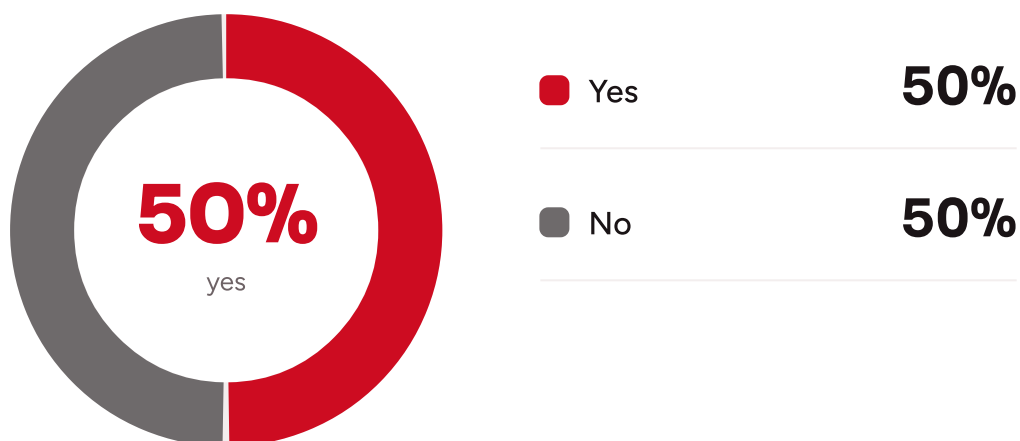
n = 220 respondents



How to read: average score of 6.3 out of 10; 19% promoters (9 or 10) and 53% detractors (0 to 6). 380 people did not answer.

QUESTION 31 Yes / no**Have you visited a public health facility in the last three months?**

n = 600 respondents



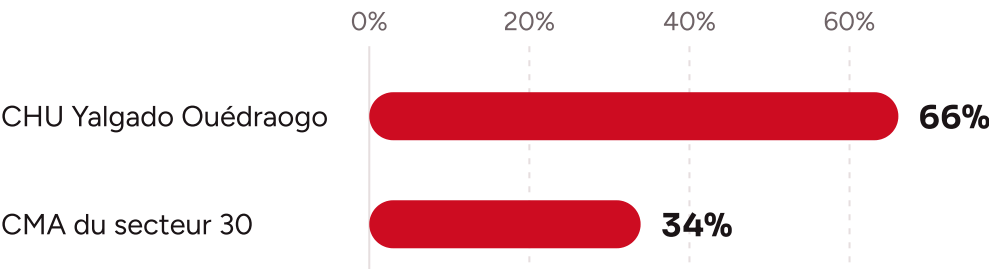
How to read: 50% of respondents answered "Yes".



QUESTION 32 Single choice

Which facility did you visit?

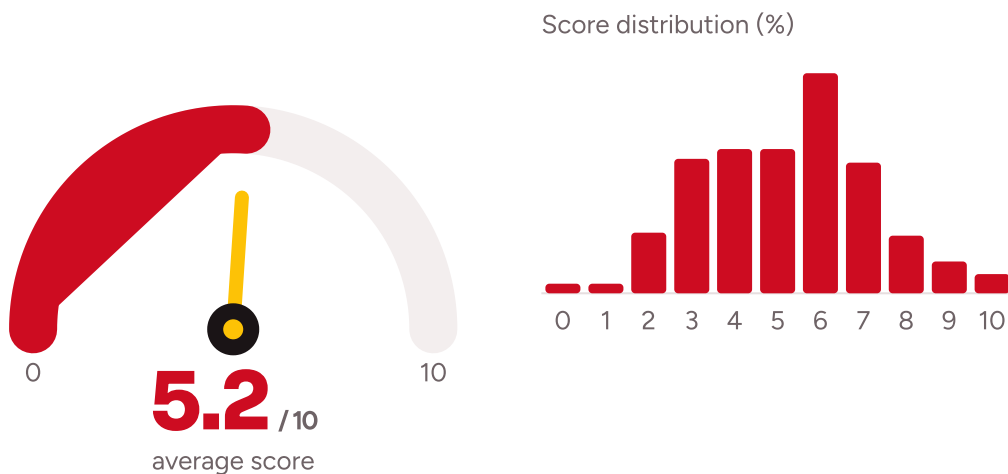
n = 301 respondents



How to read: 66% of respondents answered "CHU Yalgado Ouédraogo". 299 people did not answer.

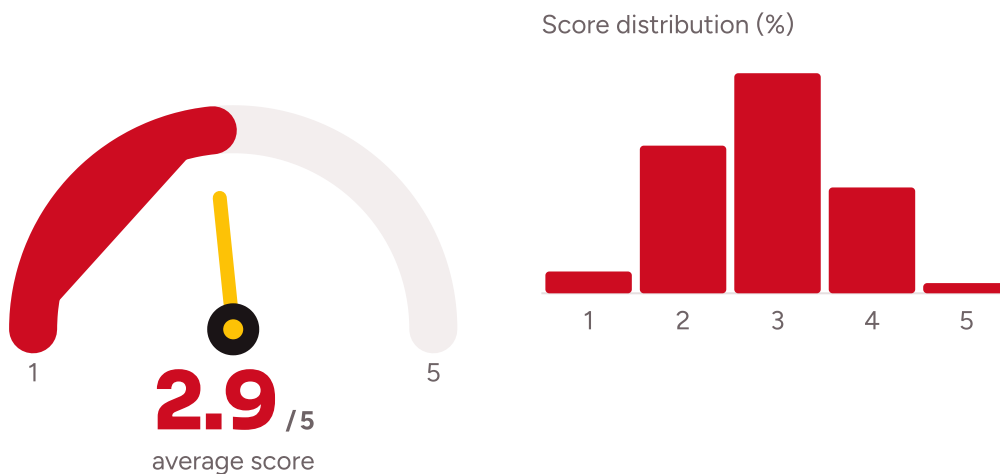
QUESTION 33 Numeric scale**Overall, how satisfied are you with this service, from 0 to 10?**

n = 301 respondents

**How to read:** mean 5.2, median 5, standard deviation 2.0. 299 people did not answer.

QUESTION 34 Numeric scale**How much do you trust this provider, from 1 to 5?**

n = 301 respondents



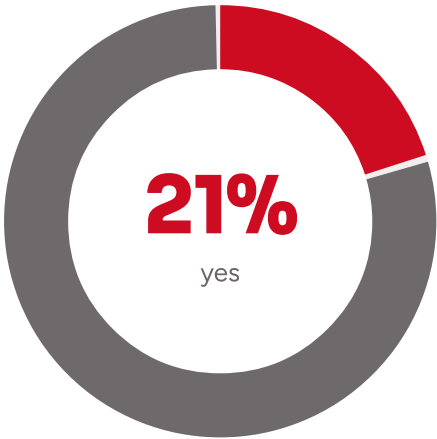
How to read: mean 2.9, median 3, standard deviation 0.9. 299 people did not answer.



QUESTION 35 Yes / no

Was your complaint dealt with?

n = 39 respondents



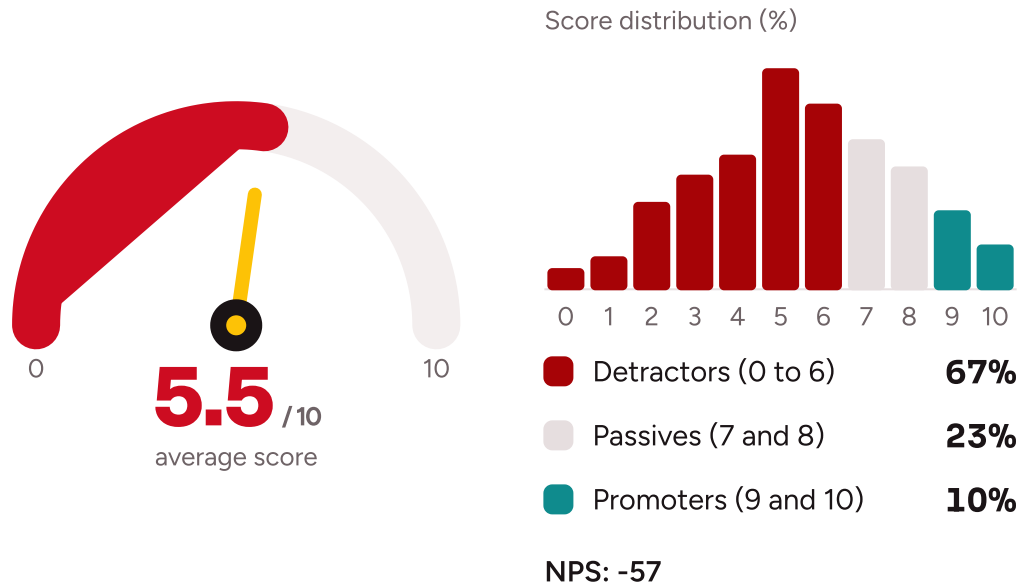
Yes	21%
No	79%

How to read: 79% of respondents answered "No". 561 people did not answer.

QUESTION 36 0 to 10 score

Would you recommend this provider to a friend, from 0 to 10?

n = 301 respondents

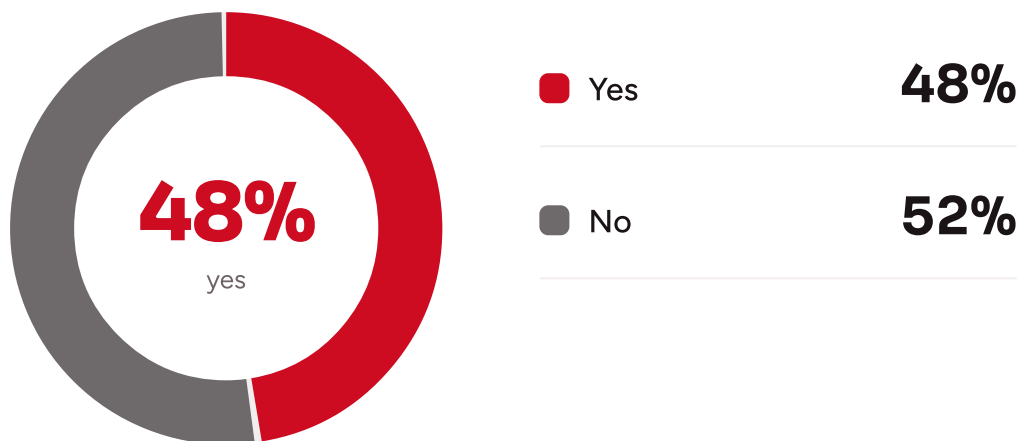


How to read: average score of 5.5 out of 10; 10% promoters (9 or 10) and 67% detractors (0 to 6). 299 people did not answer.

QUESTION 37 Yes / no

Have you used public transport in the last three months?

n = 600 respondents



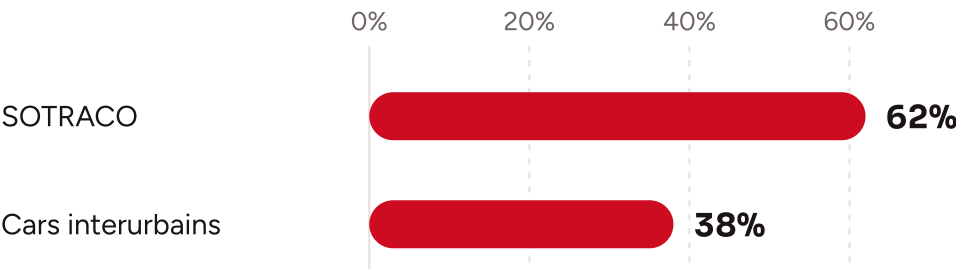
How to read: 52% of respondents answered "No".



QUESTION 38 Single choice

Which transport did you use the most?

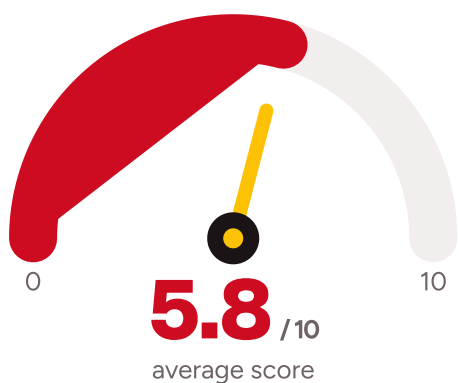
n = 287 respondents



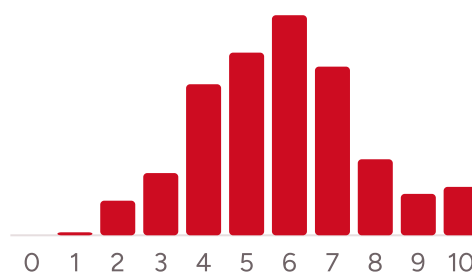
How to read: 62% of respondents answered "SOTRACO". 313 people did not answer.

QUESTION 39 Numeric scale**Overall, how satisfied are you with this service, from 0 to 10?**

n = 287 respondents

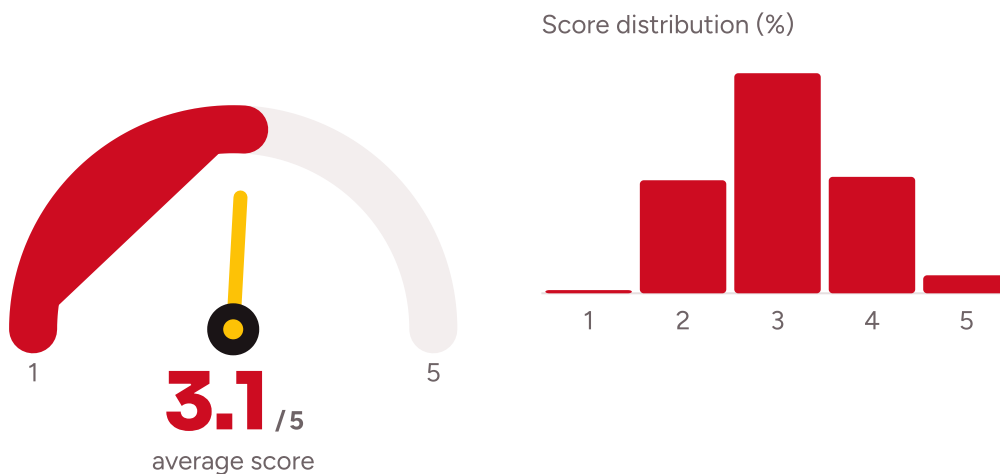


Score distribution (%)

**How to read:** mean 5.8, median 6, standard deviation 1.9. 313 people did not answer.

QUESTION 40 Numeric scale**How much do you trust this provider, from 1 to 5?**

n = 287 respondents

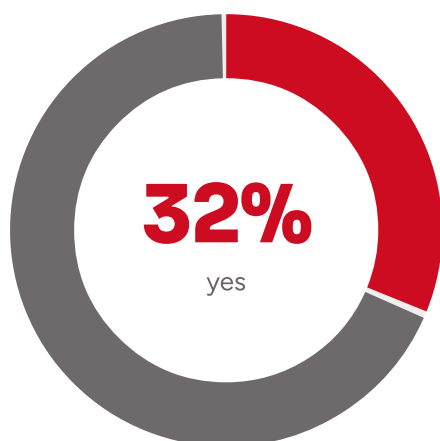


How to read: mean 3.1, median 3, standard deviation 0.8. 313 people did not answer.

QUESTION 41 Yes / no

Was your complaint dealt with?

n = 19 respondents

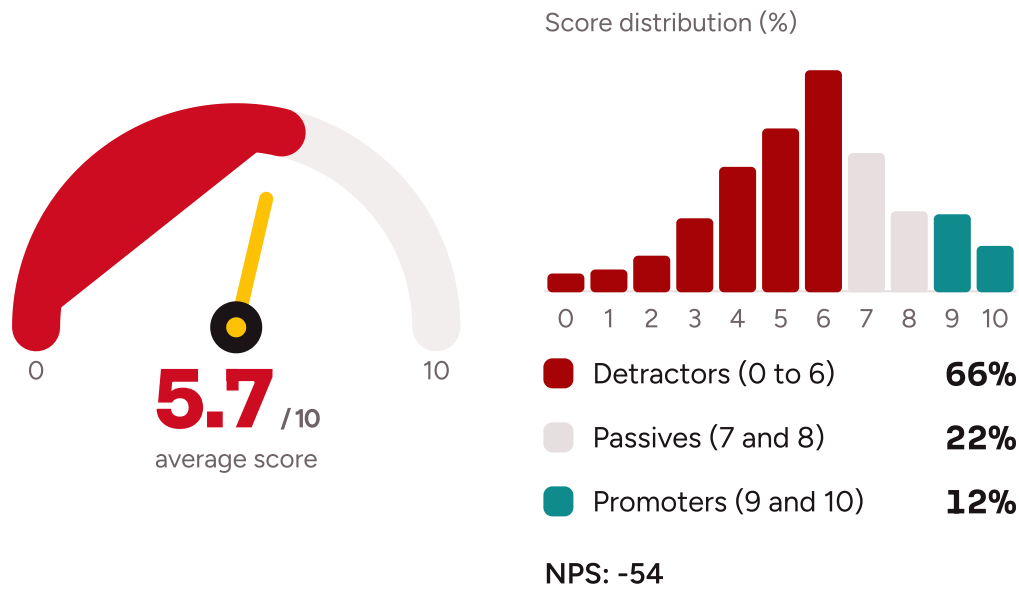
☒ Yes**32%**☐ No**68%**

How to read: 68% of respondents answered "No". 581 people did not answer.

QUESTION 42 0 to 10 score

Would you recommend this provider to a friend, from 0 to 10?

n = 287 respondents



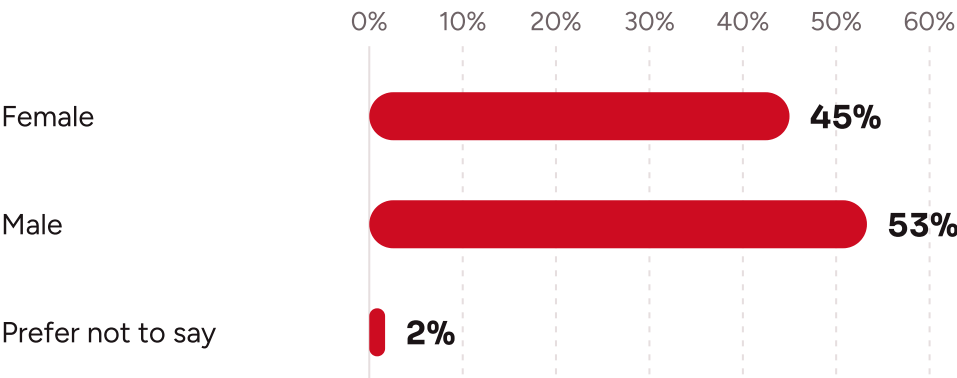
How to read: average score of 5.7 out of 10; 12% promoters (9 or 10) and 66% detractors (0 to 6). 313 people did not answer.



QUESTION 43 Respondent profile

Gender

n = 600 respondents



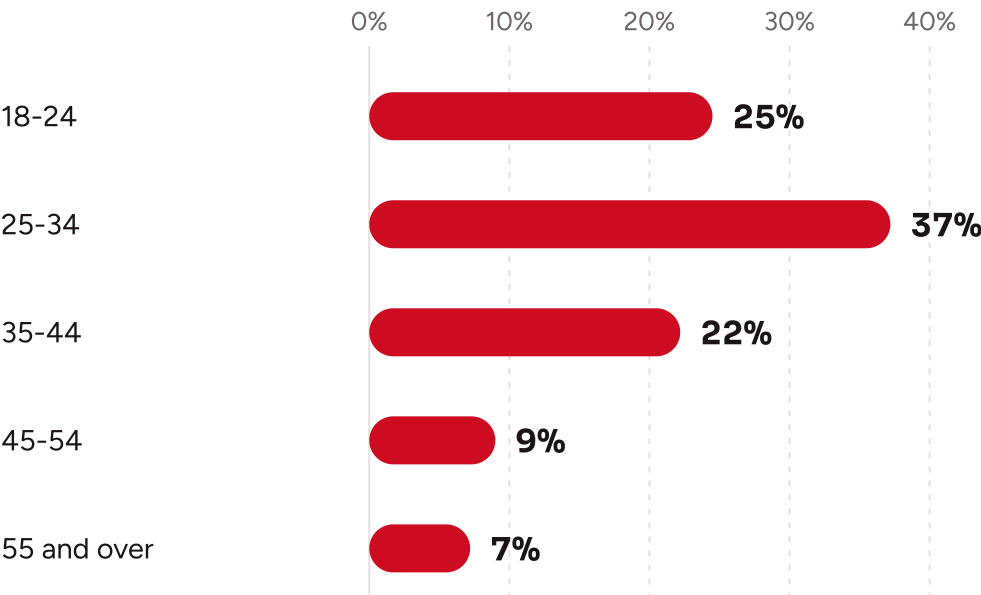
How to read: 53% of respondents answered "Male".



QUESTION 44 Respondent profile

Age range

n = 600 respondents



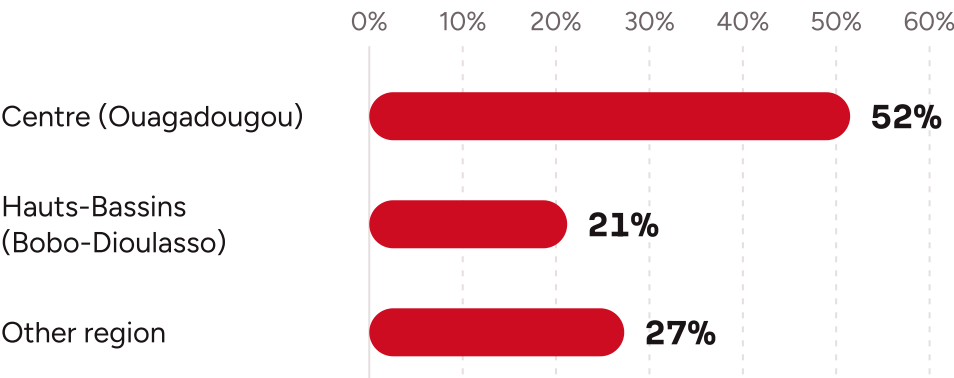
How to read: 37% of respondents answered "25-34".



QUESTION 45 Respondent profile

Region

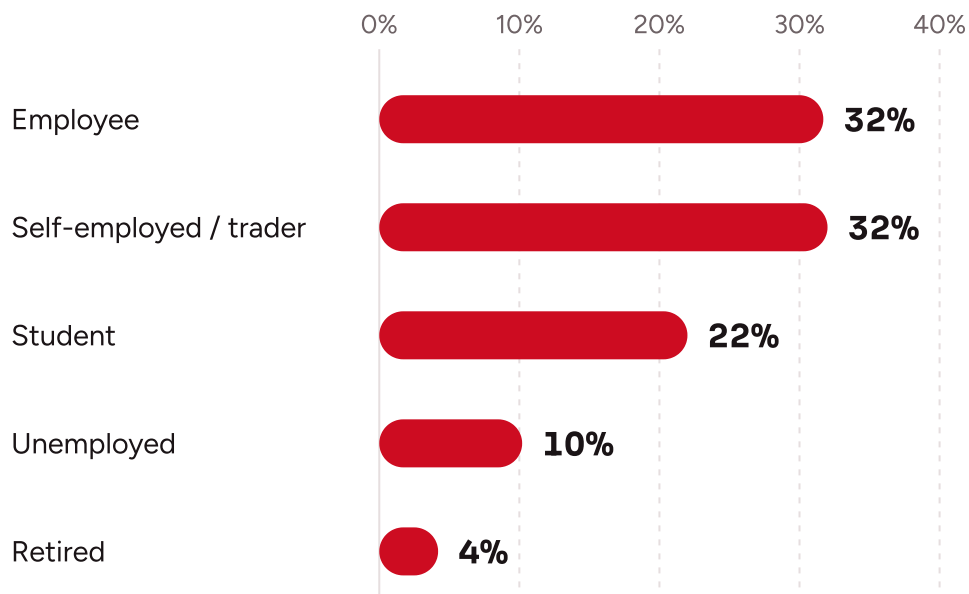
n = 600 respondents



How to read: 52% of respondents answered "Centre (Ouagadougou)".

QUESTION 46 Respondent profile**Employment status**

n = 600 respondents

**How to read:** 32% of respondents answered "Self-employed / trader".

Key takeaways

First wave of the quarterly essential services barometer: satisfaction, trust, complaints and recommendation, with a trust score out of 100 for each operator with at least 30 respondents.

- 1 Leading their sector: Orange Burkina (Télécoms, **52,0/100**); Wave (Mobile Money, **69,1/100**); Coris Bank (Banques, **59,7/100**); CMA du secteur 30 (Santé, **49,8/100**); Cars interurbains (Transports, **49,6/100**).
- 2 Public health and electricity get the lowest trust scores.
- 3 Fewer than half of the complaints filed are reported as dealt with in several sectors.

Cite these results

Consom'Action (2026). Essential services barometer, wave 1 Consomètre, final results, n = 600, 6 July 2026 – 27 September 2026.
dev.consomaction.bf/en/resultats/barometre-services-essentiels-vague-1