



Governance Accountability Project
Projekat upravne odgovornosti

REPORT ON ATTITUDNAL SURVEY JUNE - JULY 2008

GOVERNANCE ACCOUNTABILITY PROJECT, PHASE II
August 2008

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**Koninkrijk
der Nederlanden**



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Introduction

The GAP Performance-Based Monitoring Plan (P-BMP) includes periodic attitudinal surveys to gauge citizens' perception of municipal governance.

The performance indicator “**1.1-5** Percentage of citizens satisfied with service delivery” is intended to be annually monitored through attitudinal survey.

Survey results help GAP's management, field staff and partner-municipalities/working groups to refocus or improve the current approach to municipal services. Results are used to measure the current situation versus base line data. Annual repetition provides an indication of the results of project implementation and assists municipal partners during their planning and decision-making activities.

Attitudinal Survey Design

Design of the attitudinal survey was developed as a team effort among the GAP internal resources. The main goal of this design was to analyze and identify the most efficient direction in obtaining comprehensive and reliable data that GAP will use along the project life. The team task was also to explore internal GAP capacities and logistical support to attitudinal survey as well.

The team modified already developed questionnaire for the citizens' survey from the previous project phase that is attached to this report as appendix.

Sample Definition

Face-to-face interviews using individual questionnaires were conducted in each of the 56 GAP partner municipalities and control group of nine municipalities. The survey was done in period June 30 - July 4, 2008 and represented the third annual repetition for the twenty-three partner municipalities in the first cohort and second annual repetition for the eighteen second cohort municipalities.

The survey also established baseline data for new fifteen partner municipalities and control group of municipalities (Čelinac, Kotor Varoš, Ključ, Bileća, Kupres, Istočna Ilidža, Novi Travnik, Lukavac and Šekovići).

In municipalities with more than 30,000 residents, the sample size for the survey was 300 completed questionnaires, in municipalities between 15,000 and 30,000 citizens, sample size was 200 completed questionnaires and in the municipalities with less than 15,000 residents the sample size for the survey was 100 completed questionnaires. Participants in this survey were randomly selected from the population defined as **direct users of the municipal services**. Only citizens that used municipal services at least two or three times per year were interviewed.

Survey Implementation

The survey was conducted from June 30 to July 4, 2008. This survey was accomplished using pollsters that were hired on a short-term basis. The pollsters were eighteen years of age or older, and were mainly university students in social sciences residing in the municipality where the poll was performed. One pollster was selected for each municipality. Training on the technique and technology of the surveys was provided for all pollsters. The training took place in each regional office and was conducted by the GAP Monitoring and Evaluation Officer and the Senior Citizens' Services Specialist from June 18 to June 22, 2008.

Data Entering and Processing

With respect to the citizens' survey, more than 13,000 interviews were completed (approximately 88 percent in the partner municipalities and twelve percent in control municipalities) Approximately 220,000 data elements were analyzed using MS Excel software.

The pollsters approached over 18,500 citizens; however, many either did not qualify for the poll or did not wish to take part. Accordingly, the citizen's survey response rate was eighty percent – similar like in last surveys.

With respect to gender, the response ratio was 62 percent male and 38 percent female. Analysis to date has revealed insignificant differences in opinion by gender, age or urban/rural origin or entity.

Data Analyzing and Results

Citizens' Survey

“CITIZENS’ SATISFACTION WITH MUNICIPAL SERVICES DELIVERY”

The results for the question “**what is your level of satisfaction with municipal services?**” were obtained as average percent of satisfaction for each of several aspects of municipal services. The following aspects were considered:

- facilities,
- quality of services,
- promptness of services,
- politeness of officials,
- knowledge of officials, and
- cost of services.

For the all GAP forty-one legacy municipalities, eighty-four (84) percent of citizens are generally satisfied with municipal services (“very satisfied” or “satisfied”), **which is a 14.5 point increase** compared to the baseline values and on the level of the survey conducted in 2007. Less than fourteen (14) percent of citizens are not satisfied comparing to twenty-nine (29) percent from the baseline survey. Two percent of citizens did not know or did not wish to answer (see Figure No. 1).

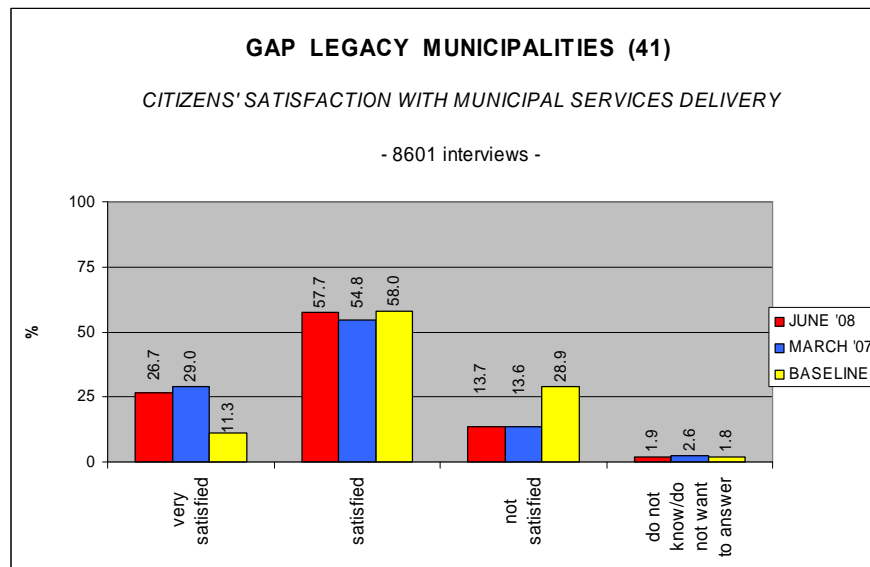


Fig. No. 1

For the new cohort of fifteen new partner municipalities, seventy-one (71) percent of citizens are generally satisfied with municipal services (“very satisfied” or “satisfied”), which is similar to baseline survey data of legacy municipalities. Twenty-seven (27) percent of citizens are not satisfied with municipal services delivery (see Figure No. 2).

“CITIZENS’ SATISFACTION WITH MUNICIPAL SERVICES DELIVERY” (continued)

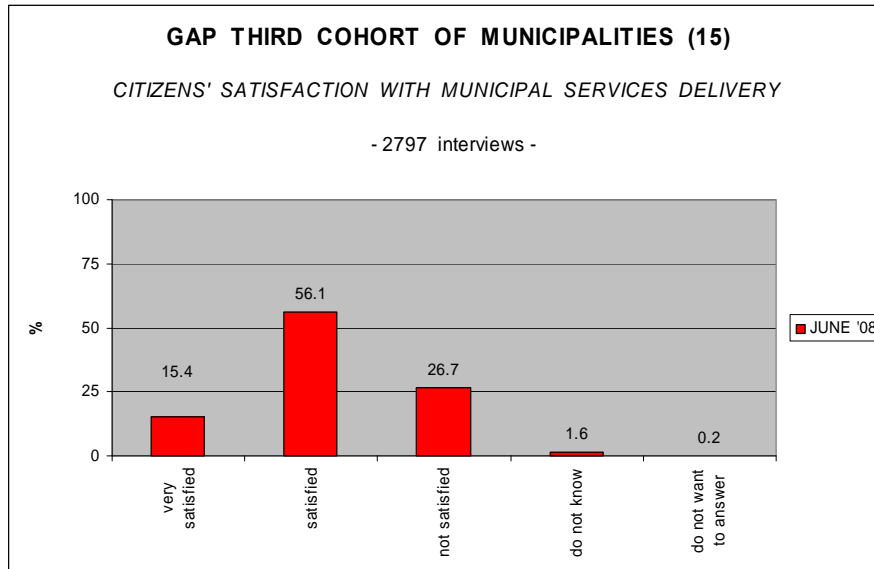


Fig. No. 2

Nine control municipalities (Čelinac, Kotor Varoš, Ključ, Bileća, Kupres, Istočna Ilidža, Novi Travnik, Lukavac and Šekovići) recorded similar results as third cohort municipalities, what is statistically expected, taking in consideration no GAP assistance in control and third cohort municipalities in past. Thus, general satisfaction (“very satisfied” or “satisfied) with municipal services delivery in control municipalities is on the level of seventy-three (73) percent (see Figure No. 3).

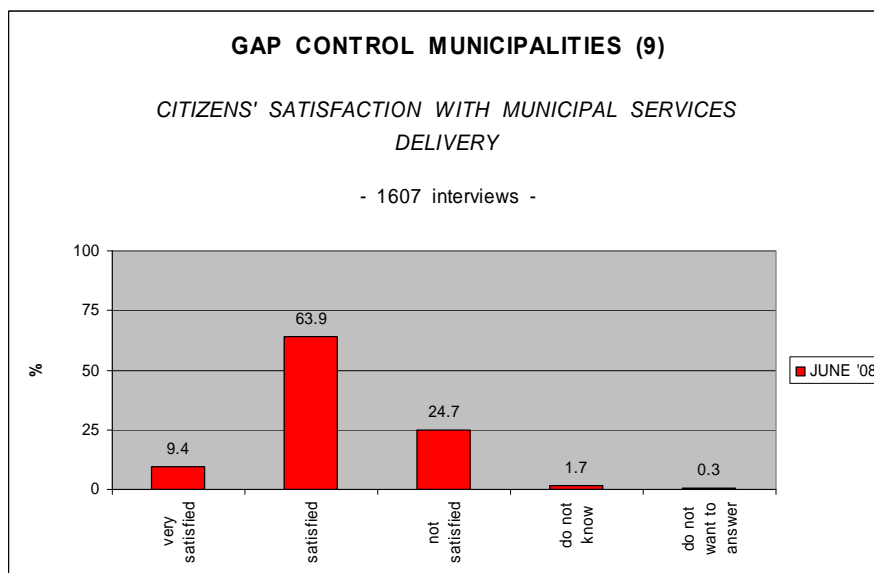


Fig. No. 3

“CITIZENS’ SATISFACTION WITH MUNICIPAL SERVICES DELIVERY “(continued)

Analysis to date has revealed insignificant differences (less than 3.0 index points) in opinion by gender, age or urban/rural origin or entity through survey.

The charts for all sixty-five municipalities related to citizens’ satisfaction with municipal service delivery are listed in Annex B of this report.

“CITIZENS’ RATING OF THE CURRENT MUNICIPAL GOVERNMENTS”

Although not required by PMP, citizens were asked to provide their rating of the current municipal government using the following categories:

- Excellent - I see no problems
- Good - Some things need to change or improve
- Poor - Major changes are needed
- Bad - The municipal government does not function as intended
- Very bad - The municipal government causes many problems.

GAP activities have seeming had a positive impact on municipal services as measured in this survey question, at least in so far as citizen perception is concerned. GAP legacy partner municipalities recorded a eight (8) point increase in the “excellent” or “good” rating compared to baseline survey, but almost five index points less than in last year’s survey (see Figure No. 4). Dissatisfaction decreased by almost ten (10) points comparing to baseline survey.

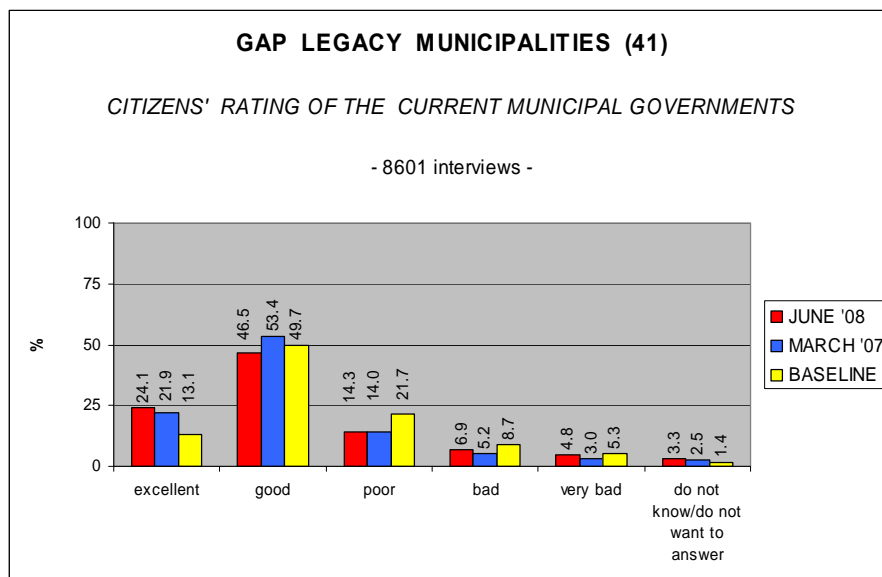


Fig. No. 4

The third cohort municipalities and control municipalities recorded statistically insignificant differences in citizens’ rating of the current municipal governments (see Figures No. 5 and 6).

“CITIZENS’ RATING OF THE CURRENT MUNICIPAL GOVERNMENTS” (continued)

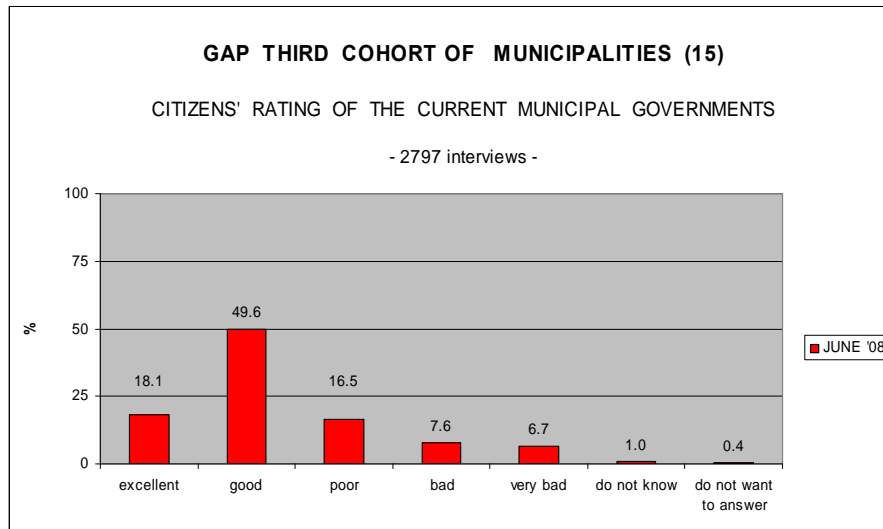


Fig. No. 5

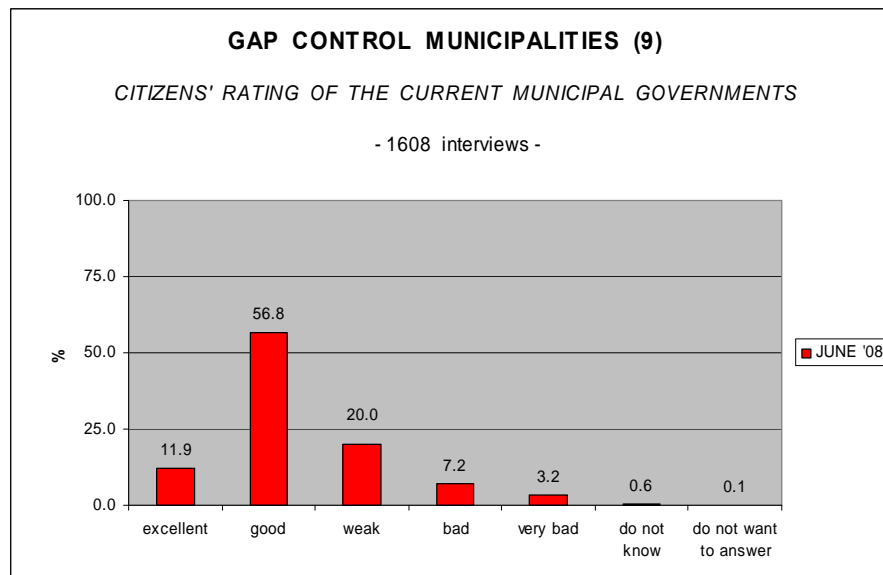


Fig. No. 6

The charts for all sixty-five municipalities related to citizen rating of the current municipal governments are listed in Annex C of this report.

“CITIZENS’ OPINION ON WHAT NEEDS TO BE DONE TO IMPROVE MUNICIPAL SERVICES”

During the survey, citizens were also asked " **What needs to be done to improve municipal services in your municipality?**" Among the legacy partner municipalities, six (6) percent of interviewees suggested to employ more young and educated staff, also six (6) percent of citizens recommended to reduce cost and tax for municipal services, while four (4) percent thinks that processing of administrative cases needs to be expedited and four (4) percent considers that services and efficiency should be improved. Thirteen (13) percent thinks that nothing needs to be changed. However, almost forty-six percent did not know or did not want to answer to this question (See Figure No. 7).

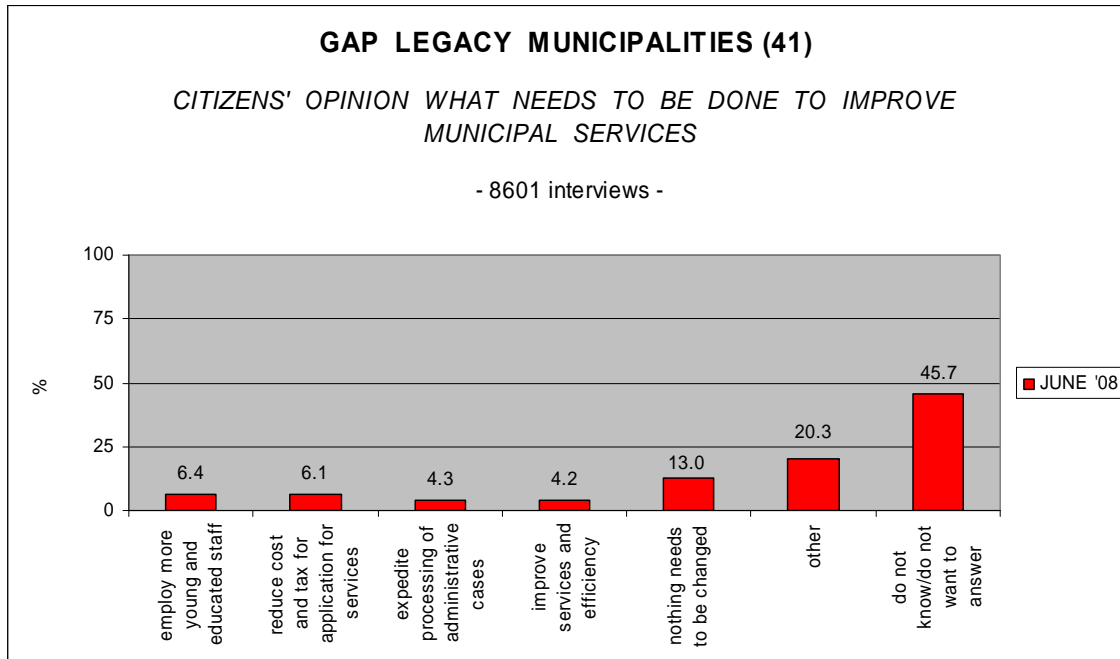
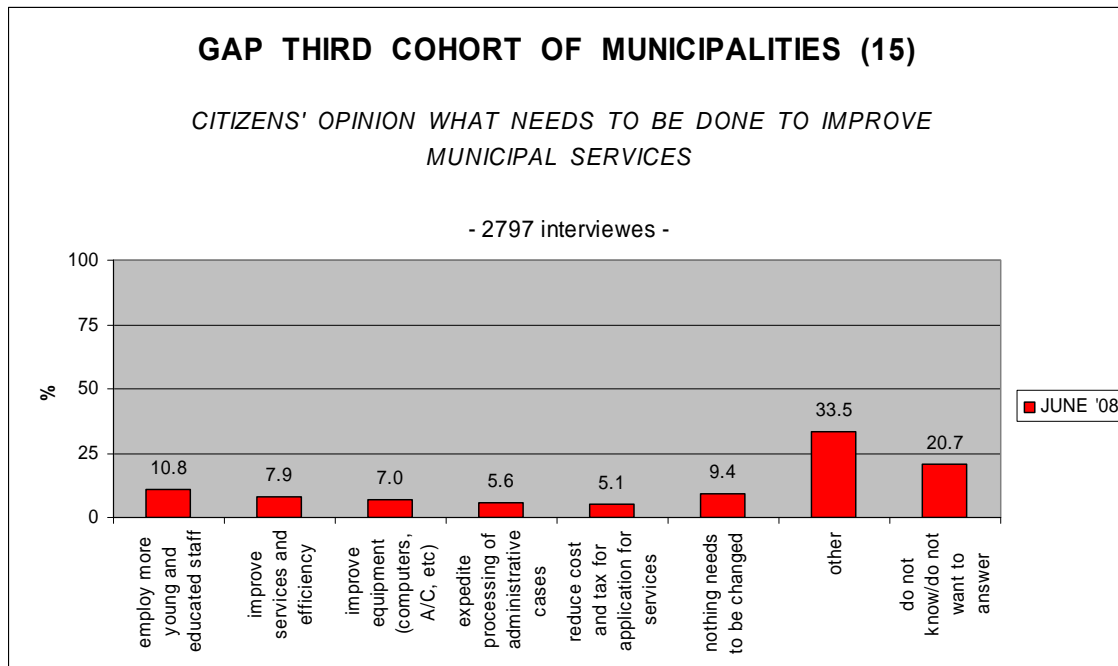


Fig. No. 7

When reviewing citizens’ answers among new fifteen partner municipalities, the answers are more precise. Eleven (11) percent of interviewees suggested to employ more young and educated staff, eight (8) percent of citizens considers that services and efficiency should be improved, seven (7) percent thinks that equipment should be improved, while six (6) percent recommended that processing of administrative cases needs to be expedited and five (5) percent suggested to reduce cost and tax for municipal services. Twenty-one (21) percent of citizens did not know or did not want to answer, while nine (9) percent thinks that nothing needs to be changed. Hopefully, these citizens’ recommendations will assist GAP and municipal staff to improve municipal services in new partner municipalities (see Figure. No. 8).

“CITIZENS’ OPINION ON WHAT NEEDS TO BE DONE TO IMPROVE MUNICIPAL SERVICES“ (continued)



The charts for all sixty-five municipalities related to citizen opinion on what needs to be done to improve municipal services are listed in Annex D of this report.

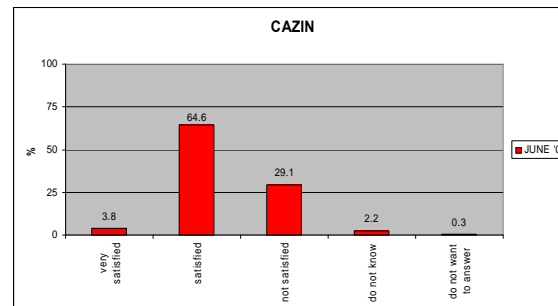
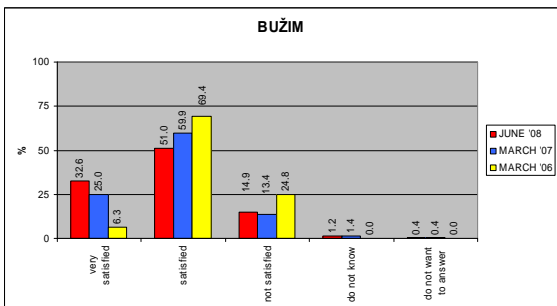
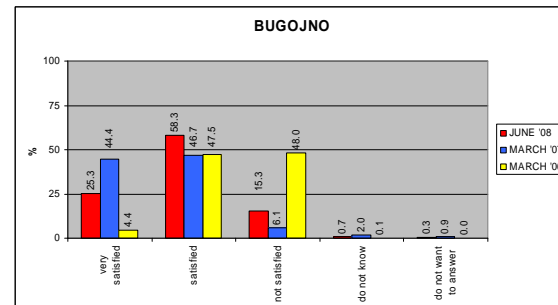
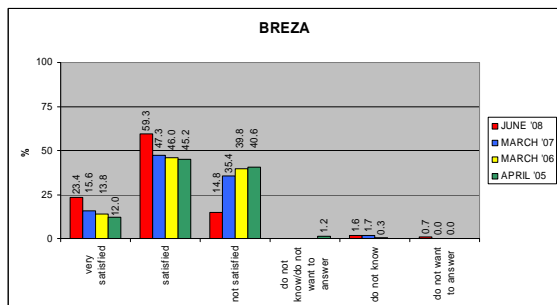
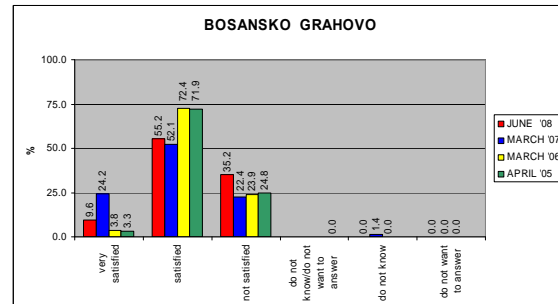
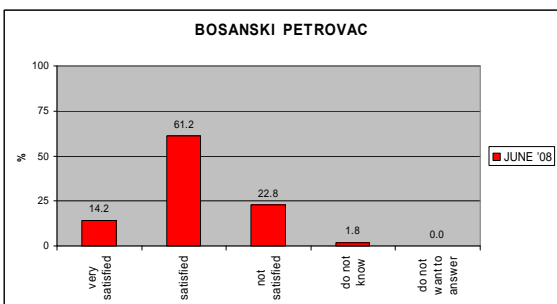
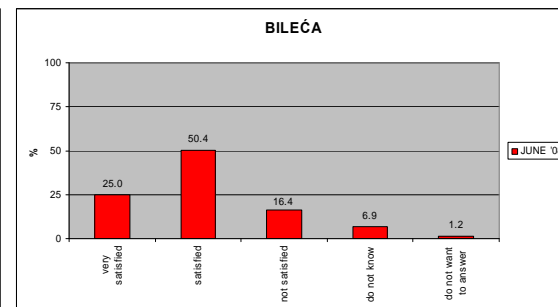
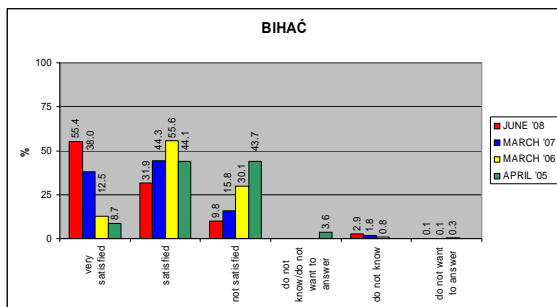
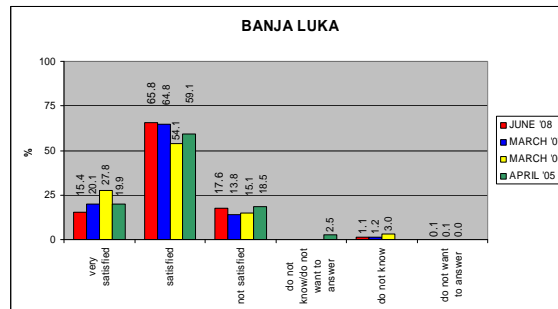
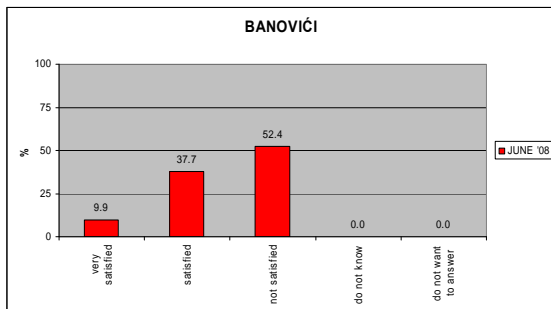
ANNEX A
QUESTIONNAIRE

ANNEX B

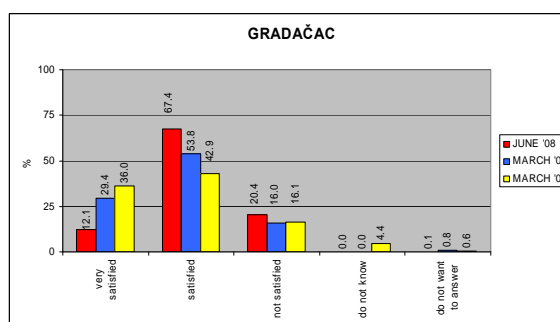
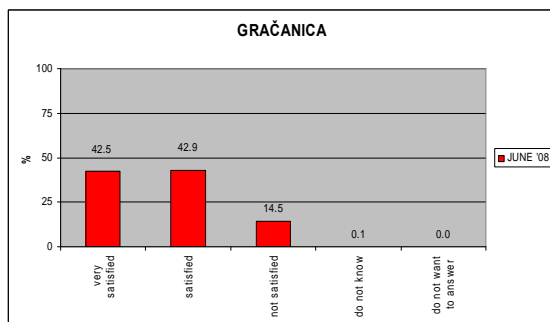
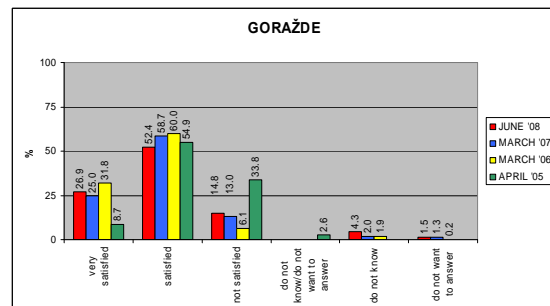
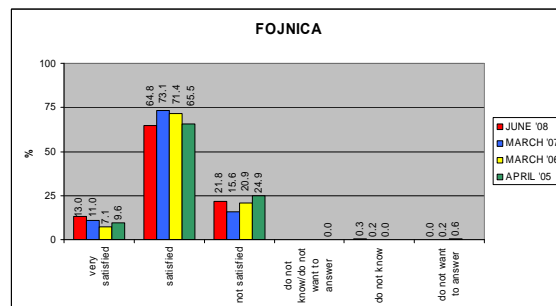
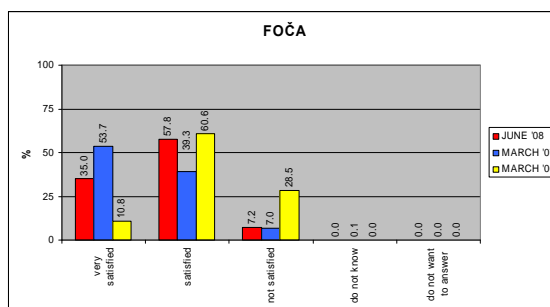
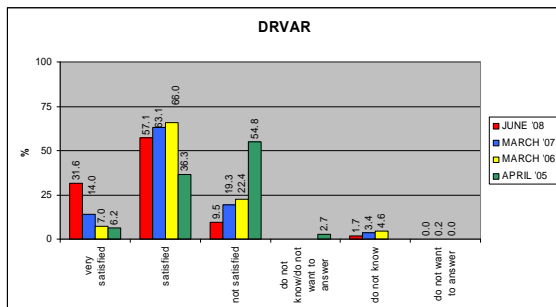
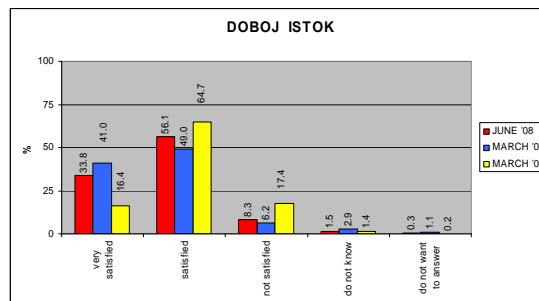
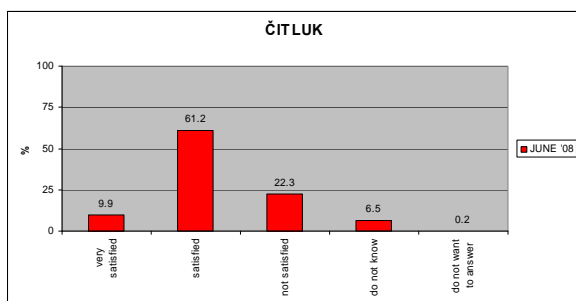
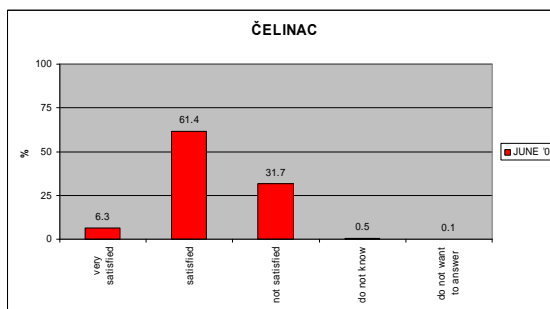
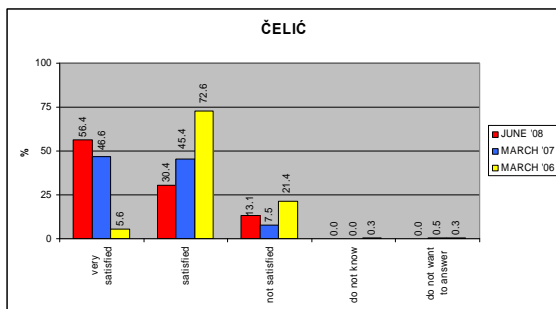
CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY

65 municipalities - findings

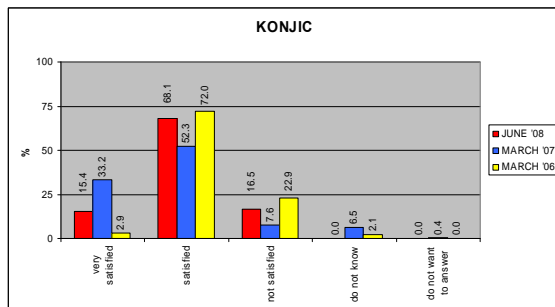
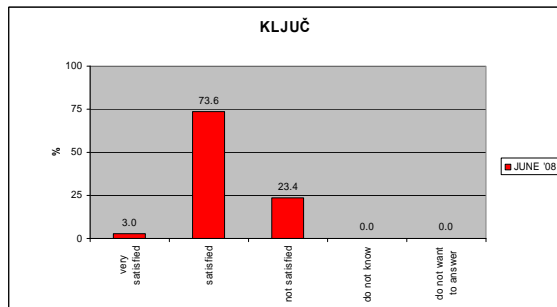
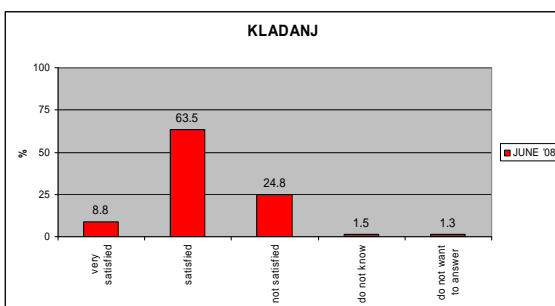
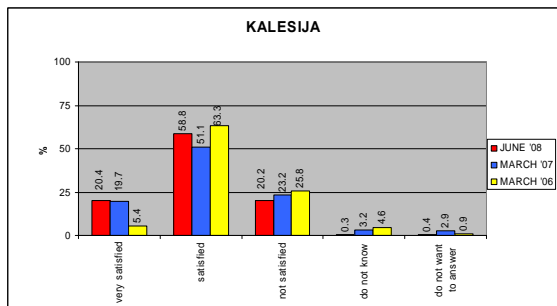
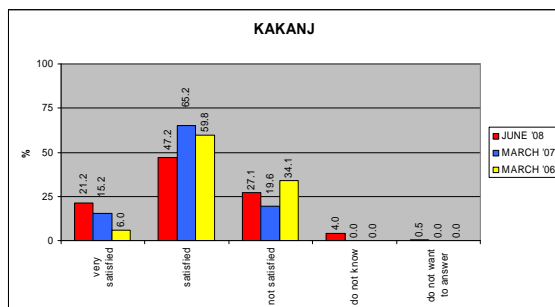
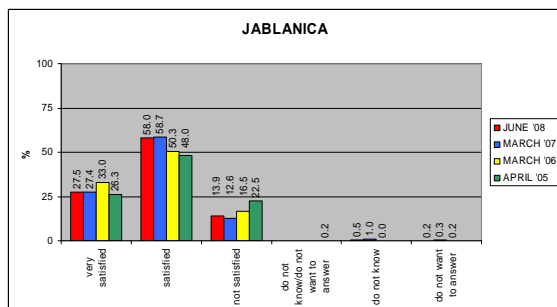
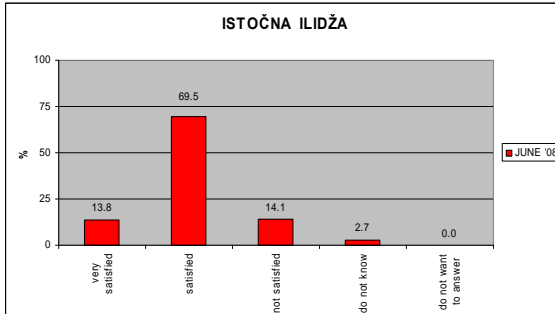
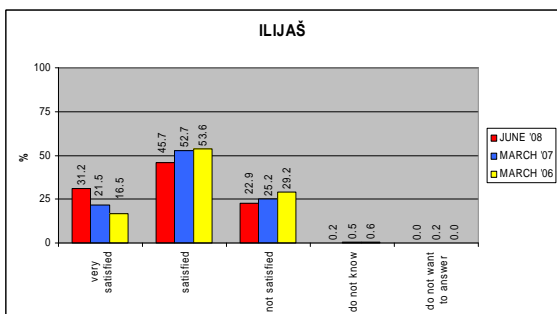
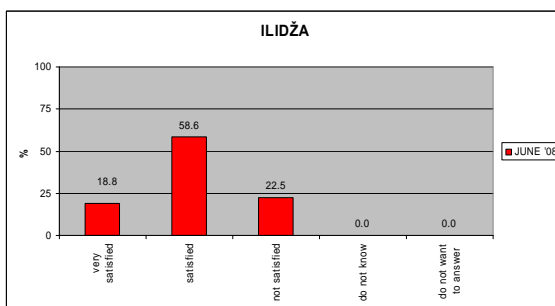
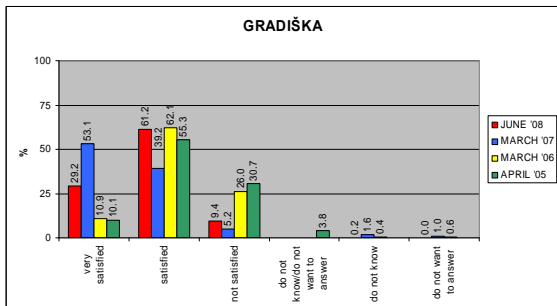
CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY



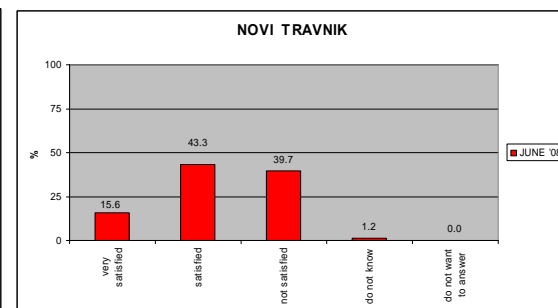
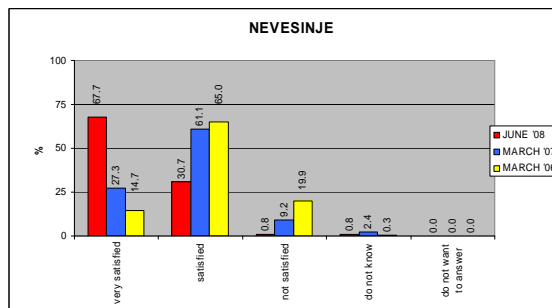
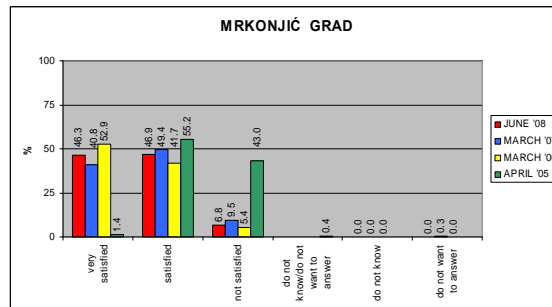
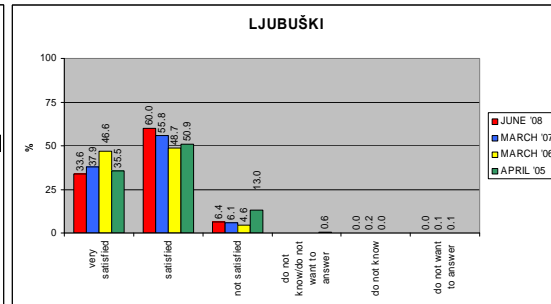
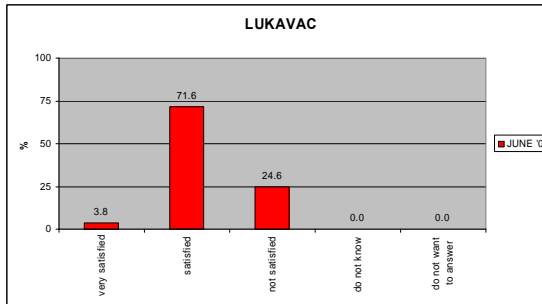
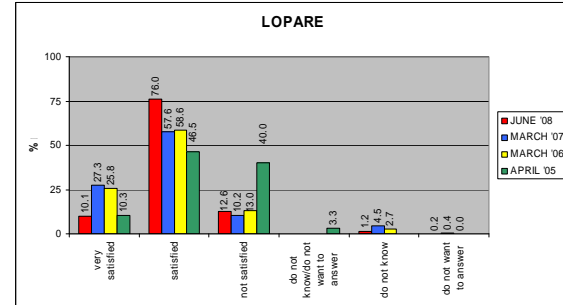
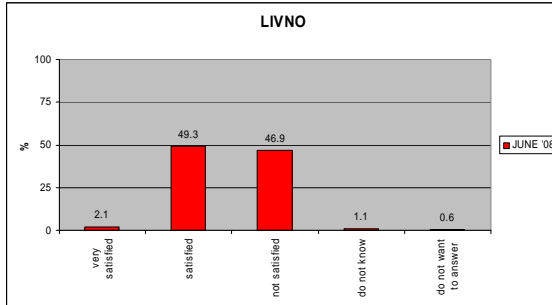
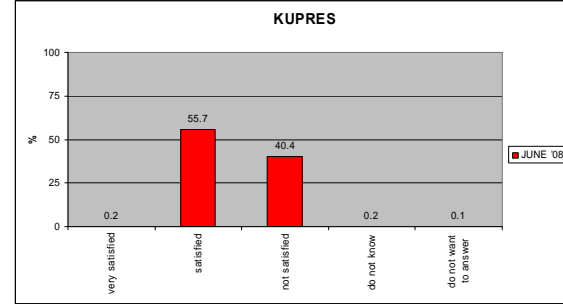
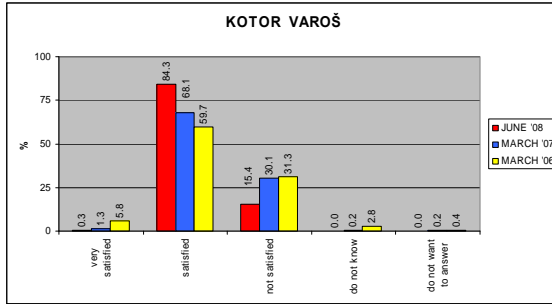
CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY



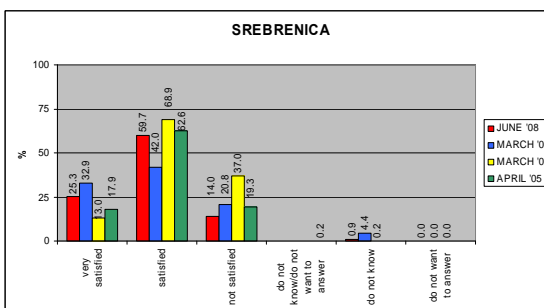
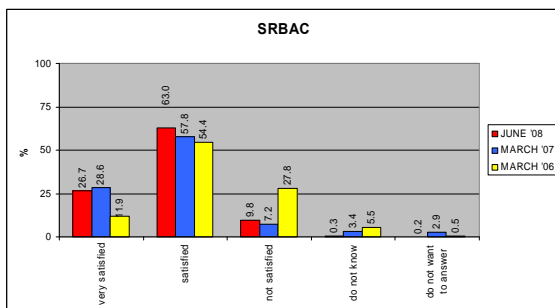
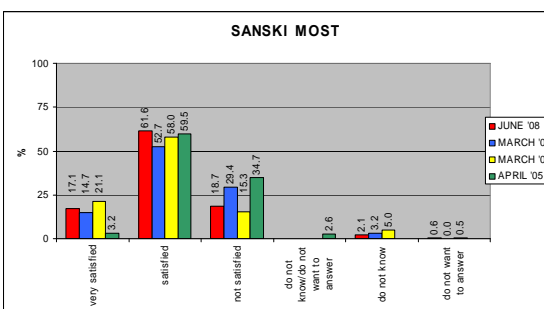
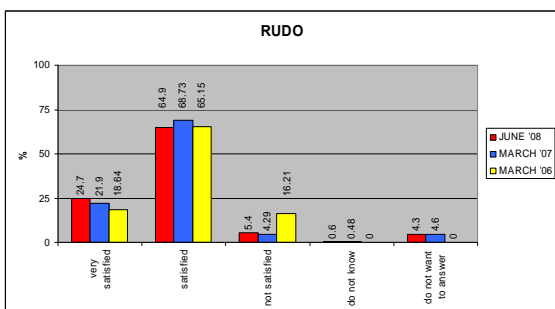
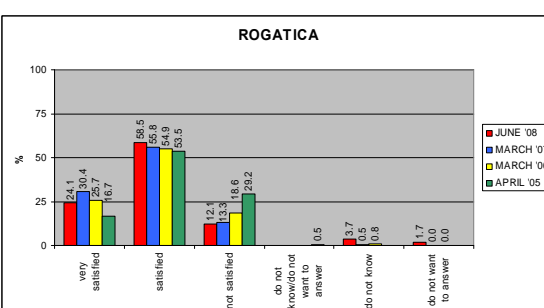
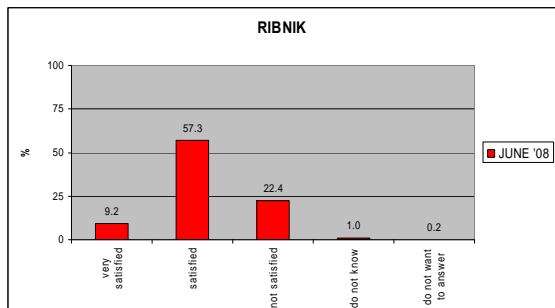
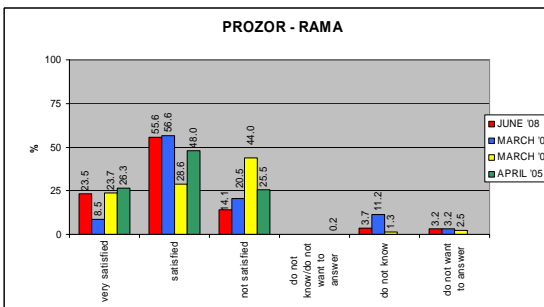
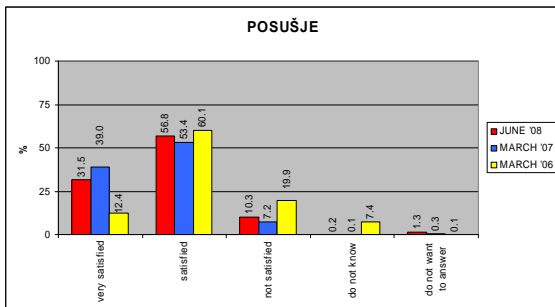
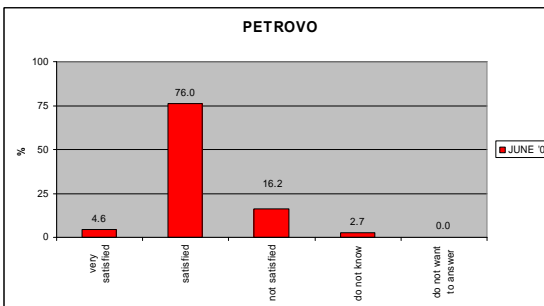
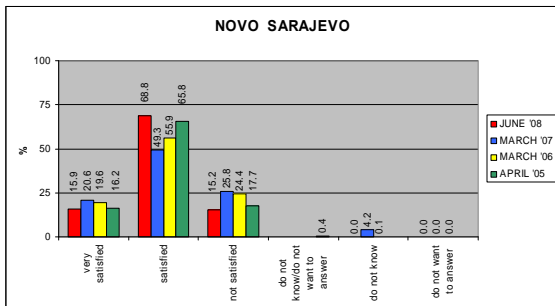
CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY



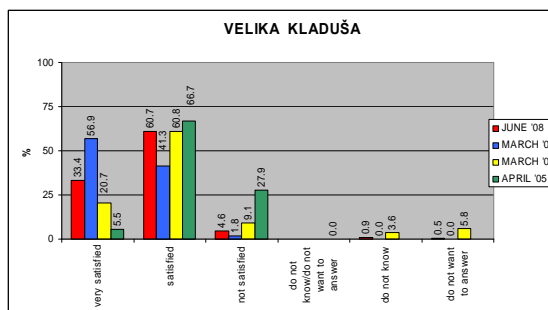
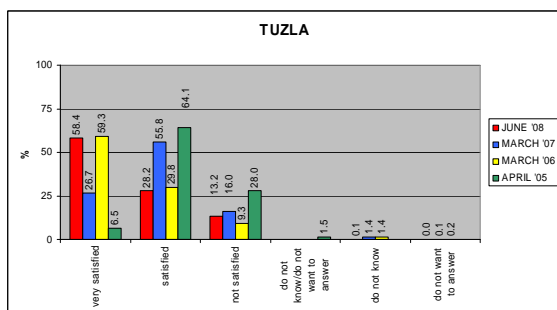
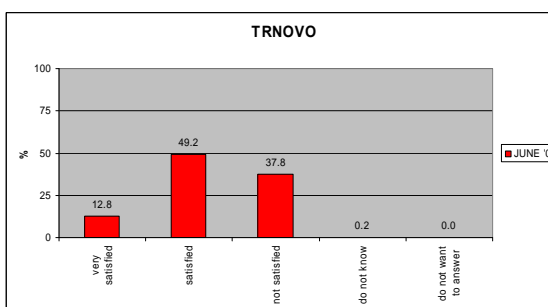
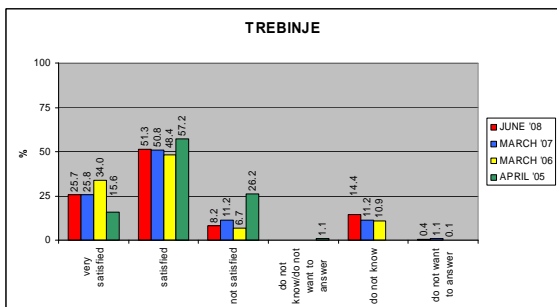
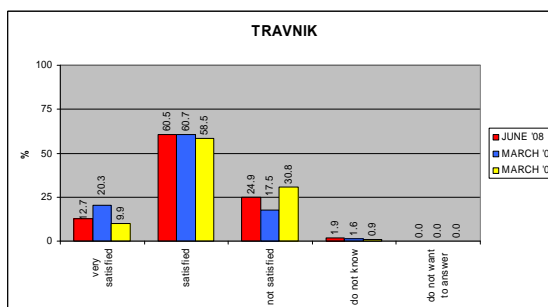
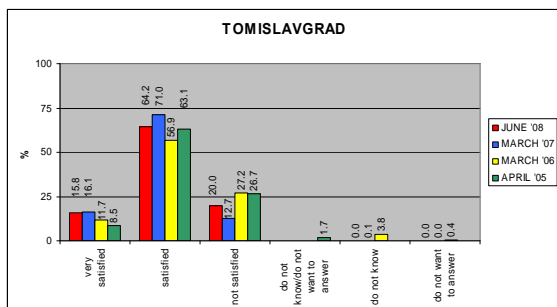
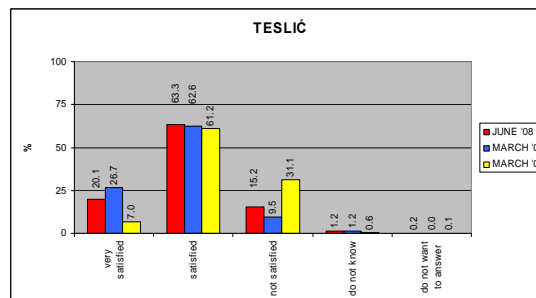
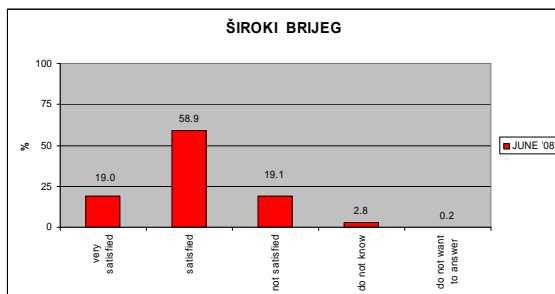
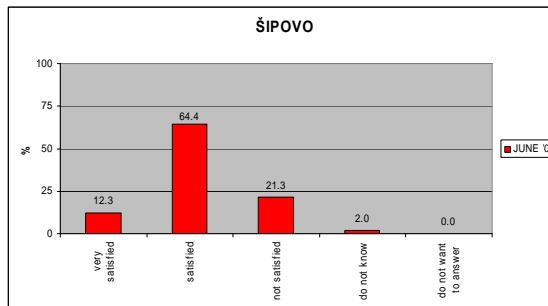
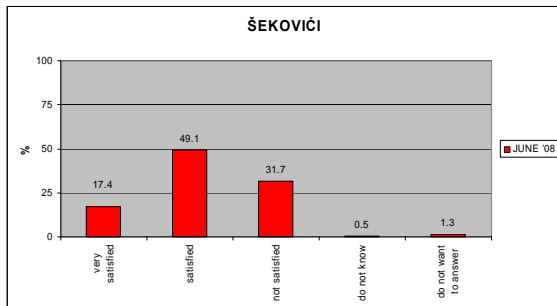
CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY



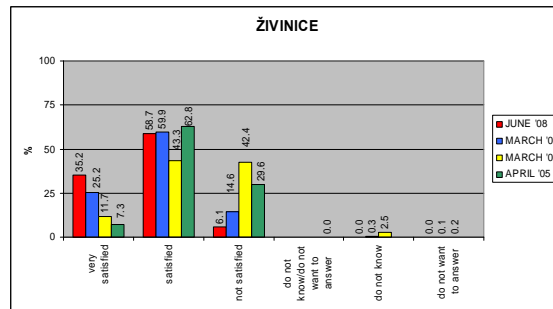
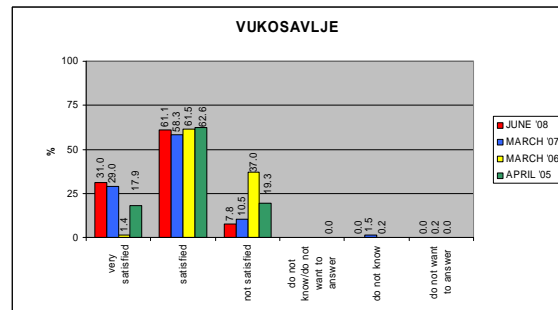
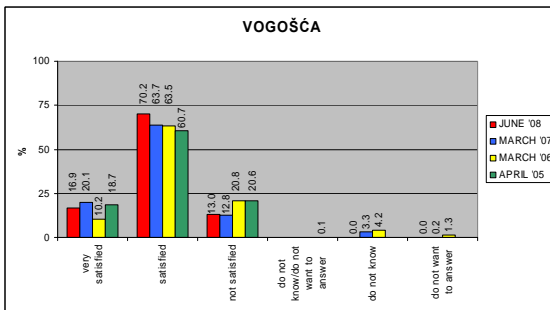
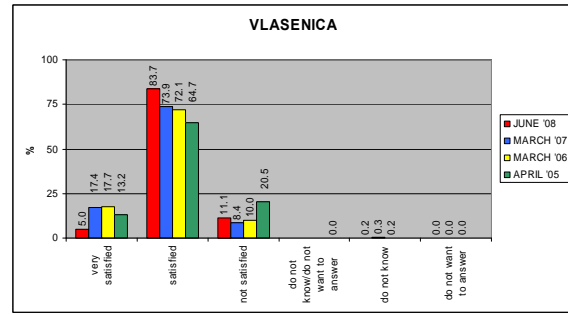
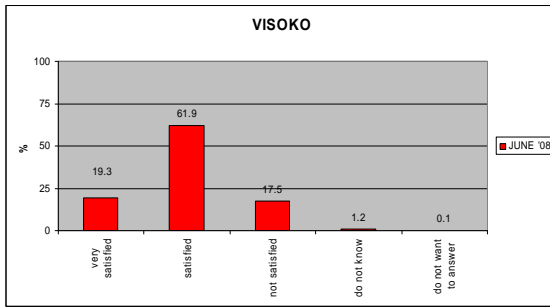
CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY



CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY



CITIZENS' SATISFACTION WITH MUNICIPAL SERVICES DELIVERY

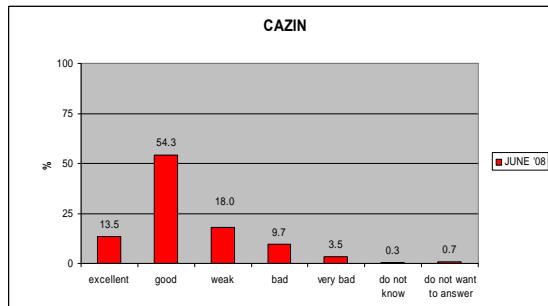
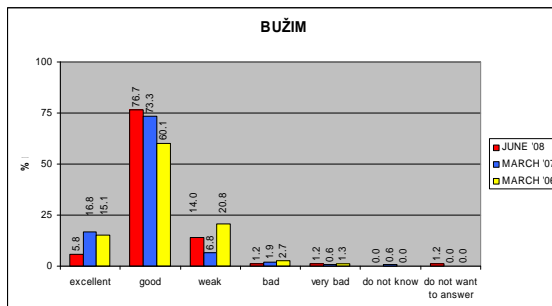
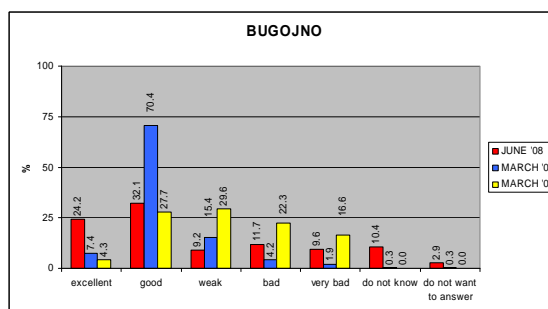
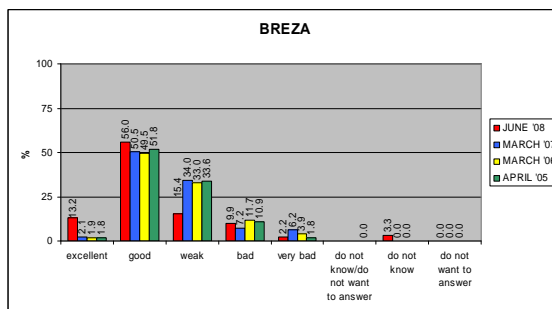
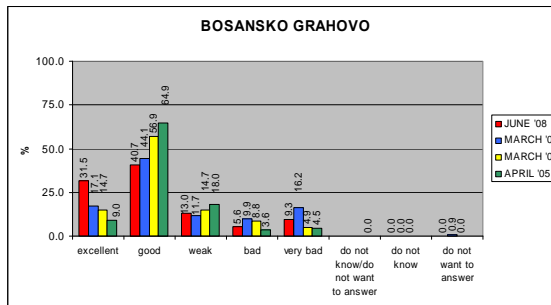
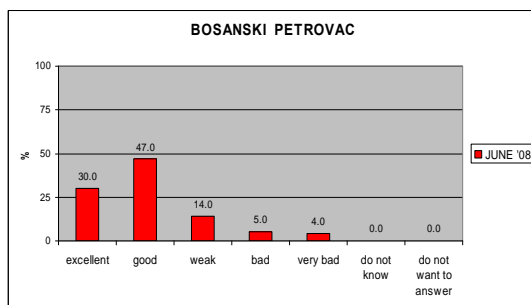
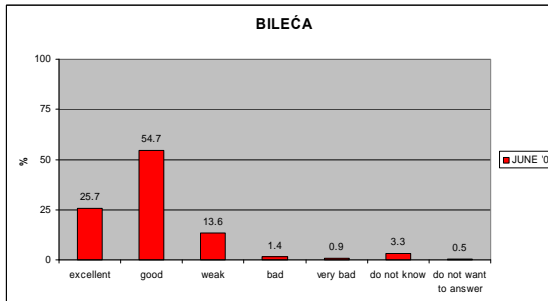
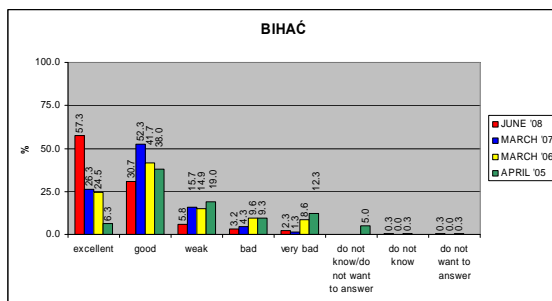
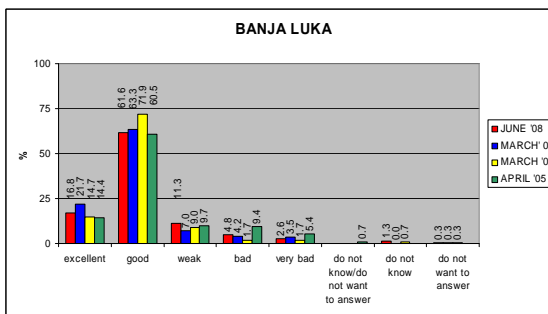
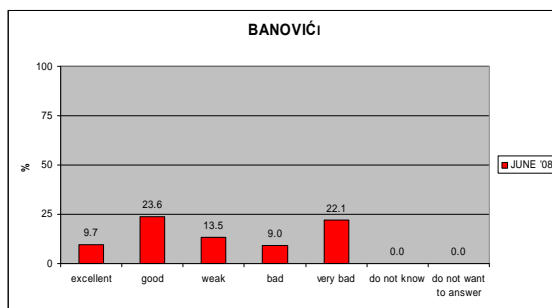


ANNEX C

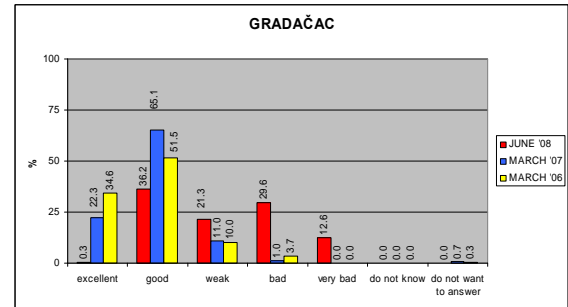
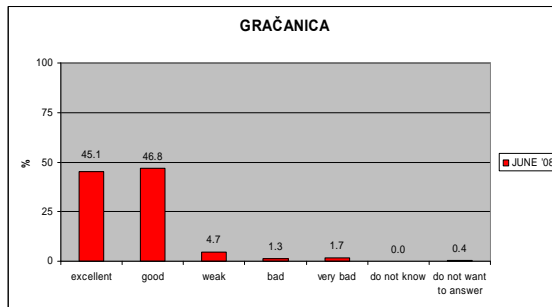
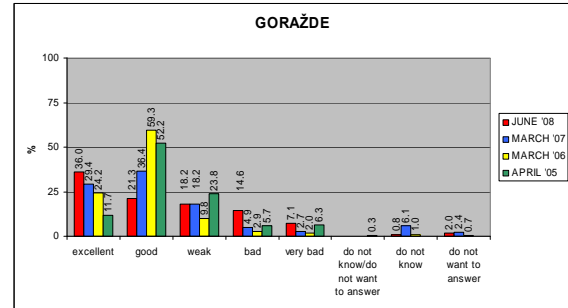
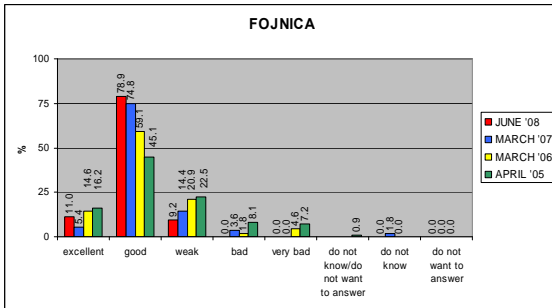
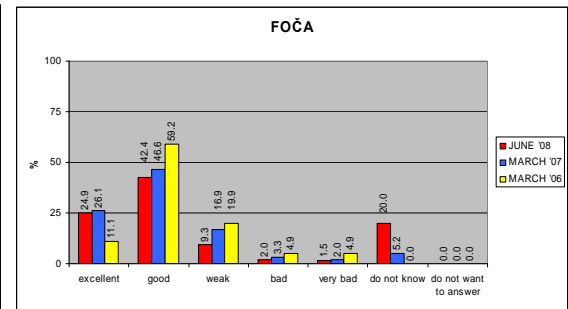
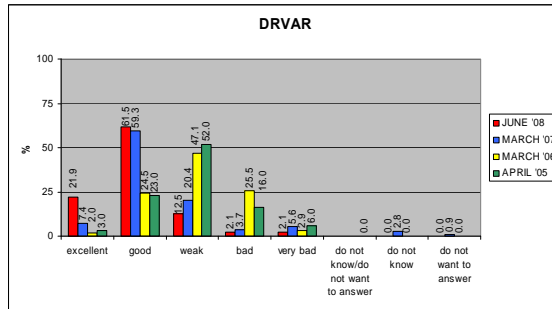
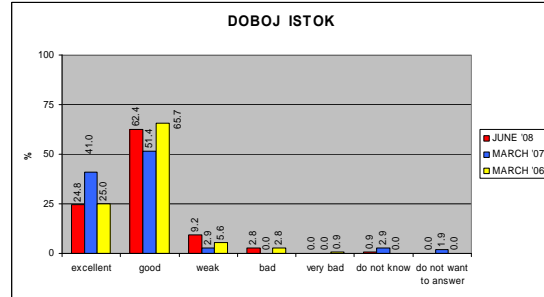
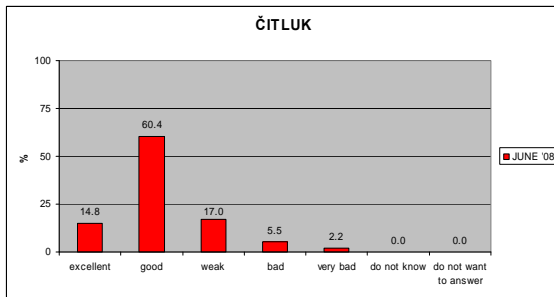
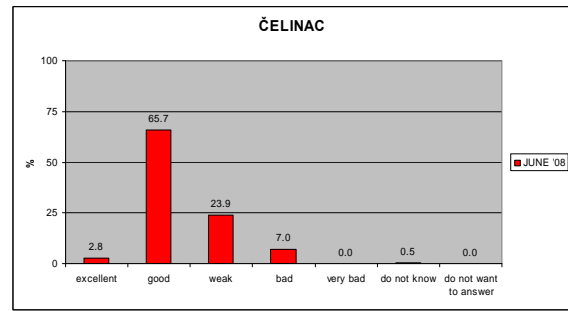
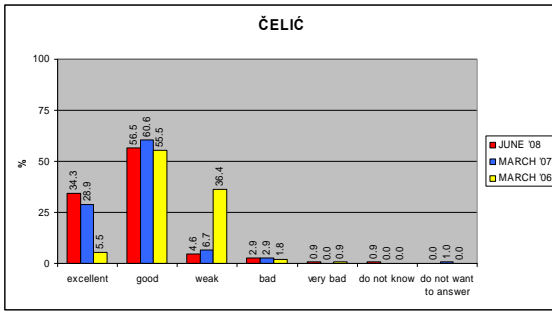
CITIZENS' RATING OF THE CURRENT MUNICIPAL GOVERNMENTS

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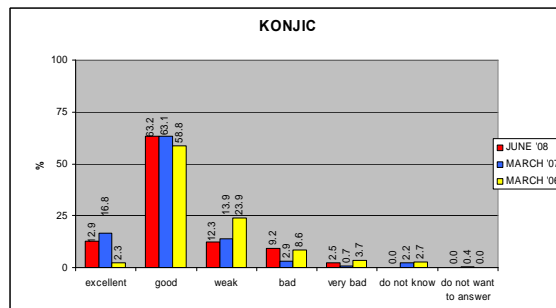
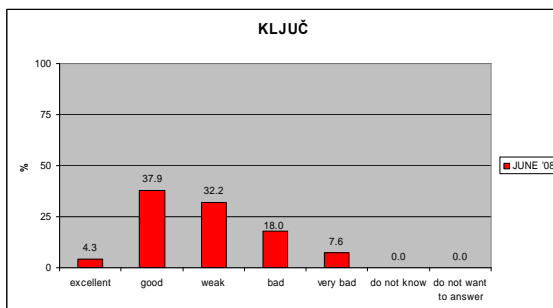
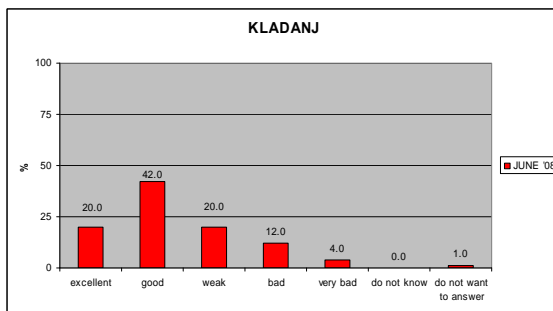
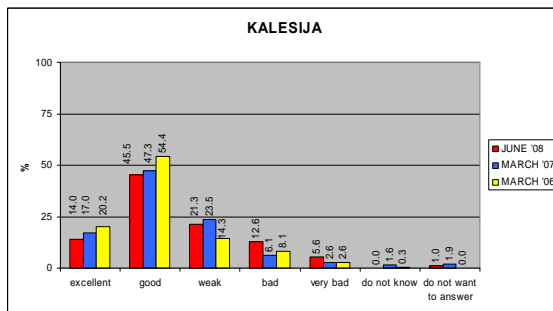
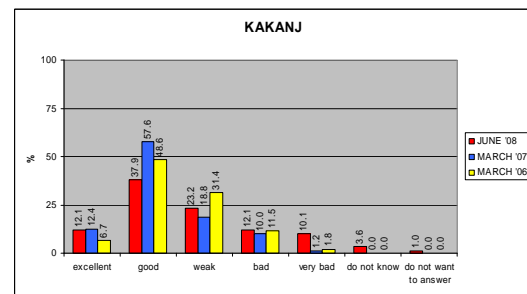
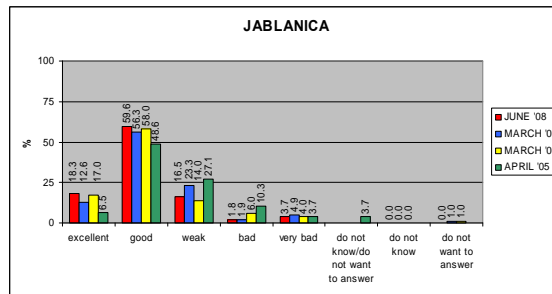
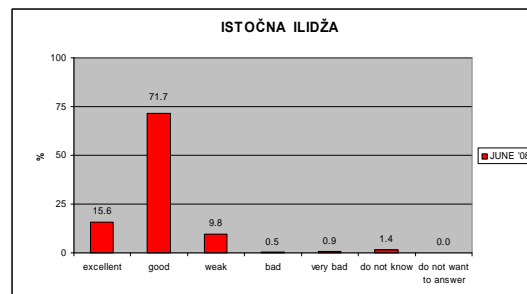
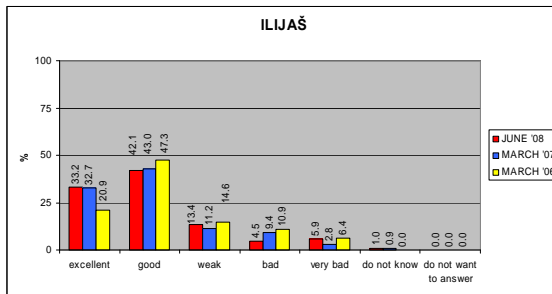
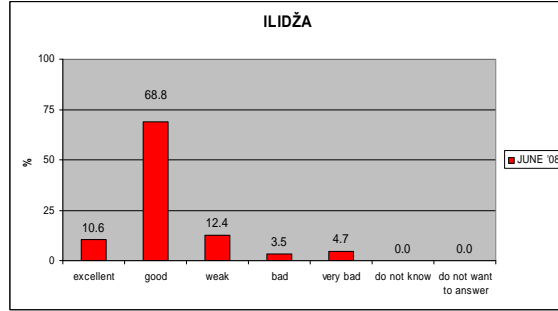
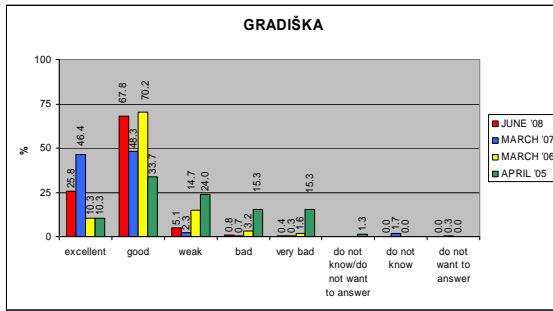
CITIZENS' RATING OF THE CURRENT MUNICIPAL GOVERNMENTS



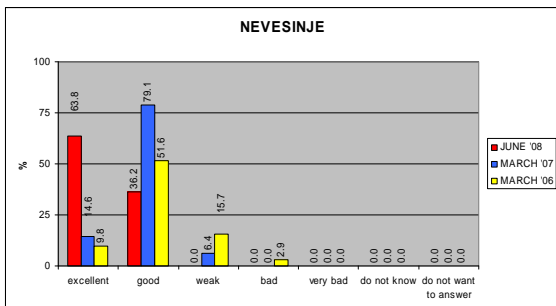
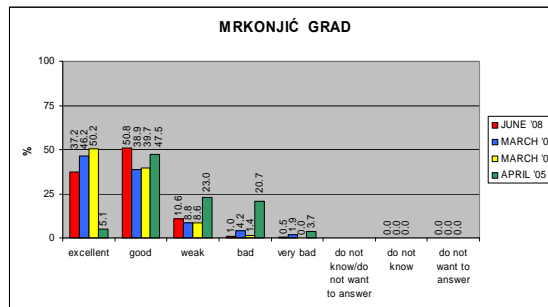
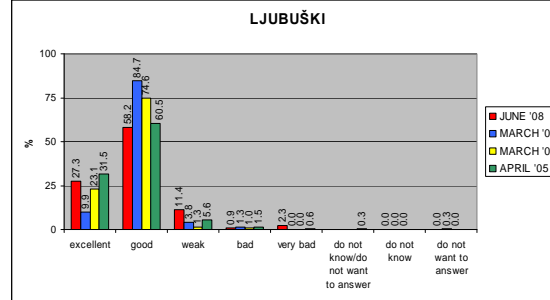
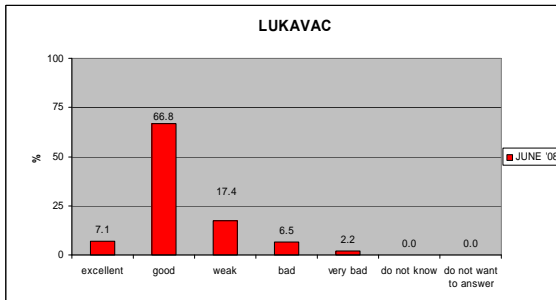
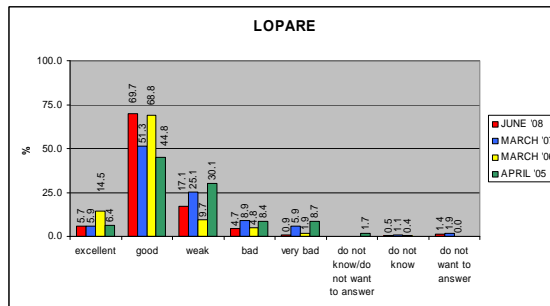
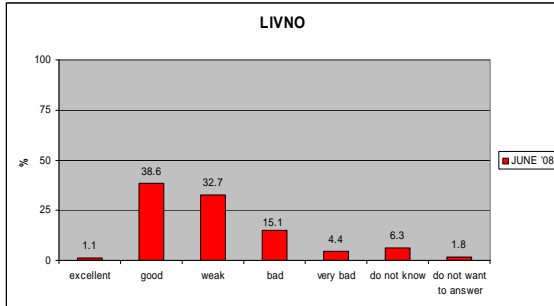
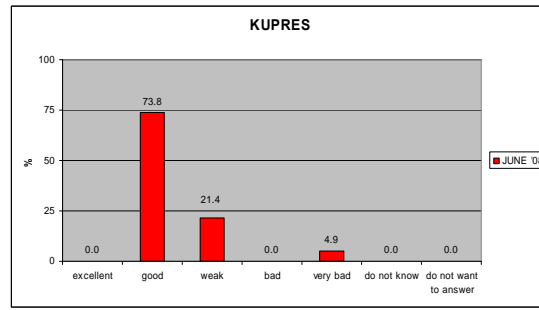
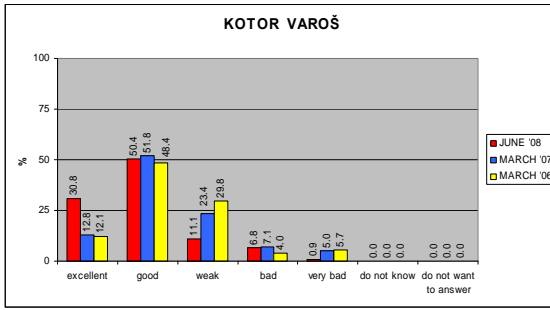
CITIZENS' RATING OF THE CURRENT MUNICIPAL GOVERNMENTS



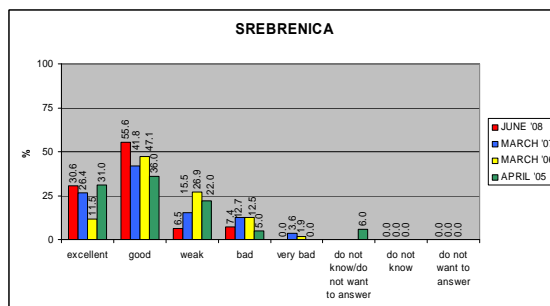
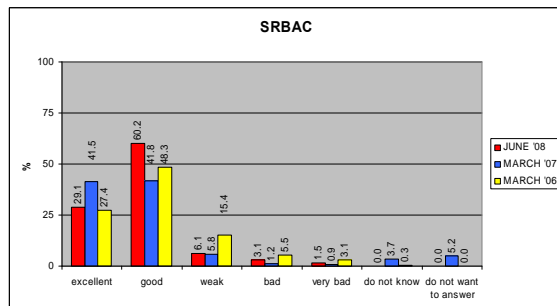
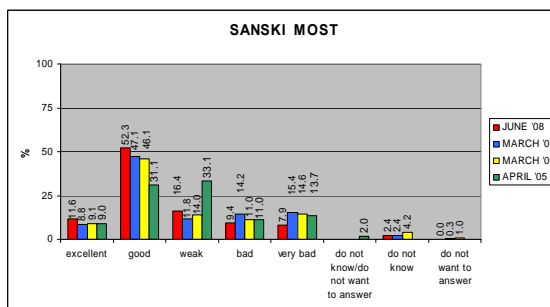
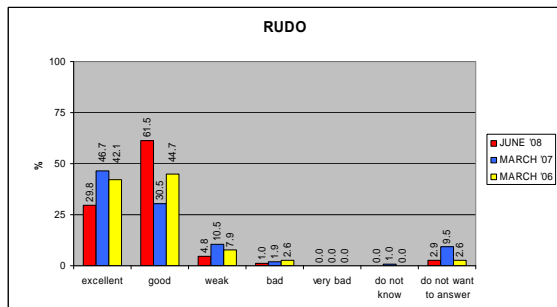
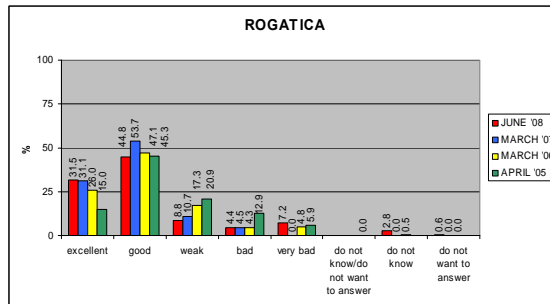
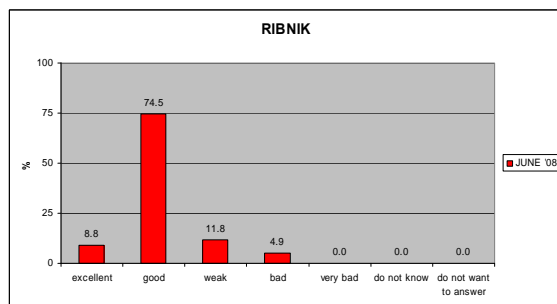
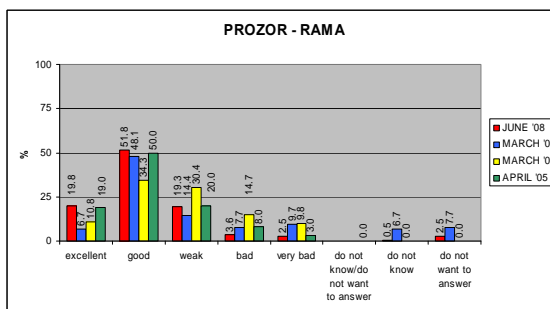
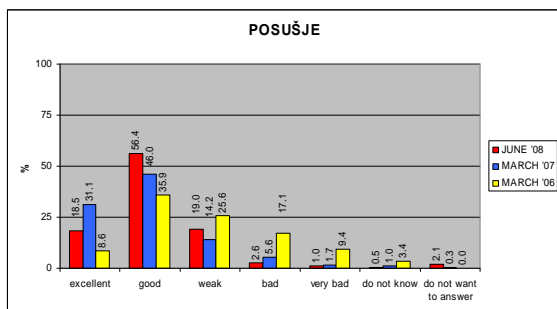
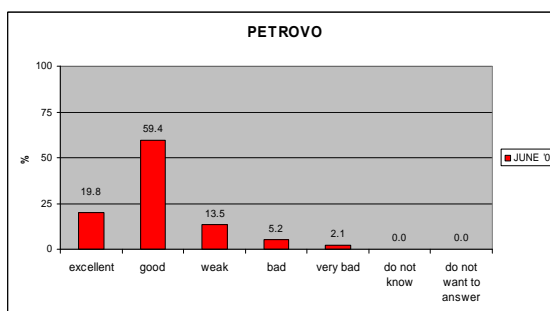
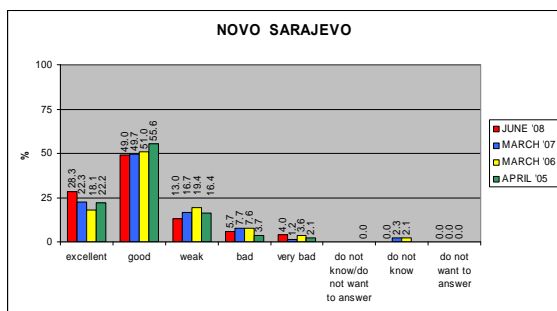
CITIZENS' RATING OF THE CURRENT MUNICIPAL GOVERNMENTS



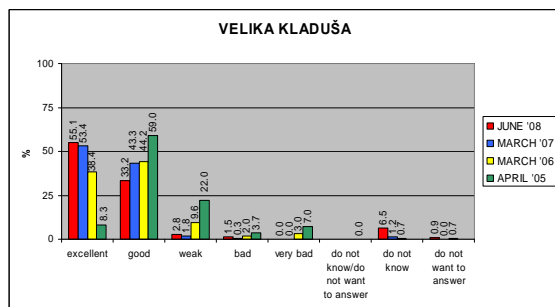
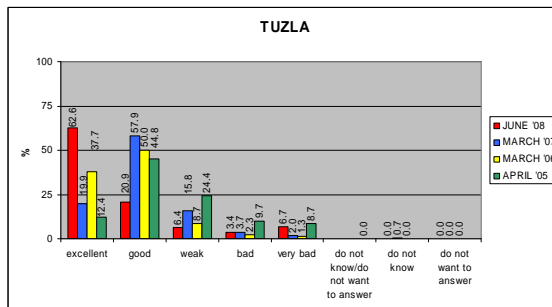
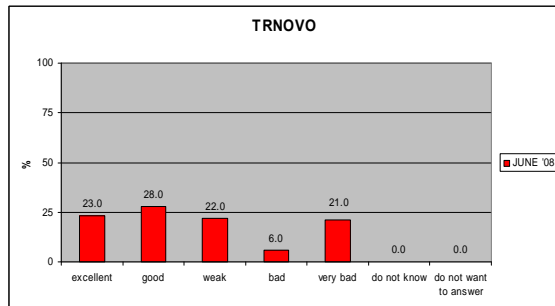
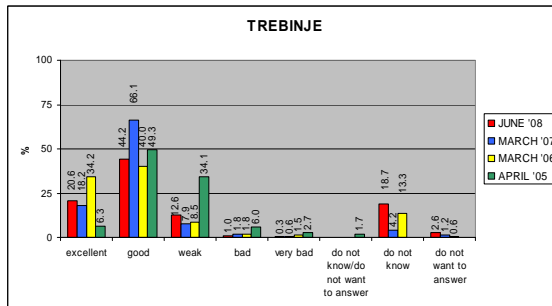
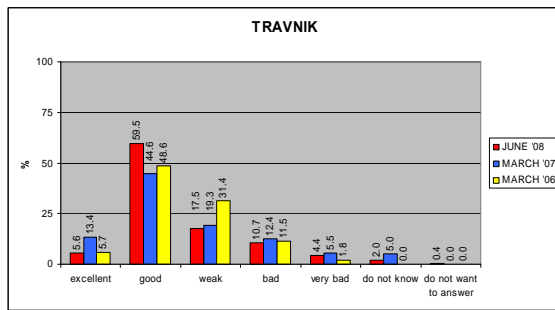
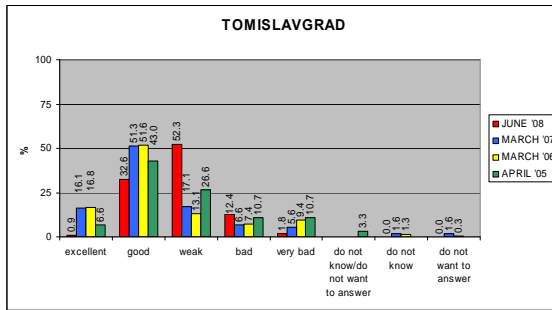
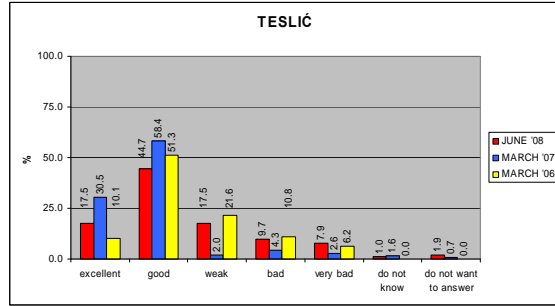
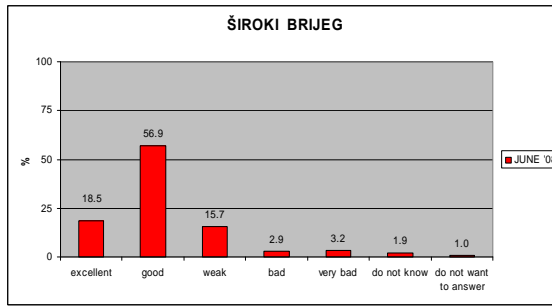
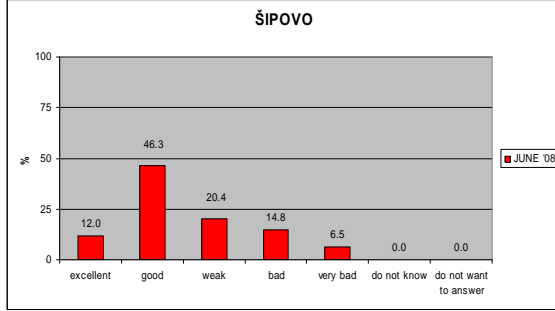
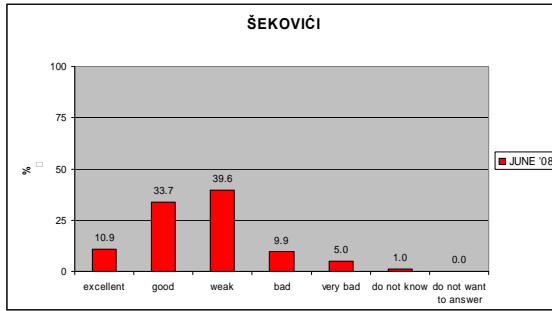
CITIZENS' RATING OF THE CURRENT MUNICIPAL GOVERNMENTS



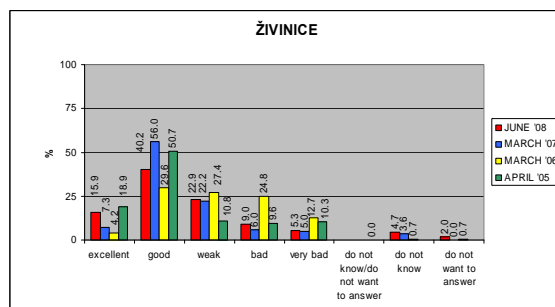
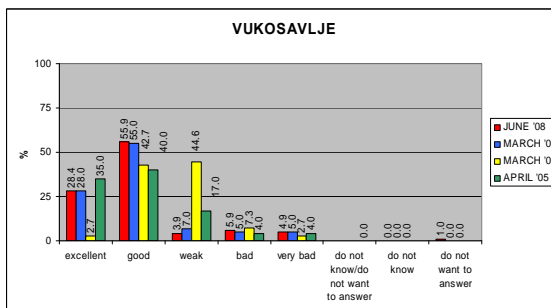
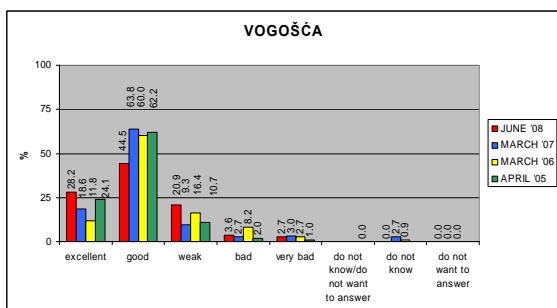
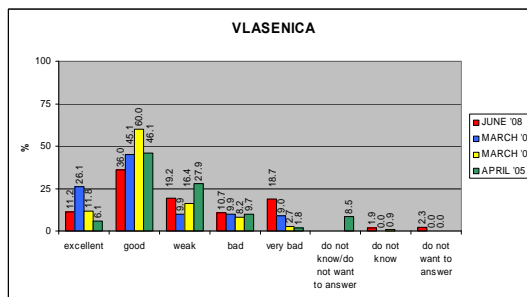
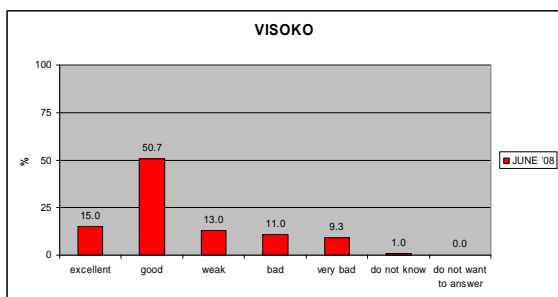
CITIZENS' RATING OF THE CURRENT MUNICIPAL GOVERNMENTS



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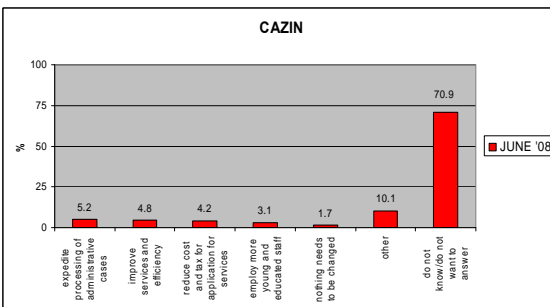
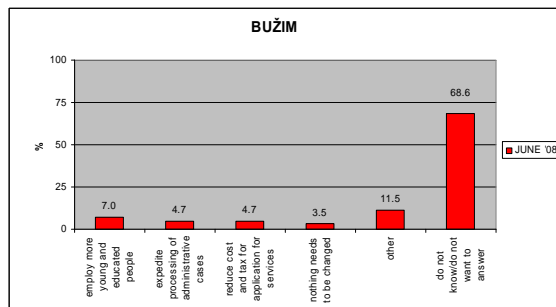
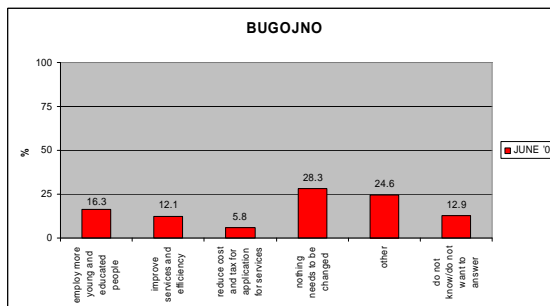
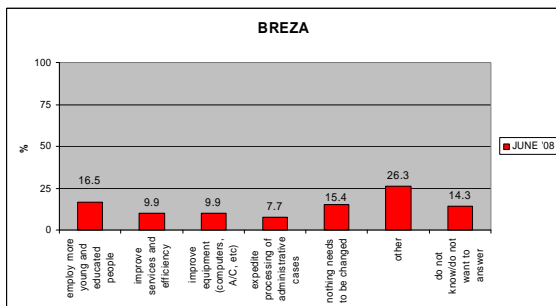
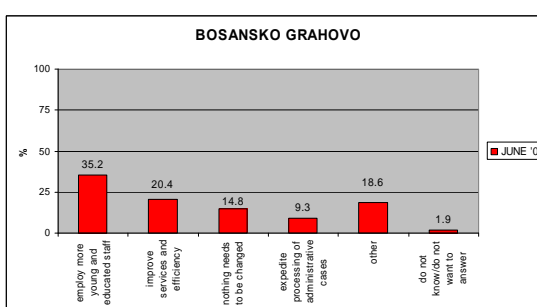
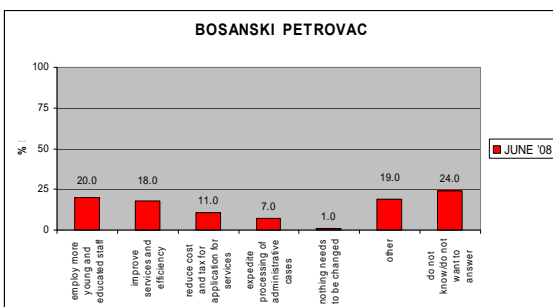
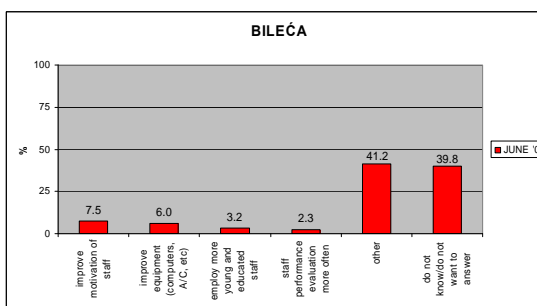
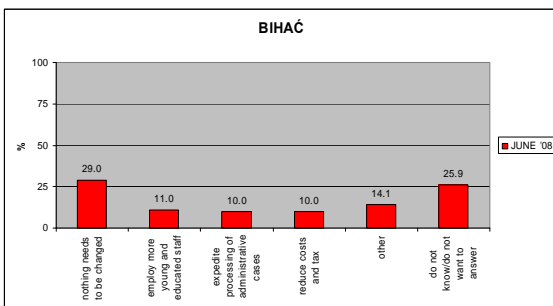
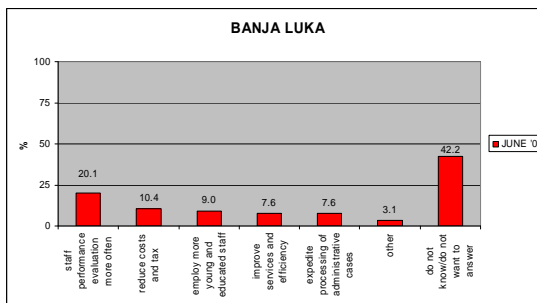
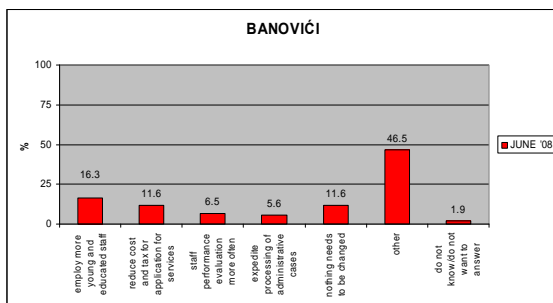


ANNEX D

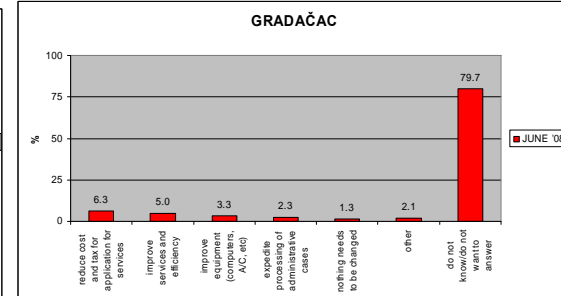
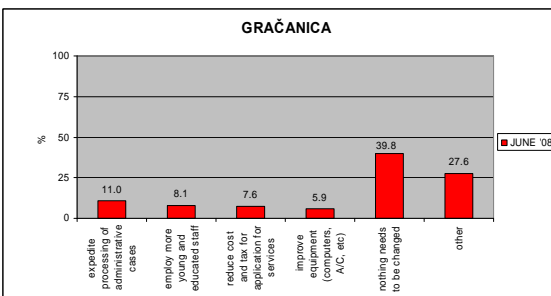
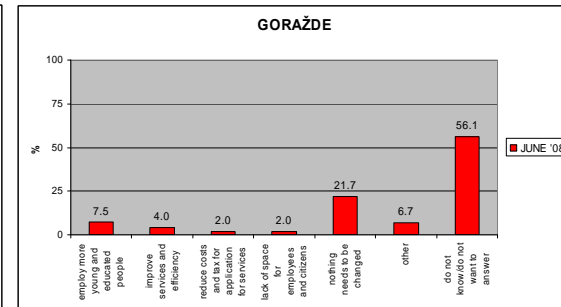
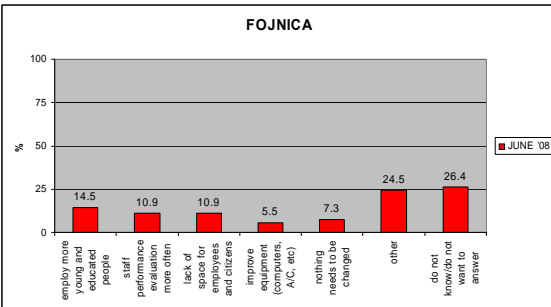
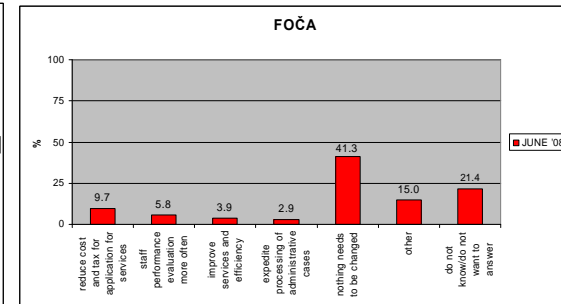
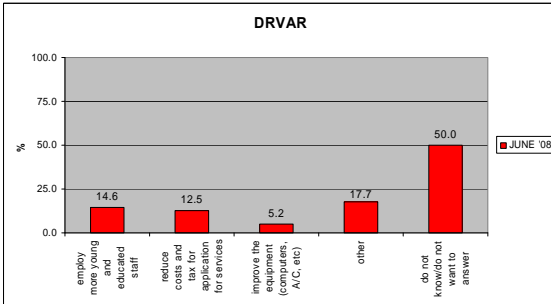
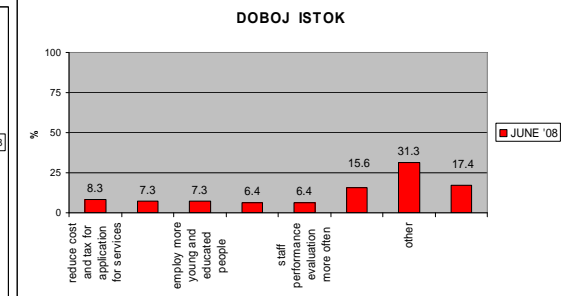
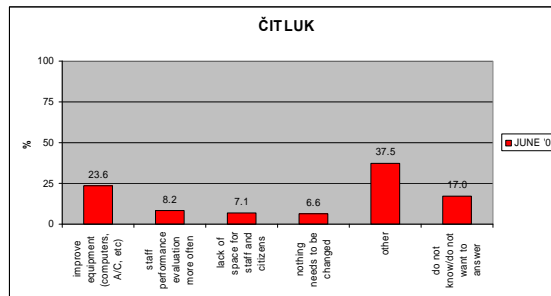
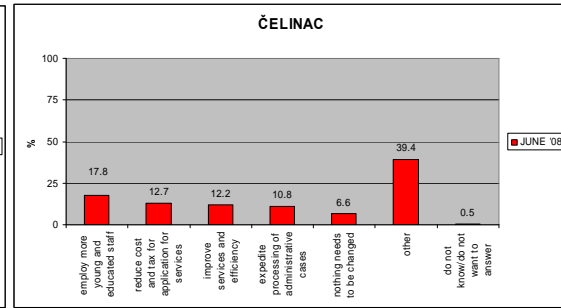
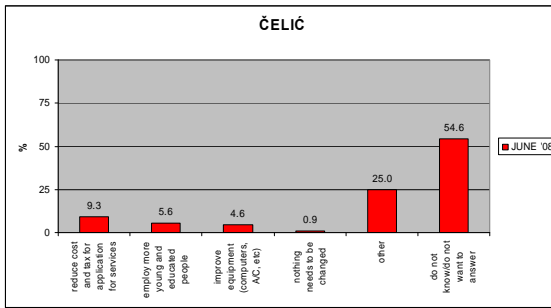
CITIZENS' OPINION ON WHAT NEEDS TO BE DONE TO IMPROVE MUNICIPAL SERVICES

65 municipalities - findings

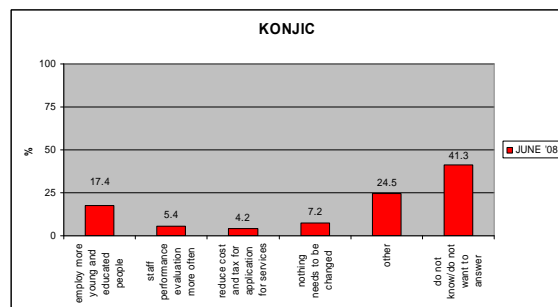
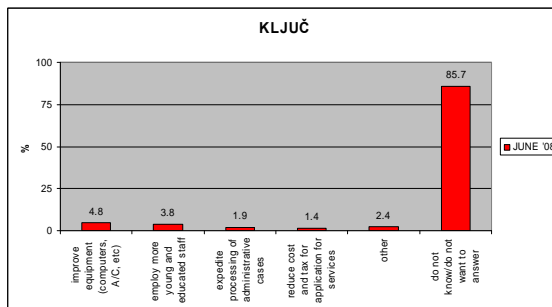
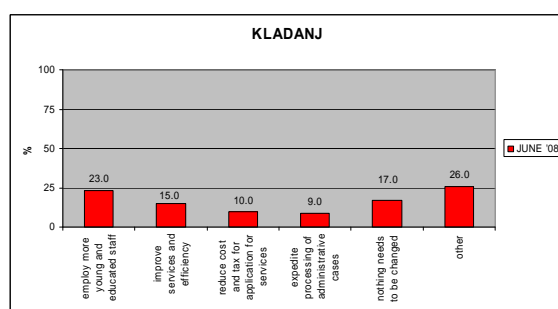
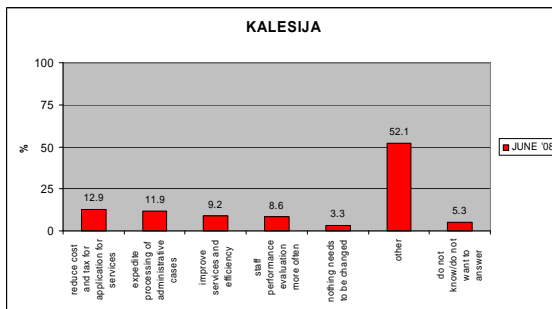
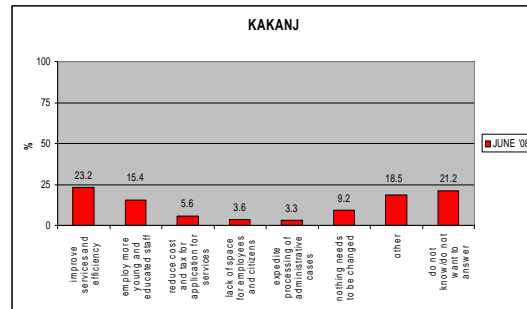
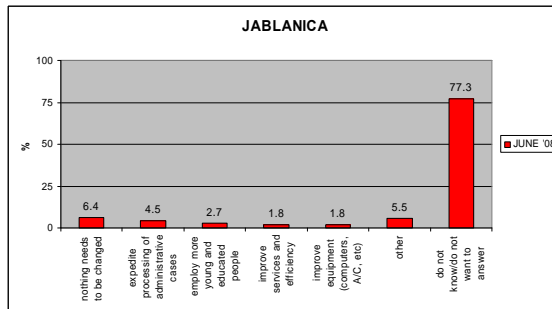
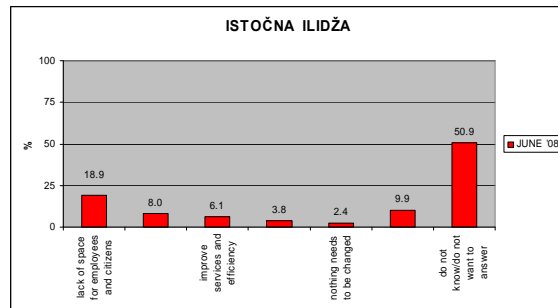
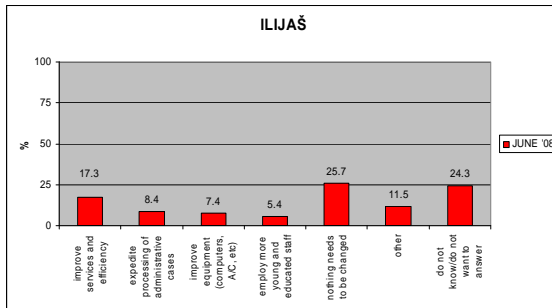
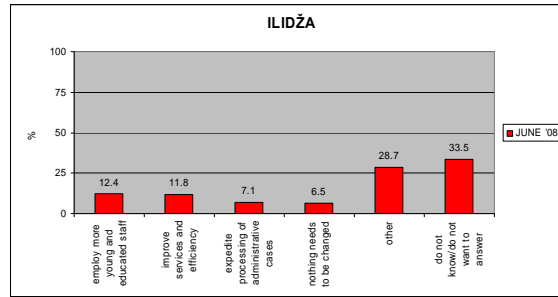
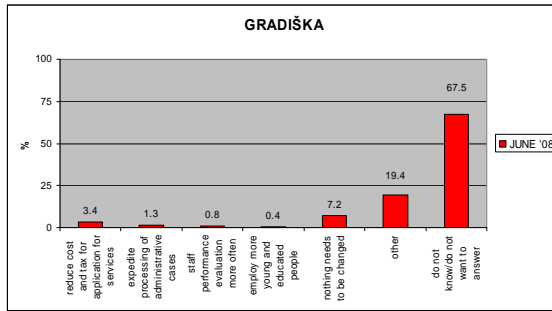
CITIZENS' OPINION ON WHAT NEEDS TO BE DONE TO IMPROVE MUNICIPAL SERVICES



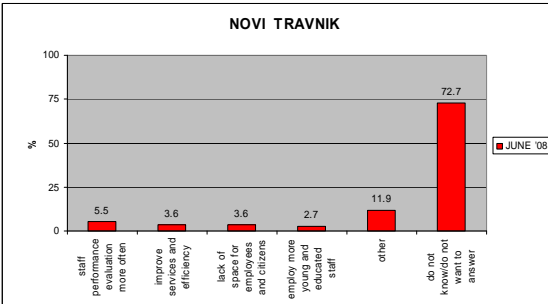
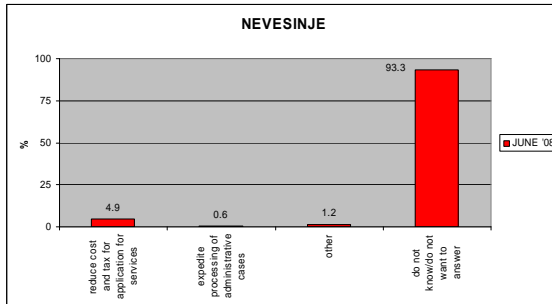
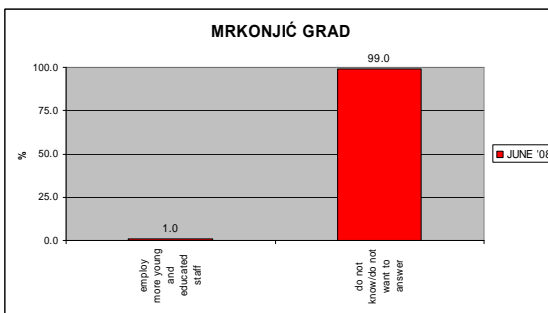
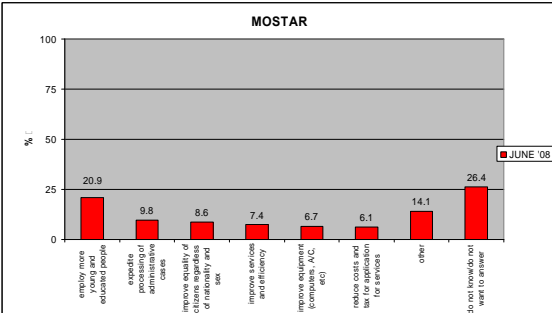
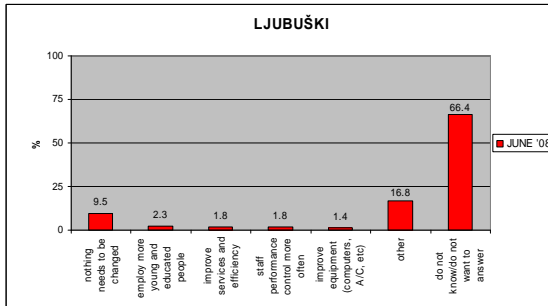
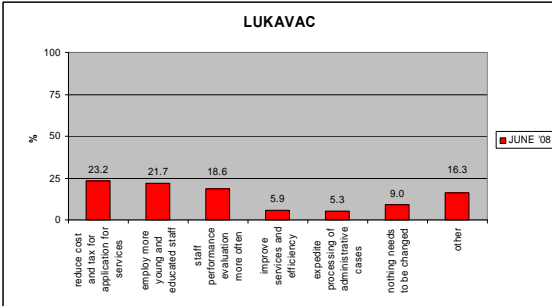
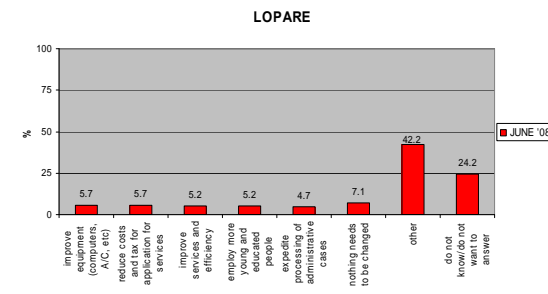
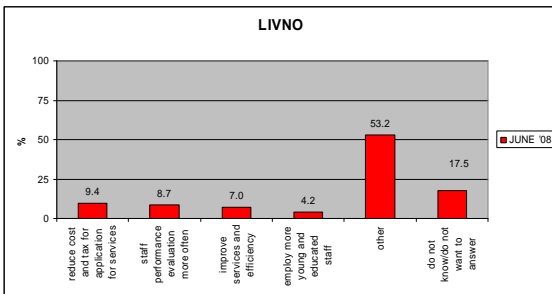
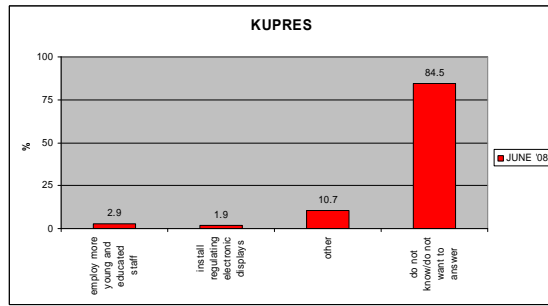
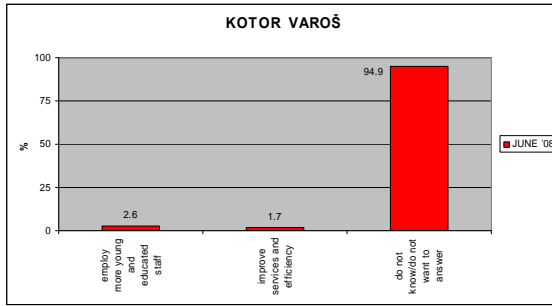
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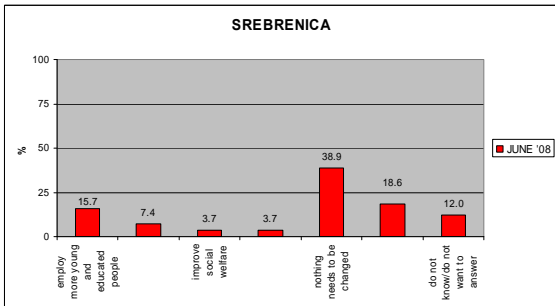
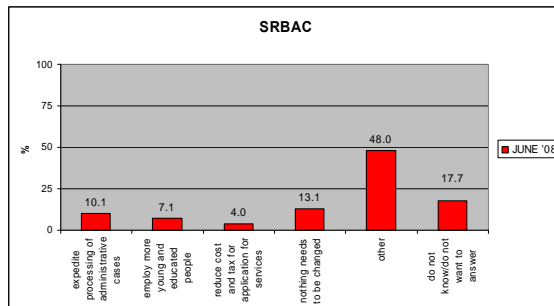
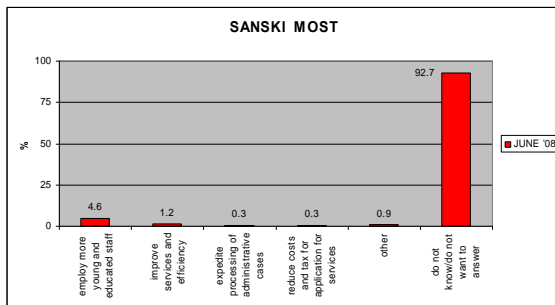
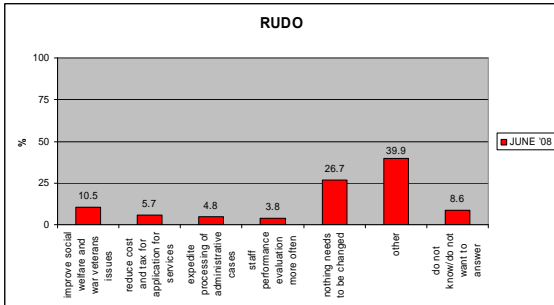
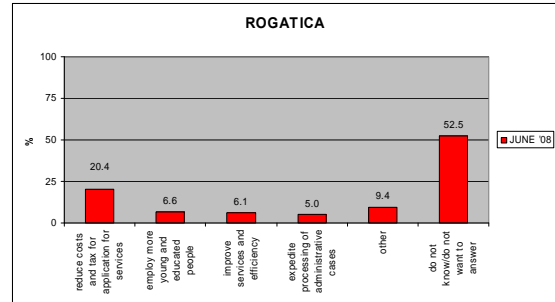
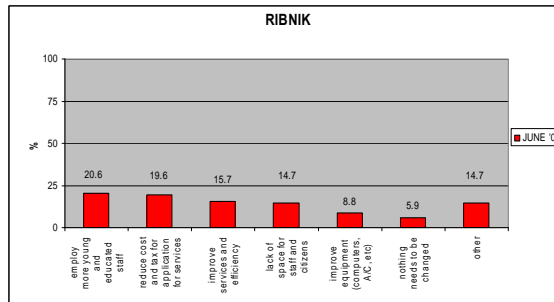
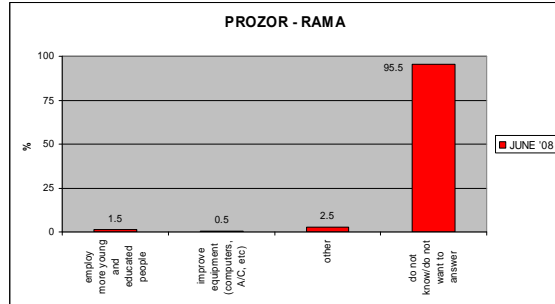
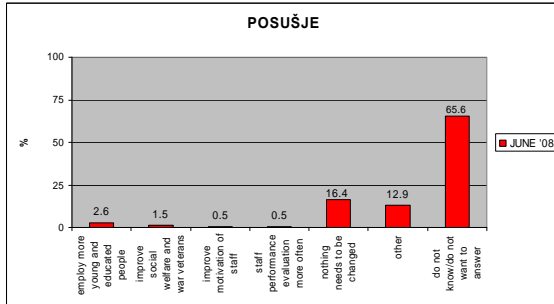
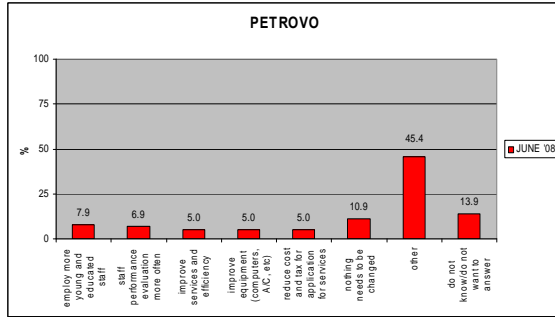
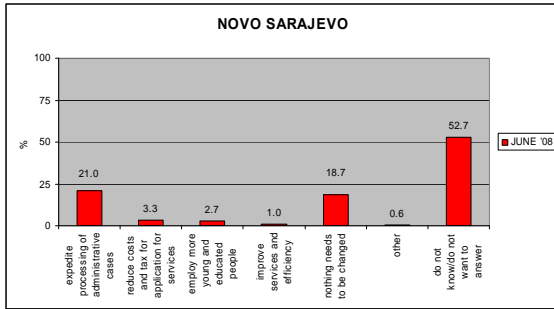
CITIZENS' OPINION ON WHAT NEEDS TO BE DONE TO IMPROVE MUNICIPAL SERVICES



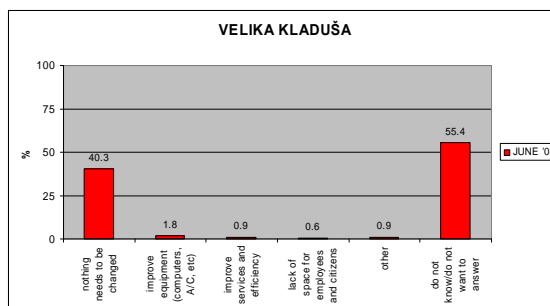
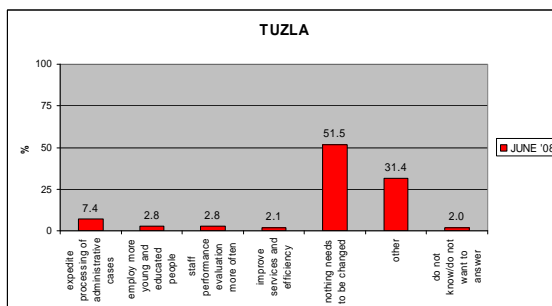
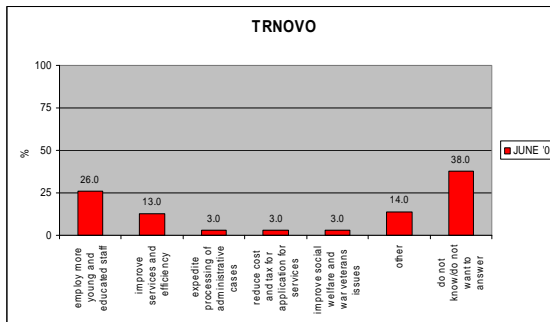
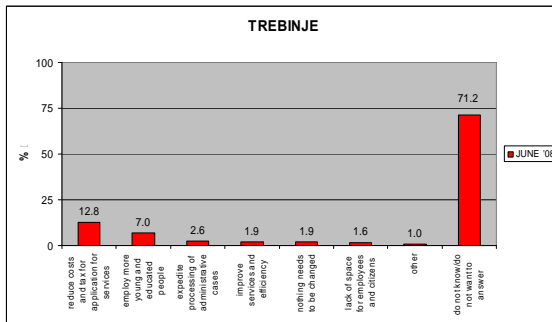
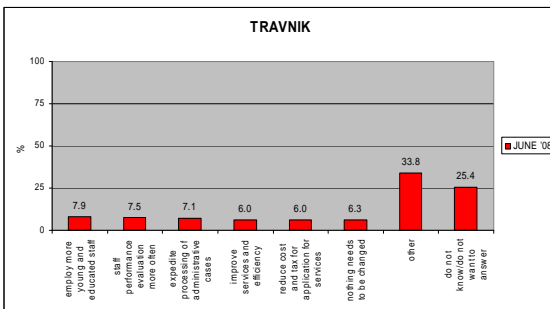
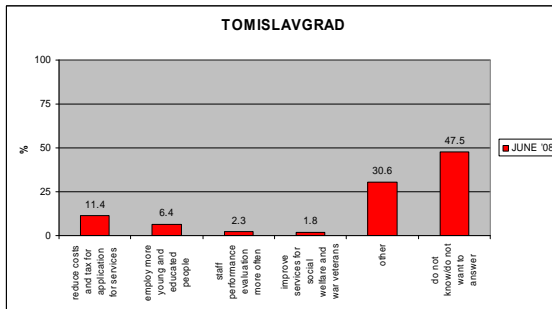
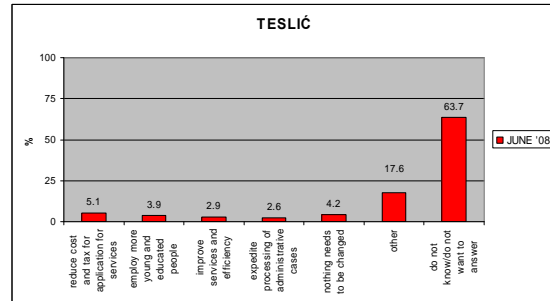
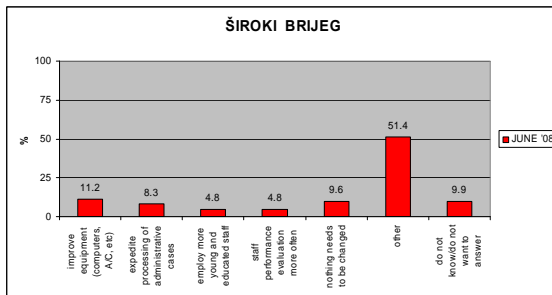
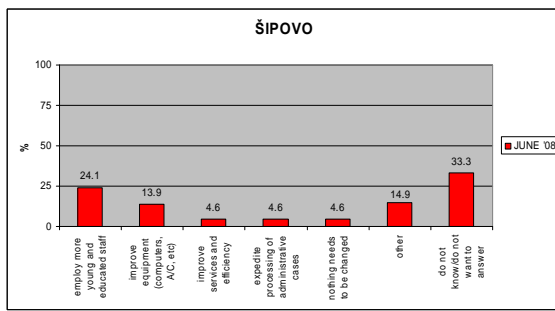
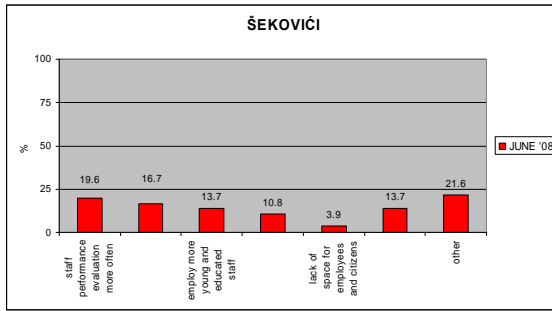
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