



Governance Accountability Project
Projekat upravne odgovornosti

REPORT ON ATTITUDNAL SURVEY

June - July 2011

GOVERNANCE ACCOUNTABILITY PROJECT, PHASE II
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Koninkrijk der Nederlanden

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EXECUTIVE SUMMARY

This survey is sixth annual survey regarding citizens' satisfaction with municipal administrative services delivery conducted by GAP in BiH municipalities. This year, the survey was conducted in eighty municipalities (72 partner and eight control municipalities). The survey took place in period June-July, 2011. Twelve pollsters (regional pollster approach) have approached to more than 5,000 citizens and have made more than 4,200 interviews. Data Entry Operator input more than 75,000 data bits into Excel sheets.

Along with this survey, GAP2 also conducted the survey on citizens' satisfaction with municipal communal services delivery in twelve municipalities for the first time as results of Modification of the Contract from February 2011. The survey was organized in nine municipalities that will receive GAP2 technical assistance in this regard specified by the Modification. The same aspect was also explored in three control municipalities. Pollster interviewed almost 700 citizens in order to identify citizens' satisfaction with municipal communal services delivery and related findings.

The survey on municipal administrative services again confirmed that citizens recognize changes in their municipalities and confirmed GAP2 assistance as a valuable tool in reengineering of municipal procedures. All GAP2 municipalities continue to keep citizens' satisfaction with municipal services on a very high level between 80-85 percent of general satisfaction and 10 to 15 points above the baseline recording. This survey provided the final result on the citizens' satisfaction with municipal administrative services delivery for legacy municipalities.

In the same time, eight control municipalities recorded a decrease in satisfaction with municipal service delivery by three and half points, which is statistically expected since GAP or some other party did not provide any major effect to these municipalities.

Survey on citizens' satisfaction with municipal communal services delivery showed that satisfaction is less, comparing to administrative services. There are some services that majority of citizens are satisfied (e.g. power supply), while many citizens are dissatisfied with local road maintenance, garbage collection, street cleaning etc. Citizens also provided valuable information and opinions what should and could be improved and how, that will GAP2 use to design activities to try to improve communal services in selected nine municipalities in next year.

Detailed findings of these surveys are presented in this report. In order to enable directions for reengineering procedures related to improvement of municipal administrative and communal services, findings on citizens' satisfaction may help municipal management and GAP2 in successful approach to technical assistance.

Introduction

The GAP2 Performance-Based Monitoring Plan (P-BMP) included periodic attitudinal surveys to gauge citizens' perception of municipal administrative services and governance only, so far. Since the signing of the Modification No. 12 to the Contract No: AID-168-C-00-08-00001-00 on February 9, 2011, GAP2 is supposed to provide technical assistance to the number of partner municipalities in improvement of providing communal services to their citizens. In this regard, P-BMP for the fourth project year considers exploring baseline citizens' satisfaction with communal services delivery in 2011 and control survey in 2012.

The performance indicators:

- “1.1-4 Percentage of citizens satisfied with administrative service delivery” and
- “1.1-5 Percentage of citizens satisfied with communal services in selected municipalities”

are intended to be 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 administrative and communal 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 uses and will use by 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 questionnaires for the citizens' satisfactions with municipal administrative services delivery survey from the previous surveys and also developed questionnaire for the new survey related to the communal services satisfaction. These questionnaires are attached to this report as appendix.

Sample Definition

Face-to-face interviews using individual questionnaires were conducted in each of the 72 GAP partner municipalities and control group of eight municipalities for the survey related to the citizens' satisfaction with administrative municipal services delivery. The survey for exploring the citizens' satisfaction with municipal communal services delivery was done in nine partner municipalities (Bosanska Krupa, Cazin, Foča, Livno, Mrkonjić Grad, Nevesinje, Prozor-Rama, Šipovo and Travnik and three control

municipalities (Čelić, Vlasenica and Žepče). Both surveys were done in period June 20 – July 12, 2011.

The survey for citizens' satisfaction with administrative municipal services delivery represented the fifth and fourth annual repetition (depends of cohort) for the legacy municipalities, third annual repetition for the fifteen third cohort municipalities and second survey for sixteen cohort municipalities.

The survey related to communal services delivery established baseline data in twelve municipalities (nine that will receive TA and three control municipalities).

The survey for administrative services was done differently than in previous surveys. Pollsters were working one day in each municipality and were supposed to interview sixty citizens.

Regarding communal satisfaction survey, pollsters were working two days in each municipality and were supposed to interview seventy citizens in each municipality due to more complex questionnaire.

Participants in this survey were randomly selected from the population defined as direct users of the municipal administrative services. Only citizens that used administrative municipal services at least two or three times per year were interviewed.

Survey Implementation

The survey was conducted in period June 20 – July 12, 2011. This survey was accomplished using pollsters that were hired on a short-term basis. The pollsters were eighteen years of age at least, and were mainly university students in social sciences or unemployed. This year, GAP 2 applied regional pollsters approach. One pollster was covering four to eleven municipalities, pending of region. Training on the technique and technology of the surveys was provided for all pollsters by the GAP Monitoring and Evaluation Director in June 2011 and earlier years.

Data Entering and Processing

With respect to the surveys, almost 4,200 interviews were completed (approximately 90 percent in the partner municipalities and ten percent in control municipalities). Among them, almost 700 people were interviewed for satisfaction with communal services delivery. Approximately, 75,000 data elements were analyzed using MS Excel software.

The pollsters approached over 5,000 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 seven percent – seven points more than in previous surveys.

With respect to gender, the response ratio was 61 percent male and 39 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’ SATISFACTION WITH ADMINISTRATIVE 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, almost eighty-three (83) percent of citizens are generally satisfied with municipal services delivery in 2011 (“very satisfied” or “satisfied”).

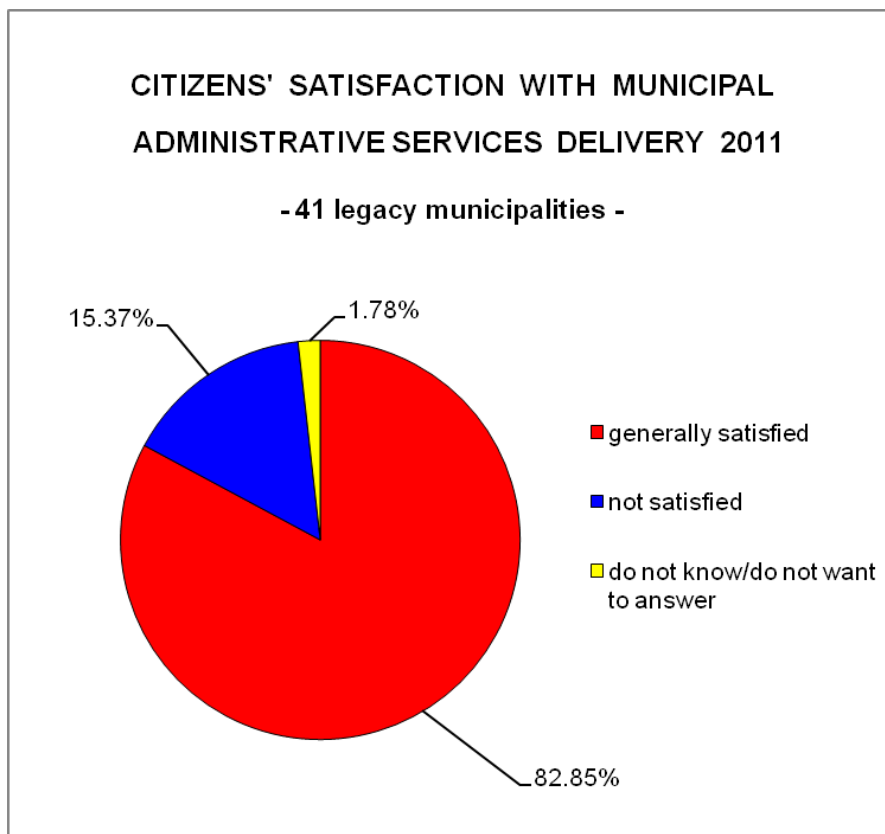


Fig. No. 1

This is substantially the same result from the last year’s survey or a 13.5 point increase compared to the baseline values. The similarity of results through last four years confirms the sustainability of improvements made in legacy municipalities through GAP and citizens’ recognition of these improvements. Less than sixteen (16) 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. 2).

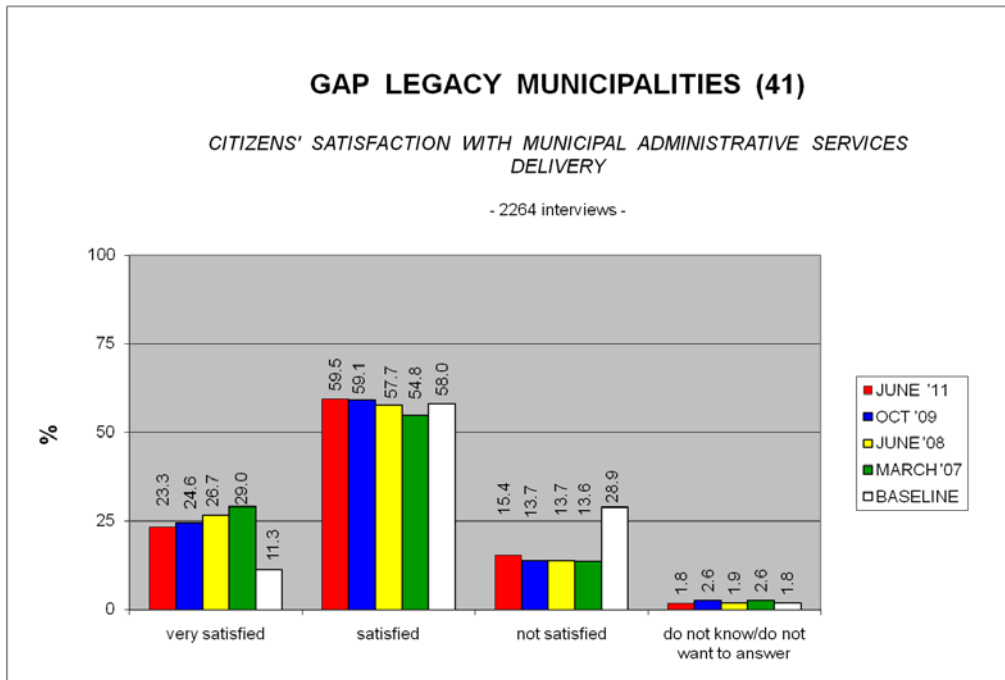


Fig. No. 2

For the third cohort of fifteen new partner municipalities, almost eighty-five (85) percent of citizens are generally satisfied with municipal services (“very satisfied” or “satisfied”).

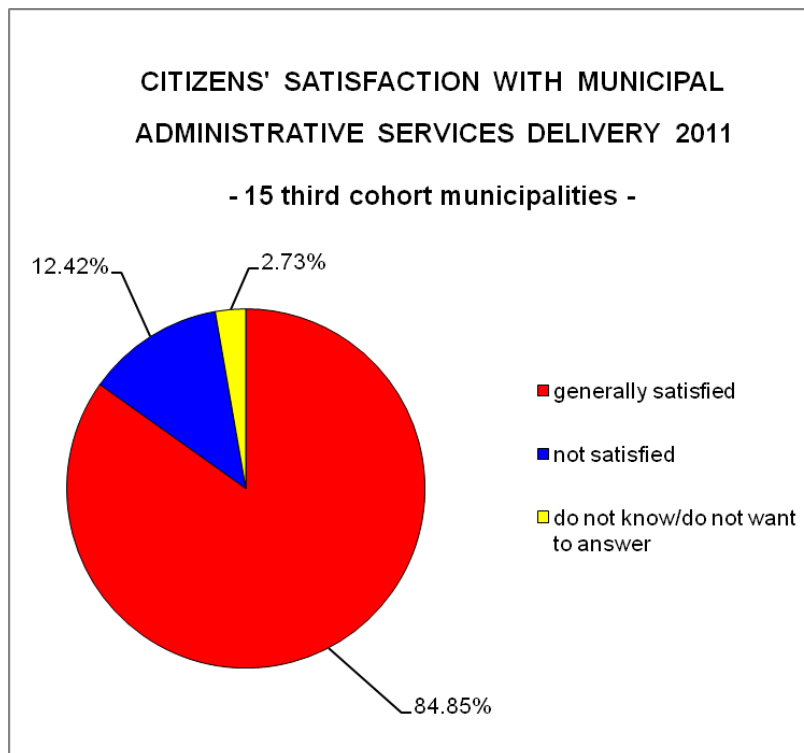


Fig. No. 3

This is an increase of 13.3 points comparing to baseline survey and similar result to the legacy municipalities. Again, citizens immediately responded to the improvements made in these fifteen municipalities. Less than thirteen percent of citizens are not satisfied with municipal services delivery and dissatisfaction gradually decreases during period of time (see Figures No. 3 and 4).

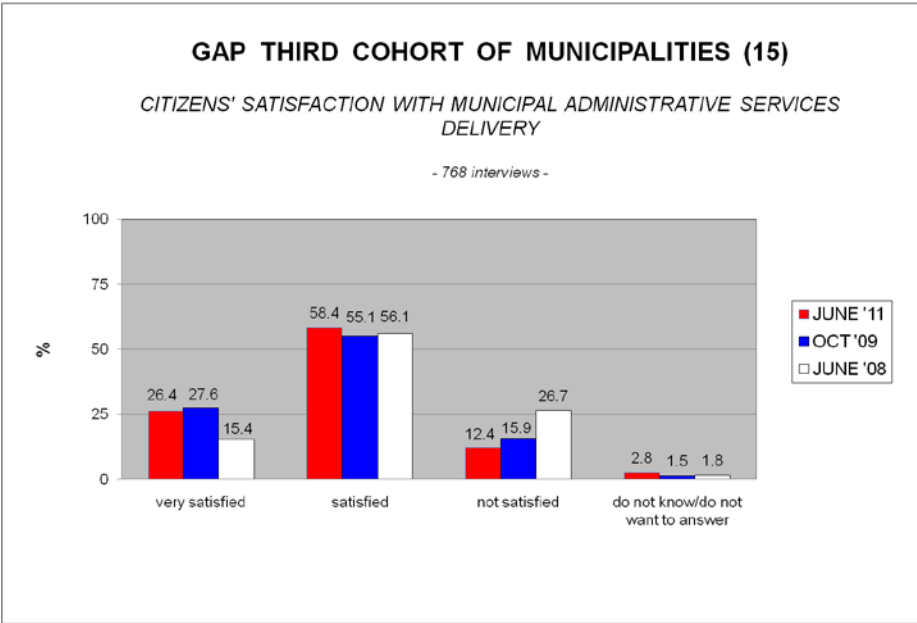


Fig. No. 4

This survey also established first comparable data for the sixteen fourth cohort municipalities. General satisfaction with municipal administrative services delivery is 85 percent (see Figure No. 5), almost the same as among legacy and third cohort municipalities.

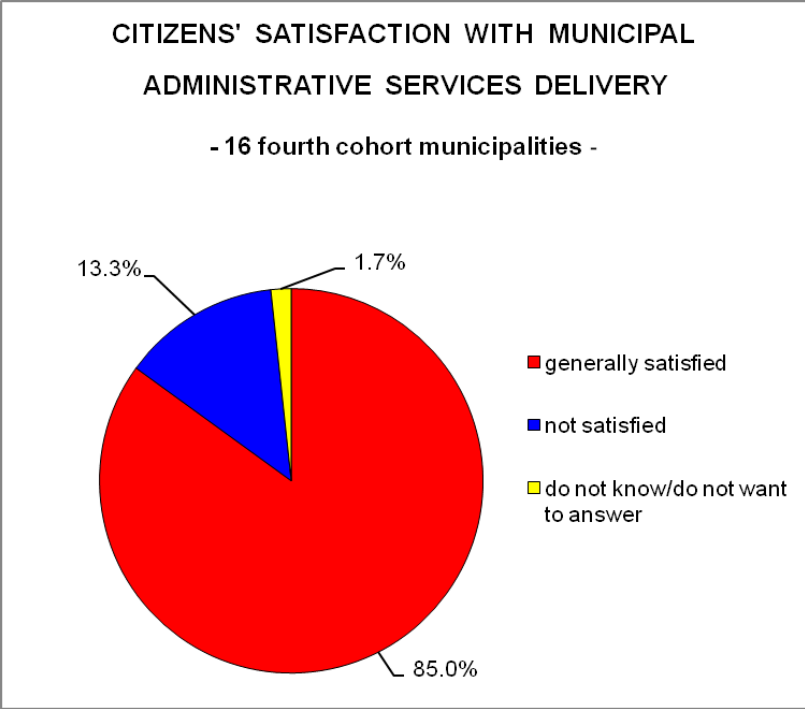


Fig. No. 5

This is an increase by more than ten points compared to baseline data (see Figure No. 6).

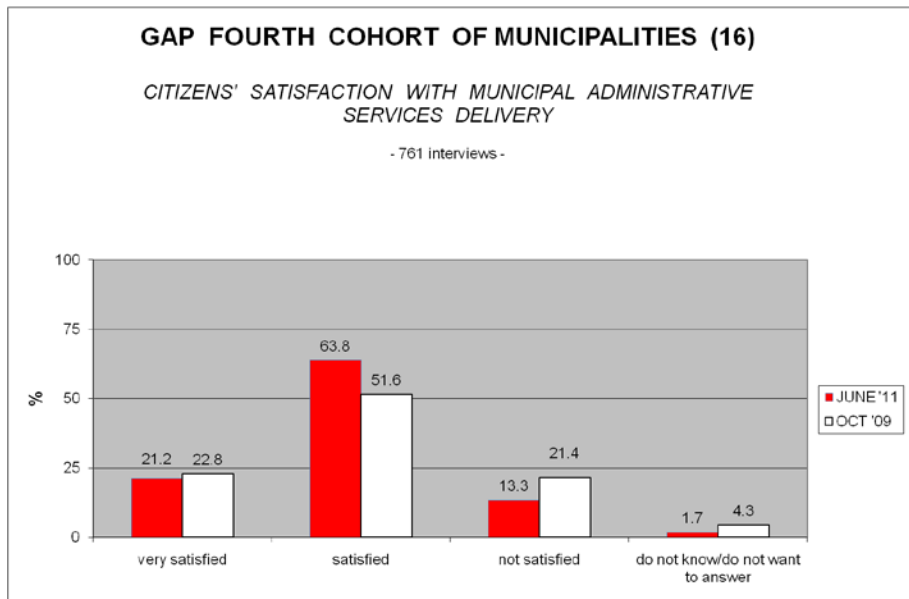


Fig. No. 6

To have better interpretation and monitoring of findings and trends through time among partner municipalities, GAP2 is also monitoring data in eight control municipalities that receive no assistance from GAP2. While all partner municipalities recorded increase in citizens' satisfaction with administrative municipal services delivery through time, control municipalities recorded drop by 3.5 points as compared to baseline data.

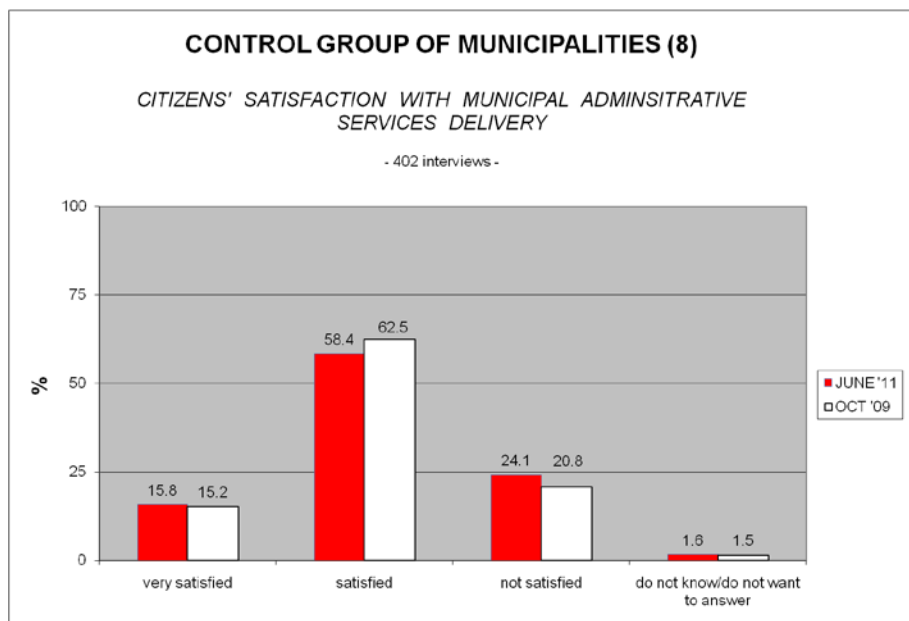


Fig. No. 7

These improvements in citizens' satisfaction with administrative services delivery among partner municipalities and drop in citizens' satisfaction among control municipalities, clearly demonstrate that citizens easily recognize improvements done in partner municipal administrations.

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 whole survey.

“CITIZENS’ SATISFACTION WITH MUNICIPAL COMMUNAL SERVICES DELIVERY”

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

- water supply,
- sewage system/waste water management,
- power supply,
- garbage collection,
- street and town cleaning,
- school students transportation,
- local road maintenance,
- public parks and playgrounds maintenance,
- preschool education,
- public transportation,
- district heating, and
- public street illumination.

In nine partner municipalities (Bosanska Krupa, Cazin, Foča, Livno, Mrkonjić Grad, Nevesinje, Prozor-Rama, Šipovo and Travnik), almost sixty-three (63) percent of citizens are generally satisfied with municipal communal services (“very satisfied” or “satisfied”), on average. More than twenty-four (24) percent of citizens are not satisfied. Significant percentage of interviewees (7.1) is neither satisfied nor dissatisfied, while, six and half percent of citizens did not know or did not wish to answer (see Figure No. 8).

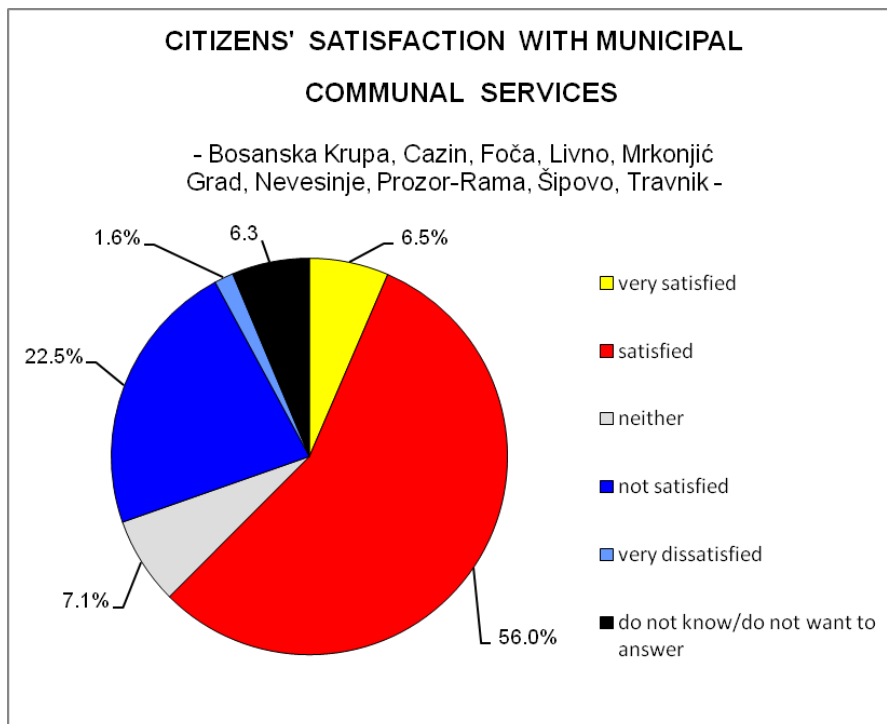


Fig. No. 8

However, the level of satisfaction is not the same with all communal services. Citizens are the most satisfied with power supply (almost 90 percent) and water supply (77.5 percent) and

most dissatisfied with local road maintenance (43.2 percent), district heating (29.2 percent), public transportation (28.6 percent) and street and town cleaning (27.6 percent). Of course these data varies pending of municipality considered.

The very similar findings are in three control municipalities (Čelić, Vlasenica and Žepče) and are represented on the next pie-chart (see Fig. No. 9).

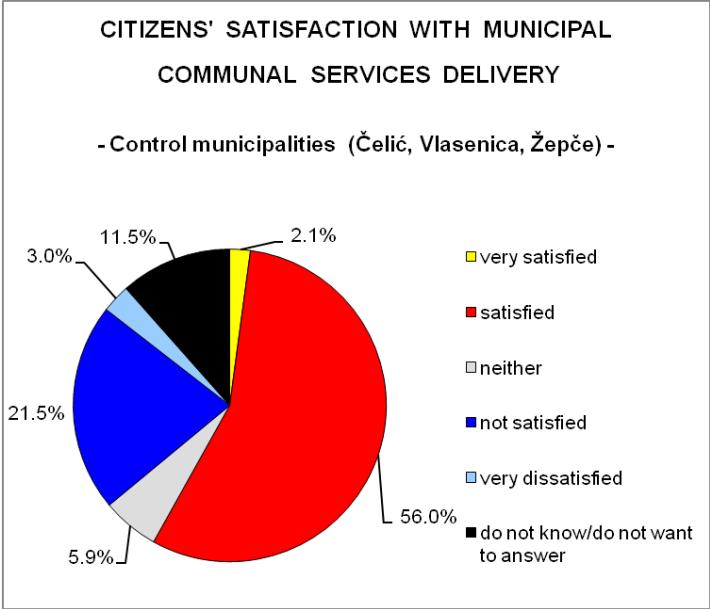


Fig. No. 9

One of the main preconditions for quality of communal services is that service fees are timely and regularly paid. In this regard citizens were asked if they pay services fees. They could choose the following answers: Yes - regularly, Yes – occasionally, Pay just services that can be halted and No. The findings show that almost three quarters of citizens regularly pay communal service fees (see Figure No. 10). The similar findings are among control municipalities as well.

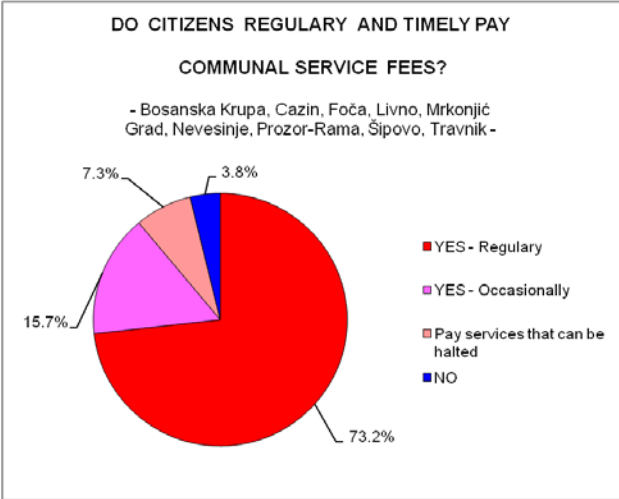


Fig. No. 10

Citizens were also asked if they have sufficient level of information regarding communal services. This issue is very important in interaction service providers-municipality-citizens

and directly affects the quality of services. Two thirds of citizens said that they have sufficient level of information related to the municipal communal services.

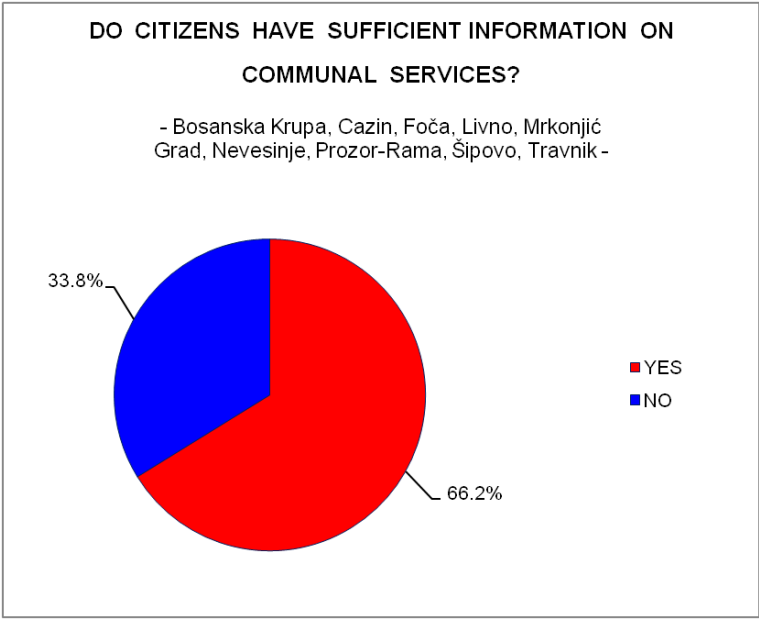


Fig. No. 11

Citizens also provided their opinion about three communal services to be improved as priority in their municipalities. The following diagram (Figure No. 12) represents the aggregated responses by citizens. The most highlighted services to be improved are local road maintenance, sewage system/waste water management, water supply, garbage collection and street and town cleaning.

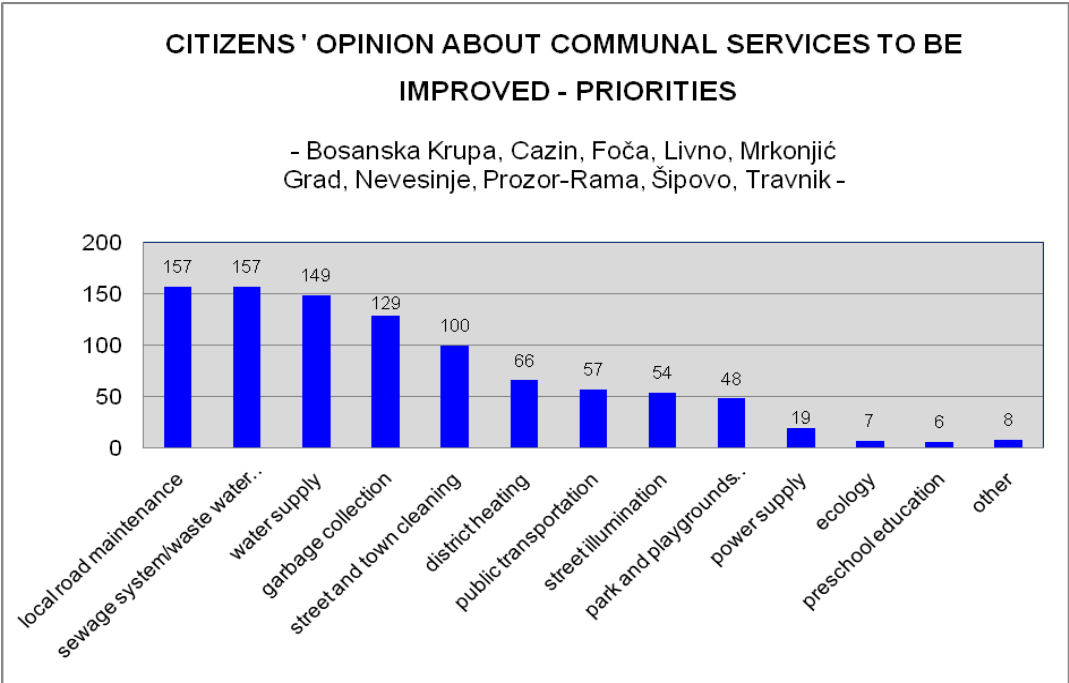


Fig. No. 12

In addition, GAP2 pollsters asked citizens if they had some specific problems with some communal services. 144 citizens out of 537 interviewed had some problems with communal services delivery. Thirty of them had problems with water supply, twenty-nine with garbage

collection, seventeen with waste water management, twelve with road maintenance, eleven with district heating, while the rest had issues with other communal services.

113 citizens out of 144 that had problems with communal services filed official complaints. These citizens were then asked if they were satisfied with resolution of the issue they complained on. The following diagram represents their satisfaction with problem resolution.

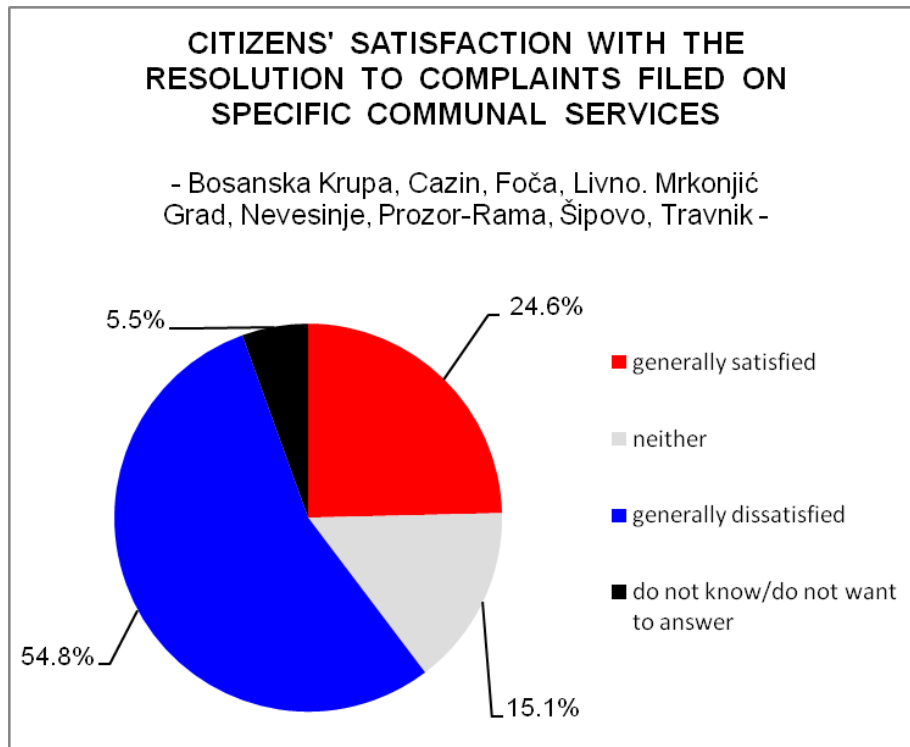


Fig. No. 13

Taking in consideration that just one quarter of the citizens that filed complaints on communal services delivery was satisfied with resolution of the issue opens the area for possible GAP2 technical assistance in creation of the more accountable and reasonable and more professional communal services delivery.

At the end, citizens' were asked for their ideas and recommendations how to improve communal services delivery in their municipalities. 101 citizens think that situation in communal service delivery can be improved with increased and better planning and management of budget expenditures in municipal infrastructure. Significant number of citizens (51) suggests that organization, accountability and responsibility of communal services providers should be increased and results would be visible. 36 citizens recommend employing more young and educated people on top managerial positions within the service providers with purchasing of modern equipment.

It is very interesting that twenty citizens suggested improvement of interaction municipality-communal service providers-citizens. This is probably additional field that GAP2 could contribute its assistance. Detailed findings are presented in fig. No. 14.

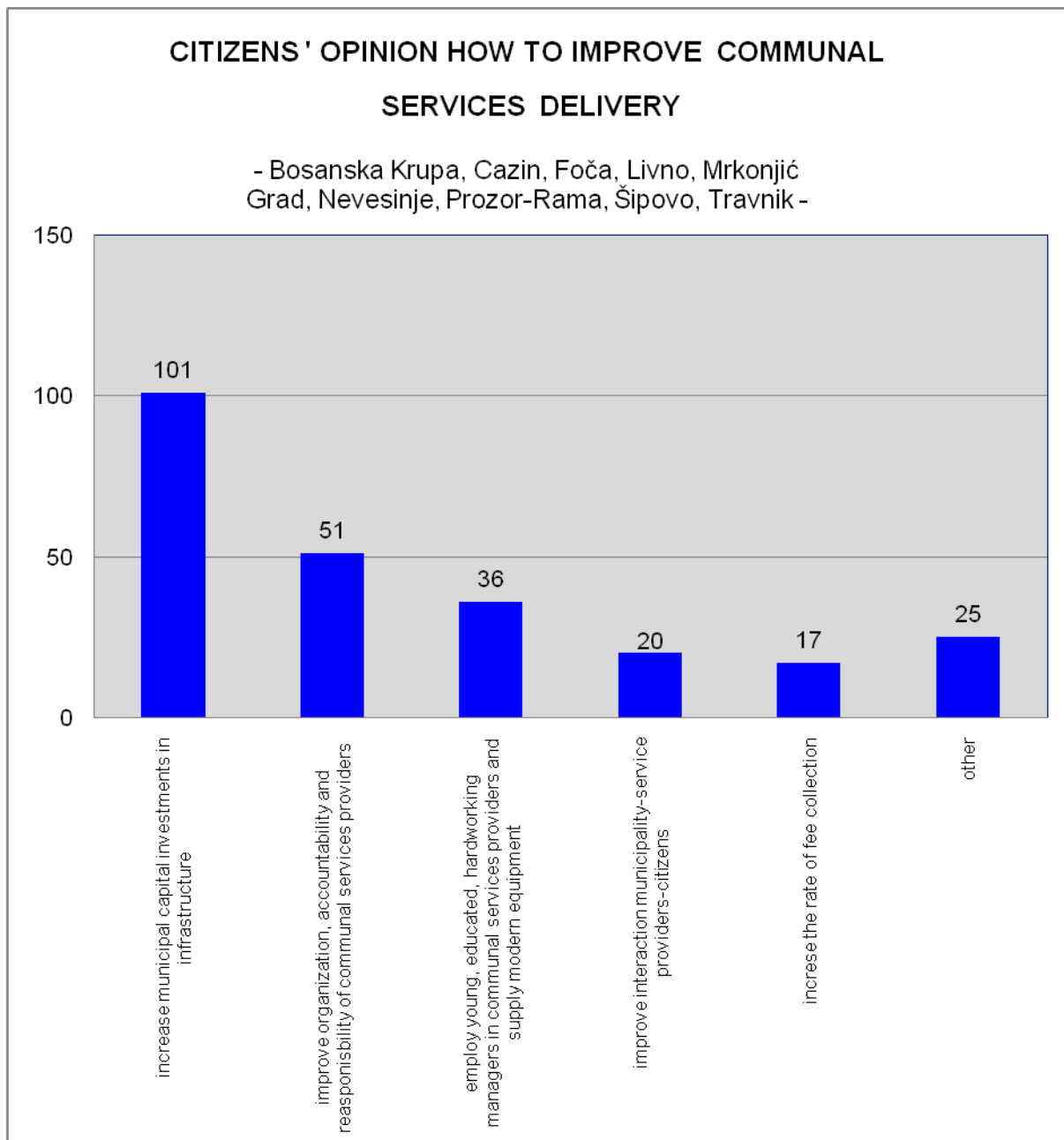


Fig. No. 14

GAP2 will repeatedly assess the situation in communal services delivery in twelve municipalities in Q2, 2012 and make comparisons and evaluations.

ANNEX A
QUESTIONNAIRES

ZADOVOLJSTVO GRAĐANA OPĆINSKIM/OPŠTINSKIM USLUGAMA

ANKETA

- Redovno istraživanje juna/lipnja 2011 –

Projekat upravne odgovornosti (GAP) trenutno provodi anketu u cilju procjene zadovoljstva građana općinskim/opštinskim uslugama u vašoj općini/opštini. Anketa se sprovodi metodom slučajnog uzorka građana. Vaše učešće je, dobrovoljno, anonimno i od velike vrijednosti za GAP projekat. GAP je sponzoriran od USAID-a, Sida-e i vlade Holandije/Nizozemske

Općina/Opština: _____
Kanton/Entitet: _____

- pol M Ž

- dob 18-35
 36-55
 preko 55

- stanovnik urbanog/ruralnog područja urbano ruralno

UPITNIK

1. P1. Koliko često koristite općinske/opštinske usluge ?

(Ukoliko je odgovor jednom godišnje ili rjeđe, ili ne zna ili ne želi da odgovori, zahvalite se i završite intervju.)

- 2-3 puta godišnje
 više od tri puta godišnje

2. Nabrojaću Vam nekoliko aspekata općinskih/opštinskih usluga; Koji je Vaš nivo zadovoljstva sa svakom od njih: Vrlo zadovoljni, zadovoljni ili nezadovoljni ?

		Vrlo zadovoljni	Zadovoljni	Nezadovoljni	Ne zna	Ne želi odgovoriti
P2.	Prostorije i opremljenost mjesta gdje se pružaju usluge					
P3.	Kvalitet usluge					
P4.	Brzina usluge					
P5.	Ljubaznost osoblja					
P6.	Znanje osoblja					
P7.	Troškovi usluga					

Datum intervjuja: _____

Anketar: _____

ZADOVOLJSTVO GRAĐANA OPĆINSKIM/OPŠTINSKIM USLUGAMA ANKETA

- Redovno istraživanje juna/lipnja 2011 -

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UPITNIK

1. P1. Koliko često koristite općinske/opštinske usluge ?

(Ukoliko je odgovor jednom godišnje ili rjeđe, ili ne zna ili ne želi da odgovori, zahvalite se i završite intervju.)

- 2-3 puta godišnje
 više od tri puta godišnje

3. Nabrojaću Vam nekoliko aspekata općinskih/opštinskih administrativnih usluga; koji je Vaš nivo zadovoljstva sa svakom od njih: Vrlo zadovoljni, zadovoljni ili nezadovoljni ?

		Vrlo zadovoljni	Zadovoljni	Nezadovoljni	Ne zna	Ne želi odgovoriti
P2.	Prostorije i opremljenost mjesta gdje se pružaju usluge					
P3.	Kvalitet usluge					
P4.	Brzina usluge					
P5.	Ljubaznost osoblja					
P6.	Znanje osoblja					
P7.	Troškovi usluga					

4. Kakvo je Vaše zadovoljstvo slijedećim komunalnim uslugama u Vašoj općini/opštini:

VRSTA KOMUNALNE USLUGE		Vrlo zadovoljni	Zadovoljni	Niti jedno niti drugo	Nezadovoljni	Vrlo nezadovoljni	Ne zna/ Ne želi odgovoriti
P1.	Snadbijevanje vodom						
P2.	Kanalizacija/odvodnja otpadnih voda						
P3.	Snadbijevanje električnom energijom						
P4.	Odvoz smeća						
P5.	Čišćenje grada						
P6.	Prevoz školske djece						
P7.	Održavanje lokalnih puteva/cesta						
P8.	Održavanje parkova, igrališta za djecu						
P9.	Predškolsko obrazovanje						
P10.	Gradski prevoz						
P11.	Centralno grijanje						
P12.	Ulična rasvjeta						

5. P13 Da li plaćate komunalne usluge:

DA – Redovno	DA -Povremeno	Samo one koje moram da mi ne bi isključili	NE	Ne zna/ Ne želi odgovoriti
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5. P 14 Da li imate dovoljno informacija koje su Vam potrebne o navedenim komunalnim uslugama?

DA	NE
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6. P 15 Navedite tri navedene komunalne usluge koje bi trebalo proriteto unaprijediti!

- a. _____
- b. _____
- c. _____

7. P 16 Jeste li imali problema sa nekom od navedenih komunalnih usluga? Sa kojom?

DA	NE
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8. P 17 Jeste li se nekom žalili?

DA	NE
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9. P 18 Jeste li bili zadovoljni rješenjem problema?

Vrlo zadovoljan	Zadovoljan	Niti jedno niti drugo	Nezadovoljni	Vrlo nezadovoljni	Ne zna/ Ne želi odgovoriti
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10. P 19 Kako bi se mogle unaprijediti komunalne usluge u Vašoj općini/opštini?

Datum: _____ Anketar: _____