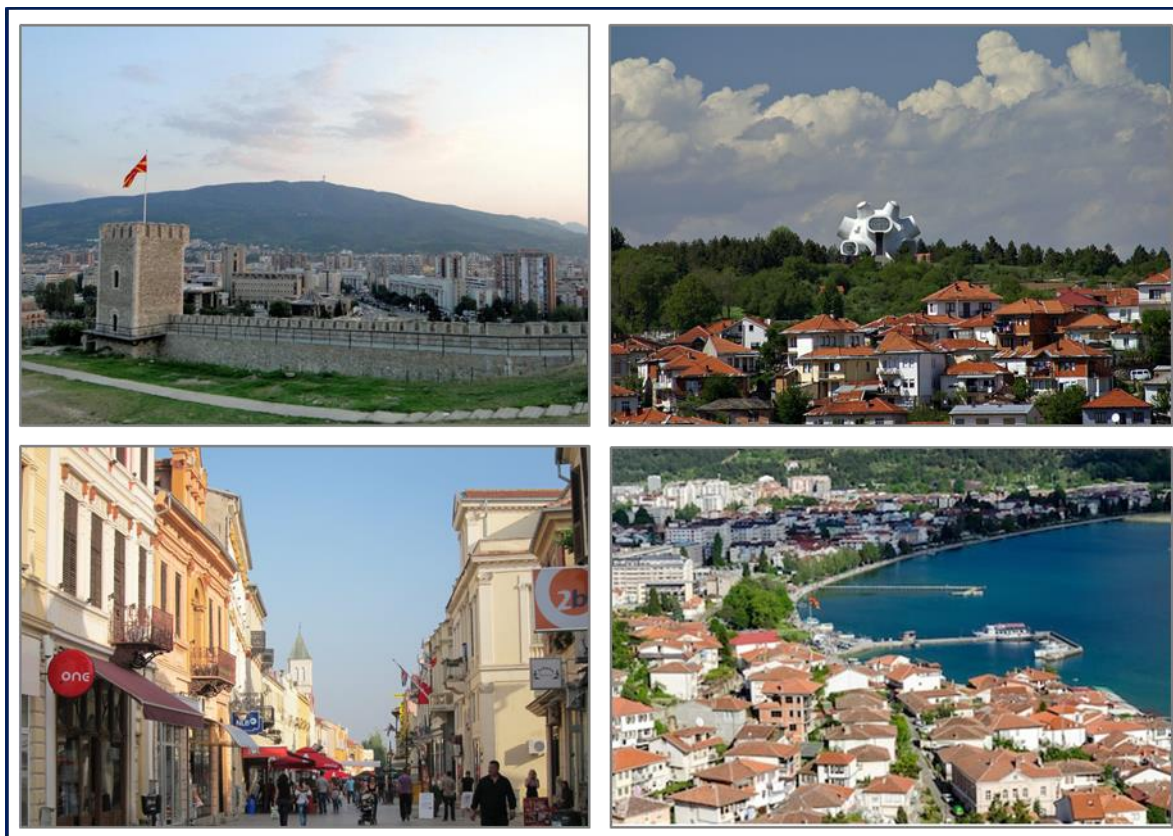


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# **SURVEY REPORT OFCITIZENS' SATISFACTION WITH LOCAL SERVICES**



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**Tim Institut – research, quality, development**

December, 2018

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## METHODOLOGY REPORT

This report is a description of the methodology and the procedures used in the survey of multiple layer stratified representative sample of 1022 respondents, citizens at the age from 18 and older who live in households on the territory of the Republic of Macedonia. The choice of the respondent in the household is based on the first next birthday. The households are distributed proportionally in urban and rural inhabited places in all 8 regions in Macedonia.

Face-to-face interview was used for the goals of the survey, using a questionnaire in the respondent's household.

### Sample design

The population is initially stratified regarding 3 variables: ethnicity, level of urbanization and region. Categories are defined according to these three key variables. The population is distributed in the cells where the proportions of the adequate cells are calculated.

What can be seen below is a distribution of the municipalities in all 8 regions.

Vardar region	East region	South-west region	South-east region	Pelagonija region	Polog region	North-east region	Skopje region
Veles	Berovo	Vevcani	Bogdanci	Bitola	Bogovinje	Kratovo	Aerodrom
Gradsko	Vinica	Vraneshnica*	Bosilovo	DemirHisar	Brvenica	Kriva Palanka	Arachinovo
Demir Kapija	Delchevo	Debar	Valandovo	Dolneni	Vrapchishte	Kumanovo	Butel
Kavadarci	Zrnovci	Debarca	Vasilevo	Krivogashtani	Gostivar	Lipkovo	Gazi Baba
Lozovo	Karbinci	Drugovo	Gevgelija	Krushevo	Zhelino	Rankovce	Gjorche Petrov
Negotino	Kochani	Zajas <sup>1</sup>	Dojran	Mogila	Jegunovce	Staro Nagorichane	Zelenikovo
Rosoman	Makedonska Kamenica	Kichevo	Konche	Novaci	Mavrovo and Rostushe		Ilinden
Sveti Nikole	Pehchevo	Makedonski Brod	Novo Selo	Prilep	Tearce		Karposh
Chashka	Probishtip	Oslomej*	Radovish	Resen	Tetovo		Kisela Voda
	Cheshinovo-Obleshevo	Ohrid	Strumica				Petrovec
	Shtip	Plasnica					Saraj
		Struga					Sopishte
		Centar Zhupa					Studenichani
							Centar
							Chair
							Chucher
							Sandevo
							Shuto Orizari

Further on, every municipality in the region is divided in 4 sub-groups: ethnic Macedonians and other ethnic communities in the urban and rural inhabited places and ethnic Albanians in the urban and rural inhabited places.

<sup>1</sup>Zajas, Oslomej and Vraneshnica became part of the municipality of Kichevo

The target number of interviews (1022) is distributed proportionally according to the municipalities in every region on the basis of population stratification. Actually, every cell is function of the target number of interviews (the forecasted size of the sample), the total population in Macedonia and the number of citizens in the adequate sub-group.

### **Choosing household and respondent**

Every interviewer must have at least three attempts in order to contact the selected household. In case there is no contact with the household after three attempts during the work, another household is contacted according to the procedure on choosing a household.

The results of all attempts for contact are written down by the interviewers in the so-called contact list.

The institute usually interviews the person in the household whose birthday comes next for most of the researches. Using this principle, a natural coincidence of the sample is provided. The person selected only in this manner is allowed to be interviewed in the household and nobody else. In case the chosen person refuses the interview or another member of the household obstructs the interview, the interviewer finishes the conversation in a kind manner and leaves the household.

### **Quality control system**

About 20% of the interviews are subject to a direct supervision during the interview.

### **Interviewers' and supervisors' network**

The survey was carried out by developed and experienced network of interviewers (field co-workers) in Macedonian and in Albanian.

40 experienced interviewers and 10 regional supervisors worked on this project.

### **Survey duration**

#### Training

The training for the field co-workers who worked on this survey was held on 7<sup>th</sup> December.

All of the interviewers got field training about the methodology and the work procedure before the beginning of the field work, which included explanation about the meaning and the implementation of the following procedures:

- ❖ Selecting a household
- ❖ Selecting the respondent
- ❖ Explaining the method of filling in the questionnaire from the instrument of the particular survey

The survey was conveyed from 8<sup>th</sup> December, 2018 until 17<sup>th</sup> December, 2018.

The interviewers were obliged to inform the supervisor about the progress of the project on daily basis, about the possible difficulties they met, as well as about the possible reasons for refusing the interview.

The professional software for statistical data processing, SPSS for Windows, was used for processing and analyzing the received data.

SPSS for Windows and Microsoft Office for Windows (Word and Excel) were used for preparing the report, the charts and the tables.

#### **Percentage of established contacts and refusals**

Number of contacts	1326
Total number of established contacts	1022
Percentage of established interviews	77.07%

The feed-back from the interview network was that the acceptance and the general interest among the respondents was rather good.

A high level of contacts was established. Even though the interviewers were facing refusals, this was in accordance with the expectations, just as it is the case in most of the public opinion surveys.

The refusals for taking part in the interview referred to “do not have time” in most of the cases, while the other ones were “not in the mood to answer”, or “has recently participated in a survey”.

## Demographic structure of the respondents

Chart No. 1 **GENDER**

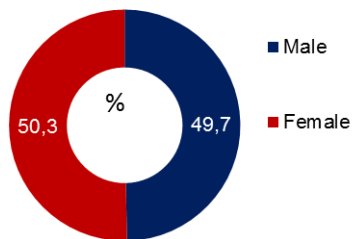


Chart No.2 **AGE**

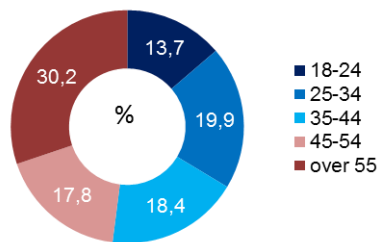


Chart No 3 **NATIONALITY**

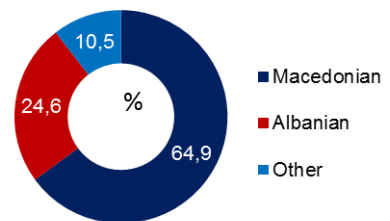


Chart No. 4 **PLACE OF LIVING**

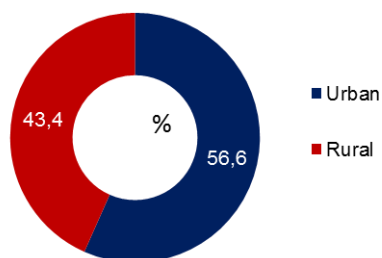


Chart No.5 **REGION**

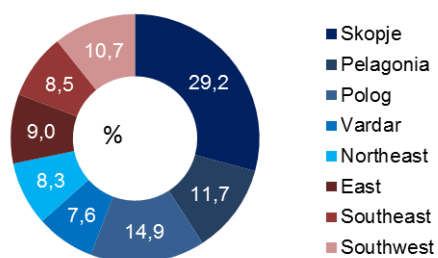


Chart No. 6 **WORKING STATUS**

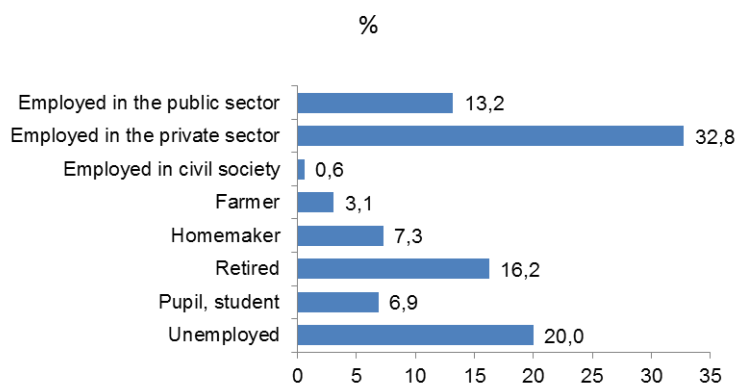


Chart No. 7 **INCOMES**

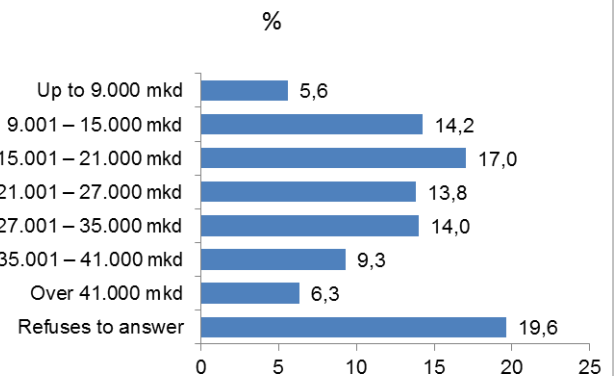
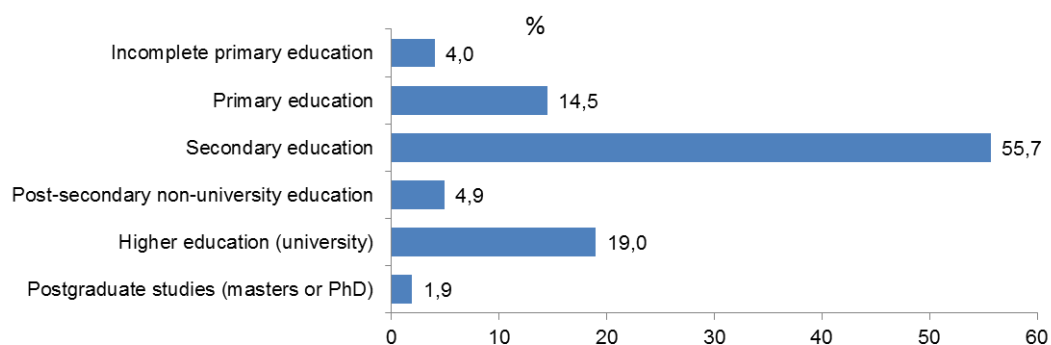


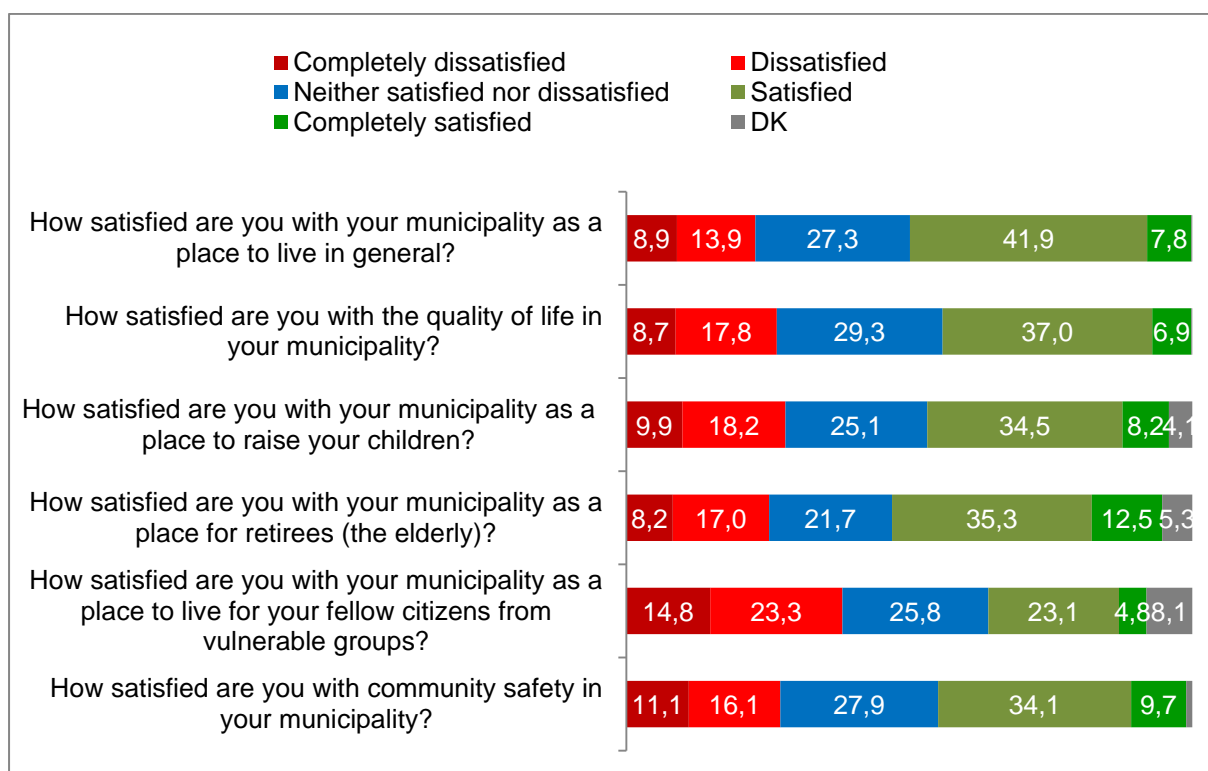
Chart No. 8 **EDUCATION**



## A. GENERAL SATISFACTION WITH THE QUALITY OF LIFE IN THE MUNICIPALITY

Just at the beginning, the survey about the level of citizens' satisfaction from the life in their municipality was in the focus, as well as the satisfaction with different aspects connected to the quality of the life in the municipality which refer to the conditions for raising a family, the conditions regarding the life of the older people-the retired, the vulnerable categories of citizens and the safety in the community.

**Chart No. 9. Using a scale from 1 to 5, where 1 means "I am completely dissatisfied" and 5 means "I am completely satisfied", please express your level of satisfaction with the following aspects of the quality of life in your municipality.**



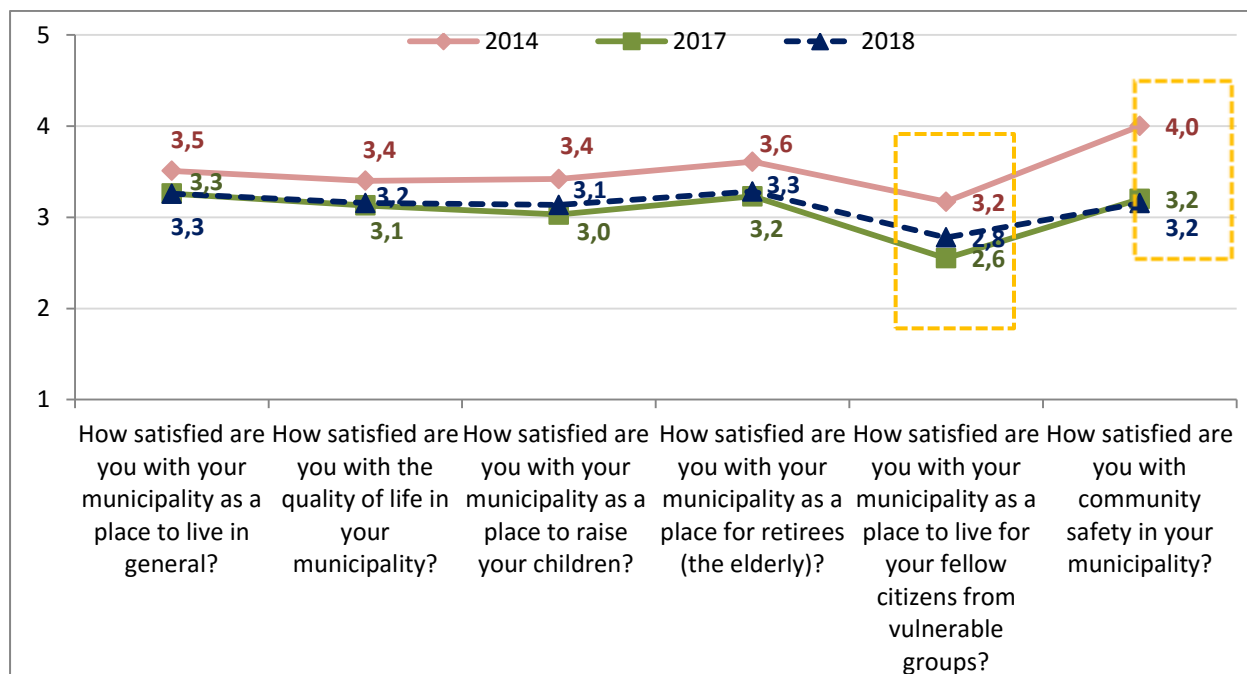
Generally speaking, the majority of the citizens are satisfied with the life in their community. About half of the citizens (49,7%) stated they were completely satisfied or just satisfied with their community as a place of living, while 43.9% said they were completely satisfied or just satisfied with the quality of life in their community. Simultaneously, 47.8% of the citizens stated they were completely satisfied or just satisfied with their municipality as a place for living for the retired, i.e. for the older people, while 43.8% said they were satisfied with the safety of the community in their municipality.

This data shows a decrease in terms of satisfaction with life quality in the municipality for 7% compared to 2014, but it also shows an increase compared to the survey conveyed last year when 40% of the respondents said they were satisfied with the life quality in their municipality.

About 48% of the citizens stated they were completely or just satisfied with their municipality as a place for the retired i.e. elderly people, while 43.8% said they were satisfied with the community safety in their municipality.

The people who come from the vulnerable categories (28%) expressed the least satisfaction with the community as a place for living.

**Chart No. 10 Comparison of the average grades of satisfaction with the life in the community from the surveys carried out in 2014 and 2017**

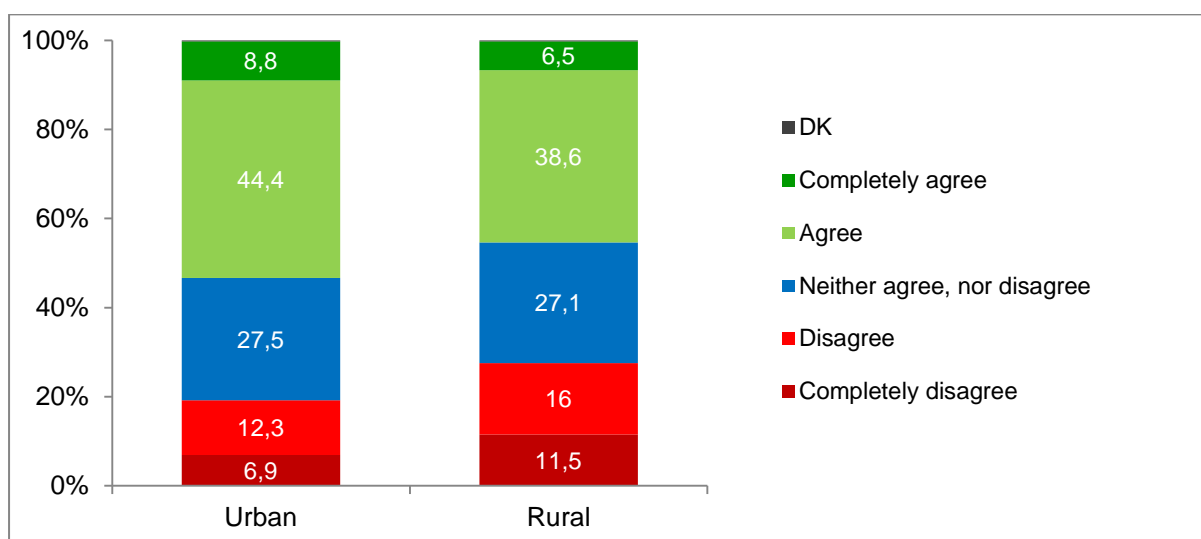


The analysis of the average satisfaction grades shows that there is no significant change regarding the level of satisfaction of the citizens in terms of different aspects of living in their municipality during the last two surveys. When compared to the survey from 2014, the greatest decrease of satisfaction was again in terms of the satisfaction with the municipality as a place for living for the vulnerable categories of citizens and with the safety of the community in the municipality.

**The total average grade** of the satisfaction with the life quality in the municipality from the survey carried out this year is 3.1, where a mild increase in terms of the satisfaction is noticed when compared to the survey carried out in 2017, when the total average grade in terms of the life satisfaction in the municipality was 2.92.

The distribution of the answers, analyzed from the aspect of place of living of the respondents, shows statistically significant differences in terms of the satisfaction particularly from the place of living. Namely, the respondents from the rural areas in the country express greater dissatisfaction compared to those who live in the urban areas.

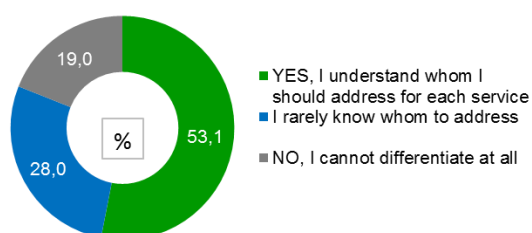
**Chart No. 11. Satisfaction with your municipality in general as a place for living**



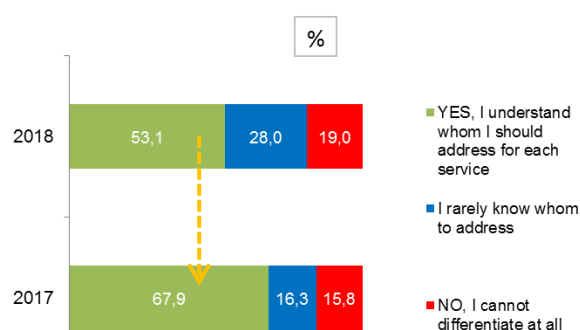
When asked “Can you differentiate between services offered by the central government and services offered by local government, i.e. municipalities?” more than half of the interviewed citizens stated they knew where they could refer to (53.1%), more than a quarter stated it was not clear enough for them and they seldom knew where they could refer to (28%), while the rest 19% of the citizens said they did not make a difference at all between the services provided by the local and the central government.

The comparative analysis with the survey carried out in 2017 shows a decrease of 14.8% regarding the clarity of the citizens about where they could refer to regarding the services offered by the local and the central government.

**Chart no. 12 Can you differentiate between services offered by the central government and services offered by local government, i.e. municipalities?**

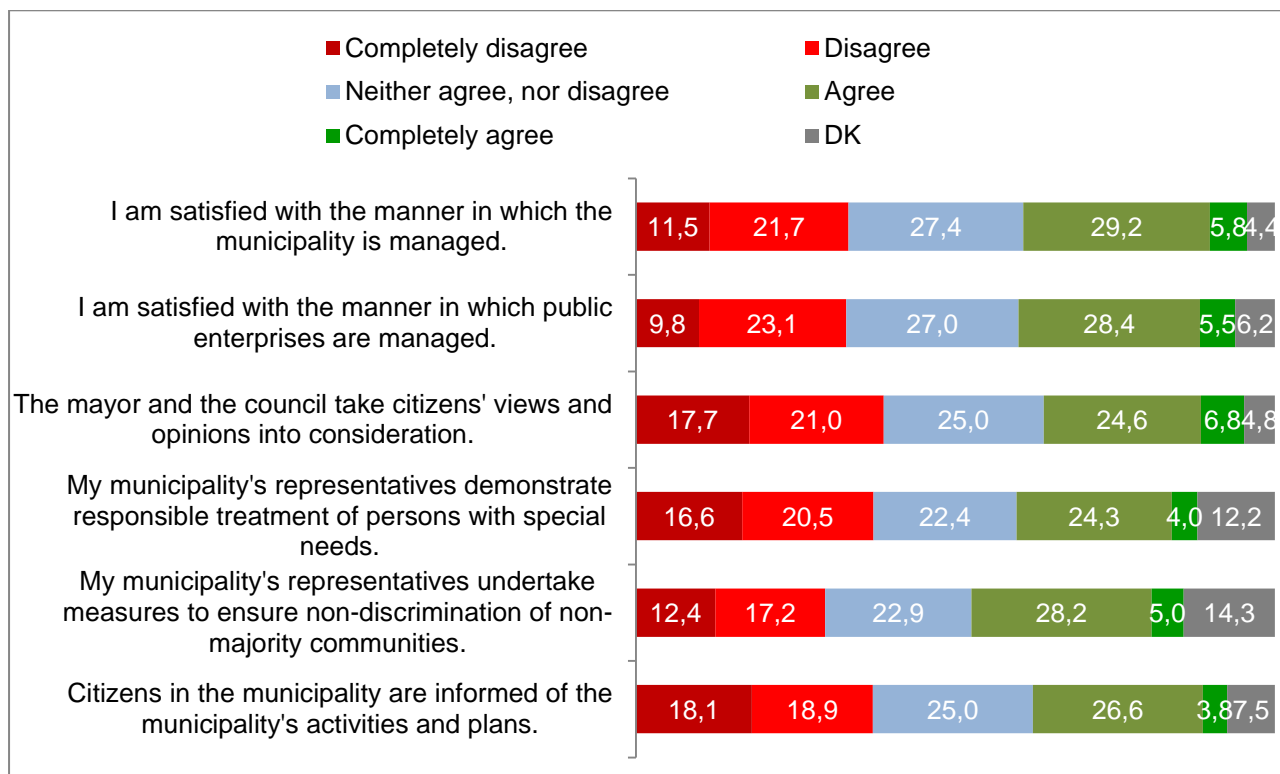


**Chart no. 13 Comparison with 2017**



The following set of questions shows several different aspects regarding the work of the local self-government and it examines the citizens' perception about this.

**Chart No. 14** Please assess the degree to which you agree with the following statements and mark (circle) the number corresponding most to your opinion and attitude on a scale of 1 to 5, where 1 means "completely disagree" and 5 means "completely agree".



The analysis of the received results shows a similar distribution of the answers which express agreement or disagreement with most of the assessed aspects regarding the work of the local self-government. The division of the opinions and attitudes of the citizens in terms of questions connected to the work of their municipalities is evident.

More than one third of the citizens (35%) stated they agreed or they completely agreed with the statement "I am satisfied with the manner in which public enterprises are managed". Simultaneously, almost the same percentage of citizens (33.2%) stated they did not agree or they completely did not agree with this statement.

The situation with the perception of the way how the public enterprises are managed is similar. The percentage of the citizens who only agree or completely agree is almost identical (33.9%) to the percentage of the citizens who do not agree or who completely do not agree (32.9%) with the statement "I am satisfied with the manner in which public enterprises are managed".

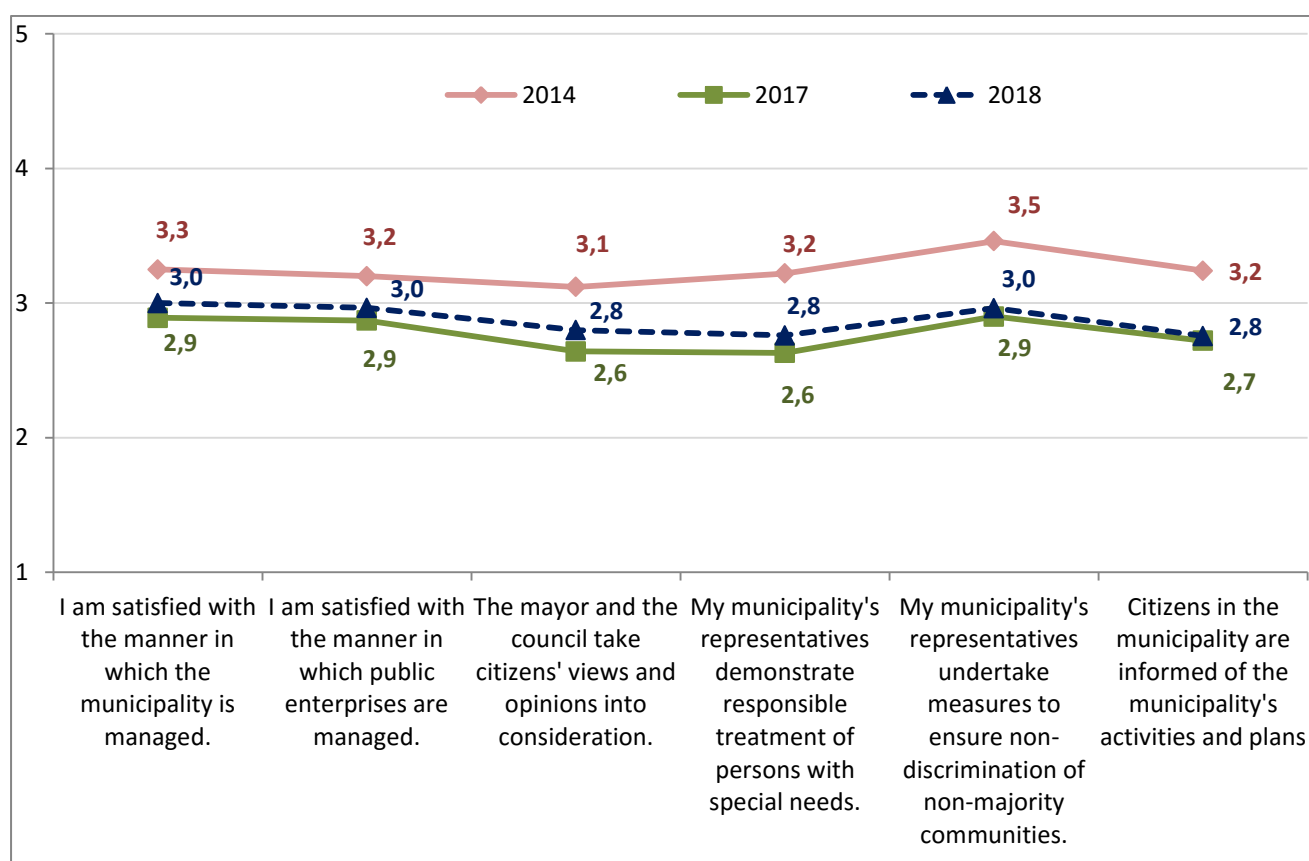
The citizens are relatively poorly informed about the activities and the plans of the municipality. More than one third of the citizens (37%) state they disagree or they completely disagree with the statement "*Citizens in the municipality are informed of the municipality's activities and plans*" and almost the same percentage of citizens (38.7%) disagree or completely disagree with the statement "*The mayor and the council take the citizens' attitudes and opinions into*

consideration". The poor flow of information between the municipality and the citizens is indicative, which inevitably contributes for a significant decrease of the trustworthiness for the citizens to participate with their views and opinions regarding certain decisions of the municipality where they live.

About one third of the citizens (33.2%) agree or completely agree with the statement "My municipality's representatives undertake measures to ensure non-discrimination of non-majority communities", while 29.6% stated they disagreed or they completely disagreed with this statement.

37.1% of the interviewed citizens disagree or they completely disagree with the statement that representatives from their municipality have a responsible access to the people with special needs. These results point at the necessity the municipalities to improve the conditions for the vulnerable groups of citizens who live in the community.

**Chart No. 15 Comparison of the average grades of the surveys from 2014 and 2017 in terms of municipalities' management**



The comparative analysis with the survey from 2017 shows there is no significant change of the average grades provided by the respondents regarding the examined aspects of the work of the local self-government.

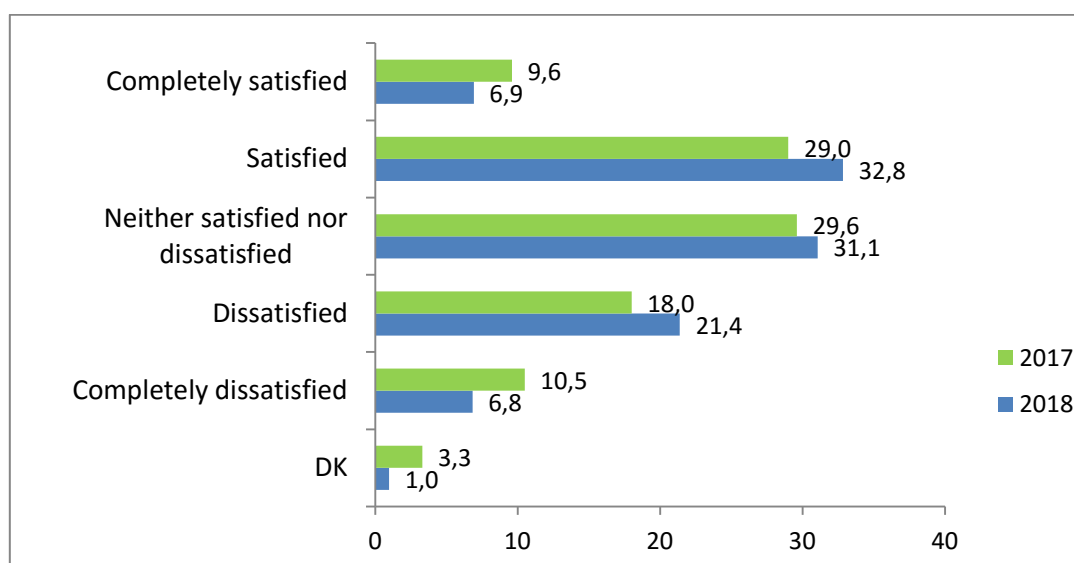
## B. SATISFACTION WITH SERVICES PROVIDED BY THE MUNICIPALITY

The second topic in the questionnaire refers to the citizens' level of satisfaction from the services offered by the municipality. 9 separate services and aspects in terms of the work of the local self-government are included:

- Education, culture, sport and recreation
- Urbanism and urban planning
- Local economic development
- Public utility services
- Social protection
- Fire protection
- Healthcare
- Environment protection
- Democracy, transparency and accountability

The satisfaction in terms of every service was measured on a scale from 1 to 5, where 1 is Completely dissatisfied and 5 is Completely satisfied.

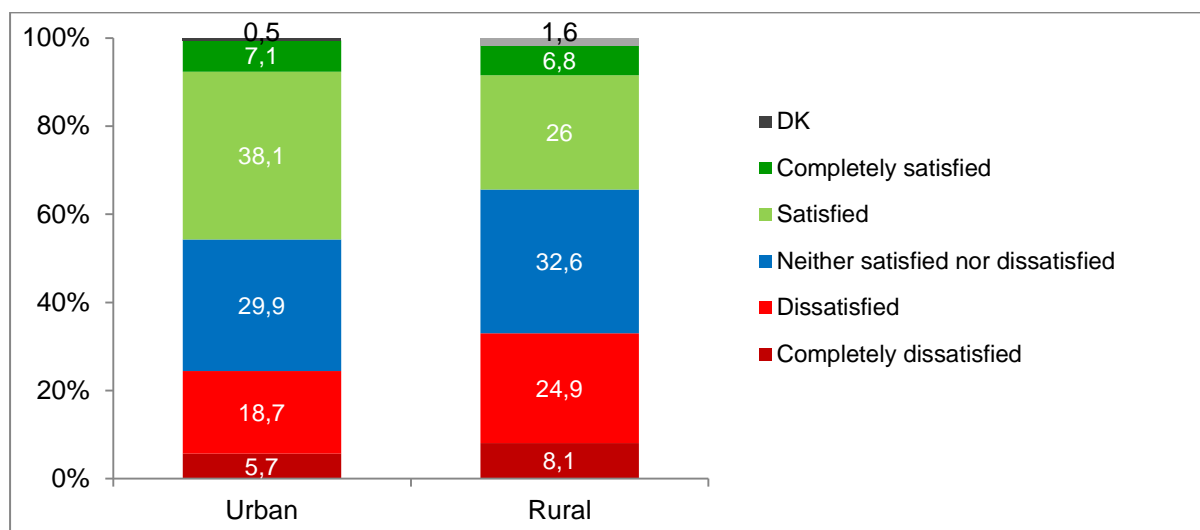
**Chart No. 16 Generally speaking, how satisfied are you with services offered by your municipality?**



4 out of 10 citizens are generally satisfied with the services offered by the municipality. When talking in general about the satisfaction from the services offered by the municipality, the received data show that 6.9% of the interviewed citizens are completely satisfied with the services provided by the municipality, 32.8% are satisfied, 31.1% are neither satisfied nor dissatisfied, 21.4% are dissatisfied, while 6.8% of the interviewed citizens stated they were completely dissatisfied with the services offered by the municipality. The average grade about the general citizens' satisfaction from the services offered by the municipality is 3.12. When compared to 2017, an increased level of satisfaction among the citizens is noticed in terms of the general satisfaction from the services offered by the municipality, when the average grade was 3.09, the general satisfaction with the services provided by the municipality marks a decrease compared to the survey conveyed in 2014, when the average grade was 3.34.

The distribution of the answers in terms of the place of living of the respondents shows statistically significant differences in terms of the level of satisfaction with the services offered by the municipality. Namely, the respondents from the rural areas (33%) of the country express greater dissatisfaction from the services offered by the municipality compared to those who live in the urban areas (24%).

**Chart No. 17 Generally speaking, how satisfied are you with the services offered by your municipality?**



The highest level of satisfaction in terms of all examined aspects is noticed in terms of the fire protection (3.5) and education, culture, sport and recreation (3.15). The lowest level of satisfaction is expressed for the social protection (2.32) and local economic development (2.43).

The table below shows the average grades in terms of all examined services compared among for all three conveyed surveys. An increase of citizens' satisfaction is noticed compared to last year in terms of urbanism / urban planning, but also in terms of Democracy, transparency and accountability.

As opposed to these data, there is a decrease in the citizens' satisfaction in terms of the environment protection. Having in mind that the survey was conveyed in December when the problems connected to the pollution are manifested and more visible, the environment protection is one of the greatest challenges nowadays.

The comparative results with the survey conveyed last year show almost unchanged grades in terms of 5 aspects of the work of the municipal administration (fire protection, health protection and social protection), but also an increased citizens' satisfaction in terms of 3 aspects from the work of the municipal administration (Urbanism/urban planning, Democracy, transparency, accountability and Public utility services). The general satisfaction from the services offered by the municipality compared to the survey conveyed last year shows a mild increase as well. The comparative results with the survey conveyed in 2014 show a decrease of the average grades for all assessed aspects of the work of the municipal administration. The greatest difference is expressed in terms of the Social protection and the Environment protection.

Having in mind that the lowest average grade is for the Social protection in this year's survey as well, that indicates the fact that the existing format of social protection does not solve the problems, but it repeats them and contributes for passing them from generation to generation. Adding new activities and measures to the system for surpassing this condition is needed in order the system to be adapted to citizens' needs.

When it comes to satisfaction with Democracy, transparency and accountability in terms of the municipal administration, in 2014 the citizens expressed greater satisfaction as opposed to the two consecutive surveys. The satisfaction with the local economic development in the survey conveyed in 2014 had one of the lowest average grades, but the average grade decreased in the two following surveys.

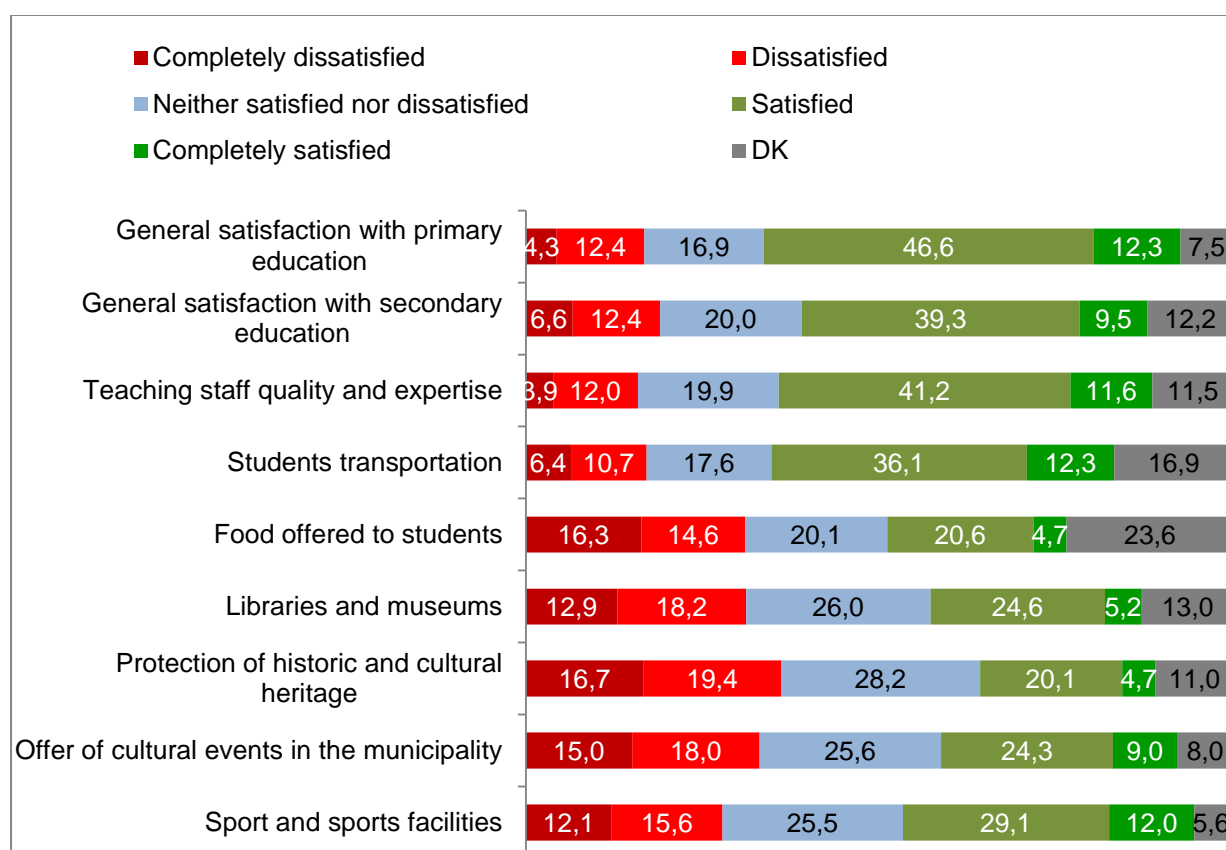
**Table No. 1 Average grades – General satisfaction with services of the municipality and satisfaction in terms of each authority - comparison (2014-2017-2018)**

	2014	2017	2018
General satisfaction from the services offered by the municipality?	3,34	3,09	3,12
Education, culture, sport and recreation	3,58	3,16	3,15
Urbanism and urban planning	3,26	2,67	2,78
Local economic development	2,9	2,44	2,43
Public utility services	3,3	2,89	2,94
Social protection	2,99	2,33	2,32
Fire protection	3,8	3,5	3,50
Healthcare	3,25	3,08	3,07
Environment protection	3,22	2,52	2,48
Democracy, transparency and accountability	3,04	2,54	2,61
Average, Total	3,27	2,82	2,84

### **Education, culture, sport and recreation**

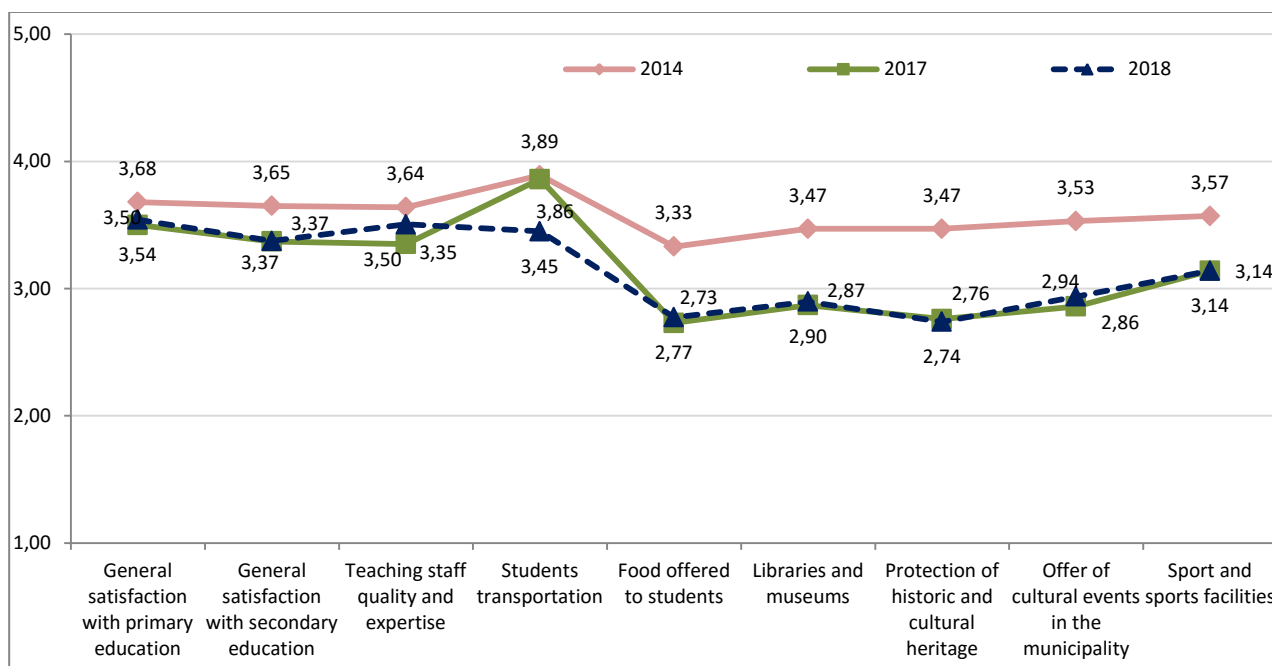
The total average grade of citizens' satisfaction from the services in the field of education, culture, sport and recreation is 3.15. The results from the survey conveyed this year show general satisfaction from these services provided by the municipality. The chart below presents the citizens' answers regarding all assessed aspects which refer to this topic.

**Chart no. 18 How satisfied are you from the services offered by your municipality: Education, culture, sport and recreation?**



What can be noticed from the distribution of the citizens' answers is that the greatest dissatisfaction refers to Protecting the historic and cultural heritage, as well as to the Offer of cultural events in the municipality. The aggregated answers which express dissatisfaction (I am completely dissatisfied and I am dissatisfied) show one third of the population who are dissatisfied with the manner how the municipality manages these aspects of its work. When it comes to education, culture, sport and recreation, the citizens express the greatest satisfaction (completely satisfied and satisfied) from the primary education in general, but about half of the respondents are generally satisfied with the condition in the secondary education as well, the quality and the competitiveness of the teaching staff. One quarter of the respondents expressed absence of information about the food of the students in the schools.

**Chart No. 19 Average grades about citizens' satisfaction from the services offered by the municipality: Education, culture, sport and recreation?**

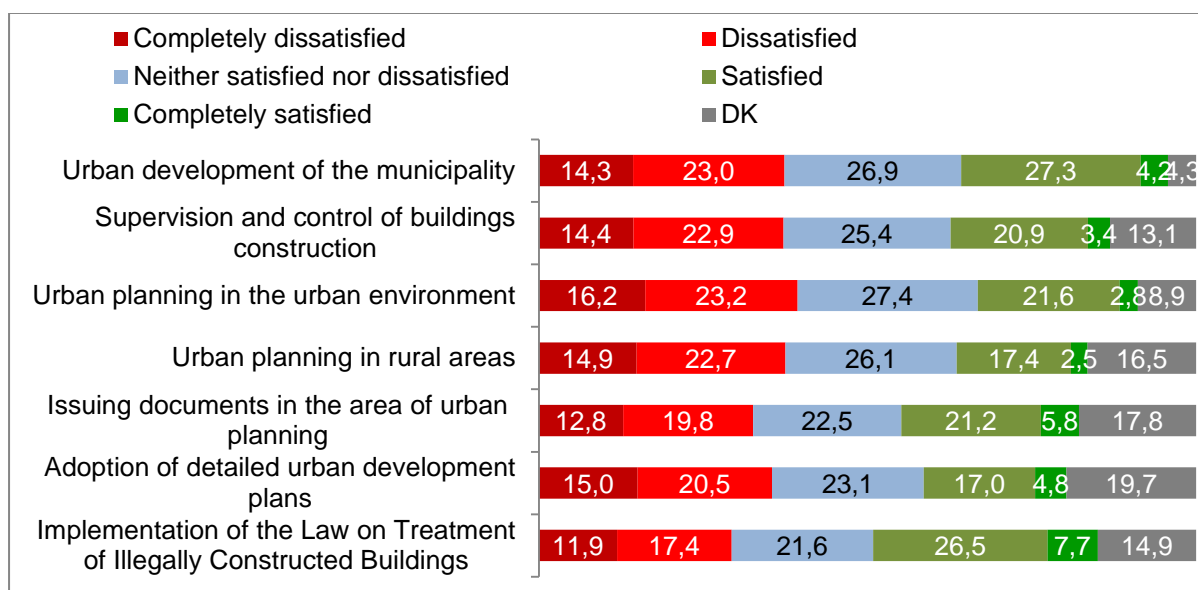


The comparative data show unchanged conditions connected to education, culture, sport and recreation compared to last year. There is a decrease of citizens' satisfaction compared to 2014 in terms of all aspects, but they show stability during last year. The only change i.e. a fall of the average grade for 0.41 is noticed regarding students' transport, having in mind that the topics connected to students' transport were popular this autumn after the law proposal for amending the Law on transport in the road transport. With this law is arranging the way of fulfilling the right to free transport for the students in the primary and secondary schools appointed with the Law on Primary Education and with the Law on Secondary Education, within the municipal and inter-municipal transport.

### Urban development and planning

The total average grade of citizens' satisfaction from the services in the field of urban development and planning is 2.78. This grade notices a certain increase compared to the total grade in 2017 (2.67), but the increase of citizens' satisfaction reflected on the grades about the specific aspects from the work of the municipality regarding Urban development.

**Chart No. 20 How satisfied are you from the services offered by your municipality: Urban development**



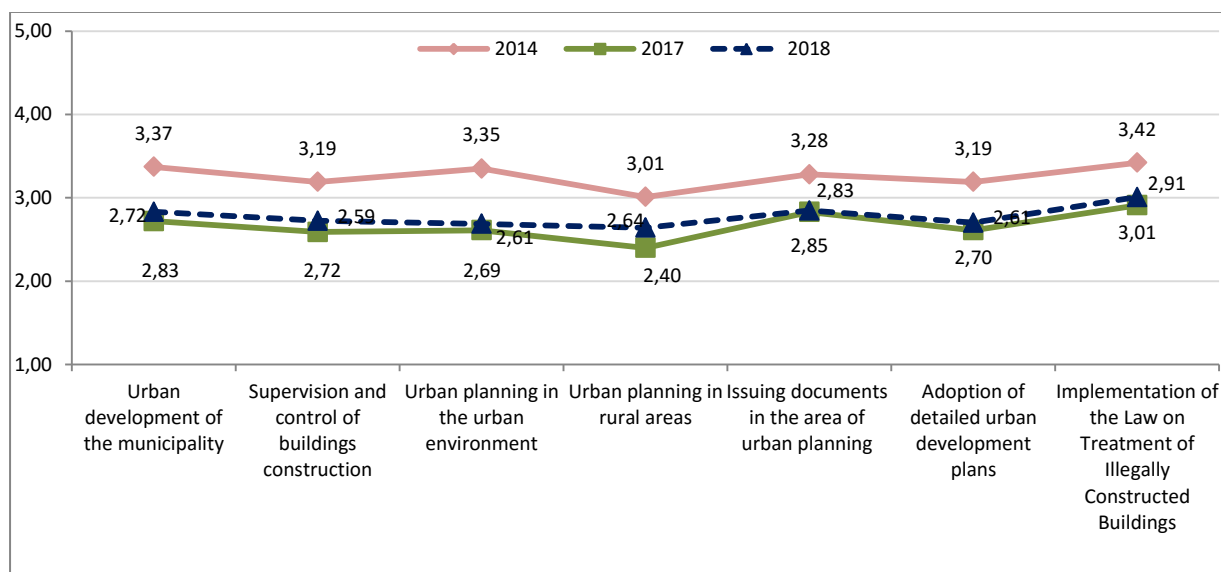
The results from the survey conveyed this year show that the citizens' greatest dissatisfaction refers to Urban development and planning in the urban area (39.4%-aggregated answers I am completely dissatisfied and I am dissatisfied). 4 out of 10 citizens are dissatisfied with this service offered by their municipality. Having in mind that during the survey in 2017, this aspect was on the third place in terms of dissatisfaction (following Urban development and planning in rural area and Construction supervision and control), this shows a need for promoting the manner which will enable greater access to the plans by those who are interested in them, which shall lead to greater transparency during the actions for bringing the urban planning.

Over one third of the respondents are dissatisfied with the Urban development and planning in the rural areas, the urban planning of the municipality, the Construction supervision and control and Executing detailed urban planning.

About one fifth of the respondents are not informed about the process of executing detailed urban plans.

In this segment, which contains planning and managing the area, urban plans, their execution, implementation of the law on acting with illegally constructed objects, the supervision and issuing documents in the field of urban development, the respondents express their satisfaction from the lowest grade which is 2.6 to the highest grade which is 3.

**Chart No. 21 Average grades about the citizens' satisfaction from the services offered by the municipality: Urban development?**



The comparative data show a certain increase of citizens' satisfaction compared to the survey conveyed in 2017. The situation which refers to urban planning in the rural areas marks the lowest grades in the last three surveys compared to the other aspects in the field of urban development, but there is still a certain development taking into consideration the grade given for this aspect this year (compared to 2017).

### Local economic development

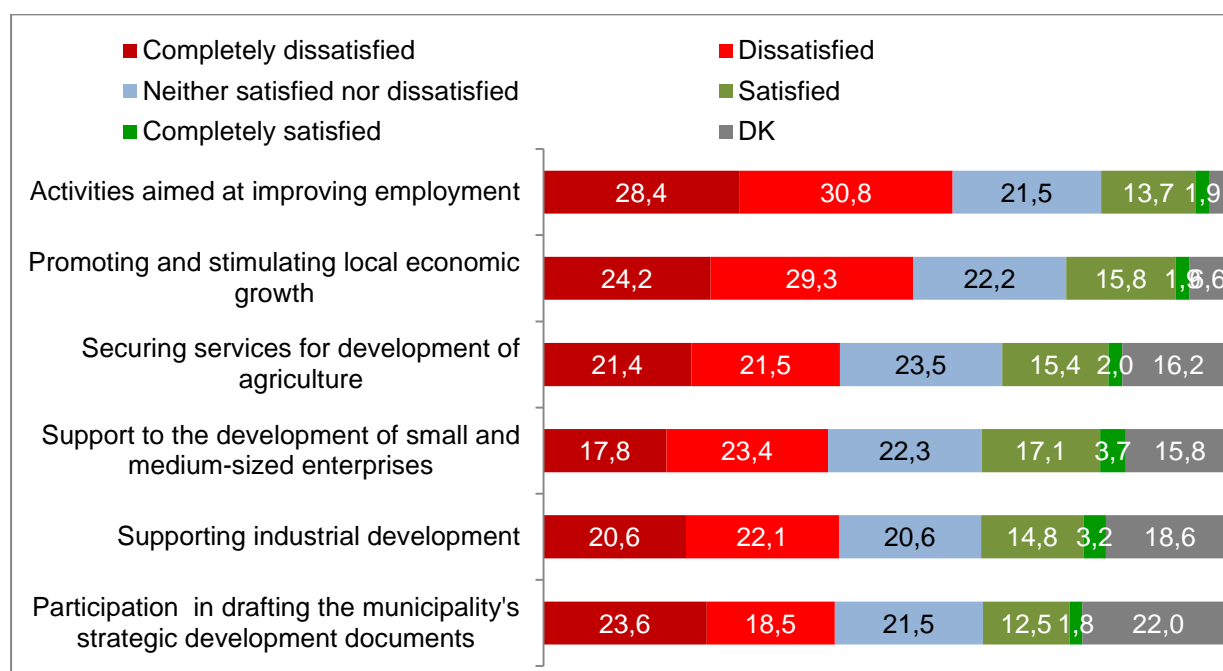
The total average grade of citizens' satisfaction from the services in the field of Local economic development is 2.43. The results from the survey conveyed this year show that the citizens are generally dissatisfied with these services offered by the municipality.

Their greatest dissatisfaction is in terms of the undertaken activities for increasing the employment. The aggregated answers which demonstrate dissatisfaction surpass 59%.

28.4% of the interviewed citizens are completely dissatisfied with the services offered by the municipality, 30.8% are dissatisfied, 21.5% are neither satisfied nor dissatisfied, 13.7% are satisfied, while 1.9% of the interviewed citizens stated they were completely satisfied with the services provided by the municipality. The average level of satisfaction in terms of the other assessed aspects regarding the local economic development is also low.

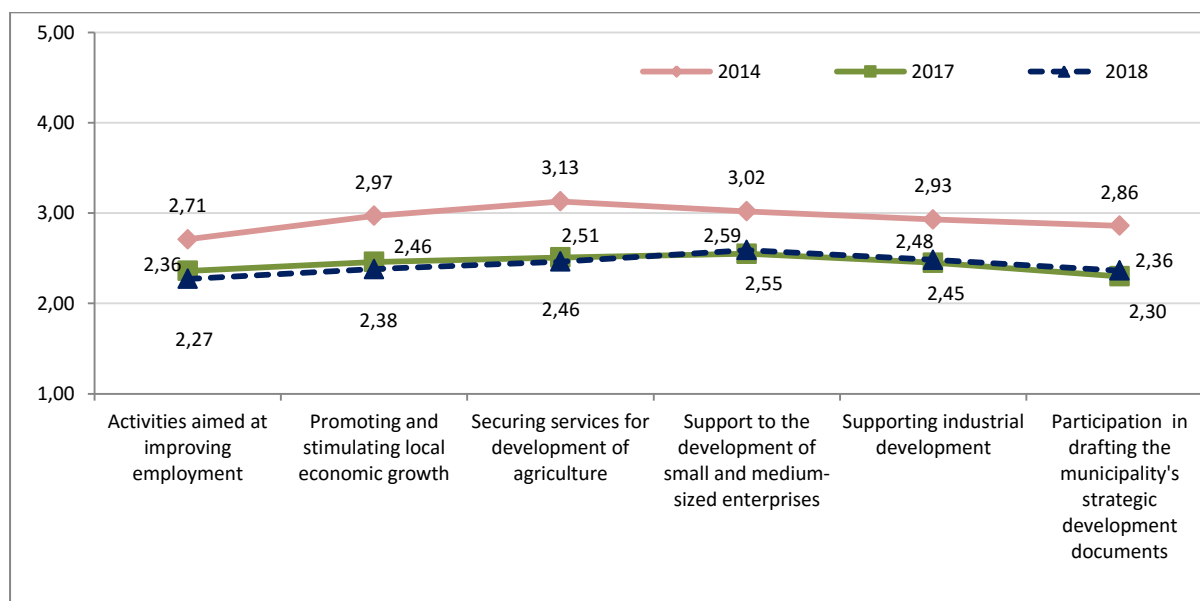
One fifth of the respondents expressed satisfaction in terms of the municipality engagement for supporting the development of small and medium enterprises. This percentage notices an increase of 2 percent when compared to the survey conveyed last year, when the respondents expressed their greatest satisfaction in terms of this aspect. In terms of the survey conveyed in 2014, the greatest satisfaction was expressed in terms of the aspect which referred to providing services for agricultural development, where over one third of the respondents expressed satisfaction.

**Chart No. 22 How satisfied are you with the services offered by your municipality: Local economic development**



The comparative data show an absolute stability of the respondents' answers in terms of the aspects of the local economic development. Namely, when compared to the survey conveyed in 2014, the survey conveyed in 2017 shows a great fall of citizens' satisfaction in terms of all aspects, but the survey conveyed this year, just as it is shown in the chart below, grades are seen which do not surpass the average grade 3, just as the survey from 2017 shows. The lowest grade from this survey is about the Activities for increasing the employment, which seems to be the most burning issue the municipal government faces with. These data show there is a need for creating measures for stimulating the employment through the mechanisms of the local self-government.

**Chart No. 23 Average grades regarding citizens' satisfaction from the services offered by the municipality: Local economic development?**

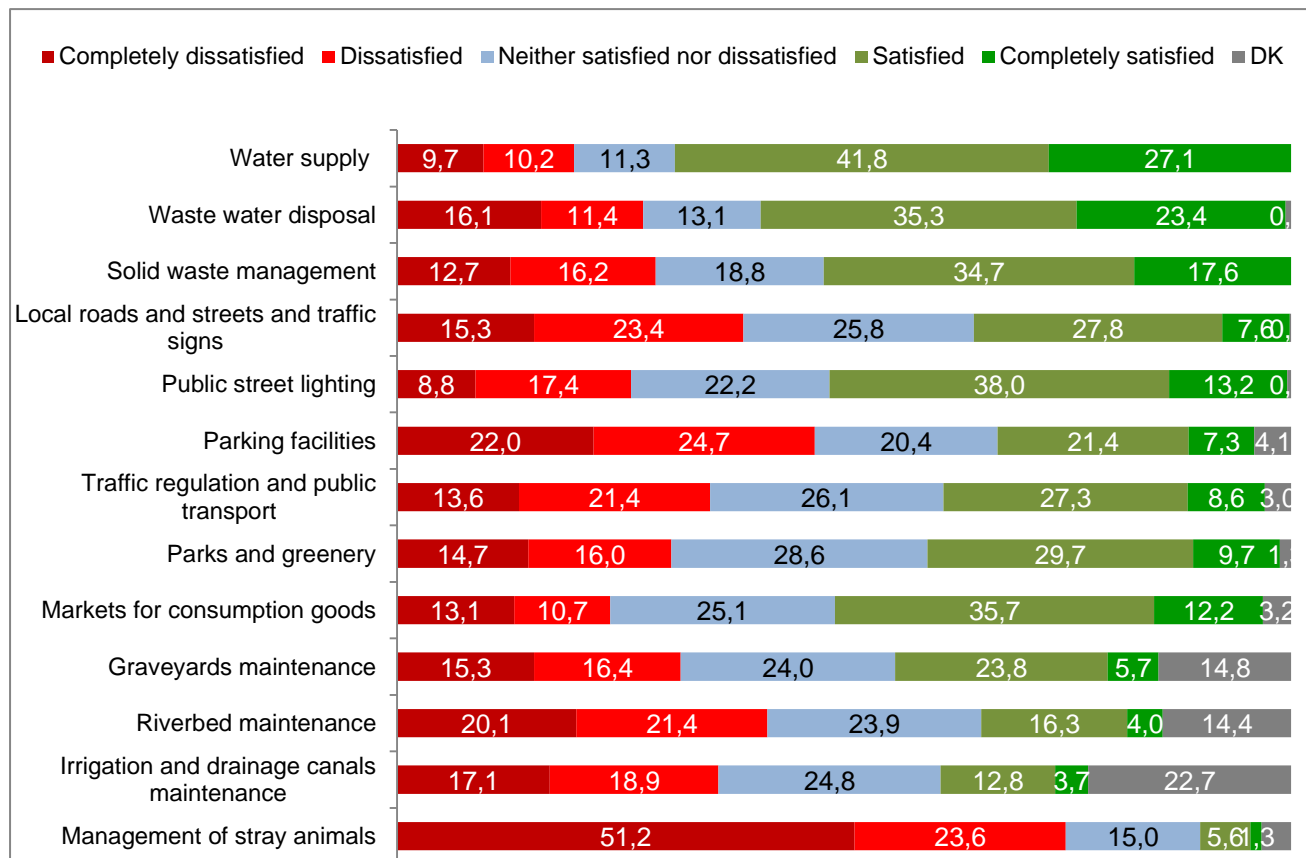


## Public utility services

The public utility services offered by the municipality are of crucial importance for the citizens' life quality. This is the source of the challenges for the mayors to offer the best services for their citizens. There was a wide range of 13 assessed aspects within the public utility services.

The citizens assess this type of services from the municipality with the average grade 2.94. The greatest citizens' satisfaction is noticed in the part regarding the water supply in a continuous and unchanged manner. Over two thirds (69% aggregated answers completely satisfied and satisfied) from the respondents express their satisfaction in terms how the municipality offers this service. Over one half of the respondents express their satisfaction regarding the services connected to: Sewerage, Waste management, Local roads and streets, traffic signs and Public street lighting. When talking about the dissatisfaction, dealing with the stray dogs (75%) appears continuously in all three conveyed surveys. It seems it has been impossible to find a solution to this problem in the last several years. Those who are responsible for this problem change, but we are witnesses that there are constant information about how stray dogs attack citizens. The statistics marks an increase of the complaints and there is also fear among the citizens. The problem becomes visible after the protests which have often taken place in the streets in the past several months organized by associations for protecting animals, which ask for permanent and human solution to the problem with the stray animals in Macedonia.

**Chart No. 24 How satisfied are you with the services offered by your municipality: Public utility services**



The comparative grades shown below in the table refer to all assessed aspects regarding the public utility services and they show that apart from the highest grade given for Water supply (three surveys in a row), it marks a certain increase compared to the last survey for 0.24. This increase refers to the fact that the municipalities continuously try to improve the services for the citizens connected to water supply. The citizens express improvement of the services which refer to Maintaining the watering canals and the Sewerage.

A decrease of citizens' satisfaction for all assessed aspects is noticed when the average grades of the research conveyed in 2014 are examined.

The average grade for waste management in 2014 was 3.59. This average grade is decreased in this year's survey and it is 3.28. This data shows need for identifying different challenges connected to this problem and idea solutions for managing.

The lowest average grades expressed by the citizens for their satisfaction with handling the problem with stray dogs are at the bottom of the table in all three surveys continuously. The trend of decreasing this average grade, from 2014 when it was 2.76, 2017 – 1.87 and 1.78 in this year's survey, shows an alarming need for finding adequate and save solutions and measures for acting in order to deal with stray animals.

**Table No. 2 Average grades – Satisfaction with the public utility services (comparison 2014-2017-2018)**

	<b>2014</b>	<b>2017</b>	<b>2018</b>
Water supply	3,74	3,43	3,67
Sewerage	3,47	3,29	3,39
Waste management	3,59	3,29	3,28
Local roads and streets and traffic signs	3,33	2,88	2,89
Public streets lighting	3,49	3,30	3,30
Parking facilities	2,96	2,59	2,66
Traffic regulation and public transport	3,38	2,93	2,96
Parks and greenery	3,50	2,98	3,04
Markets for consumption goods (green markets)	3,47	3,24	3,24
Graveyards maintenance	3,25	2,83	2,86
Riverbed maintenance	3,25	2,48	2,57
Irrigation and drainage canals maintenance	3,14	2,40	2,58
Management of stray animals	2,76	1,87	1,78

## **Social protection**

According to the Law on social protection, it represents a system of measures, activities and politics for preventing and surpassing the basic social risks that the citizen is exposed to during his/her life, for decreasing the poverty and the social exclusion and for strengthening his/her capacity for personal protection.

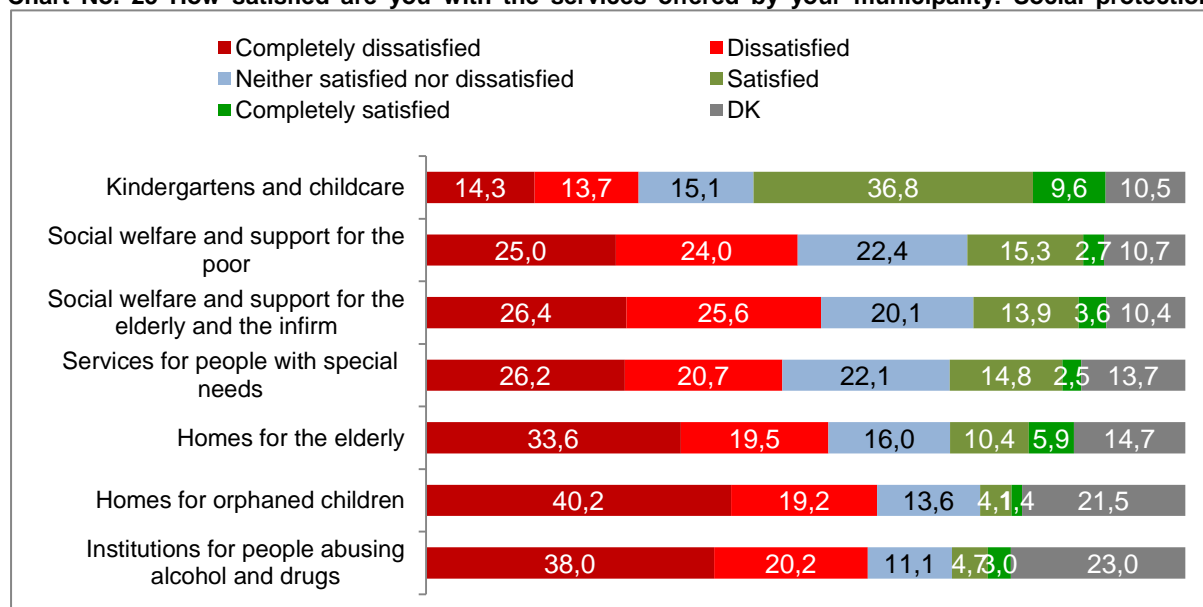
The results from the survey conveyed this year show dissatisfaction with the work of the municipality regarding these aspects, except for Kindergartens and childcare. Over one half of the citizens expressed dissatisfaction regarding all assessed aspects (except for Kindergartens and childcare where 28% are dissatisfied).

The total average grade expressing citizens' satisfaction with the services in the field of Social protection is 2.32. This is the lowest grade expressed by the respondents compared

to all other assessed fields covered by the questionnaire which are part of the work of the municipality.

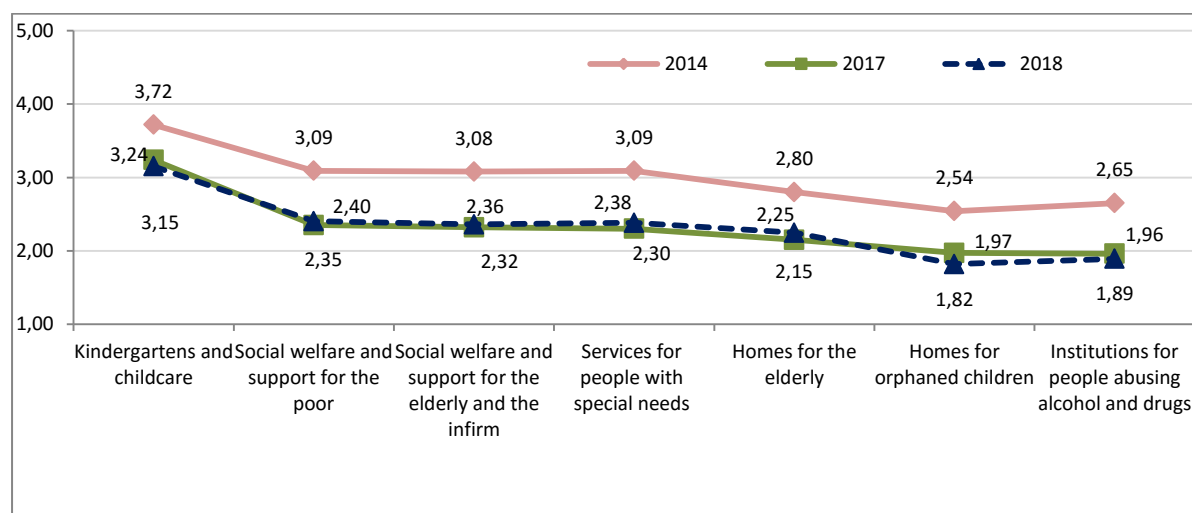
The highest dissatisfaction from the sphere of social protection is located regarding the services which refer to Homes for orphaned children (59%) and Institutions for people abusing alcohol and drugs (58%). As opposed to this, the greatest satisfaction with over 46% satisfied citizens is expressed for the kindergartens and childcare.

**Chart No. 25 How satisfied are you with the services offered by your municipality: Social protection**



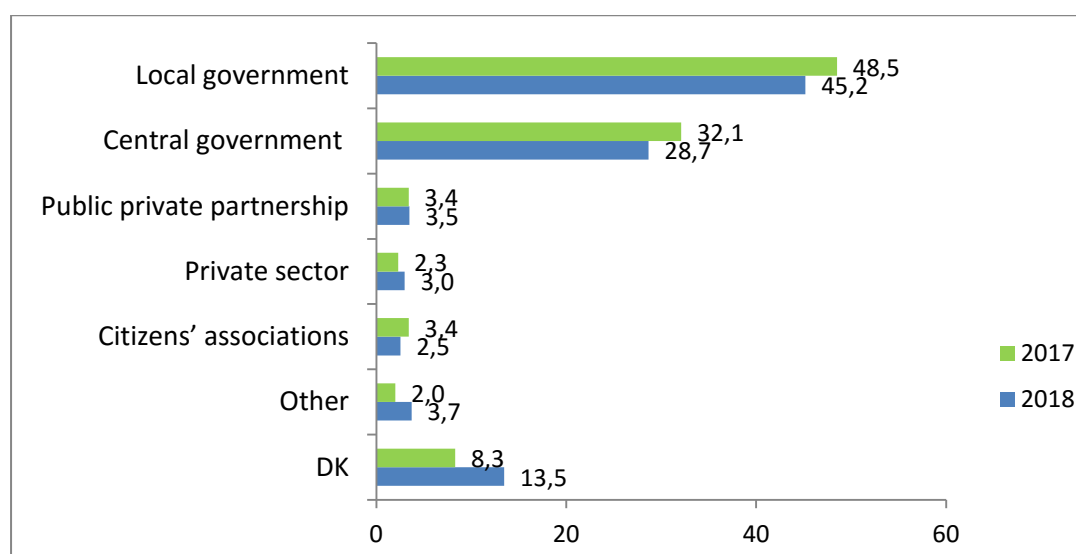
The comparative results from these three conveyed surveys shown below indicate a great decrease of satisfaction in terms of all assessed aspects from social protection from 2014 until 2017, but the survey conveyed this year shows a continuity of the average grades when compared to the survey conveyed in 2017. The lowest grades for Homes for orphaned children and Institutions for people abusing alcohol and drugs repeat, which points at the absence of this type of capacities in the municipalities.

**Chart No. 26 Average grades showing the citizens' satisfaction from the services offered by the municipality: Social protection?**



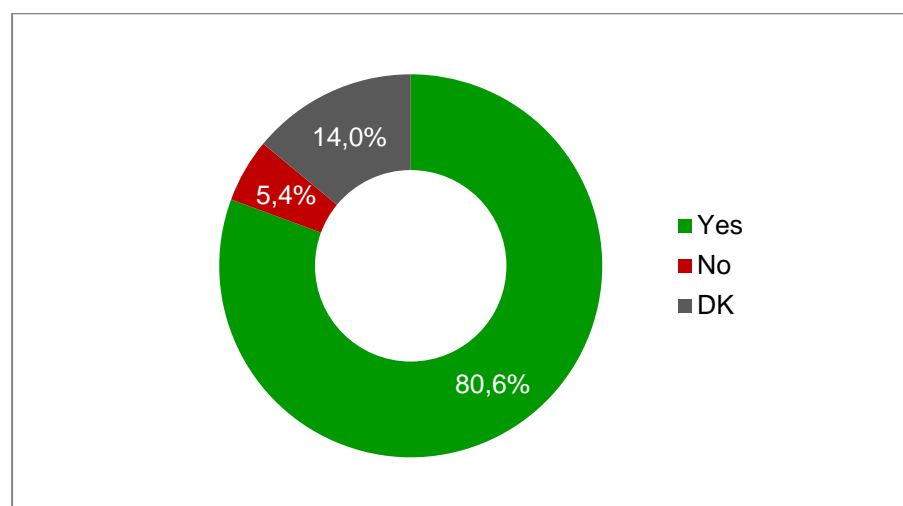
In accordance with the previously stated services which refer to social protection, the citizens were additionally asked which would be the most adequate provider of these services. The citizens identify the Local Self-government as the most responsible for providing all previously stated services. The distribution of answers shown below according to the ranking is identical with the distribution of answers from the survey conveyed in 2017, apart from the difference in terms of decreasing the percentages for the Local and Central government due to the answer I don't know, where the citizens manifest absence of information in terms of the best service provider. In terms of the answer Other (3.7%), the respondents spontaneously mentioned the answer Everything stated, which indicated that the service provider should be all stated parties.

**Chart No. 27 Which would be the most adequate provider of the previously stated services:**



When asked whether the local communities should have greater role in the local self-government, 8 out of 10 citizens give a positive answer. This distribution of the answers is equal to the answers from the survey conveyed last year which shows that the respondents also think that the local communities should be more active and they should have greater role in the local self-government.

**Chart No. 28 Should the local communities have greater role in the local self-government:**

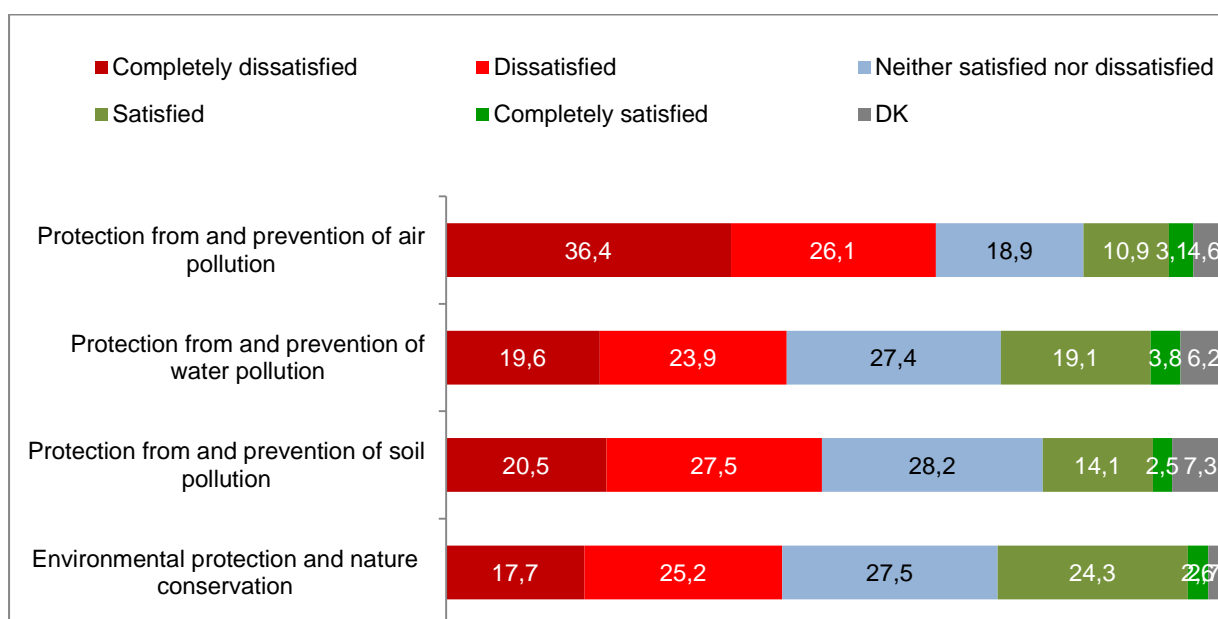


## Environment

The continuous air pollution in our country indicates that there is a need for strategic and long-term solutions to this problem. The industry, the old vehicles, the fuel and the household heating are the greatest air polluters, but the situation during winter is alarming. The measure stations indicate this condition and they register pollution which is often above normal almost every day.

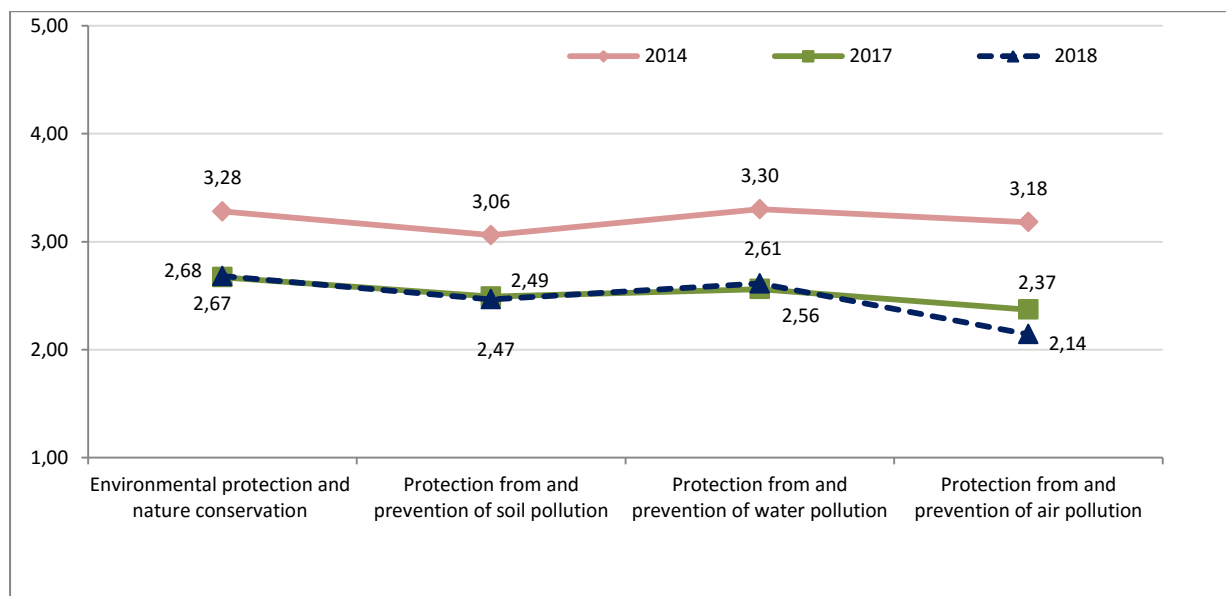
In terms of the citizens' satisfaction with the Environmental protection, the total average grade from the survey conveyed this year is 2.48 and it marks a slight fall in terms of the survey conveyed last year when the average grade was 2.52. The biggest citizens' dissatisfaction from the individual aspects which refer to the environment is something that is expected in terms of Protection from and prevention of air pollution, where over 62% of the respondents express their dissatisfaction. The citizens express their dissatisfaction in terms of the other aspects as well, which can be seen from the chart below.

**Chart No. 29 How satisfied are you with the services offered by your municipality: Environment**



The comparative results from these three surveys shown below indicate a great decrease of satisfaction regarding all assessed aspects concerning the environmental protection from 2014 until 2017, but the survey conveyed this year shows a continuity of the average grades in terms of the survey conveyed in 2017, apart from the already mentioned protection from and prevention of air pollution, where a decrease of the average grade is marked for 0.23.

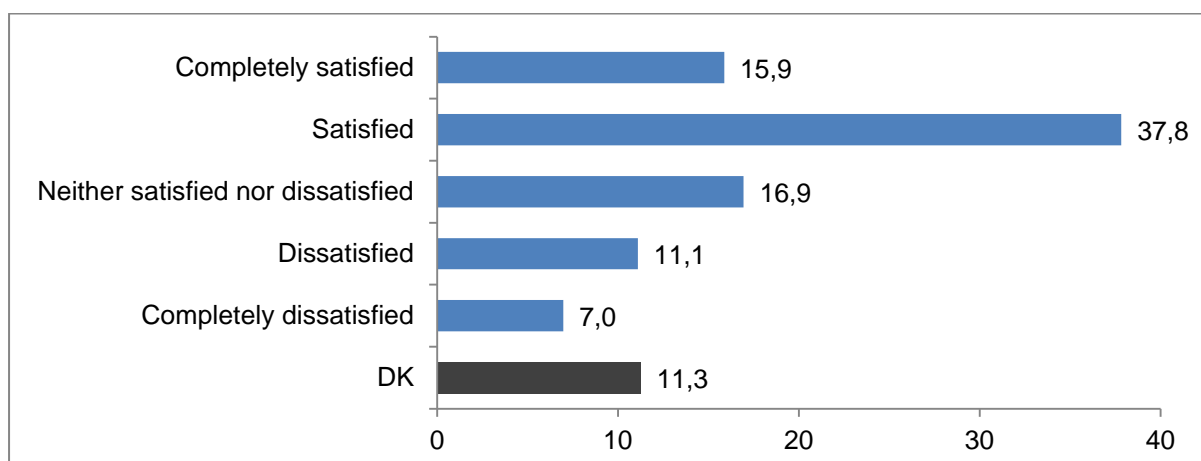
**Chart No. 30 Average grades regarding citizens' satisfaction with the services offered by the municipality: Environment?**



## Fire protection

The fire protection marks the highest level of citizens' satisfaction with an average grade of 3.5. As it can be seen from the chart below, the aggregated answers from the respondents who express satisfaction with this authority of the municipality is over 53%. This distribution of answers is noticed in the previous surveys as well.

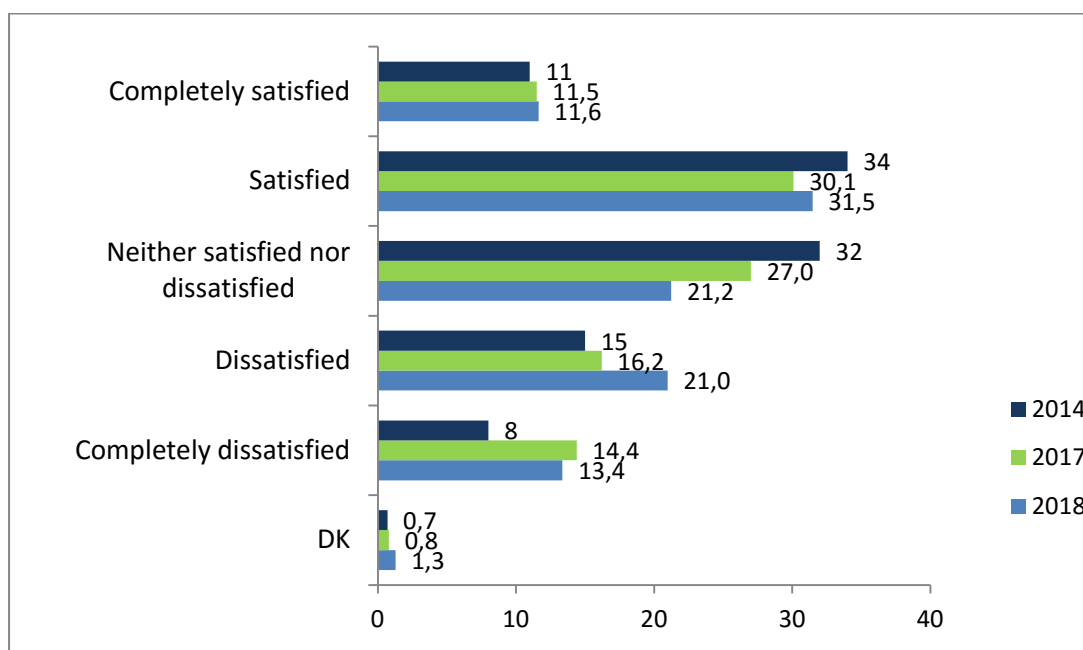
**Chart No 31 How satisfied are you with the services offered by your municipality: Fire protection**



## Healthcare

The total average grade expressing the citizens' satisfaction with the healthcare is 3.07 in this survey, which presents a decrease when compared to the survey conveyed in 2014 (3.25), but it also shows stability in terms of the survey conveyed in 2017 (3.08). About 43% of the citizens expressed satisfaction (aggregated answers completely satisfied and satisfied) with the services provided by the municipality in the field of Healthcare.

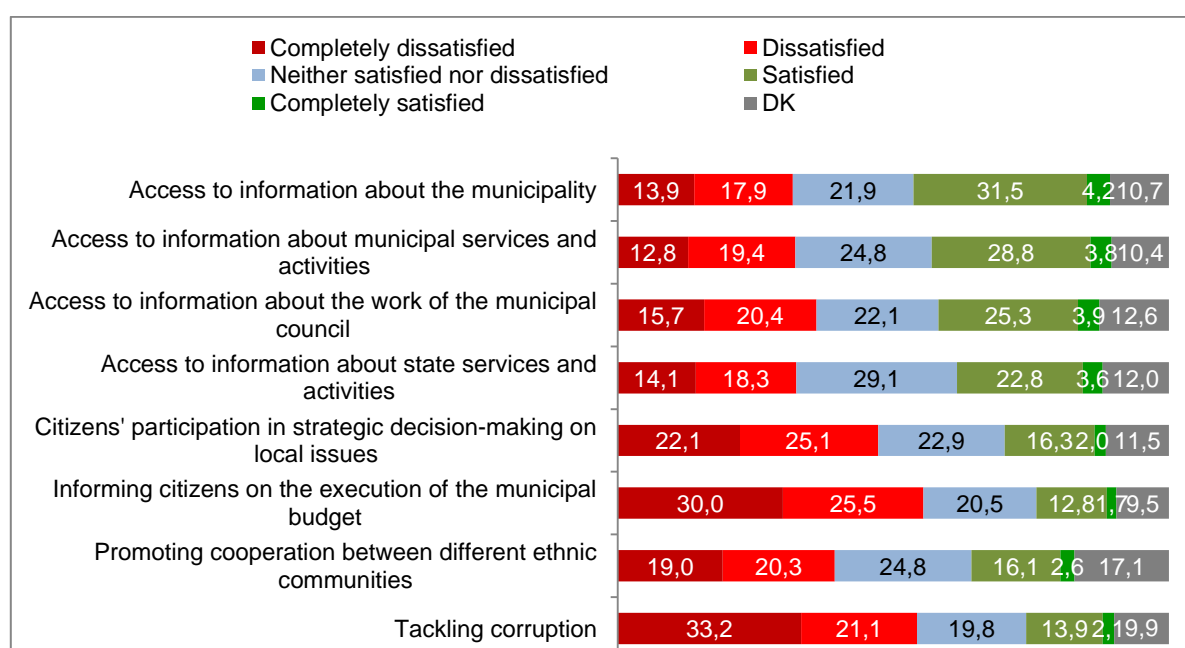
**Chart No 32 How satisfied are you with the services offered by your municipality: Healthcare**



### Democracy, transparency and accountability

The total average grade expressing the citizens' satisfaction with the services in the field of Democracy, transparency and accountability is 2.61, presenting a slight increase of the average grade for the same topic from the survey conveyed in 2017 (2.54). The results from the survey conveyed this year show that Informing citizens on the execution of the municipal budget and Tackling corruption are the segments which the citizens are the least satisfied with. Over 54% of the respondents stated they were completely dissatisfied with both services provided by the municipality. On the other hand, 36% of the citizens are satisfied with the service regarding the Access to information from the municipality.

**Chart No 33 How satisfied are you with the services offered by your municipality: Democracy, transparency and accountability**



Having access to information from the municipality has the highest grades in all three surveys, even though there is a certain decrease of the average grade compared to the survey conveyed in 2014 (as it can be seen from the table No. 3 below). The citizens' satisfaction with taking part in decision-making on local level marks a decrease in terms of the average grade compared to the survey conveyed in 2014, but certain changes in this sphere are also noticed, having in mind the increase of the average grade compared to the survey conveyed last year (2014 -2,84 2017-2,33 2018-2,45).

The performances of the local government in terms of democratic ruling, transparency and accountability are assessed by the citizens with grades below 3 in terms of all stated aspects. The lowest grades are continuously reserved for Informing citizens on the execution of the municipal budget and Tackling corruption.

The citizens' (dis)satisfaction when it comes to Corruption tackling in all three conveyed surveys shows a clear signal that new programs, activities and measures for protection and prevention are necessary on this topic. The lowest grade in the survey conveyed in 2014 marks a decrease this year.

The local authorities become more responsible about the activities they undertake through transparency and accountability.

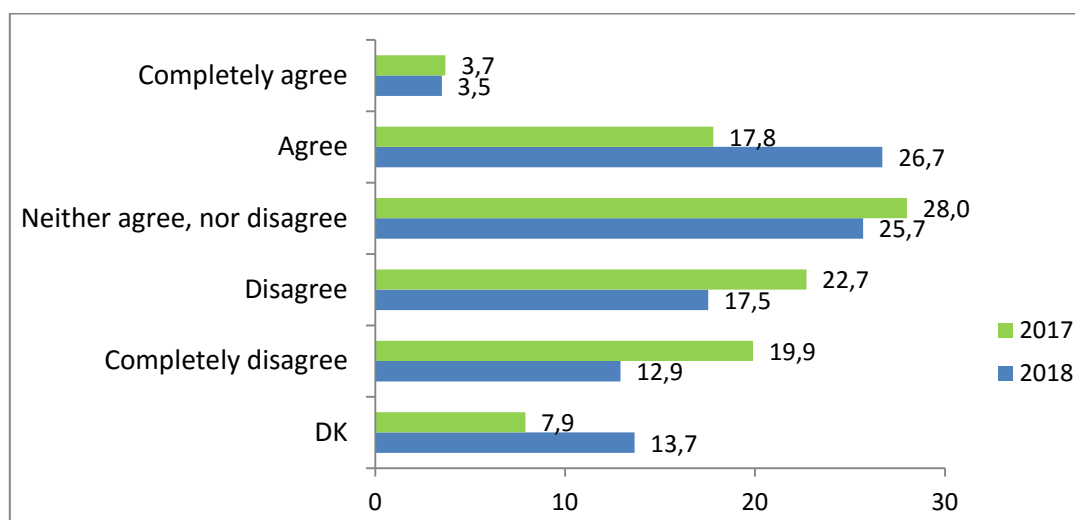
**Table No 3. Average grades – Satisfaction with Democracy, transparency and accountability (comparison 2014-2017-2018)**

	2014	2017	2018
Access to information about the municipality	3,33	2,95	2,94
Access to information about municipal services and activities	3,18	2,80	2,91
Access to information about the work of the municipal council	3,05	2,65	2,79
Access to information about state services and activities	3,21	2,67	2,81
Citizens' participation in strategic decision-making on local issues	2,84	2,33	2,45
Informing citizens on the execution of the municipal budget	2,75	2,22	2,24
Promoting cooperation between different ethnic communities	3,20	2,63	2,55
Tackling corruption	2,75	2,08	2,23

## MINORITIES AND VULNERABLE GROUPS

The survey conveyed this year shows that the dedication and care for the minorities and the vulnerable categories of citizens by the local authorities become more visible compared to the survey conveyed in 2017. Namely, the results distribution, just as it is shown in the chart below, shows an increase of the answers that the municipality cares for the minorities and vulnerable categories of citizens. The citizens notice attempts and activities among the local authorities for this citizens' category expressed with 9% higher compared to the survey conveyed last year.

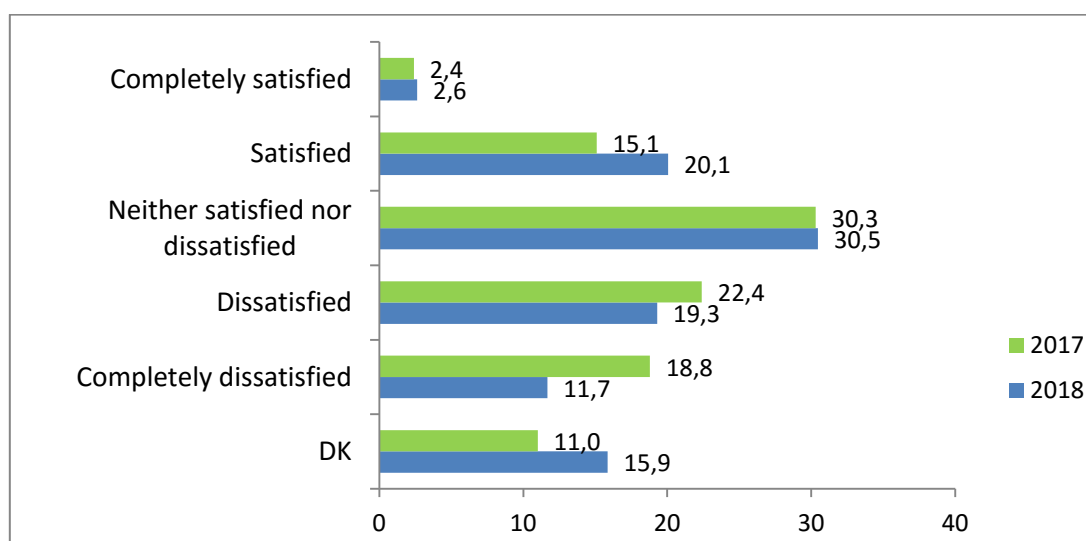
**Chart No. 34 The municipality cares for the minorities and the vulnerable groups of citizens (2017-2018)**



When asked about the accessibility to centers and services of the municipalities for minorities and vulnerable groups of citizens, the soup kitchens (22%) are the most widely spread, followed by day hospitals (19%) and the counseling services (11%) at third place. The therapy centers, the Services management centers and the Rehabilitation centers are centers or facilities with the least distribution and they are accessible for less than 4% of the citizens. This distribution of answers notices stability in terms of the survey conveyed last year where the position in the list of centers, facilities and services for the minorities and the vulnerable groups of citizens repeats.

In accordance with the capability of the local government (including the social protection provided by the state) to take part mutually in activities and care for the vulnerable groups on the level of the municipality, the citizens notice certain attempts and they express less dissatisfaction compared to the survey conveyed last year.

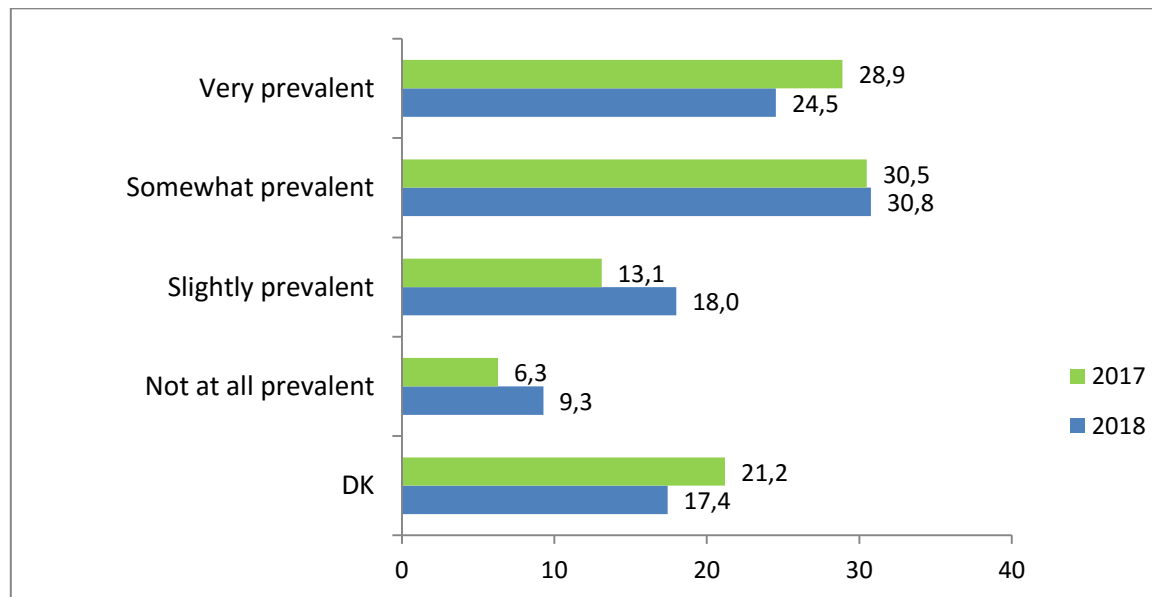
**Chart No. 35 To what degree are you satisfied with the activities undertaken by the municipality to improve the quality of life of minorities and vulnerable categories of citizens**



## CORRUPTION

The topic regarding the presence and the experience with corruption in the local self-government was processed. The range of the problems caused by the corruption and the threat it causes in terms of stability and safety of the country, the democracy, the development, the moral values and justice are exposed to danger due to corruption. People connect it to cash i.e. financial gaining in most of the cases, while the system of presents or drawbacks, connections and acquaintances are inevitable part of the traditional moral. The responsibility of the authority in the civilized societies is a rule. The corruption is not a phenomenon in modern time. It presents a serious threat to the country. The country that does not have legal mechanisms (which are followed and entered into force) for tackling corruption among the authorities is doomed to disaster. The corruption in the widest sense is determined as misuse of a public service due to gaining personal benefits. Every type of misuse of the authorities due to personal or group gaining is also corruption, whether it is about a public or state sector. The people's mentality also has an important role in corruption tackling. This year's survey (compared to 2017) notices a certain decrease in citizens' answers who think that corruption is immensely present in the municipality when fulfilling its authorities. The answers that the corruption is a little bit present have increased for 5%. These data show great presence of this condition in the municipality, but only 6% of the respondents state direct involvement in the process (personal or through immediate family).

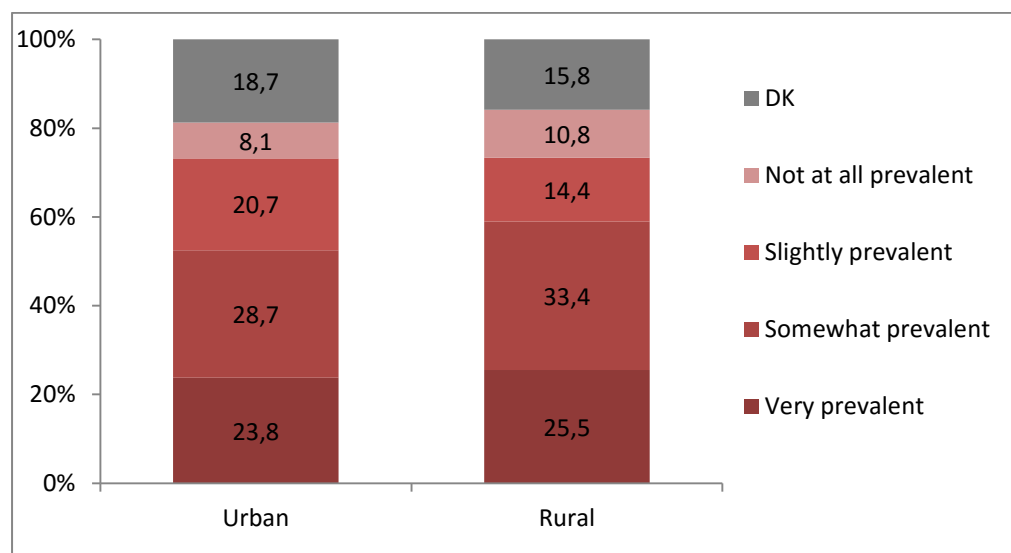
**Chart No. 36 To what degree do you believe that corruption is prevalent in the implementation of the municipality's competencies?**



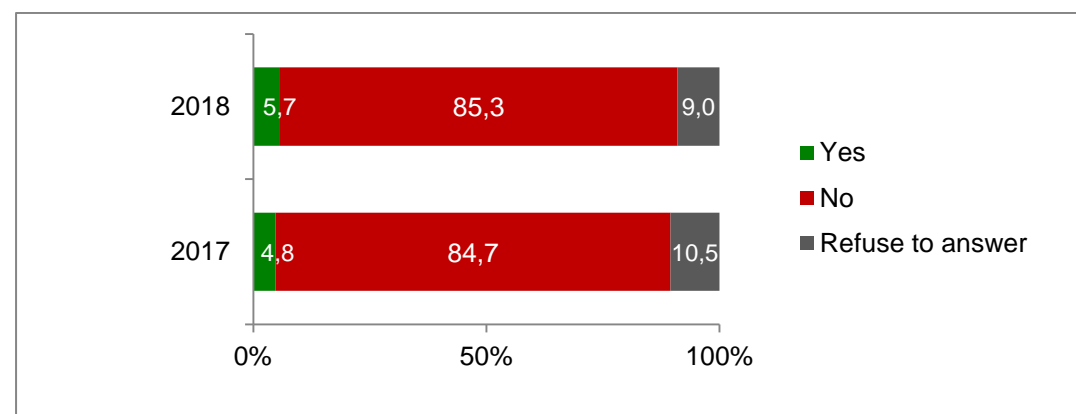
What is understood on the basis of the real citizens' experience is more trustworthy since this is based on personal experience and the influence from the other factors is excluded. In this context, the respondents' honesty can be assessed as well, since this is about a very sensitive phenomenon and also the fact that the respondents themselves are involved in a corruptive relation, which presents a criminal act. These are circumstances which can influence the research results, but for now they are the most adequate and the most relevant for researching phenomena, especially with expressed dark number, just as corruption is.

The distribution of the answers, analyzed from the aspect of place of living of the respondents, shows that the respondents from the rural areas express greater presence of corruption compared to those who live in the urban areas.

**Chart No. 36A To what degree do you believe that corruption is prevalent in the implementation of the municipality's competencies (urban-rural)?**

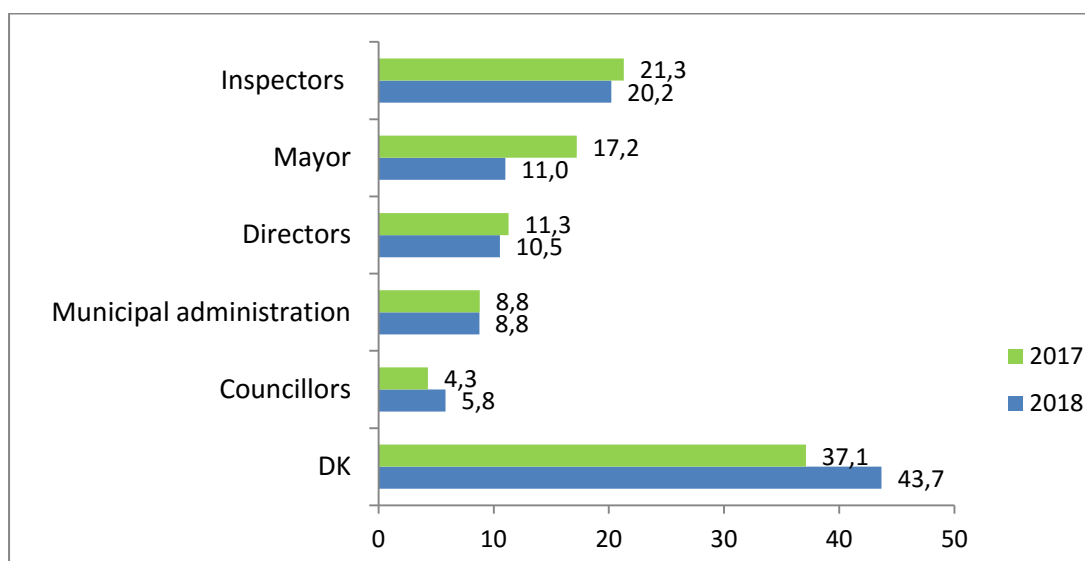


**Chart No. 37 Have you or a member of your immediate family been asked for money, goods or services in the past 12 months to receive or expedite the provision of a service in the municipality:**



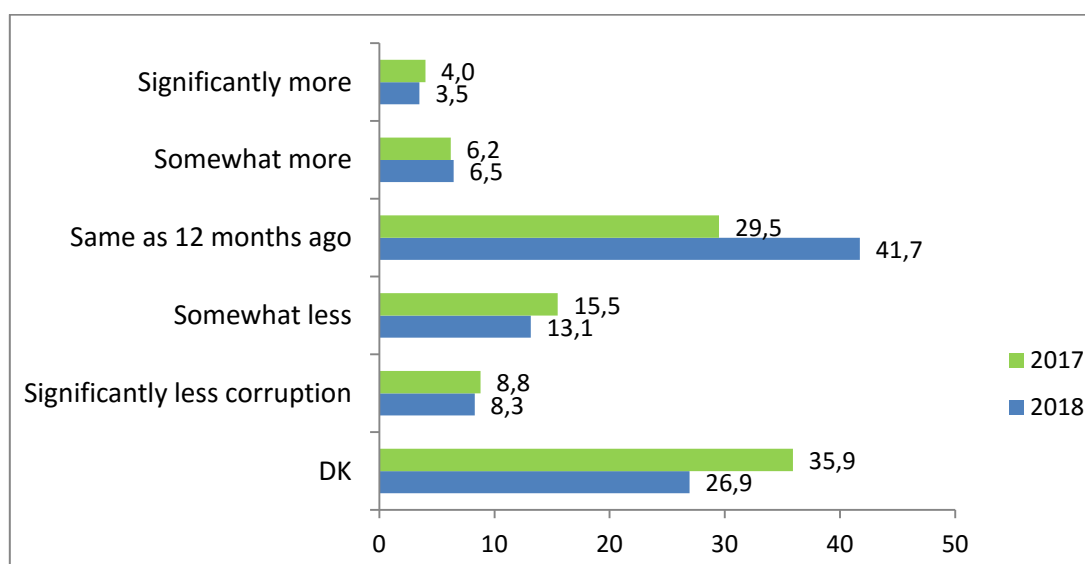
The municipal authorities as the most susceptible to corruption are: the inspectors, the mayor and the directors who are on the third place. The distribution of the answers according to the order of appearance repeats compared to last year's survey with a certain decrease for 6% for the mayor as authority susceptible for misuse. These three positions are the highest ones in the local government and therefore the finding that the presence of corruption is noticed exclusively on the highest level among the representatives who are included in creating the making decisions appears.

**Chart No 38 Which of the following entities in the municipality is most susceptible to misuse:**



Compared to 12 months ago, most of the citizens consider the situation with the corruption in the municipality is the same. About one quarter of the citizens expressed inability to assess whether the situation with the corruption was heading in a better or worse direction. The state should make efforts to execute and promote efficient practices for corruption tackling. It should make efforts to evaluate the legal instruments and the adequate administrative measures from time to time in order to appoint whether they are adequate for tackling corruption.

**Chart No. 39 Compared to 12 months ago, would you say that in your municipality there is:**

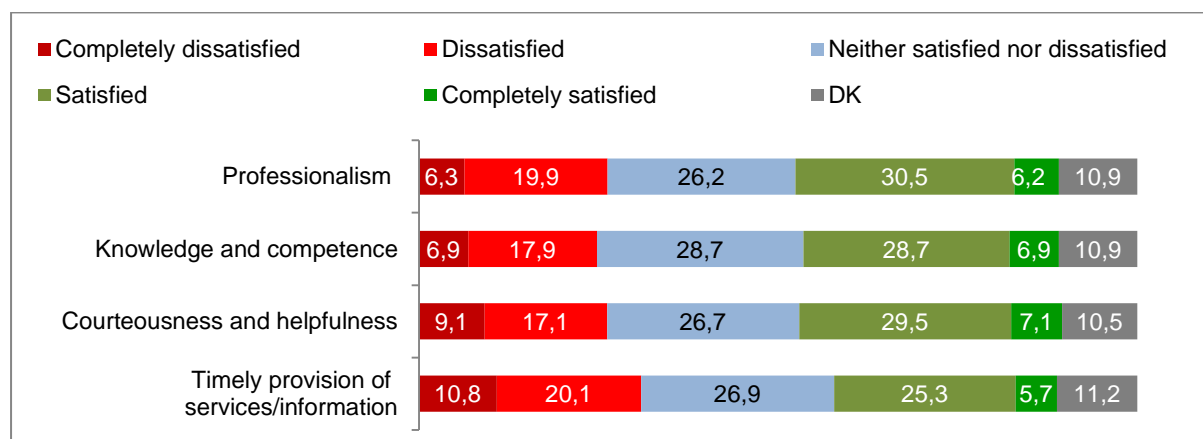


### **Municipal administration**

What follows is a set of questions which refer to citizens' satisfaction with the services offered by the municipality in terms of: Professionalism, Knowledge and competence, Courteousness and helpfulness and Timely provision of services/information. Just as the chart

below shows, the greatest dissatisfaction refers to Timely provision of services/information. The greatest dissatisfaction was expressed for this aspect in 2017 as well, but the survey conveyed this year shows a decrease for 14% in terms of the quantity of answers. In terms of other assessed aspects, there are over one third satisfied citizens, which presents a decrease of satisfaction from 2014, but this also shows an increase of citizens' satisfaction compared to 2017.

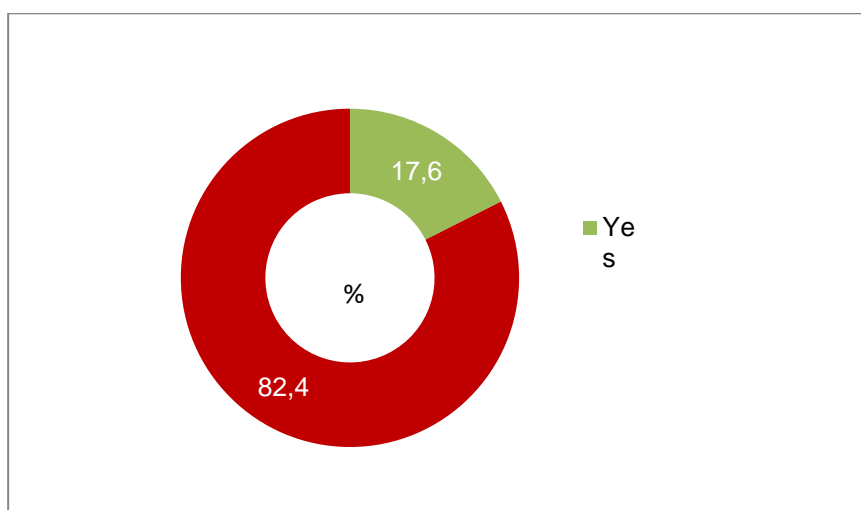
**Chart No. 40 How satisfied are you with the services offered by your municipality: Municipal administration**



## V. MECHANISMS FOR PARTICIPATION AND PARTICIPATION OF CITIZENS IN DECISION-MAKING IN THE MUNICIPALITY

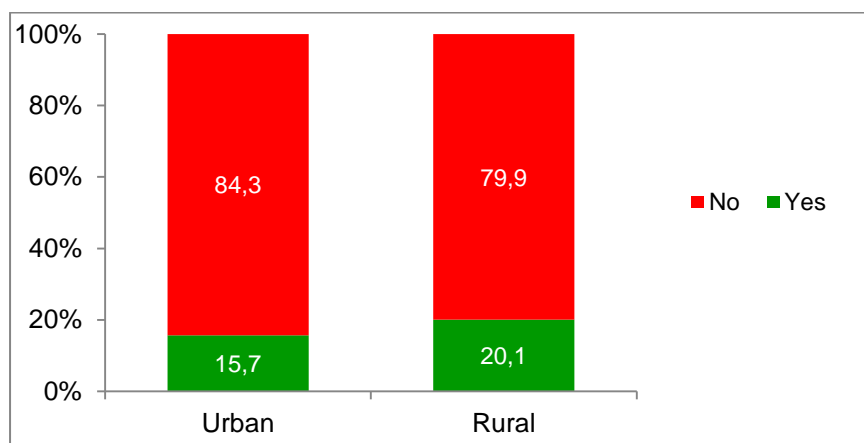
A distinctive segment of the survey was dedicated to assessing the citizens' readiness to participate in problem solving which are in municipal authority, as well as the manners they did this so far. Simultaneously, the reasons why the citizens do not participate in initiating solution to the problems which are in municipal authority where they live are surveyed.

**Chart No. 41 Have you personally ever submitted an initiative to resolve a certain problem (issues) within the scope of competence of the municipality?**

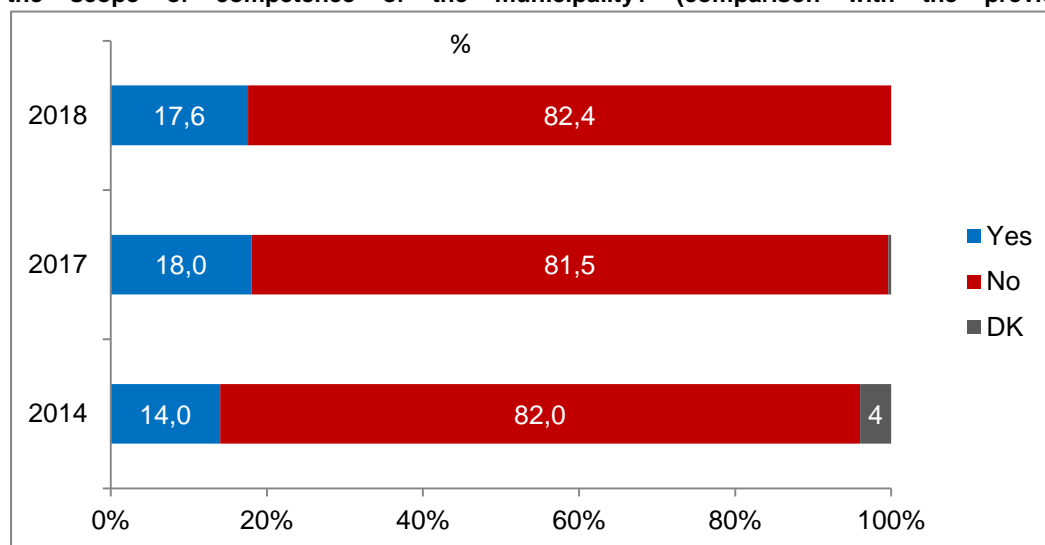


Most of the citizens have never submitted an initiative to solve a certain problem in their municipality. The frequency of the received answers shows that only 17.6% of the citizens said they submitted an initiative for solving a certain problem/issue in their municipality. More than three quarters or 82.4% of the citizens stated they had never done this. The distribution of the answers, analyzed from the aspect of place of living of the respondents, shows that the respondents from the rural areas express greater readiness for an initiative compared to those who live in the urban areas.

**Chart No. 41A Have you personally ever submitted an initiative to resolve a certain problem (issues) within the scope of competence of the municipality (urban-rural)?**

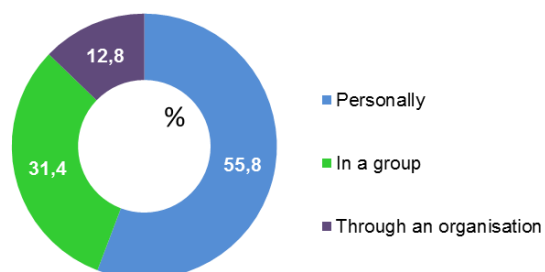


**Chart No. 42 Have you personally ever submitted an initiative to resolve a certain problem (issues) within the scope of competence of the municipality? (comparison with the previous surveys)**

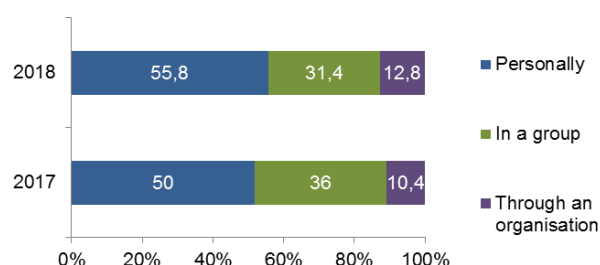


The comparative analysis with the surveys conveyed in 2017 and in 2014 shows there is no significant difference in terms of citizens' readiness to initiate solving the problems/issues within the scope of competence of the municipality.

**Chart No. 43 How did you submitted an initiative to resolve a certain problem (issues) within the scope of competence of the municipality?**



**Chart No. 44 Comparison with the previous survey**

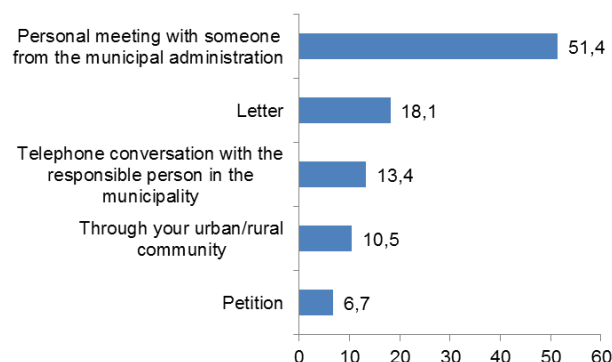


The citizens who said they had suggested an initiative for resolving a certain problem were asked about the way how they had done that. What is evident from the received answers is that the citizens suggest the initiatives for resolving a certain problem personally in most of the cases in the municipalities where they live. More than half of the interviewed citizens (55.8%) in the survey conveyed this year stated they had personally suggested an initiative, which is almost the same percentage of citizens who stated the same in the survey conveyed in 2017.

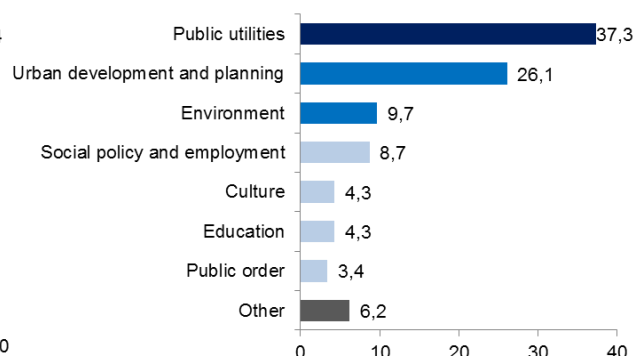
Less than one third of the interviewed citizens or 31.4% had suggested an initiative for resolving a certain problem as a group, while 12.8% of the citizens had done that through a certain formal group or organization, such as house council, NGO or a company. Lower

readiness of the citizens to come together and try to solve the problems they face with in their municipalities is noticed. The individual addressing to the municipality refers to a personal engagement in most of the cases for resolving micro and personal problems in the immediate environment of the person.

**Chart No. 45 In what manner did you submit your proposal (initiative) to the municipality**



**Chart No. 46 What area of life in the municipality did your initiative concern?**



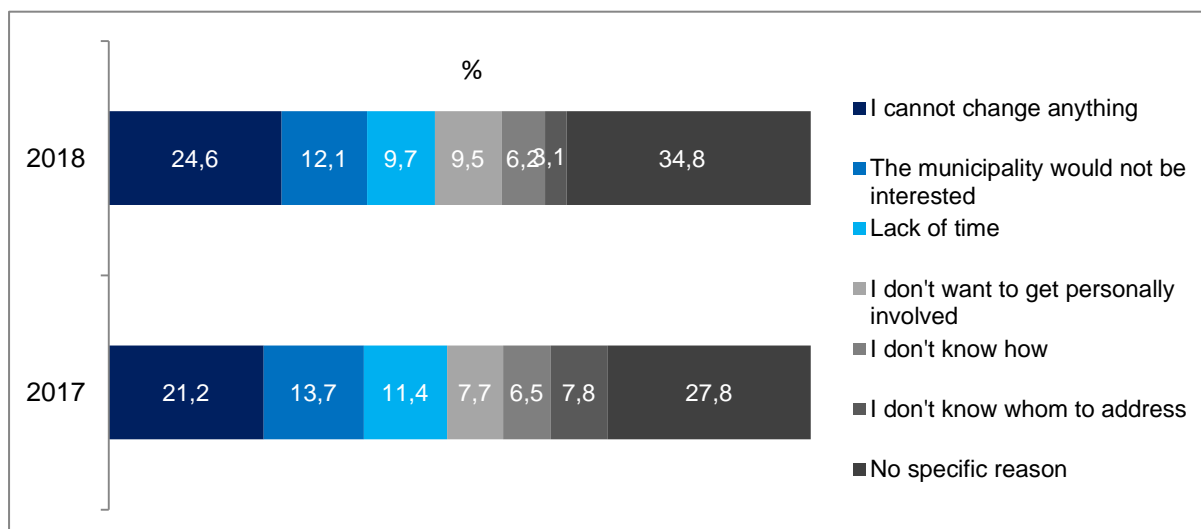
Having in mind that most of the citizens submitted the initiatives personally for solving certain problem in the municipalities they live in, most of them did that in a direct meeting with municipality's representative (51.4%), while a significantly lower percentage did that in a written form by sending a letter (18.1%), by talking on the phone with the responsible person from the municipality (13.4%), through the local community (10.5%) or through a petition (6.7%).

Similarly to the survey conveyed in 2017, the survey conveyed this year shows that the highest percentage of the respondents submitted initiatives for public utility services (37.3%) and initiatives regarding urbanism (26.1%). This is followed by environment (9.7%), social politics and employment (8.7%), culture (4.3%), education (4.3%) and Public order and peace (3.4%).

A special interest was dedicated to the reasons why the citizens did not decide to submit initiatives to their municipalities for resolving specific problems and issues. Just as in the previous surveys, the citizens who have submitted some initiative until now were also asked in the survey - If you have never personally proposed an initiative, state the reason why not?

The chart below shows the respondents' answers regarding this question compared to the surveys conveyed this year and in 2017.

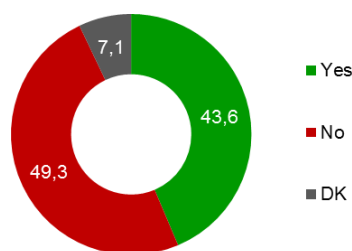
**Chart No. 47 If you have never personally proposed an initiative, state the reason why not?**



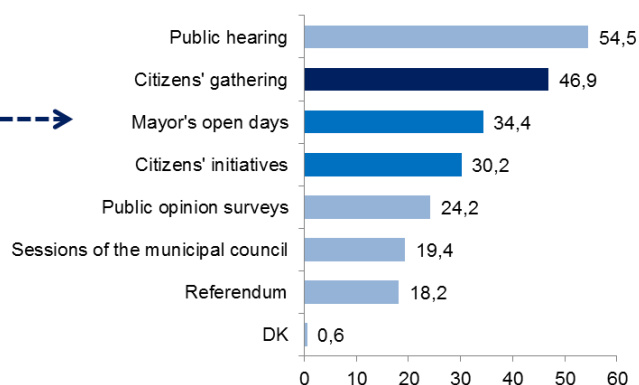
The highest percentage of the citizens said they did not have any particular reason (problem/issue) to address the municipality with an initiative for solving a particular matter (34.8% - 2018 survey and 27.8% - 2017 survey). Nevertheless, about one quarter of the citizens (24.6%) in the survey conveyed this year and 21.2% of the citizens in the survey conveyed in 2017 stated they believed they did not have the power to make a change, therefore they had not undertaken any initiative for resolving the problems they were concerned about in their municipality. The answers of 12.1% of the citizens (2018 survey) are in this direction, just as 13.7% of the citizens (2017 survey) who think that if they submit an initiative, the municipality would not be interested in that.

The other 9.7% of the citizens stated they did not have time, 6.2% stated they did not want to expose themselves personally and 3.1% said they did not know how to submit an initiative for resolving a problem in their municipality. The comparative analysis does not show significant differences regarding the citizens' answers in these two consequent surveys regarding this question.

**Chart No. 48 Would you participate in events or activities organised by the municipality, where specific issues within the scope of competencies of the municipality would be addressed or decided upon?**



**Chart No. 49 Which of the following activities would you participate in:**

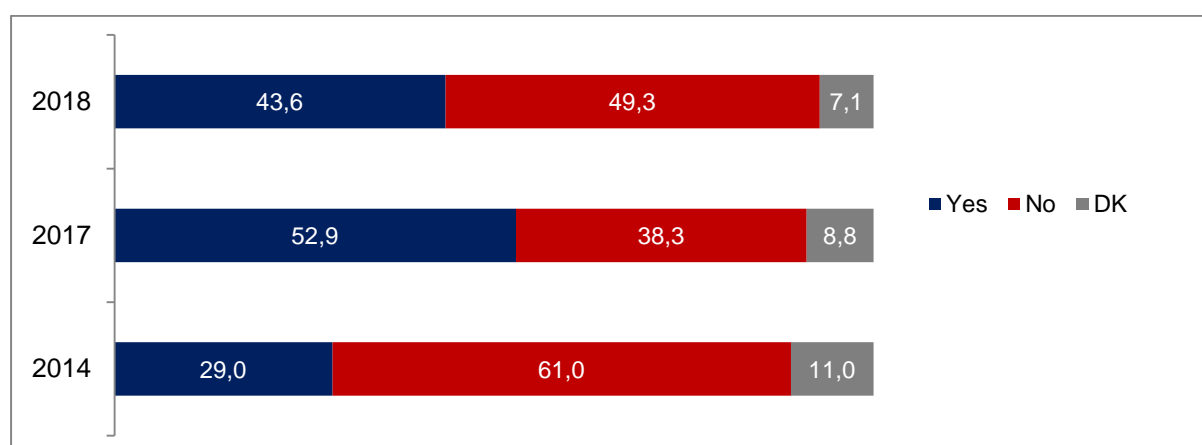


The analysis of the received answers shows that 43.6% of the citizens would participate in events and activities organized by the municipality where a certain issue would be analyzed or resolved by the authorities of the local self-government. Nevertheless, it is indicative that almost the same percentage of citizens (49.2%) gave a negative answer i.e. they stated they would not participate in any type of events and activities.

The highest percentage of the citizens said they would participate in Public hearing (54.5%), Citizens' gathering (34.4%) and Mayor's open day (34.4%) when talking about events and activities organized by the municipality where specific issues within the scope of competences of the municipality would be addressed or decided upon.

These data suggest that the citizens are ready to express and share their opinion publically and in group gatherings and public hearings, although the results from the survey show weak readiness among the citizens to undertake group initiatives for resolving specific issues. Need for citizens' stimulation and encouragement is noticed so that they could take part in the processes for decision-making on the level of local self-government, where they would have the opportunity to discuss and express their opinion.

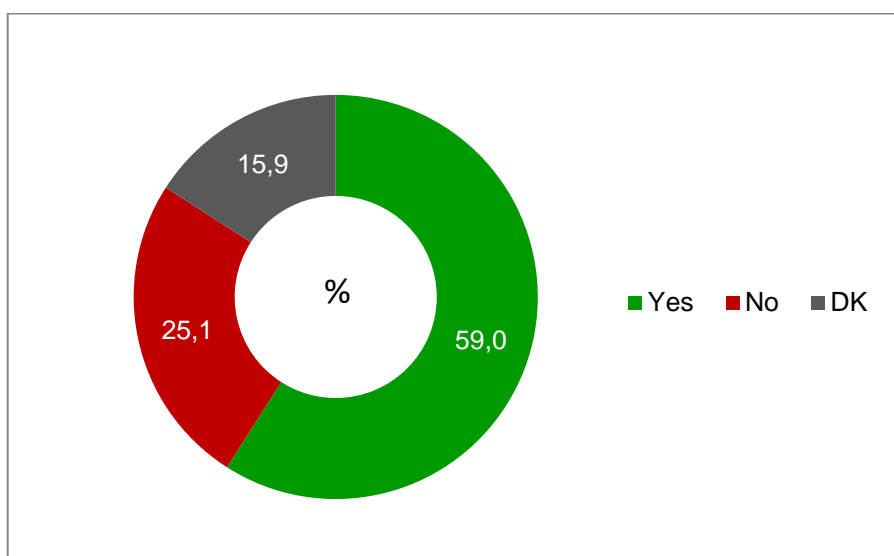
**Chart No. 50 Would you participate in events or activities organized by the municipality, where specific issues within the scope of competencies of the municipality would be addressed or decided upon?**



The comparative analysis between the 2017 and 2014 surveys shows a relative instability in terms of the citizens' answers regarding their readiness to participate in events and activities organized by the municipality where specific issues within the scope of competencies of the municipality would be addressed or decided upon. A certain decrease in terms of citizens' readiness to participate in this type of activities can be noticed in 2018 survey (43.6%) compared to the readiness they manifested in the survey conveyed in 2017 (52.9%).

The citizens' perception whether women were equally involved in decision-making in local self-government just as men was also assessed in this segment.

**Chart No. 51 Are women equally involved in decision-making in local government just as men?**



More than half of the citizens (59%) gave a positive answer regarding this question, while every fourth citizen or 25.1% of the respondents think that women are not equally involved in decision-making in local government just as men are.

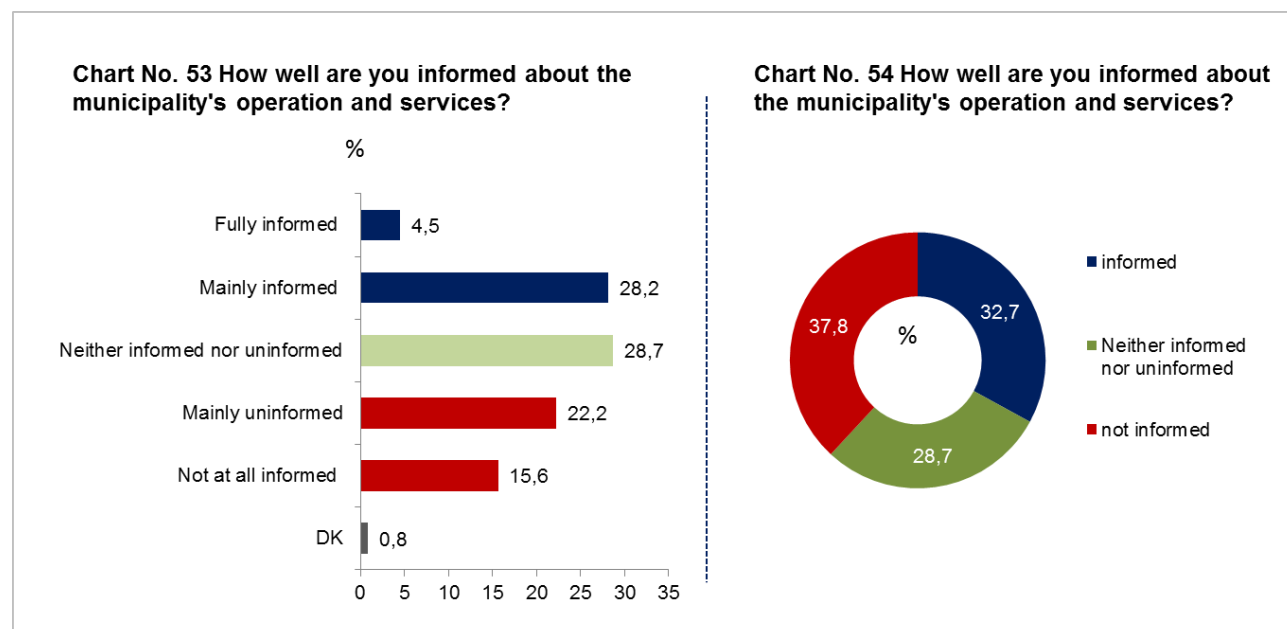
**Chart No. 52 Are women equally involved in decision-making in local government just as men are? (comparison with 2017)**



The comparative analysis shows a significant increase of the percentage of the citizens who believe that women are equally involved in decision-making in local government just as men are (59% - 2018 survey as opposed to 37.8% - 2017 survey). Simultaneously, the percentage of the citizens who have a negative opinion in terms of this question remains unchanged.

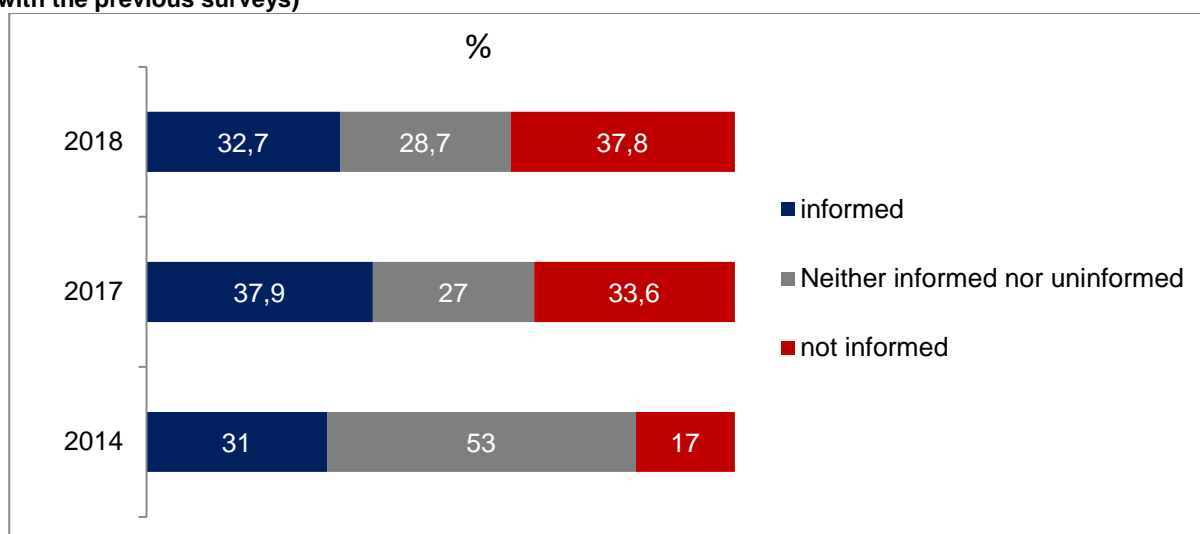
## G. INFORMATION ON MUNICIPALITY'S OPERATION AND SERVICES

The level of citizens' information on municipality's operation and services was assessed in this segment, as well as the sources and channels through which the citizens receive the information connected to the municipality's operation.



The analysis of the received answers from this year's survey shows rather equal percentage of citizens who stated they were informed about municipality's operation and services (32.7%) and of citizens who gave a negative answer to this question (37.8%). More than one quarter of the citizens stated they were neither informed nor uninformed on municipality's operation and services (28.7%).

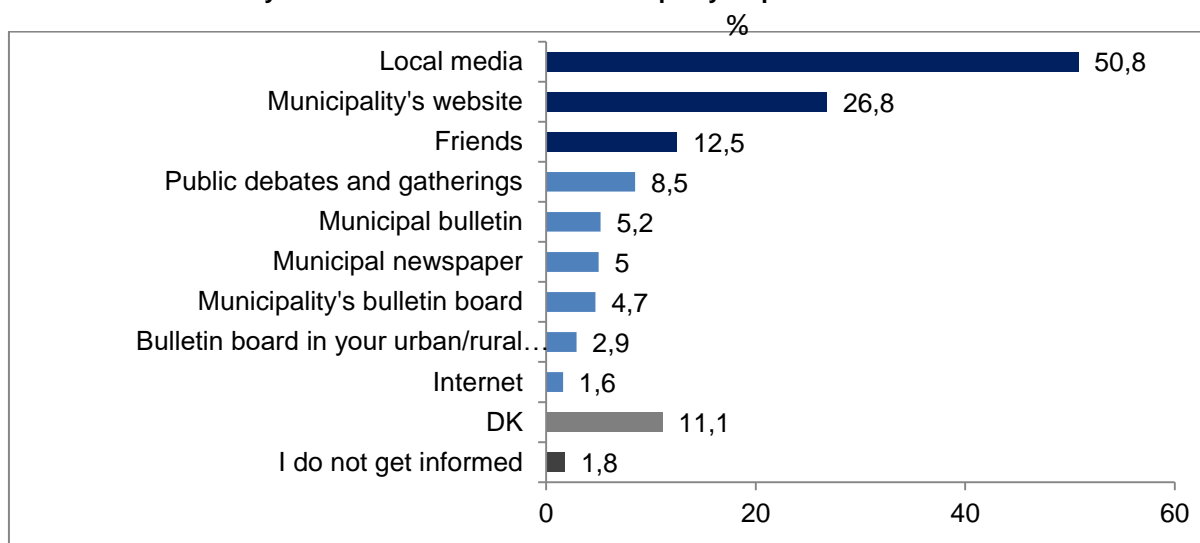
**Chart No. 55 How well are you informed about the municipality's operation and services? (comparison with the previous surveys)**



The comparative analysis shows there is a slight fall in the percentage of citizens in this year's survey who stated they were informed about municipality's operation and services

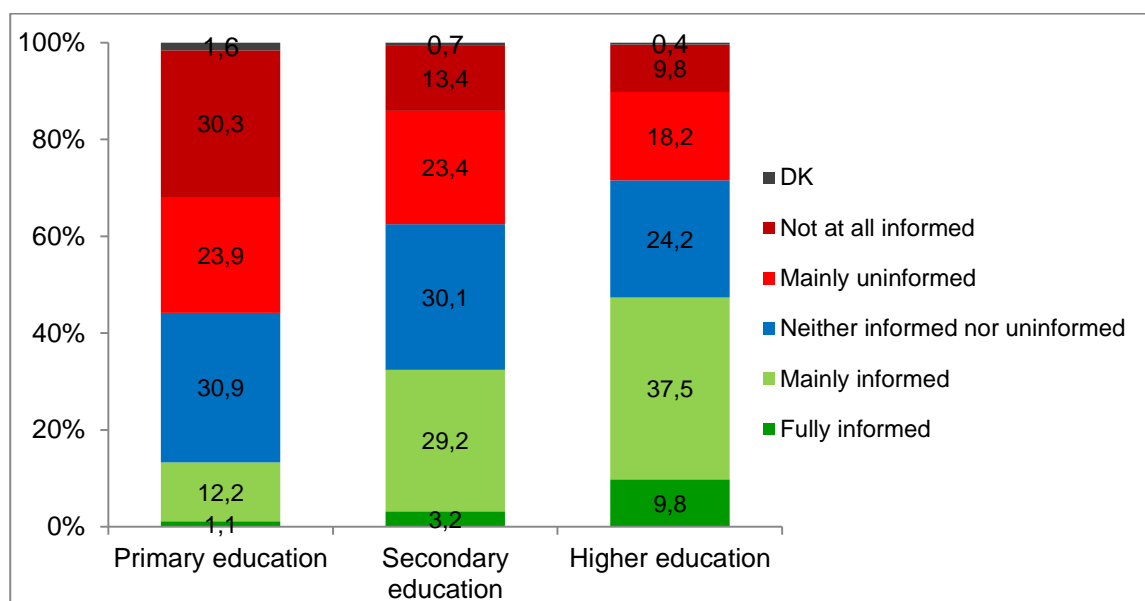
(32.7%) compared to 2017 survey when 37.9% of the citizens said they were informed about municipality's operation.

**Chart No. 56 Where do you find information on the municipality's operation and services?**



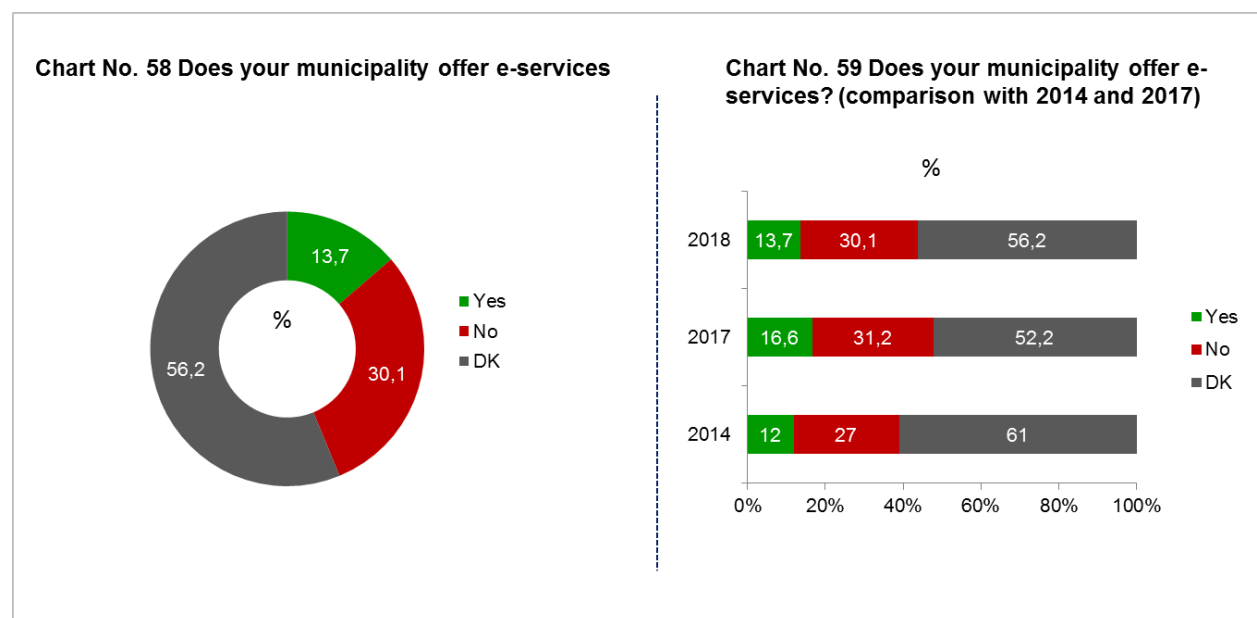
Just as it can be seen from the chart, the local media are the most frequent source of information on municipality's operation, followed by the municipality's web page and friends. Public gatherings and meetings, the municipal bulletin, the municipal newspaper, the bulletin board of the local community and the municipality are seldom stated as sources of information on municipality's operation among the citizens. These results correspond with the results received from the surveys conveyed in 2017 and 2014. The distribution of the answers, analyzed through the educational profile of the respondents, indicates the statistically important differences on information on municipality's operation and services. Namely, the respondents with higher education (47%) express higher level of being informed as opposed to the respondents with secondary education (32%) and primary education (13.3%).

**Chart No. 57 How well are you informed about the municipality's operation and services?**



## D. E-SERVICES AND OTHER INNOVATIVE SERVICES IN THE MUNICIPALITY

This segment of the survey had the goal to examine the level of information among the citizens on e-services, as well as on the other innovative services offered by their municipality.



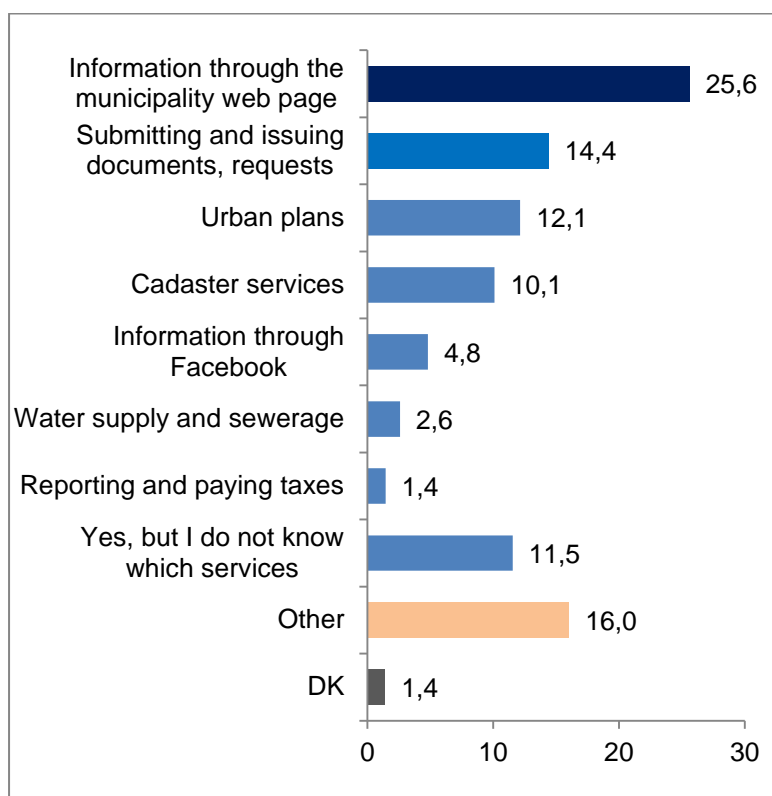
The analysis of the received answers shows a relatively low level of awareness and familiarity of the citizens with e-services offered by the municipalities. More than half of the interviewed citizens (56.2%) stated they did not know about this type of services, while almost one third of the citizens (30.1%) stated their municipality did not offer this type of services.

The comparative analysis shows that the awareness about e-services in the municipalities has not significantly changed in the last several years.

The respondents who gave a positive answer to this question (13.7% or 140 respondents) were asked which services of the municipality were available to them on the internet.

**Chart No. 60 Which e-services does your municipality offer?**

N=140

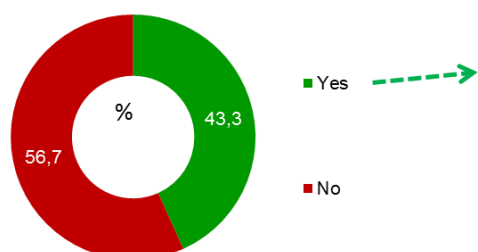


What can be seen from the answers of the participants who stated their municipality offered e-services is that the citizens often identify the e-services with online information which can be found on municipality's web page (25.6%).

Lower percentage of the citizens mentioned submitting and issuing documents, appeals and requests (14.4%), urban plans (12.1%), the cadaster services (10.1%), the water supply and sewerage (2.6%), as well as reporting and paying taxes (1.4%).

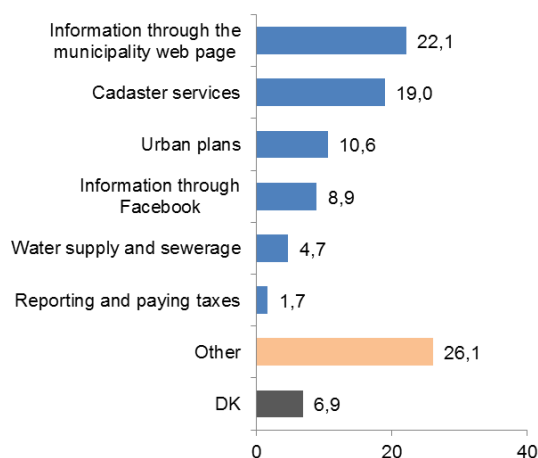
These findings are confirmed in the following set of questions. Namely, 61 respondents or 43.3% of the respondents who know their municipality provides e-services stated they were using these services. Nevertheless, when asked which e-services they personally use, the information from municipality's web page appears in most of the cases (22.1%), but also the information through municipality's Facebook page appear (8.9%). The rest of the respondents stated: cadaster services (19%), urban plans (10.6%), water supply and utilities (4.7%) and reporting and paying taxes (1.7%).

**Chart No. 61 Do you personally use any of those e-services?**



**Chart No. 62 Which e-services do you personally use?**

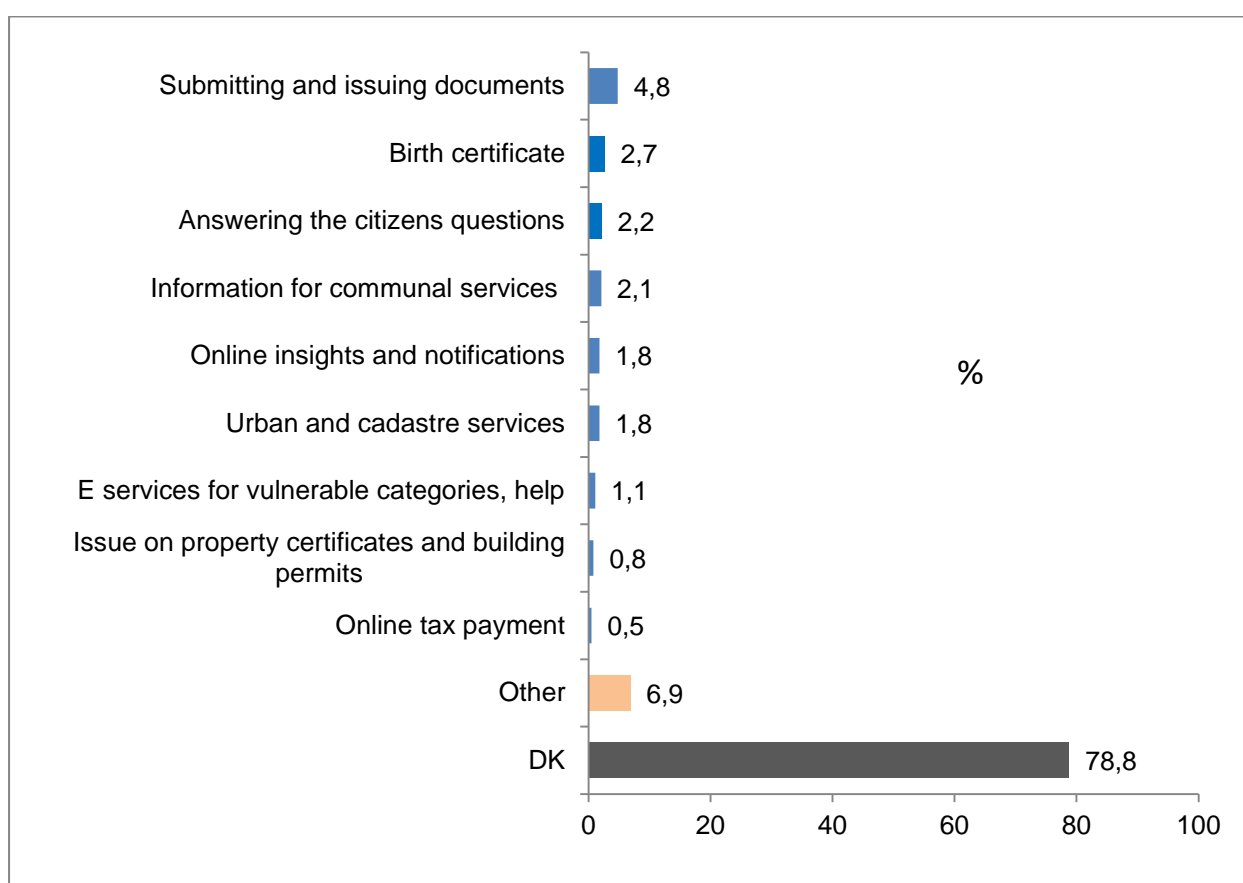
% N=61



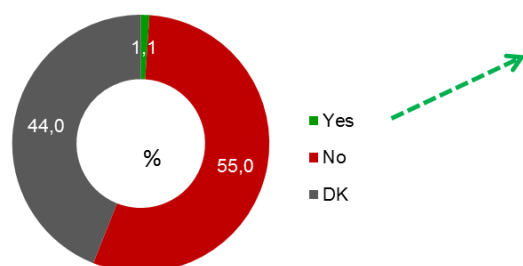
The low level of information on e-services is shown in the respondents' answers, who state services such as e-banking, tenders, transport, education etc. grouped in the category "Other" in the chart No. 62 when asked which e-services provided by the municipality they use.

More than three quarters of the respondents (78.8%) do not know which e-services they would like to be available to them through the municipality, which again shows the low level of information the citizens have about this type of services. The other citizens would like to be able to submit and get documents, requests and applications on the municipality's internet page (4.8%), to be able to get birth certificates (2.7%), to get answers to their questions from the municipality (2.2%), information on utility services (2.1%), to have access to municipality's operations (1.8%), urban and cadaster services (1.8%) etc.

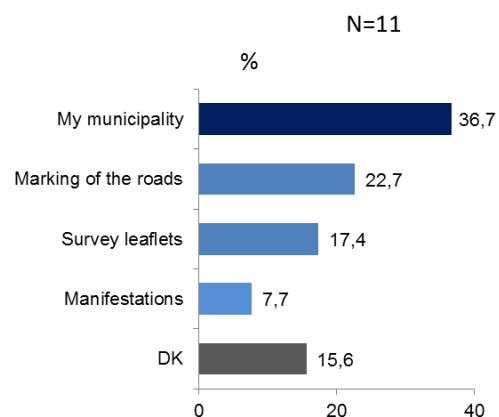
**Chart No. 63 Which e-services would you like to see your municipality offer that it is not offering at the moment?**



**Chart No. 64 Are you aware of any other innovative services offered by your municipality?**



**Chart No. 65 Which innovative services do you know offered by your municipality?**

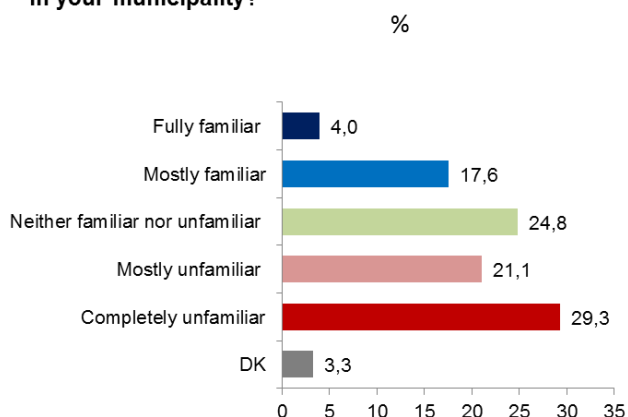


The analysis of the received answers shows that few citizens (11 respondents or 1.1%) stated they knew about other innovative services offered by their municipality. The answers from the respondents who answered the questions about the innovative services offered by their municipality are shown on the chart No. 65.

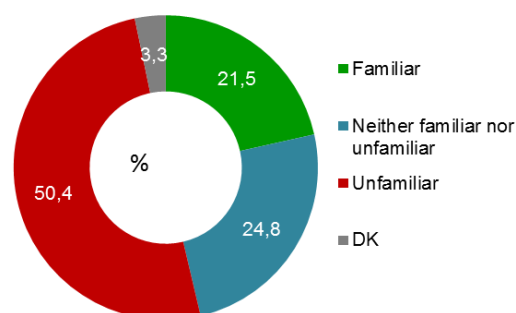
## Gj. NON-GOVERNMENTAL ORGANISATIONS / CITIZENS' ASSOCIATIONS

The level of citizens' awareness about the non-governmental organizations and citizens' associations was in the focus of this segment of the survey, as well as measuring their motivation to participate in activities of the citizens' associations regarding issues important for their community.

**Chart No. 66 Which of the following statements most correctly describes your level of familiarity with non-governmental organizations or citizens' associations in your municipality?**

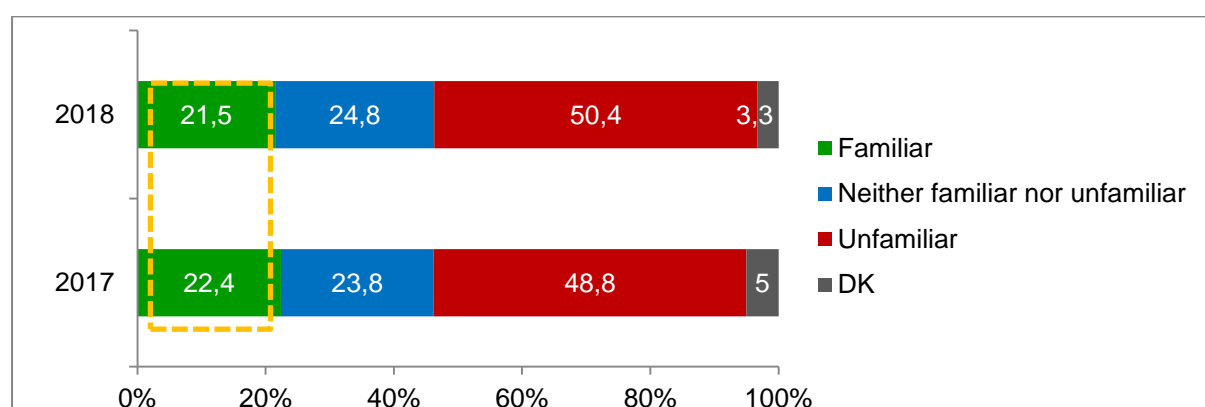


**Chart No. 67 Which of the following statements most correctly describes your level of familiarity with non-governmental organizations or citizens' associations in your municipality? (AGGREGATED ANSWERS)**



The analysis of the received answers shows a relatively low familiarity of the citizens with non-governmental organizations or citizens' associations in their municipality. Half of the citizens (50.4%) stated they were completely unfamiliar with citizens' associations who function in their community, while almost half of this number of interviewed citizens stated they were familiar with these associations (21.5%).

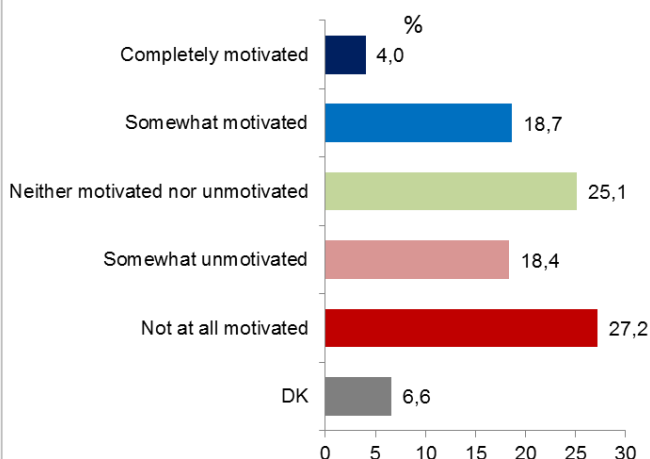
**Chart No. 68 Which of the following statements most correctly describes your level of familiarity with non-governmental organizations or citizens' associations in your municipality? (comparison with 2017)**



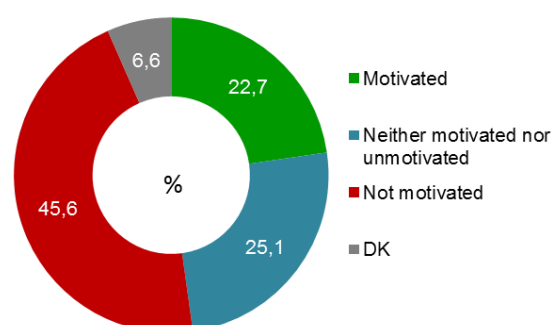
The comparative analysis with the survey conveyed in 2017 shows that there are no significant changes regarding the level of awareness and familiarity of the citizens with the non-governmental organizations and citizens' associations in their municipalities. The analysis of the received answers

shows almost the same percentage of citizens who are familiar with the citizens' associations and non-governmental organizations in their municipalities (21.55%) and they are simultaneously motivated to become involved in their activities regarding issues which are important for their municipality (22.7%). About 46% of the citizens stated they were not motivated to participate in activities of this type.

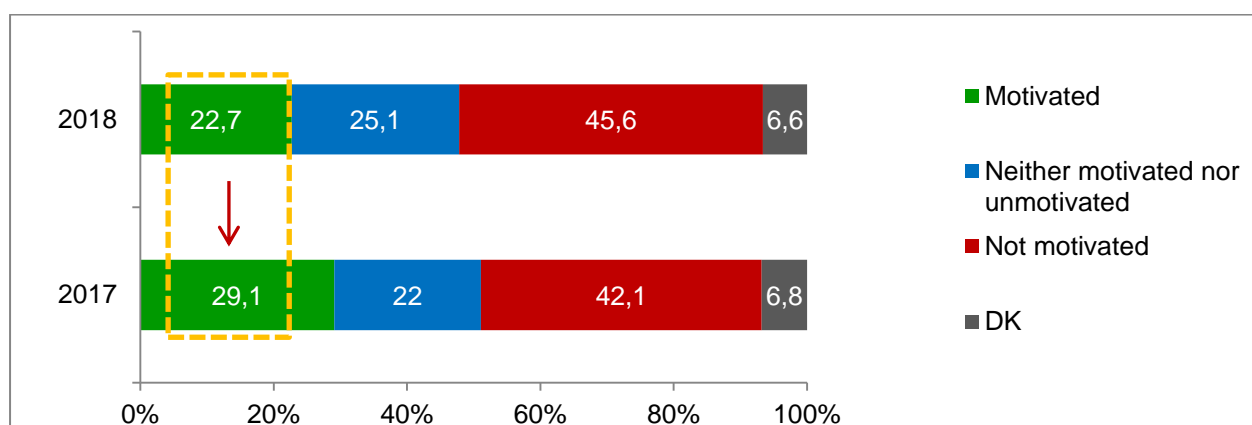
**Chart No. 69 To what degree are you personally willing (motivated) to become involved in activities of citizens' associations regarding issues that you believe are important in your municipality?**



**Chart No. 70 To what degree are you personally willing (motivated) to become involved in activities of citizens' associations regarding issues that you believe are important in your municipality? (AGGREGATED ANSWERS)**



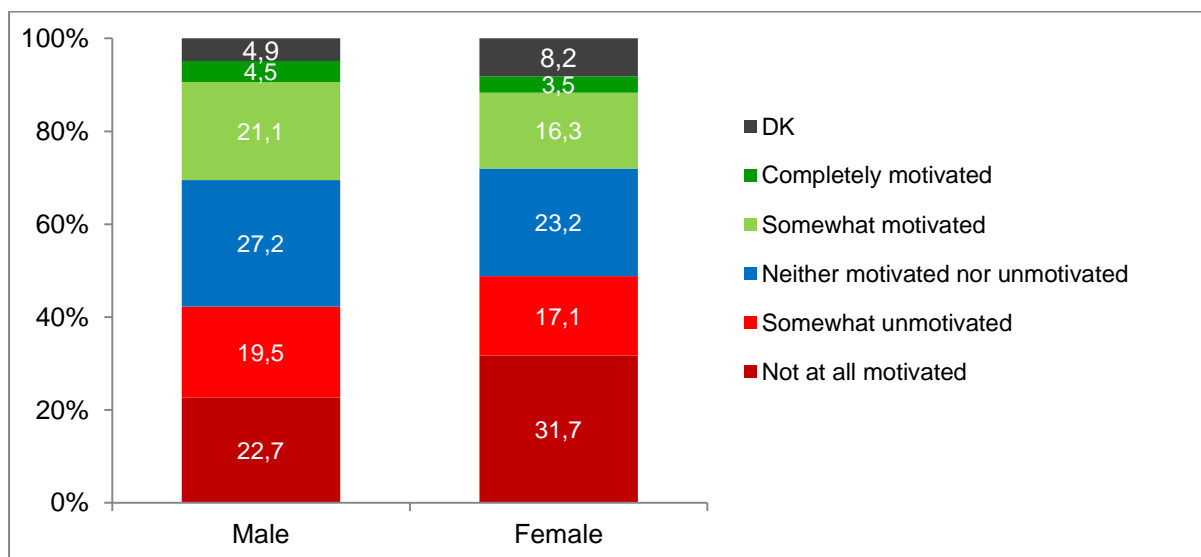
**Chart No. 71 To what degree are you personally willing (motivated) to become involved in activities of citizens' associations regarding issues that you believe are important in your municipality?**



The comparative analysis shows a decrease of citizens' motivation to become involved in activities organized by the citizens' associations regarding issues they think are important for their municipality. Namely, the survey conveyed in 2017 shows that more than one quarter of the citizens (29.1%) stated they were motivated to become involved in activities organized by the citizens' associations, while 22.7% or 6.4% less of the citizens stated the same in this year's survey compared to 2017 survey. The distribution of the answers, when analyzed in terms of the respondents' gender, shows that there are statistically important differences regarding the readiness to become

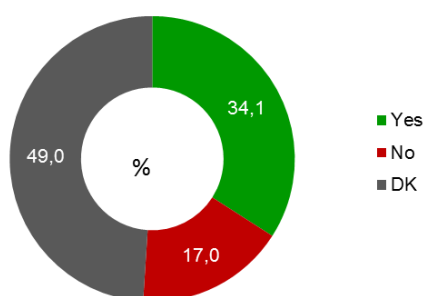
involved in activities organized by citizens' organizations. Namely, the female participants (49%) express greater lack of motivation compared to the male participants (42%).

**Chart No. 72 To what degree are you personally willing (motivated) to become involved in activities of citizens' associations regarding issues that you believe are important in your municipality?**



When asked *Is there cooperation between the municipality and citizens' associations/NGO on issues of interest to citizens?*, as it can be seen from the chart below, one third of the citizens (34.1%) gave a positive answer, 17% gave a negative answer, while almost half of the citizens (49%) did not know how to answer this question. The comparative analysis with the survey conveyed in 2017 demonstrates a mild increase of 4.6% of the citizens who think there is cooperation between the municipality and citizens' associations/NGO on issues of interest to citizens.

**Chart No. 73 Is there cooperation between the municipality and citizens' associations/NGO on issues of interest to citizens?**



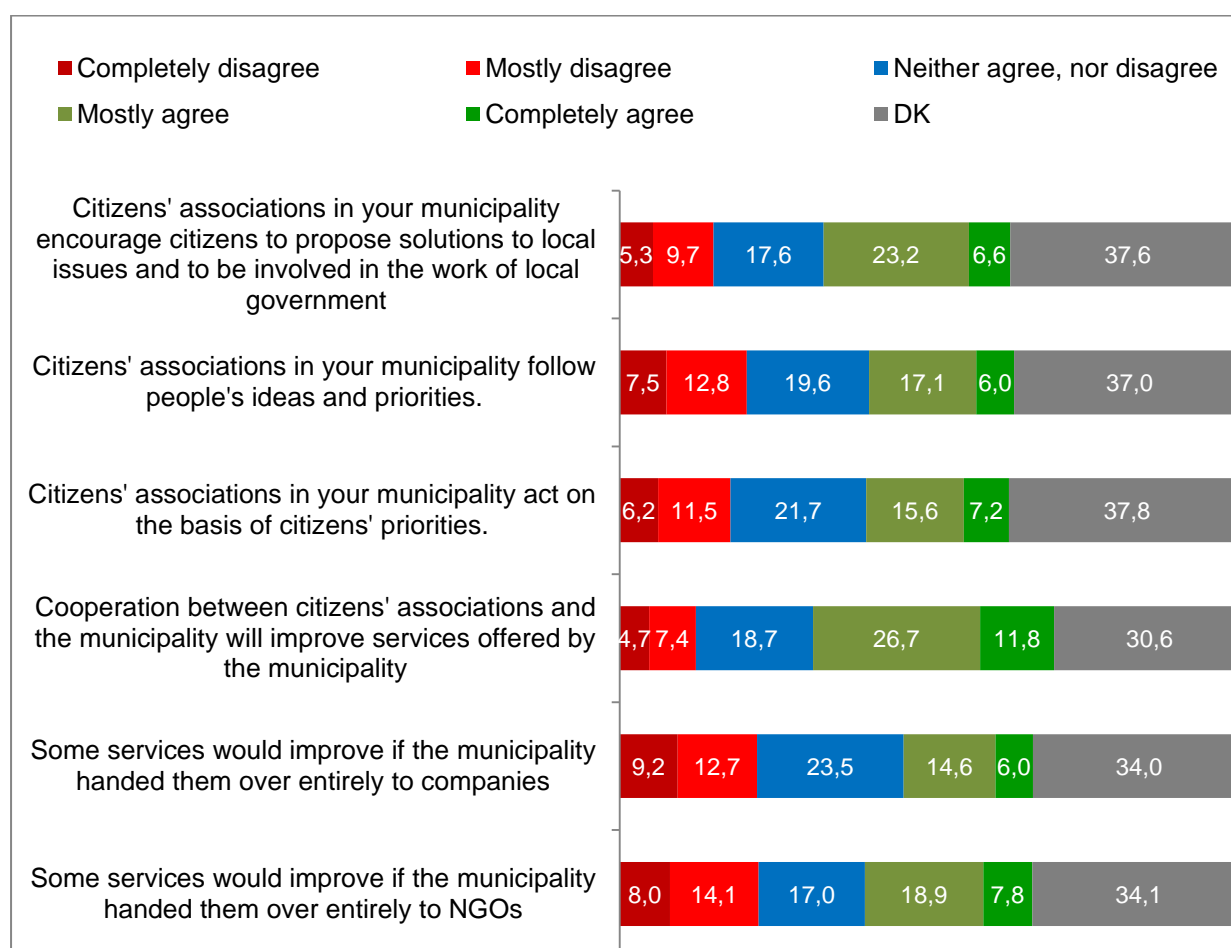
**Chart No. 74 Is there cooperation between the municipality and citizens' associations/NGO on issues of interest to citizens? (comparison with 2017)**



In this segment of the survey, the respondents were asked to express to what extent they agreed with a set of statements which referred to the work of NGO and citizens' associations.

38.5% of the citizens only agree or they completely agree with the statement “*Cooperation between citizens' associations/NGOs and the municipality will improve services offered by the municipality*”. Nevertheless, the analysis of the answers received from the participants shows that one third of the citizens are not informed about the work of the citizens' associations or about the cooperation with the local government in terms of all aspects of the work of the citizens' associations. In case the percentage of the citizens who were not sure and answered “I neither agree nor disagree” is taken into consideration, the weak citizens' information on the work of citizens' organizations in their municipalities becomes more evident.

**Chart No. 75 To what extent do you agree with the following statements?**



## KEY FINDINGS

### A. General satisfaction with the life quality in the municipality

- **Every second citizen is satisfied with his/her municipality as a place of living**, while 44% of the citizens are satisfied with the life quality in their municipality.
- The citizens express a higher level of satisfaction in terms of the municipality as a place for the retired people i.e. the elderly (48% of the citizens are satisfied) and satisfaction with the safety in the community in their municipality (44% express satisfaction).
- The citizens express the least satisfaction with the municipality as a place for living for the vulnerable categories of citizens (28% satisfied citizens).
- **The total average grade** expressing the satisfaction with the life quality in the municipality in this year's survey is 3.1, where a mild increase of satisfaction is noticed compared to the survey conveyed in 2017, when the total average grade of satisfaction with the life in the municipality was 2.92.
- Almost one fifth of the citizens (19%) do not make any difference between the services offered by the local and the central government.
- A little bit more than one third of the citizens (35%) stated they agreed or they completely agreed with the statement "I am satisfied with the manner in which the municipality is managed".
- The citizens express lower level of consent in terms of the statements "*Citizens in the municipality are informed of the municipality's activities and plans*" (37% of the citizens who do not agree); "*The mayor and the council take citizens' views and opinions into consideration*" (39% of the citizens who do not agree) and "*Their municipality's representatives demonstrate responsible treatment of persons with special needs*" (37% of the citizens who disagree)
- The comparative analysis with the survey conveyed in 2017 shows there is no significant change regarding the average grades the respondents gave in terms of the assessed aspects from the work of the local self-government.

### B. Satisfaction with the services offered by the municipality

- **4 out of 10 citizens are generally satisfied with the services offered by their municipality**
- The citizens in the rural areas of the country express greater dissatisfaction with the services offered by the municipality (33%) opposed to those who live in the urban parts (24%).
- The lowest level of satisfaction in terms of all assessed aspects is noticed in terms of the fire protection (3.5)
- On the other hand, the total average grade of citizens' satisfaction from the services in the field of Social protection is 2.32. This is the lowest grade the respondents gave compared to all other assessed aspects in the questionnaire which are in municipality's authority.

- Half of the respondents are generally satisfied with the situation in the secondary education and the quality and competence of the educational staff.
- Almost 40% of the citizens express dissatisfaction with the urban planning in the urban areas (39% aggregated answers I am completely dissatisfied and I am dissatisfied)
- When it comes to the local economic development, the citizens are the least satisfied with the undertaken activities regarding the increase of the employment. The aggregated answers who express dissatisfaction exceeds 59%.
- When it comes to public utility services, the greatest citizens' satisfaction is noticed in the field of the authorities with water supply, continuously and unchanged. Over two thirds (69% aggregated answers completely satisfied and satisfied). On the other hand, there is a continuous dissatisfaction in these three conveyed surveys regarding treating stray dogs (75% dissatisfied citizens).
- The citizens locate the greatest dissatisfaction in terms of Social protection in terms of the services which refer to Homes for orphaned children (59%) and Institutions for people abusing alcohol and drugs (58%). On the other hand, the greatest satisfaction with over 46% of satisfied citizens is noticed regarding kindergartens and childcare.
- The greatest dissatisfaction of the citizens from the individual aspects which refer to the environment is for Protection from and prevention of air pollution, where over 62% of the respondents express dissatisfaction.
- When asked about the availability of centers and services in the municipalities for the minorities and vulnerable categories of citizens, it is noticed that the soup kitchens are the most popular (22%)
- 55% of the citizens think that corruption is present, but only 6% of the respondents state direct (personal or from a family member) involvement in the process
- When asked *"Do you believe that urban and rural communities should play a greater role in local government?"*, 8 out of 10 citizens give a positive answer.
- The comparison of the results with the survey conveyed last year shows almost unchanged grades in terms of 5 aspects of the work of the municipal administration (Fire protection, Local economic development, Education, culture, sport, recreation, Health protection and Social protection), but also a mild increase in terms of citizens' satisfaction in terms of 3 aspects of the work of the municipal administration (Urbanism/urban planning, Democracy, transparency, accountability and Public utility services). The general satisfaction with the services offered by the municipality in terms of the survey conveyed last year shows a mild increase as well.

## V. Mechanisms for participation and participation of citizens in decision-making in the municipality

- 18% of the citizens said they were nominators of the initiative for dealing with a certain problem/issue in their municipality. **More than three quarters or 82% of the citizens stated they had never nominated a certain initiative.**
- About one quarter of the citizens (25%) believe they do not have the power to make a change when it comes to dealing with the problems they are affected in their municipality

- 44% of the citizens would participate in events and activities organized by the municipality where a certain issue from the local self-government authority will be analyzed and decided about
- Every fourth citizen thinks that women do not participate equally in decision-making by the local government compared to men
- The comparative analysis of the surveys conveyed in 2017 and 2014 shows there is no significant difference regarding citizens' readiness to initiate solving problems/issues which are in their municipalities' competence.

#### **G. Information on municipality's operation and services**

- **One third of the of the citizens stated they were informed about municipality's operation and services**
- When it comes to the municipality's operation and services, the citizens most often get informed from the local media and from municipality's web page
- The comparative analysis shows that this year's survey shows a mild decrease in terms of citizens' percentage who stated they were informed about citizen's operation and services (32.7%) compared to the survey conveyed in 2017, when 37.9% of the citizens said they were informed about municipality's operation and services

#### **D. E-services and other innovative services in the municipality**

- More than half of the citizens (56%) stated they did not know whether E-services were offered in their municipality, while 30% of the citizens considered their municipality did not offer any type of services
- **Only 6% of the citizens use some kind of e-service from the municipality**
- The comparative analysis shows that the awareness about the e-services of the municipalities has not significantly changed during the last several years

#### **Gj. Non-governmental organizations – citizens' associations**

- **Half of the citizens stated they were completely unfamiliar with citizens' associations which were functioning in their community**
- About 46% of the citizens said they were not motivated to participate in activities in terms of issues which are important for their municipality
- One third of the citizens thinks that there is a cooperation between the municipality and the citizens' associations/NGO regarding issues which are important for the citizens
  - The comparative analysis with the survey conveyed in 2017 shows there are not significant changes in terms of the level of citizens' awareness and familiarity with the non-governmental organizations and citizens' associations in their municipalities, but simultaneously it shows a decrease of citizens' motivation to take part in the activities organized by the citizens' associations regarding issues they think are important for their municipality