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Citizens' perception of local governance in MDP partner municipalities

**Final report on the public opinion poll
September 2007**

MUNICIPAL DEVELOPMENT PROJECT IN BiH- MDP

TABLE OF CONTENTS

Abbreviations	3
Explanation of concepts.....	3
Executive Summary	4
1. Sample design and survey methodology	5
<i>1.1. Problem statement</i>	<i>5</i>
<i>1.2. Selection of sample and basic characteristics</i>	<i>6</i>
<i>1.3 The questionnaire.....</i>	<i>8</i>
<i>1.4. The procedure.....</i>	<i>9</i>
<i>1.5. Limits of the poll.....</i>	<i>9</i>
2. Main Findings	11
<i>2.1 Doboj</i>	<i>11</i>
<i>2.2 Doboj Istok</i>	<i>17</i>
<i>2.3 Doboj Jug</i>	<i>22</i>
<i>2.4. Gračanica</i>	<i>27</i>
<i>2.5. Maglaj</i>	<i>31</i>
<i>2.6. Modriča</i>	<i>35</i>
<i>2.7. Petrovo</i>	<i>39</i>
<i>2.8. Usora</i>	<i>44</i>
Annexes	48

ABBREVIATIONS

BiH	Bosnia- Herzegovina
FBIH	Federation of Bosnia- Herzegovina
IC	Intercooperation
MDP	Municipal Development Project
MZ	Mjesna zajednica (Local community, village or town quarter)
NGO	non-governmental organization
RS	Republica Srpska
SDC	Swiss Development Cooperation

EXPLANATION OF CONCEPTS

Domiciled persons	This group includes persons that stayed in their houses during the war from 1992-1995. Our assumption is that their ethnicity mostly coincides with the majority ethnic group in the given municipality during and after the war.
Returnee	This group includes persons that have left their houses during the war and have lived outside BiH. After the war they have returned to either their pre-war community or another place. No clear assumption can be therefore made regarding their ethnic belonging.
Internally displaced persons	This group includes people that have left their houses during the war to live in another place in BiH. After the war they have either returned to their pre-war communities although not necessary to their old house or have stayed in their new community. No clear assumption can be therefore made regarding their ethnic belonging.

EXECUTIVE SUMMARY

This report presents the main findings and highlights important results of the citizen opinion poll from April 2007 that has been conducted for the Municipal Development Project- MDP in all its 8 partner municipalities. Its main aim was to explore the opinion of citizens in different fields of municipal work that MDP has supported during the last 5 years. The results shall be used to analyze the outcome of MDP project activities and they will serve as an input for the further planning of MDP activities and strategies. The complete results, divided into results for all, men and women, are attached in annex 2 of this document for each municipality.

The poll showed the following main results for all municipalities:

An average of 39%¹ of interviewed persons in all municipalities is satisfied with the provision of administrative services, while 21% are not satisfied and 39% think provision is at an acceptable level. Out of the 8 municipalities only 2, Dobož and Modriča, have been operating a modern One-Stop Shop as a centre for service provision for already a couple of years (Dobož Istok has a One-Stop Shop only since February 2007). It could be noticed that the proportion of people satisfied with service provision in these municipalities is about the same like in other municipalities covered by the poll. But the difference lies in the proportion that think service provision is acceptable. This proportion is higher in Modriča and Dobož compared to municipalities of the same size without a One-Stop Shop.

The size of municipalities seems to matter especially in the level of information of citizens. Although smaller municipalities are often producing less information material than bigger municipalities and less often use the media for communication of public issues, a higher proportion of population in small municipalities feels sufficiently informed.

The results for all municipalities are the following:

42% feel sufficiently informed about administrative fees and procedures, 41% about municipal issues in general but only 23% are sufficiently informed about the municipal budget and public expenditures. Thus, all in all the level of information on fees and general municipal issues is relatively modest while only few people feel informed about the municipal budget.

It could be further noticed that Modriča municipality which is already for some years making serious attempts to better inform citizens, reaches better results than other municipalities of a similar size. This shows that constant information through all possible channels increases the level of information even in bigger municipalities where it is more difficult to reach all population.

Another section of the poll investigated the perception of citizens regarding their possibilities to be included in municipal work and the willingness of municipality to consider the opinion of citizens. On an average 40% believe that municipalities take into account interests and concerns of citizens in their work. But no more than 25% think that they can influence municipal decision making. The opinion of citizens in this field is closely linked to how much they are informed. It could be observed in all municipalities that the higher the level of information the higher is their confidence in participation of citizens in municipal work.

Asked about their level of information regarding their possibilities to influence municipal decision making, 32% of all interviewed persons stated that they feel sufficiently informed about this issue. Out of this group, 57% felt confident that they can influence municipal decision making. This is more than twice as much compared to the general sample.

¹ For all questions the interview persons had the possibility to refuse the answer. These figures will not be included in any tables, graphs and other figures of this report. Furthermore, all figures are rounded.

1. SAMPLE DESIGN AND SURVEY METHODOLOGY

The survey on which this report is based is an opinion poll. The poll has been conducted in April 2007 in 8 municipalities in Dobož region, BiH. Total of 773 persons have been interviewed using formal questionnaires and the technique of face-to-face interviews. The methodology of designing and conducting the poll as well as analyzing the results will be presented in this chapter. The questionnaire can be found in annex 1 of this document.

1.1. Problem statement

The Municipal Development Project –MDP has been running since November 2001 in the Dobož region of BiH. By now it works in 8 partner municipalities– Dobož, Dobož Jug, Dobož Istok, Gračanica, Maglaj, Modriča, Usora and Petrovo- that are situated in both entities of the state.

While Maglaj, Modriča, Gračanica and Dobož have existed as municipalities even before the war and thus had an administrative infrastructure, the other 4 municipalities are so called Dayton municipalities². All municipalities are situated in the Dobož Region of BiH as can be seen in the map and vary in size and number of inhabitants.



The Municipal Development Project, entirely financed by the Swiss Development Agency- SDC and implemented by the Swiss Foundation for Development and International Cooperation, Intercooperation, has as a main aim the support of the development process towards “good local governance” in selected municipalities. It focuses specifically on effective, efficient, transparent, accountable and participatory municipal structures that are functioning in conformity with the rule of law.

MDP mainly tries to influence and change the working approaches and attitudes of local stakeholders such as municipal officials and staff, local NGOs and civil

society towards good governance. Special emphasis is put on the building of political accountability and the participation of all relevant stakeholders (especially the civil society) in the decision-making process.

In the 6th year of its work MDP is evaluating its past activities and the effects the project intervention has shown. No clear baseline at the beginning of MDP’s work in 2001 has been established.

The **main goal** of this opinion poll is therefore to collect information and establish a base line that can measure the outcome and impact of MDP project in specific areas of its work and give inputs for the future activities of the project.

² Dayton municipalities are a result of territorial splitting of existing municipalities during the war in BiH by the inter entity line. This line was fixed by the Dayton agreement and separated territories were formally proclaimed municipalities in 1997/1998. Those municipalities were therefore fighting with different problems and had e.g. to built up a completely new administration.

More specifically the objectives are:

- 1) Collect information about the satisfaction of citizens with administrative service provision (inclusive performance of staff)³:
- 2) Get informed about the opinion of citizens regarding the openness of municipality and information of citizens as well as inclusion of citizens in municipal issues
- 3) Identify tendencies of change regarding the areas mentioned in number 1) and 2) above

For these reasons the public opinion poll has been conducted in MDP's 8 partner municipalities.

1.2. Selection of sample and basic characteristics

As no base line survey existed for MDP, the selection of the sample number and its characteristics was not predetermined for this poll.

The basic principle was to interview a representative and average sample of population in this area. But MDP facilitated in several ways this basic principle and didn't stick strictly to it. As MDP outsourced the conduction of the poll to local NGOs with limited capacities and no experience in empirical social research, the aim was to find a more or less average sample of the population. Thus, the age structure of interviewed people is not strictly reflecting the age structure of the population. The distribution between men and women is not strictly balanced. The educational profile is not reflecting the average educational profile. The stratification of the sample therefore cannot meet professional statistical standards. But all different groups of society have been included and a relative balance between all groups has been achieved.

Special emphasis was put on rural population and returnee population. They might have been included in the poll to a higher extent than their actual share of the overall population is in the municipality. But, as MDP is following a human rights based approach in its work, it is especially focusing on vulnerable groups that are often excluded from municipal issues. Therefore, by selecting returnee and rural communities to be included in the survey, it has been insured that their opinion will be investigated.

The following guiding principles have been applied for selection of communities inside the municipality and characteristics of interviewed persons:

- Inclusion of urban and rural communities
- Inclusion of inhabitants from returnee communities and communities with internally displaced people
- Sample number according to number of inhabitants, meaning that the relations of inhabitants among the municipalities should be reflected more or less in the sample number
- Approximate equal inclusion of men and women
- Approximate equal inclusion of different age groups

³ Additionally, the satisfaction of citizens with communal services and overall satisfaction with the mayor and council have been measured. These figures served as inputs for the so called Helicopter Review, conducted by MDP in June 2007. As these questions were only important for that analyzes and are not serving the above mentioned objectives of the present report they are not included in this document. The results can nevertheless be found in the complete table of all results in Annex 2 (questions B01-B03).

Other facts to take into consideration while determining the sample number have been:

- Resources of MDP and of the organizations conducting the survey (the sample numbers needed to stay at a manageable level)
- A minimum number of surveys were needed to reach a relevant enough sample in the smallest municipality as well.

This is another reason, why the relation of samples doesn't strictly reflect the relation of inhabitants among the different municipalities, but rather only shows an approximate conformity. Thus, in smaller municipalities a higher percentage of population got included in the poll than in bigger municipalities.

The sample was only conducted in the MDP partner municipalities and not with control municipalities that aren't included in the project.

This leads to the following sample number for the municipalities. The numbers partly differ one person up or down from the envisaged number for practical reasons while conducting the poll.

Table 1
Inhabitants and number of surveys per municipality

Municipality	Inhabitants ⁴	Sample number	Relation sample number/ Inhabitants
Doboj	89.000	204	0.23%
Doboj Istok	11.534	70	0.6%
Doboj Jug	4.259	41 (planned 40)	0.96%
Gračanica	54.252	130	0.24%
Maglaj	27.500	89 (planned 90)	0.32%
Modriča	28.400	99 (planned 100)	0.35%
Petrovo	9.500	70	0.74%
Usora	9.500	70	0.74%
Total	233.945	773	0.33%

MDP selected the local communities where the interviews were conducted and the number of interviews per local community. The concrete selection of persons for the interviews was left up entirely to the conducting organizations.

MDP only determined some criteria for selection of participants to ensure diversification and representative quality of the sample. Thus, it was conditioned that more or less balance of men and women and people of different age should be included in the interviews. Furthermore, only persons that were older than 18 years and always only one person per household were allowed to participate. The conducting organizations then randomly selected the houses for interviews, but no further instruction on this has been given to them by MDP.

This led to the following average structure of the sample in all municipalities

47 % of all interviewed persons were women and 53 % were men. An average of 21% of interviewed persons was between 18 and 26 years old; 25% between 27 and 40 years; 34% between 41 and 55 years and 20% were over 55 years old.

⁴ All figures regarding inhabitants are estimations made by the municipalities. Since 1991 no public census has been taken in BiH and as a cause of the war from 1992-1995 the number of inhabitants of most municipalities changed and new municipalities have been founded.

Furthermore, the broad majority of interviewed persons, 63% have completed the secondary school. 17% have completed primary school and 14% have obtained a university degree but nobody, 0%, had a further degree like a master or PhD. Only 6% have not completed the primary school.

Distributed per municipalities this shows the following picture:

Table 2
Characteristics of the sample (in percentages)

	Doboj	Doboj Istok	Doboj Jug	Gračanica	Maglaj	Modriča	Petrovo	Usora
Sex								
Male	52	60	68	43	56	42	53	64
Female	48	40	32	57	44	58	47	36
Age								
18-26 years	13	41	29	29	16	21	19	11
27-40 years	34	14	29	28	19	14	24	24
41-55 years	30	31	27	31	28	38	43	44
Over 55 years	23	13	5	12	36	25	14	20
Education								
Not finished primary school	1	4	2	5	11	3	1	0
Finished primary school	14	10	15	21	25	46	10	24
Finished secondary school	73	67	78	60	57	45	67	66
University degree	11	19	5	14	7	5	20	10
Master/PhD	0	0	0	0	0	0	0	0

1.3 The questionnaire

The questionnaire, which can be found in annex 1 of this document, has been elaborated by MDP according to the objectives of the survey.

It contains three main parts:

- general data,
- questions regarding satisfaction of citizens with municipal work,
- questions regarding information of citizens about municipal issues and their inclusion in municipal work

The questions about general data can be found at the beginning and the end of the questionnaire (sections A and D). Besides sex, age and education they contain information about employment, income situation and settlement status.

Under section B all questions regarding the satisfaction with municipal officials and the different municipal services can be found.

Section C contains all questions regarding the perception of citizens of their level of information about municipal issues and their possibilities to influence and participate in municipal decision making. At the beginning of section C a couple of questions investigate the membership in NGOs or MZ councils and their participation in public activities.

To investigate the perception of citizens, the technique of asking their agreement or disagreement with different statements was mostly used.

As already mentioned above, it is one of the main goals of this survey to establish a concrete base line for MDP. But on the other hand, this survey should explore the impact and outcome of MDP. Therefore, all questions that ask the perception of citizens regarding the current situation contain a second part, where their appraisal of the changes within the last 5 years is inquired. Although this cannot replace an original base line conducted at the beginning of MDP and the results will be very subjective, it will show the tendency if the situation has changed for the better or worse.

1.4. The procedure

In the first phase of the process the questionnaire was elaborated by MDP on the basis of the project indicators for measuring the outcome and impact of the project.

In the second phase, local NGOs, partners of MDP that were able to conduct the poll have been identified. These were:

Doboj	NGO "MAK Most"
Doboj Istok	NGO "Need for Speed"
Doboj Jug	NGO "Veritas"
Gračanica	NGO "Osmjeh"
Maglaj	NGO "Balkanakcija"
Modriča	NGO "URBANA"
Petrovo	NGO "OZ Petrovo"
Usora	NGO "Udruga mladeži"

The interviews were usually conducted in the houses of the persons that lived in the selected local communities. MDP supervised this work with random controls.

In the last step all collected information was entered in a data base by the NGO "OZ Petrovo". They created this database using the Microsoft office programs Access and Excel. The data were then further processed and analyzed by MDP and the results of this are laid down in the present report.

1.5. Limits of the poll

First of all, it is important to mention that an opinion poll will only uncover how the respondents perceive the situation but it won't reveal the facts themselves. It can thus only show the subjective interpretation of facts which is highly individual.

It should be noticed that this difference is not always made clear in the expressions used for presenting the results. Thus, e.g. the educational level of people is presented like a fact even though we didn't check the information and it might be possible that the answers are not all correct.

Secondly, people might choose not to answer faithfully but rather hide their true thoughts and opinions. For those people that didn't want to reveal their opinion the option "refuses/ no answer" was given. Anyhow, people may have different reasons not to answer corresponding to the way they think.

Thirdly, this poll - its elaboration, conduction and the processing of data - hasn't been done by professionals in this field. The organization that did the field work and conducted the poll got instructions by MDP how to select households and persons for the interviews as well as explanation to certain questions. But errors or shortcomings in the execution of the poll cannot be excluded.

Furthermore, it was noticed in some municipalities, that the proportion of interviewed persons with a university degree or persons that are a member of a NGO or MZ council is far over the average of BiH. This leads to the conclusion, that the technique of randomly selecting houses in the local communities was not always applied. Instead it seems that sometimes rather friends and other persons from the closer environment of the conducting NGOs have been interviewed. This changes the stratification of the sample but doesn't lower the credibility of answers.

Fourthly, the sample number in some municipalities is too small to get statistically fully valuable data. But, the resource of MDP and the conducting NGOs were limited. Furthermore, this poll shall not produce statistical data but mainly serve internal purposes of MDP and its partners.

Finally, as explained before, the stratification of the sample in general doesn't correspond fully with the real composition of the population in BiH. Nevertheless, it mostly comes close to it and fully serves the purposes of MDP.

2. MAIN FINDINGS

In the following chapter the main findings are presented separately for each municipality included in the survey. First the general characteristic of the sample will be shortly exposed followed by the results about satisfaction of citizens with municipal services, their perception of information about municipal issues and their inclusion in municipal work.

2.1 Dobož

2.1.1. General characteristics of the sample

In Dobož 204 persons were interviewed in 20 out of 74 local communities. Out of this group, 52% were men and 48% women. Some more basic general data about the composition of the sample can be found in chapter 1.2., table 2. While selecting the communities that should be included in the poll, MDP tried to diversify the sample and especially include returnee and rural population. Table 3 shows the distribution of the sample in the local communities and their characteristics.

Table 3
Local communities included in the sample in Dobož⁵

Local Community	Special Characteristic	Sample number
Centar	Urban	20
Bare	Urban	20
Donji Grad	Urban	20
Usora	Returnee + urban	18
Čaršija	Ethnic minority/ Returnee + urban	10
Miljkovac	Returnee + urban	10
Orašje	Returnee + urban	10
Kotorsko	Returnee + rural	10
Johovac-Foča	Returnee + rural	8
Kožuhe	Rural	6
Tekućica	Rural	13
Stanari	Rural	10
Boljanić	Rural	2
Bukovačke	Rural	11
Ševarlije	Rural	11
Donja Paklenica	Rural	9
Gornja Paklenica	Rural	4
Gornja Grapska	Rural	1
Osječani	Rural	9
Rječica	Rural	2
	Total	204

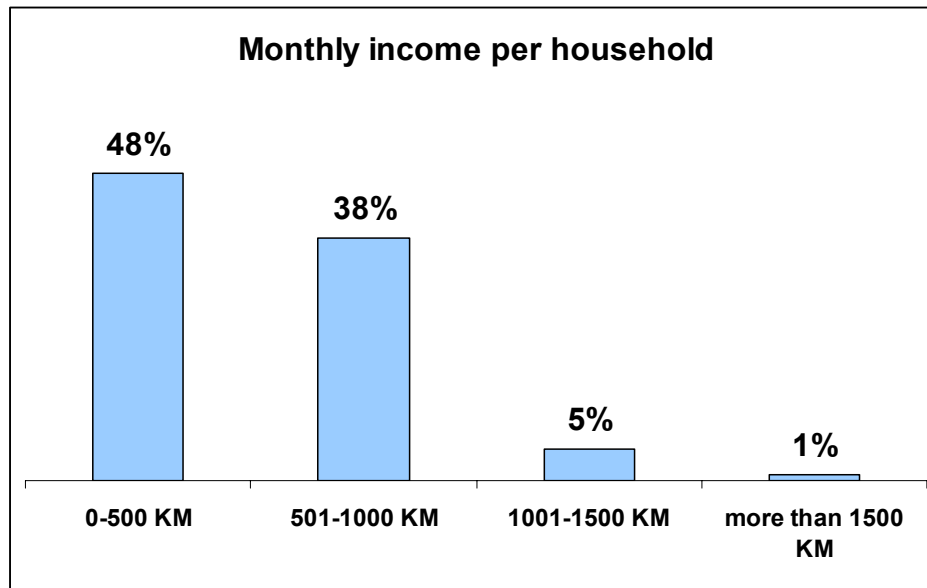
⁵ The distribution of MZs for Dobož has been planned differently with a more balanced number of sample number in rural MZs. But some difficulties occurred while conducting the survey which led to a partly change in the selection of rural MZs and thus to such a fragmentation.

49% considered themselves as domiciled in the municipality, 27% as returnee population and 21% as internally displaced people.

39% of the interviewed persons were in an employment relationship and 34% were unemployed. 5% stated that at the time of the interview they were students while 19% were pensioners.

The relatively high unemployment rate and number of pensioners is reflected in the income situation. The income of the whole household including thus income of all household members, pensions, remittances etc. was less than 500 KM in 48% of the households and between 501 and 1000 KM in 38%. Only 6% had a higher income. 50% of the households had 4-6 people living and 49% had 1-3 members.

Chart 1



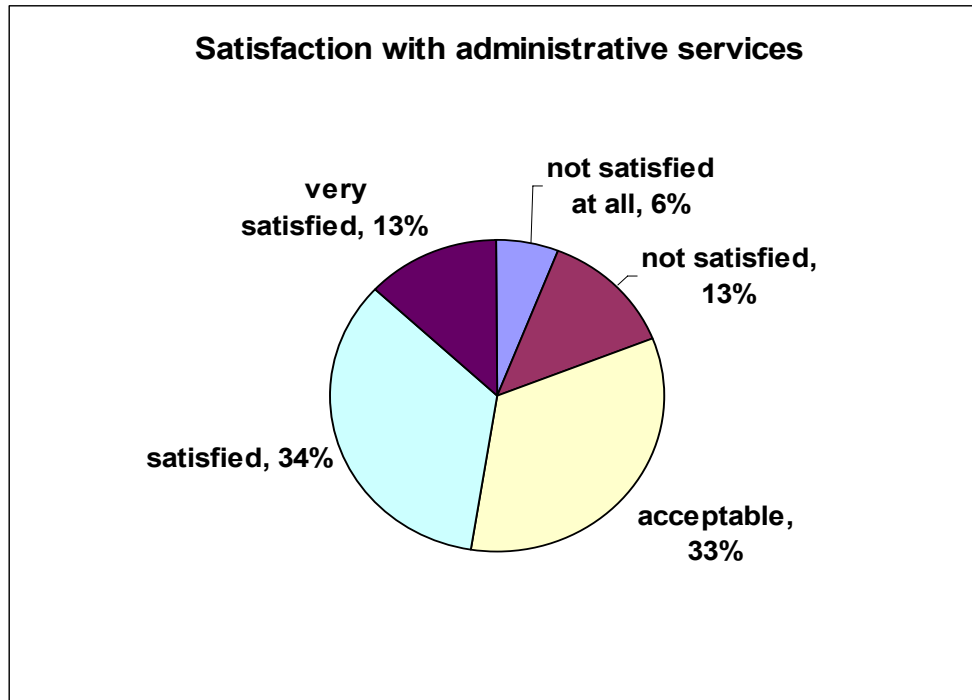
2.1.2. Satisfaction of citizens with municipal services

Citizens of Doboj municipality are relatively satisfied with the provision of administrative services. Thus, a relative majority of 47% rate the provision as satisfying or very satisfying (see chart 2). But still 19% are not satisfied. Positive to mention is that the very high number of 89% has used administrative services in the last 5 years.

Surprisingly, rural population is even more satisfied than urban population with the service provision. Thus, 56% of rural population expressed their satisfaction compared to only 40% of urban population. Majority of interviewed people, 58%, are further of the opinion that the service provision has improved over the last 5 years.

As for the performance of municipal staff in service provision, only a slight majority of 51% thinks that municipal staff is concerned about the satisfaction of citizens with service provision. Results are better concerning the professional abilities of municipal staff in service provision. 63% agree with the statement, that municipal staff provides services in a professional manner and 53% think that staff is working more professionally. Anyhow, nearly 2/3 (64%) of citizens believe that the municipality has taken appropriate measures within the last 5 years to improve the service provision.

Chart 2



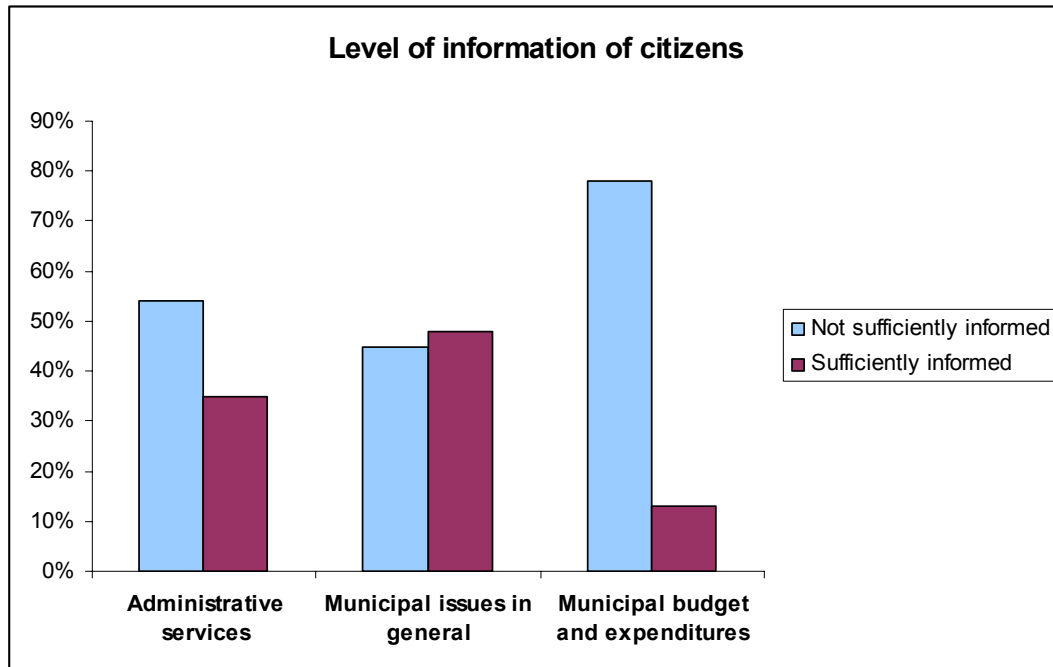
2.1.3. Information of citizens

The majority of citizens, 54%, don't feel well informed about the procedures and fees of administrative services while only 35% are sufficiently informed. This might be another reason for the relatively low satisfaction with the provision of such services. And just slightly more than 1/3 of interviewed persons (38%) feel better informed than 5 years ago.

Regarding municipal issues of their concern in general, 48% agree that they feel sufficiently informed and even 58% feel more informed than 5 years ago. As the main source for their information 45% of interviewed persons use the local TV, 29% the local radio and only 4% municipal information letters or leaflets (3% local newspaper, 16% other sources).

Not much information about public expenditures and the municipal budget reaches the population. Only 13% feel sufficiently informed about these issues. And just 22% think that the situation got better over the last 5 years. Chart 3 shows the different level of information of citizens.

Chart 3



2.1.4. Inclusion of citizens in municipal work

Men and women are differently participating in public life. Men are more often member of NGOs or MZ councils and more often participate in activities. Table 4 presents the results for Dobož.

Table 4
Distribution men-women in public activities

	NGO member ⁶	MZ council member	Participation in public hearings	Participation in NGO activities
Men	17%	10%	20%	22%
Women	8%	2%	5%	9%

Regarding their perception of inclusion of citizens into municipal work no bigger differences could be noticed between men and women. Majority of persons (60%) don't believe that the municipality will take into account the interests and concerns of citizens in its work. Only 28% believe that this is possible and 35% think that situation has improved over the last 5 years. The opinion of NGO members and MZ council members doesn't differ in this respect from the one of the general population. 27% of these groups think that the municipality takes into account the interests and concerns of citizens. The people that have participated in either public

⁶ In BiH sport clubs and similar organization are often perceived as NGOs by people. Thus, no real difference is made between pure leisure time organizations and organizations with social or political goals. Therefore, members of sport clubs will often affirm that they are members of a NGOs and this can partly explain the very high number of NGO members in some municipalities included in this poll.

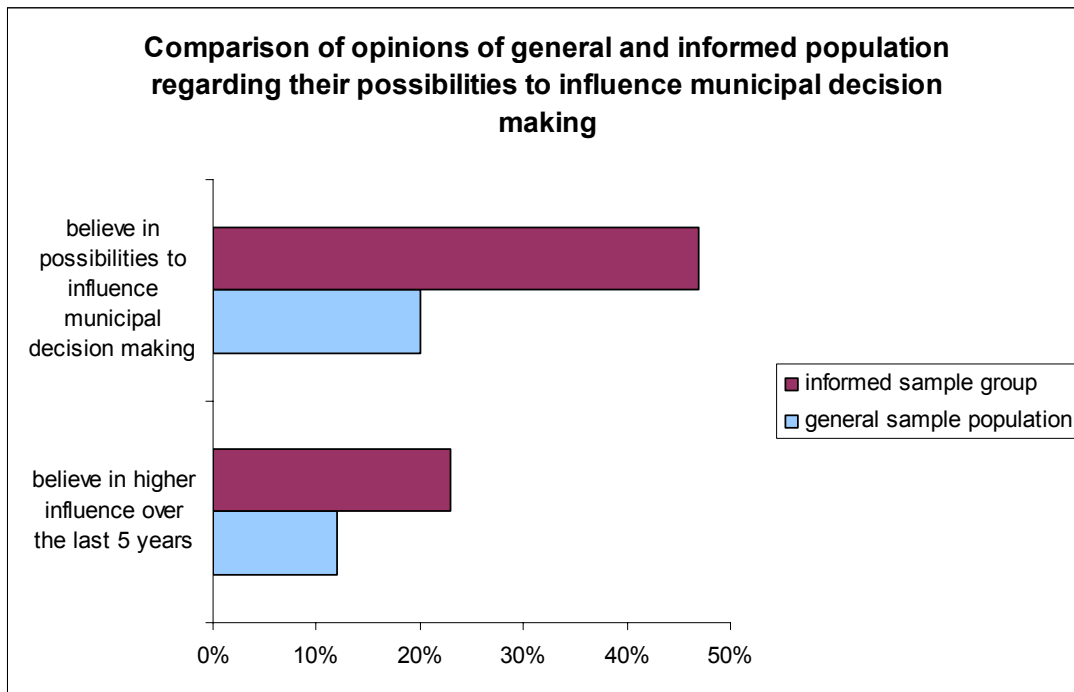
hearings or NGO activities within the last year have a slightly more optimistic opinion. Here 33% think that the municipality will take their interests into account.

Only 20% of interviewed persons are of the opinion that they as a citizen can influence municipal decision making. And just 12% think that their influence is higher compared to the situation 5 years ago.

Furthermore, participants of the poll were asked if they know about their possibilities to influence municipal decision making. 31% affirmed this question. This group of people thinks more as twice as often compared to the general population that they as citizens can influence municipal decision making. 47% agree with such a statement. And 23% of this group believe that they can influence municipal decision making more than they could 5 years ago.

This shows the strong connection between the information of citizens about their possibilities to participate in municipal issues and their positive attitude towards their own influence on municipal decision. Chart 4 illustrates this connection.

Chart 4



2.1.5. Conclusion

The satisfaction of citizens with the administrative services is relatively high. Interestingly, rural population is by 16% more satisfied than urban population. This is insofar surprising as the main centre for administrative service provision in Dobož is situated in the city of Dobož and is therefore more difficult to reach for rural than for urban population. Results possibly show the success of the modern One-Stop Shop that has been the centre for service provision in Dobož municipality since August 2004. A One-Stop Shop doesn't only increase the effectiveness and efficiency of service provision but as well the accessibility of services for all parts of society which could explain the relatively high satisfaction of rural population.

Majority of people, 54%, don't feel well informed about fees and procedures for administrative services. On one hand this might explain that still 19% are not satisfied with service provision. On the other hand this result doesn't really reflect the efforts taken by Dobož municipality with the One-Stop Shop that highly improved the information material and its availability.

Dobož has further put more effort in the information of citizens by especially using the local TV and local radio. These two sources of information are the ones that are by far the most used among the population (45% use local TV, 29% local radio). This has possibly caused the result that more people (48%) feel sufficiently informed about municipal issues in general compared to people that don't feel sufficiently informed (45%). In contrast to this – more or less – successful general information policy, the situation on information about the municipal budget is devastating. And, the information leaflets that the municipality is every now and then producing only reach 4% of population.

The trust of citizens that the municipality includes them in its work is relatively low. Currently, the municipality has undertaken efforts to better organize and implement public hearings and to especially increase information of citizens about it. This should have a positive influence on the level of confidence of citizens.

2.2 Doboj Istok

2.2.1. General characteristics of the sample

In Doboj Istok 70 persons from all local communities in municipal territory have been interviewed. Out of this 60% were men and 40% women⁷. In Doboj Istok there are no special returnee or ethnic minority communities. The distribution of the sample in the local communities was as follows:

Table 5
Local communities included in the sample in Doboj Istok

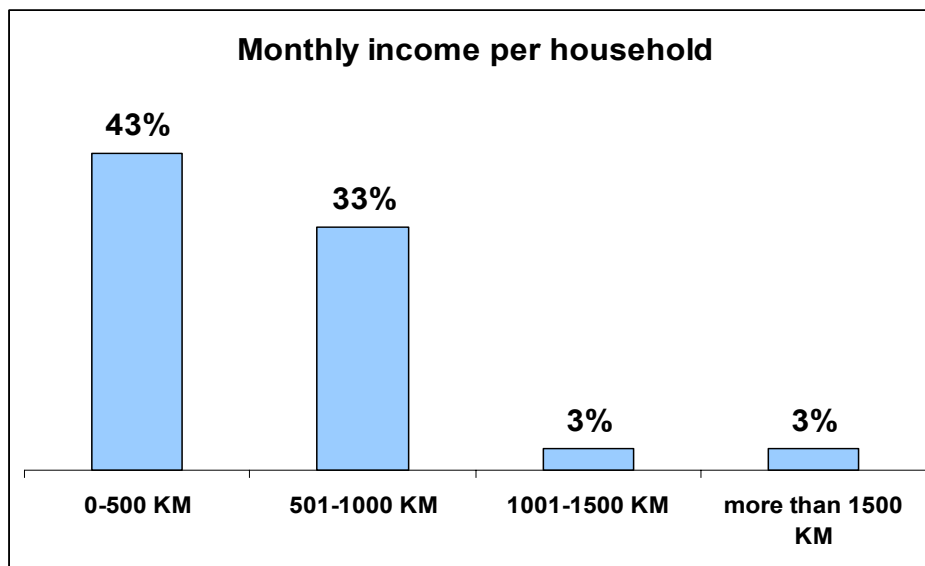
Local Community	Special Characteristic	Sample number
Klokotnica	Semi- Urban	14
Mala Brijesnica	Semi- Urban	14
Lukavica Rijeka	Rural	14
Stanić Rijeka	Rural	14
Velika Brijesnica	Rural	14
	Total	70

Thus, 93% of questioned persons considered themselves as domiciled in the municipality and only 4% as returnees and 3% as internally displaced people.

Majority of interviewed person were employed (44%) and 1/5 (19%) were students at the time of the interviews. Only 8% were pensioners and 21% unemployed.

Most of the households (56%) had 4-6 members, followed by 40% of the households with 1-3 people. As to the income situation, 43% of the households had a monthly income of less than 500 KM. 33% had between 501 and 1000 KM at their disposal and 6% had more than this.

Chart 5



⁷ More general data can be found in chapter 1.2, table 2.

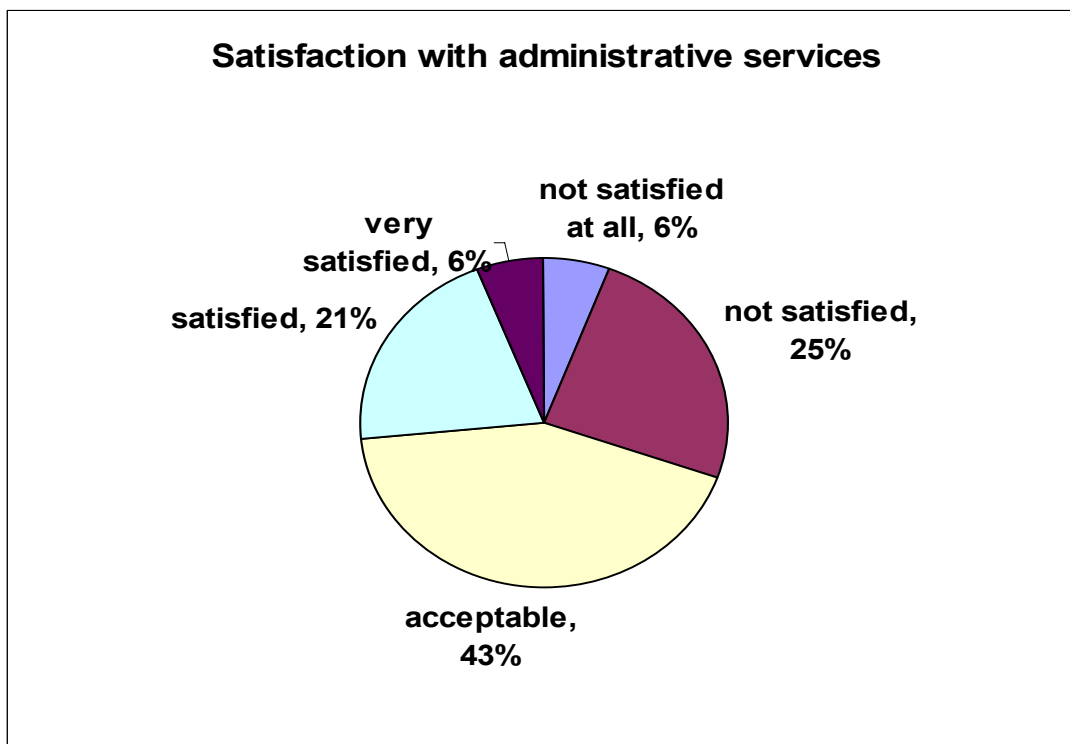
2.2.2. Satisfaction of citizens with municipal services

Citizens of Dobož Istok are not very much satisfied with the provision of administrative services. Only 27% expressed their satisfaction with this issue (see chart 6). On the other hand, only about the same number of people, 31%, are not satisfied with the service provision. Anyhow, 38% stated that their satisfaction is higher than 5 years ago.

The performance of municipal staff in service provision is quite satisfying for a majority of interviewed persons. Thus, 68% believe that municipal staff provides services in a professional manner and still 51% are of the opinion that municipal staff is concerned about satisfaction or dissatisfaction of citizens. Furthermore, 42% believe that the professionalism of staff has improved since 2002.

In total, 76% have used administrative services in the last 5 years. An interesting point is that women used them less than men (68% of women, 81% of men). Besides this, they are less satisfied with them than men (21% women satisfied, 30% men) and they less often think that municipal staff is concerned about satisfaction of citizens (42% of women agree with this and 56% of men). On the other hand 79% of women think that staff is professional compared to only 62% of men. Men and women agree on the next question. A majority of 74% of interviewed persons think that the municipality has taken appropriate measures to improve service provision.

Chart 6

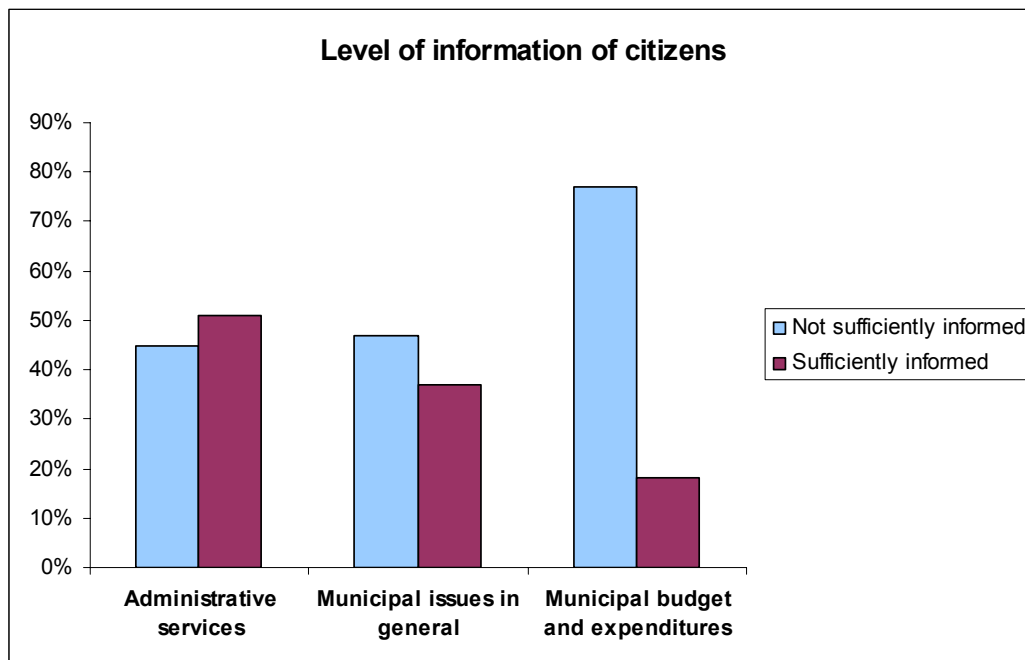


2.2.3. Information of citizens

A slight majority of 51% approves that they feel well informed about fees and procedures of municipal services. But only around 1/3 (36%) feel more informed than 5 years ago. Interviewed people felt less informed about municipal issues of their concern in general. Only 36% feel sufficiently informed in this respect compared to 47% that don't feel well informed (the rest refused to answer this question). About the same number of people, 39%, think that they are more informed than 5 years ago. As no local radio and no local but only regional TV exists, people use most municipal information letters or leaflets to get informed about municipal issues. 36% use this source of information, 4% local newspaper, 9% local –or better regional- TV and 21% other sources (30% didn't answer).

The information of population is much worse regarding the municipal budget and expenditures. Only 18% feel sufficiently informed while 77% don't agree with this statement. 70% think the situation has stayed the same compared to the one 5 years ago and only 19% that it has improved. Chart 7 illustrates the different levels of information of citizens.

Chart 7



2.2.4. Inclusion of citizens in municipal work

Men participate much more in organizations and different public activities. Especially their participation in public hearings is 4 times bigger than the one of women. Table 6 shows more details in this respect.

Table 6
Distribution men-women in public activities

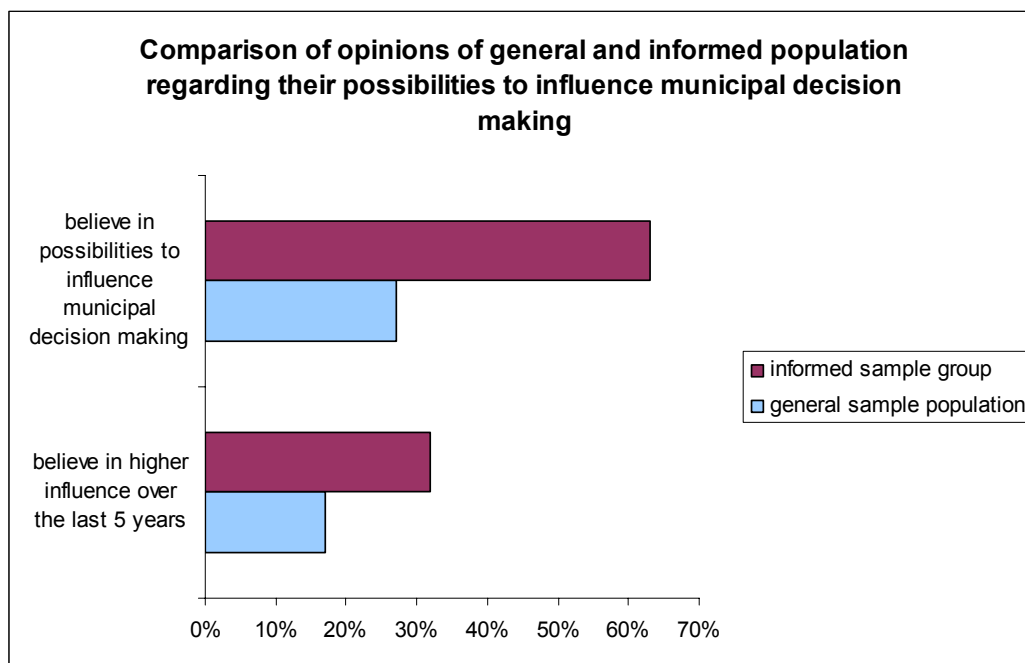
	NGO member	MZ council member	Participation in public hearings	Participation in NGO activities
Men	5%	5%	31%	12%
Women	3%	0%	7%	0%

Interestingly, a majority of 55% think that the municipality will take into account interests and concerns of citizens when it sets priorities and objectives in its work. 40% believe that the respective situation has improved over the last 5 years. The number of persons that are members of NGOs or MZ council is numerically too small to give a statement about the view of this group on the before raised questions. The persons that have participated in public hearings or NGO activities are more confident that the municipality will take into account the interests of citizens in their work. 71% believe in this.

Only around 1/4 of interviewed people, 27%, believe that they as a citizen can influence municipal decision making and 17% think that their influence has grown over the last 5 years while 16% think it has weakened. Participants of the poll were further asked if they know about their possibilities as a citizen to influence municipal decision making. 31% approved this question.

This group of people is highly more confident that they can influence the municipality in its work. Thus, 63% believe in this and 32% think that their influence increased over the last 5 years while nobody think it got worse. Chart 8 illustrates this connection between information of citizens and their confidence that their participation can change municipal work.

Chart 8



2.2.5. Conclusion

The proportion of citizens that are not satisfied with service provision is relatively high with 31%. The municipality has undertaken some measures to improve this figure. Beginning of February 2007 a modern One-Stop Shop was opened. This should improve service provision in the future but didn't show any effects by the time the poll was conducted. The same applies for the information of citizens on fees and procedures of service provision. The municipality has already been concerned about provision of such information, but the new One-Stop Shop should improve these results even more.

The level of information on the budget is a lot worse. As neither local TV nor radio exist, people use much more municipal leaflets. 36% stated that this is the source of their information. Those people using such information letters felt twice as much informed about general issues in general than the overall sample group (61% compared to 36%). This shows the relatively high effectiveness of the information letter but as well their main problem: they only reach 1/3 of the population.

The modest results in information of citizens lead to a low trust in an inclusive working approach of the municipality and their own possibilities as citizens to change the situation. The municipality is currently more seriously approaching the conduction of public hearings and has already made a successful experience in the participatory planning process of the development strategy. This might lead to better results in the future.

2.3 Doboj Jug

2.3.1. General characteristics of the sample

In Doboj Jug 41 persons in the 2 existing local communities have been included in the poll out of which 68% were men and 32% women⁸.

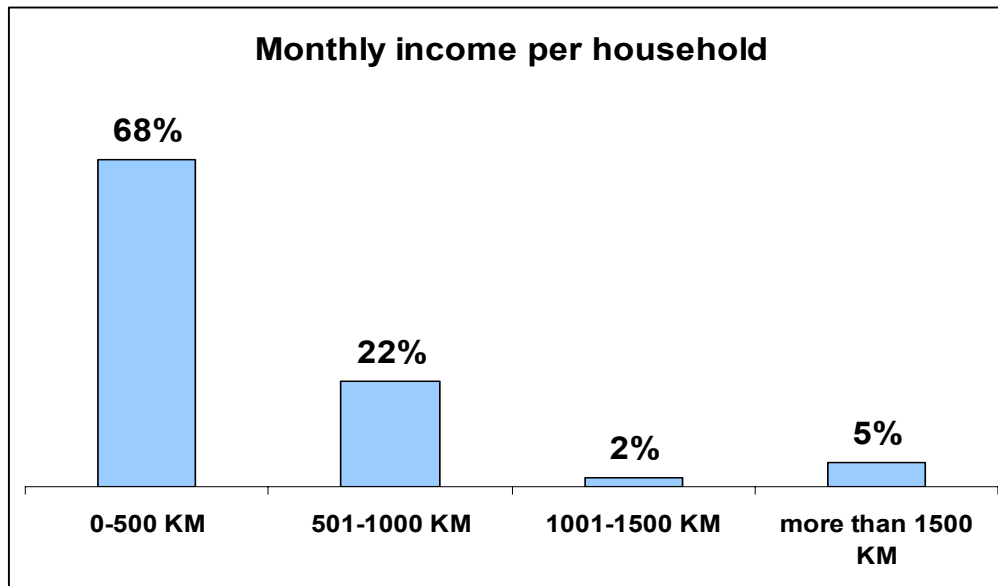
No special returnee or ethnic minority community exists in the municipality. Anyhow, 22% considered themselves as returnee population⁹ and 2% as internally displaced people, while 76% were domiciled in the municipality. The sample was composed as shown in table 7 below.

Table 7
Local communities included in the sample in Doboj Jug

Local Community	Special Characteristic	Sample number
Matuzići	Semi- Urban	21
Mravići	Rural	20
	Total	41

Almost half of the persons included in the poll were unemployed (49%) and 10% were pensioners. The rest of the people (39%) were employed. This is reflected in the income situation. 68% of the households had less than 500 KM at their disposal, 22% had between 501 and 1000 KM and 7% had more than 1000 KM. In Doboj Jug the households were larger than in other municipalities. Thus, in 54% of the households between 4 and 6 people have lived and 34% has had more than 6 people. Only 12% has had 1 to 3 members.

Chart 9



⁸ More general data can be found in chapter 1.2, table 2.

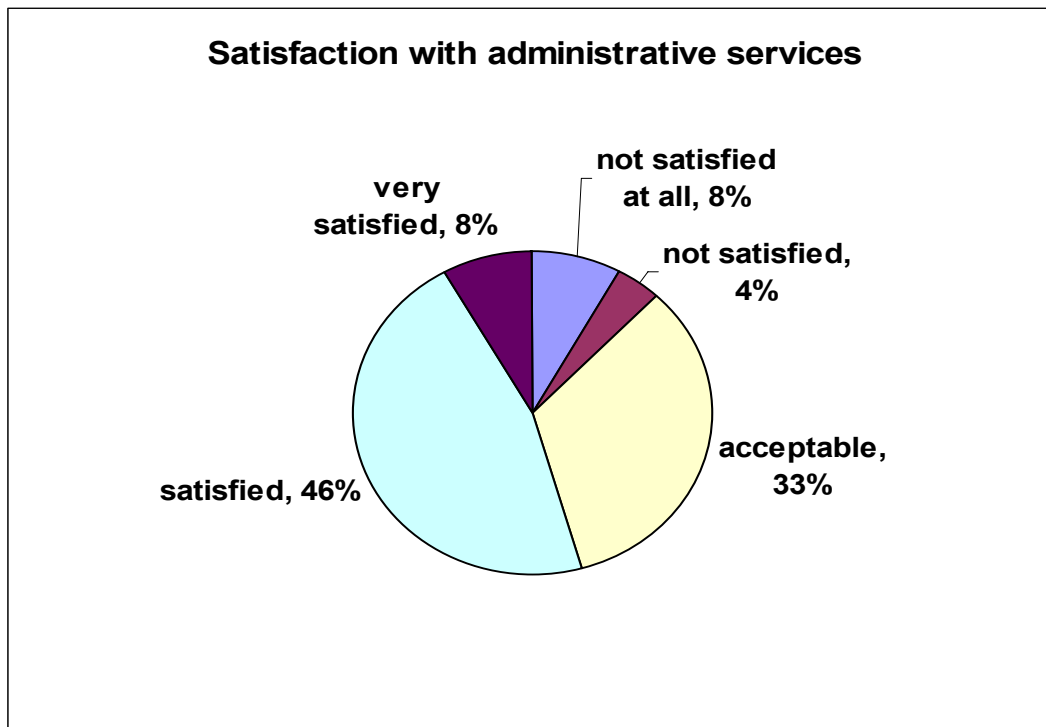
⁹ Doboj Jug used to form part of Doboj municipality and is situated at the entity line. Bosniak population often left Doboj during the war and then returned to Doboj Jug that now forms an independent municipality in the FBiH.

2.3.2. Satisfaction of citizens with municipal services

Population of Dobož Jug is relatively satisfied with the provision of administrative services (see chart 10). 54% expressed their satisfaction and only 12% are not satisfied. 50% think that service provision has improved compared to the situation 5 years ago. Interesting to see was that only 59% of the interviewed people have used administrative services within the last 5 years. This is a relatively low number compared to other municipalities.

The satisfaction with the performance of municipal staff is especially high. 75% are convinced that municipal staff is concerned about their satisfaction with the service provision and the same number of people thinks that municipal staff provides services in a professional manner. Furthermore, even 63% think that staff has become even more professional since 2002. And as well 75% believe that the municipality has taken appropriate measures to improve the service provision over the last 5 years.

Chart 10



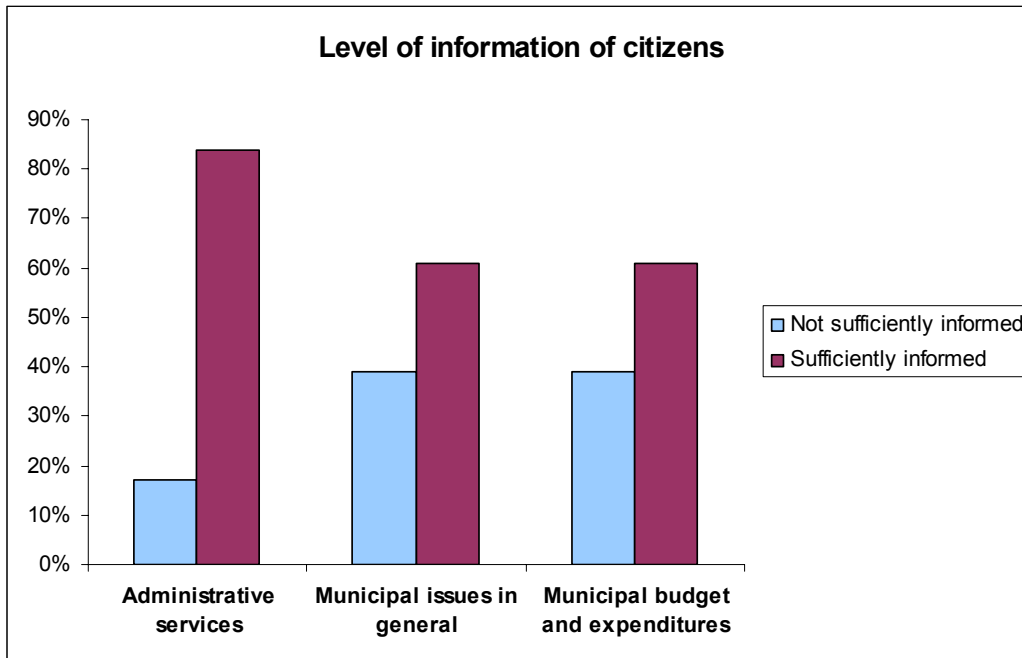
2.3.3. Information of citizens

The same can be said about the perception of citizens on their level of information. 84% feel well informed about procedures and fees of administrative services and 58% think that the respective situation has improved over the last 5 years. This is an unusually high number compared to other municipalities.

Furthermore, a majority of 61% feel sufficiently informed about municipal issues of their concern. Nobody stated that the level of information got worse over the last 5 years, by contrast 46% believe that the situation got better. Around 1/3 of interviewed persons use municipal information letters and leaflets to inform themselves (32%). But the most used media is local TV (or better regional) with 44%. Still 15% use local newspaper and 5% the local radio.

Even in the issue of municipal budget and expenditures a majority of 61% feels sufficiently informed and still around 1/3 (34%) feel more informed than 5 years ago compared to 12% that feel less informed. Chart 11 illustrates the different levels of information.

Chart 11



2.3.4. Inclusion of citizens in municipal work

Men are as well more active than women in Dobož Jug as table 8 shows.

Table 8
Distribution men-women in public activities¹⁰

	NGO member	MZ council member	Participation in public hearings	Participation in NGO activities
Men	36%	12%	43%	36%
Women	23%	0%	23%	23%

Around 2/3 of interviewed people (66%) believe that the municipality takes their interests into account in its work. Women are slightly more confident in this. 77% believe in this compared to 61% of men. Both groups have the same opinion about the change of the situation. An average of 44% think that the municipality takes the interests of citizens more into account than 5 years ago and 17% think this is less the case. The opinion on this question of NGO or MZ council members is to a higher extent affirmative, 71%.

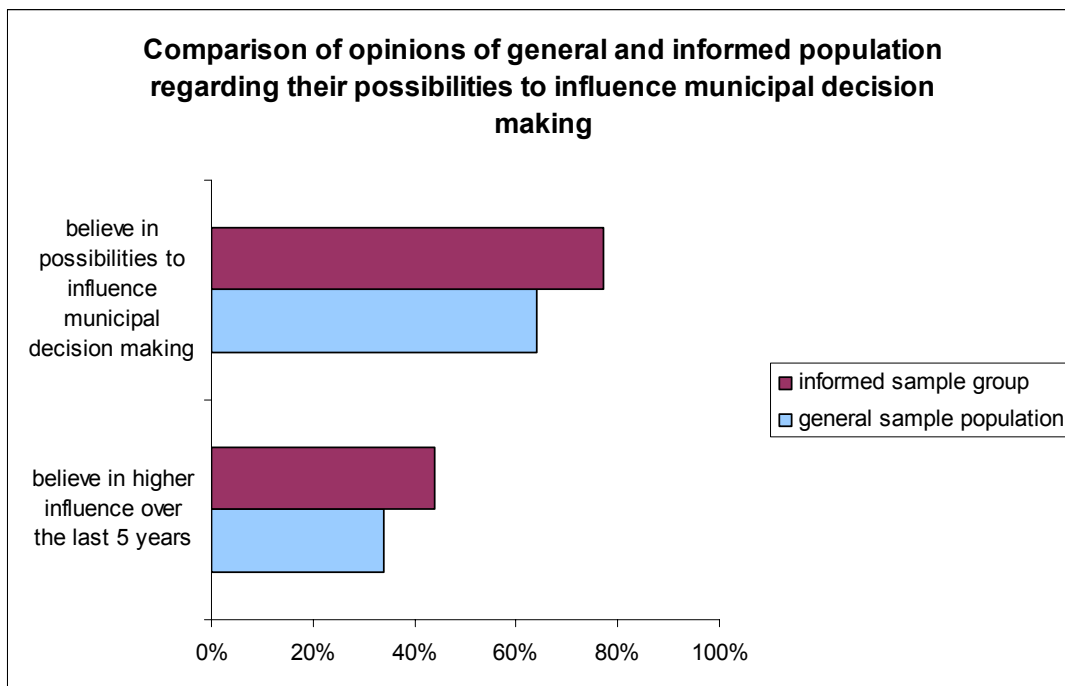
¹⁰ These extremely high rates of participation are most probably caused by the relatively low sample number and a not strictly random selection of participants for the poll. It seems that rather people from the closer environment of the conducting NGO have been interviewed to a higher extent.

The participation in public activities doesn't seem to have the same effect on people's opinion. 65% of this group think that the municipality will take into account their interests which is even a slightly lower proportion compared to the general sample.

64% think that they can influence municipal decision making and 34% think that their influence is higher than 5 years ago while only 2% think that it is lower.

Furthermore, 63% of interviewed persons stated that they know their possibilities to influence municipal decision making. When this group was asked about their confidence to influence municipal decision making, 77% agreed that they have such possibilities as a citizens. Moreover with 44% more persons from this group think that the situation has improved over the last 5 years. Chart 12 shows the connection between information of citizens and their attitude towards possibilities to influence municipal decision making.

Chart 12



2.3.5. Conclusion

Doboj Jug is the smallest municipality included in the survey with less than 5000 inhabitants. It has therefore the advantage that municipal staff and ordinary citizens are much closer than in bigger municipalities. Furthermore, the sample in Doboj Jug shows an unusual high proportion of MZ council and NGO members and people participating in public activities. These factors seem to have a positive influence on the opinion of citizens on municipal work. Thus, 54% expressed their satisfaction with the municipal service provision even though neither modern facilities nor technological support for service provision exist and information on procedures and services are not clearly communicated at a central place. But still 84% feel well informed about these issues. Furthermore, a majority of 61% feels sufficiently informed about municipal issues in general and the municipal budget and expenditures. It has to be noticed that the municipality has made some efforts for better information of citizens and approached this issue more systematically with a communication strategy, but such good results, the best of all

municipalities in these categories, are at least partly caused by the personal atmosphere of a small municipality.

The good level of information leads to the next positive results. 66% believe that the municipality is taking into account the interests of citizens in its work and about the same amount, 64%, believe that they as a citizen can influence municipal politics. This is as well partly caused by the small size and personal atmosphere of the municipality. But again it should not be forgotten, that the municipality is implementing public hearings and has regular contacts to citizens. It has been noticed e.g. in MDP's work that public hearings are relatively well attended by citizens in Dobož Jug. This shows that citizens who believe their participation will change things are more willing to participate.

2.4. Gračanica

2.4.1. General characteristics of the sample

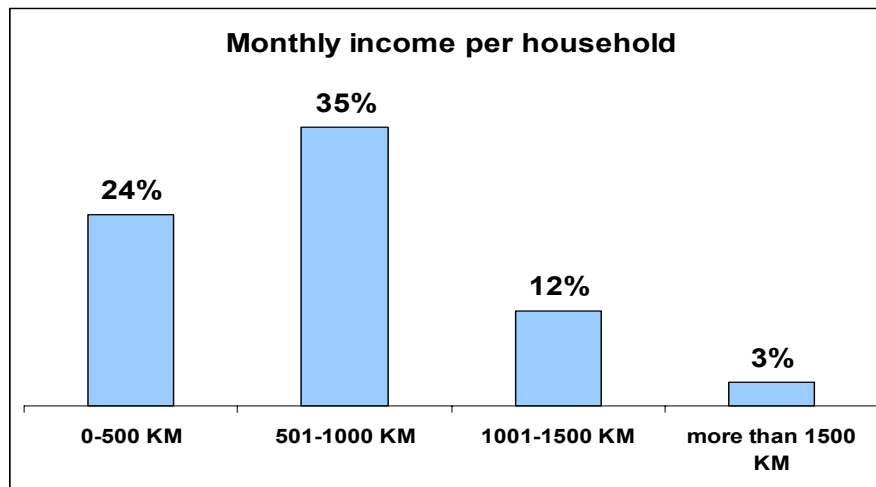
In Gračanica 130 person were included in the poll out of which 43% were men and 57% women¹¹. Although 11% of interviewed persons declared that they are internally displaced people and 6% returnee (while 79% are domiciled), no special returnee or ethnic minority community could be identified. 9 out of 20 local communities have been included in the poll. The distribution of the sample was therefore as shown in the table 9 below.

Table 9
Local communities included in the sample in Gračanica

Local Community	Special Characteristic	Sample number
Gračanica town	Urban	50
Mirčina	Rural	10
Dobrovci	Rural	10
Stepan Polje	Rural	10
Gornja Orahovica	Rural	10
Donja Orahovica	Rural	10
Pribava	Rural	10
Malešići	Rural	10
Donja Lohinja	Rural	10
	Total	130

42% of questioned persons were employed, 5% were students and 10% pensioners. Still, 30% were without employment and a relatively large group, 14% had another occupation such as caring for the household. The income situation in Gračanica seems to be considerably better than in other investigated municipalities although a considerable group (26%) refused to answer this question. Thus, majority of households had a monthly income of 501 to 1000 KM, 35%, and still 12% had between 1001 and 1500 KM. 24% had less than 500 KM. Majority of households (55%) had between 4 and 6 persons, only 2% had more than 6 persons and 40% had 1 to 3 members.

Chart 13



¹¹ More general data can be found in chapter 1.2, table 2.

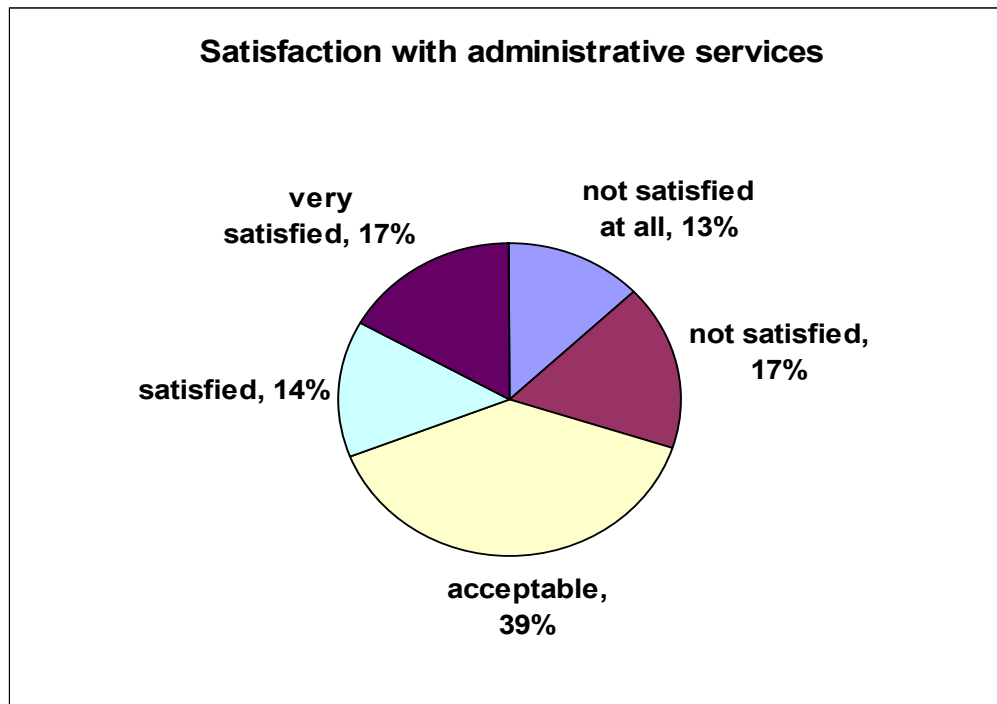
2.4.2. Satisfaction of citizens with municipal services

In Gračanica the number of people that are satisfied with administrative service provision is about the same like the one indicating the unsatisfied people (see chart 14). 31% are satisfied and 30% are not satisfied. Only 29% stated that they are more satisfied with service provision than 5 years ago. 65% have used in this time frame administrative services.

The satisfaction of people with the work of municipal staff is relatively modest. Only 43% think that the staff is concerned about the satisfaction and dissatisfaction of citizens with the service provision. And no more than 56% think that the staff provides services in a professional manner. And apparently the situation has not much improved over the last 5 years. A minority of 25% are of the opinion that staff works more professional now compared to 2002.

In line with these results is the following one. Not much more than 1/3 of interviewed people, 38 % are confident that the municipality has taken appropriate measures over the last 5 years to improve the service provision.

Chart 14



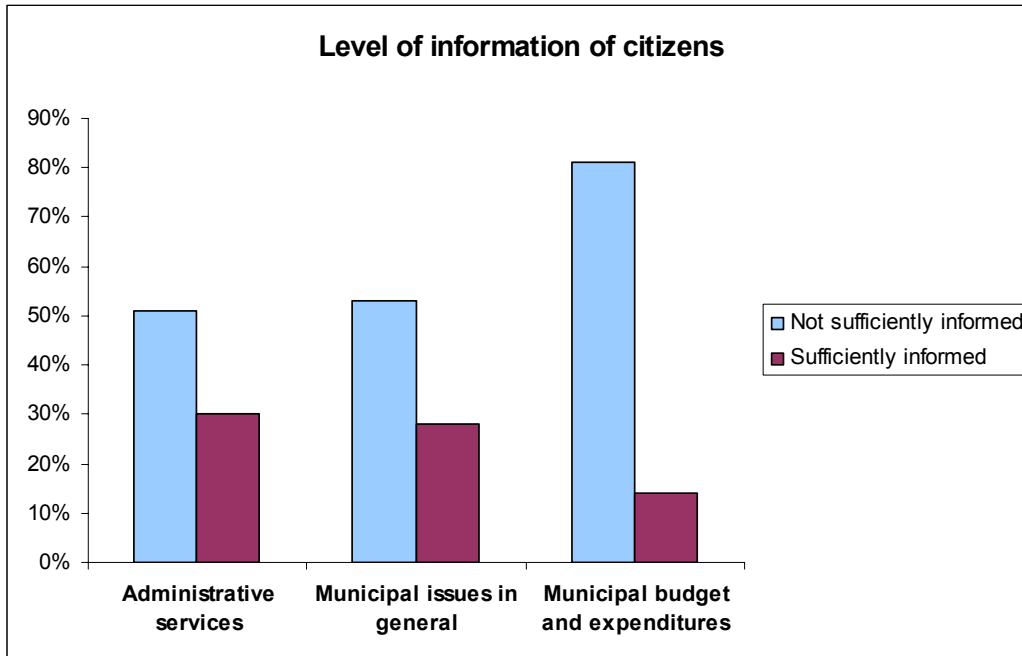
2.4.3. Information of citizens

The perception of citizens regarding their level of information about different municipal issues is not very positive. 30% are well informed about procedures and fees of administrative services and 21% think that the level of information has increased over the last 5 years.

The situation regarding municipal issues in general is even worse. Here only 28% feel sufficiently informed. But a slight majority of 51% feels more informed about these issues than 5 years ago. The local radio with 58% is mostly used for information followed by the regional TV with 24%. Local newspapers are used by 8% of interviewed persons and nobody is using municipal information letters or leaflets.

The information on the municipal budget doesn't reach the population of Gračanica almost at all. The very low proportion of 14% feel sufficiently informed about the municipal budget and public expenditures. 15% feel more informed than 5 years ago while 24% even feel less informed. Chart 15 shows the perception of the level of information regarding the different topics.

Chart 15



2.4.4. Inclusion of citizens in municipal work

Men are more active than women especially in public hearings and MZ councils. But women are quite active in NGOs. Table 10 shows more details in this respect.

Table 10
Distribution men-women in public activities

	NGO member	MZ council member	Participation in public hearings	Participation in NGO activities
Men	13%	4%	22%	9%
Women	10%	0%	13%	11%

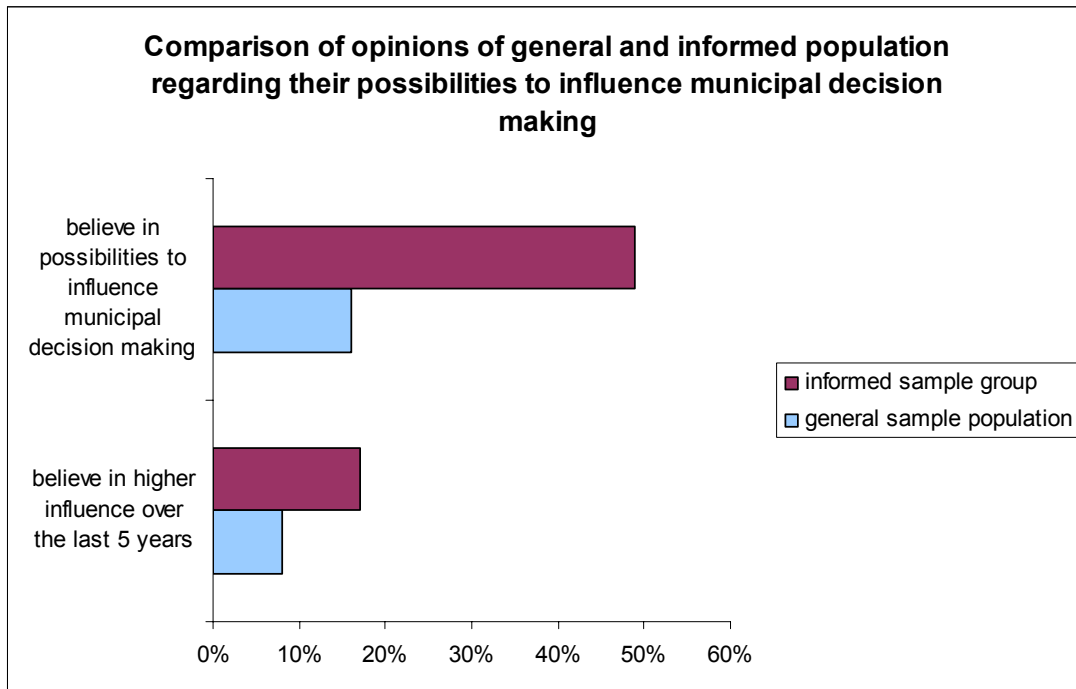
The opinion of men and women doesn't show any significant differences on the following questions. Thus, 32% of all interviewed persons think that the municipality takes into account their interests and concerns while setting priorities in its work. 21% believe that the municipality does this more often than 5 years ago. NGO and MZ council members are much more confident in this sense. Thus, 53% of the interviewed persons belonging to this group think that the municipality will take into account the interests of citizens. 38% of people participating in public activities show an affirmative position in this respect.

A very low proportion of interviewed people, 16%, think that they as citizens can influence municipal decision making and 8% believe that they have higher influence on this than 5 years

ago. Participants of the poll were asked if they know about their possibilities to influence municipal work. Only 23% could affirm this question.

Out of this group, 49% believe that they can influence municipal decision making. This figure is about 3 times higher than the result of the general sample. Furthermore, 17% and thus twice as much compared to the general sample believe that their influence has grown over the last 5 years. Chart 16 illustrates this connection between information and perception of influence on the municipality.

Chart 16



2.4.5. Conclusion

The municipality disposes of a central place for administrative service provision that is not modernized with new technological equipment. But no comprehensive central information point with printed information material exists. All this might be a possible reason for the relatively high number of persons, 30%, who are not satisfied with service provision. The relatively low effort Gračanica shows for better information on service provision is reflected in only 30% of population that feel well informed about these issues. This is the worst result in this category of all municipalities included in the survey. And apparently the situation has not much improved since 2002 as only 21% could see an improvement.

Even lower is the level of information of citizens on other municipal issues and especially the budget. The municipality is almost not at all using the possibility to issue information material in printed form to citizens. It mainly focuses on radio to establish contacts with the population. Over the last year, Gračanica started to approach this serious lack of information of citizens systematically with a communication strategy. The first projects are currently under implementation and some other initiatives for improving the contact of municipality and citizens have been started. This should lead to better results in the future for Gračanica.

This low level of information seriously hinders the confidence of citizens in the municipality as the negative results in these categories show.

2.5. Maglaj

2.5.1. General characteristics of the sample

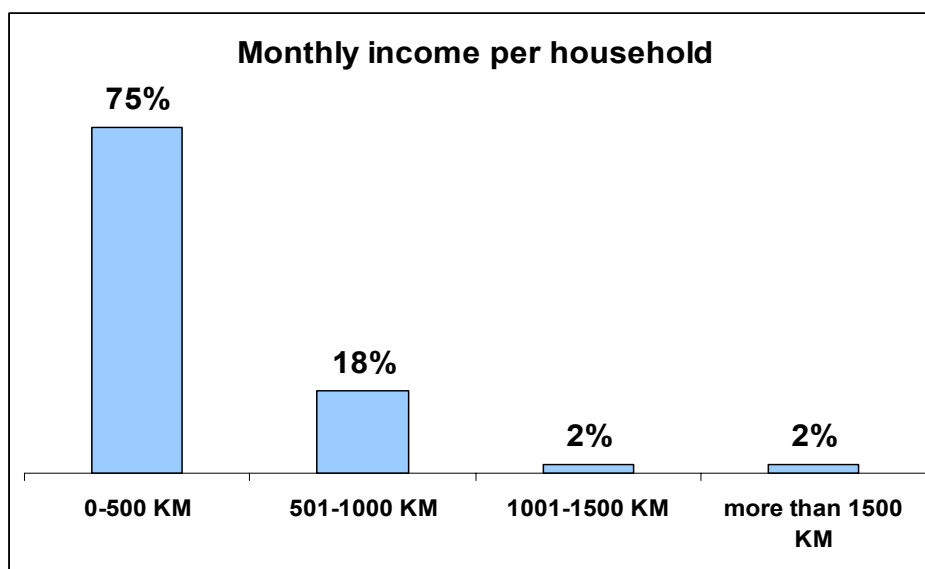
In Maglaj 89 persons were included in the poll out of which 56 were men and 44 women¹². Maglaj has a relatively high returnee population, 34% of the interviewed persons considered themselves returnees. 53% were domiciled and 2% internally displaced people. Some of the 9 (out of 22 existing) local communities that have been included in the poll are returnee communities as can be seen in table 11.

Table 11
Local communities included in the sample in Maglaj

Local Community	Special Characteristic	Sample number
Grad	Urban	10
Bijela Ploča	Urban	10
Ulišnjak	Rural	10
Kosova	Rural	10
Liješnica	Rural	10
Novi Šeher	Rural	9
Bočinja	Returnee	10
Krsno Polje	Returnee	10
Radojčić	Returnee	10
	Total	89

The income situation in Maglaj was relatively low with 75% of the households having less than 500 KM at their monthly disposal. 18% had between 501 and 1000 KM and only 4% had more than 1000 KM. Majority of households, 53%, had 4 to 6 members and 44% had 1 to 3. Only in 3% of the households lived more than 6 people.

Chart 17



¹² More general data can be found in chapter 1.2, table 2.

2.5.2. Satisfaction of citizens with municipal services

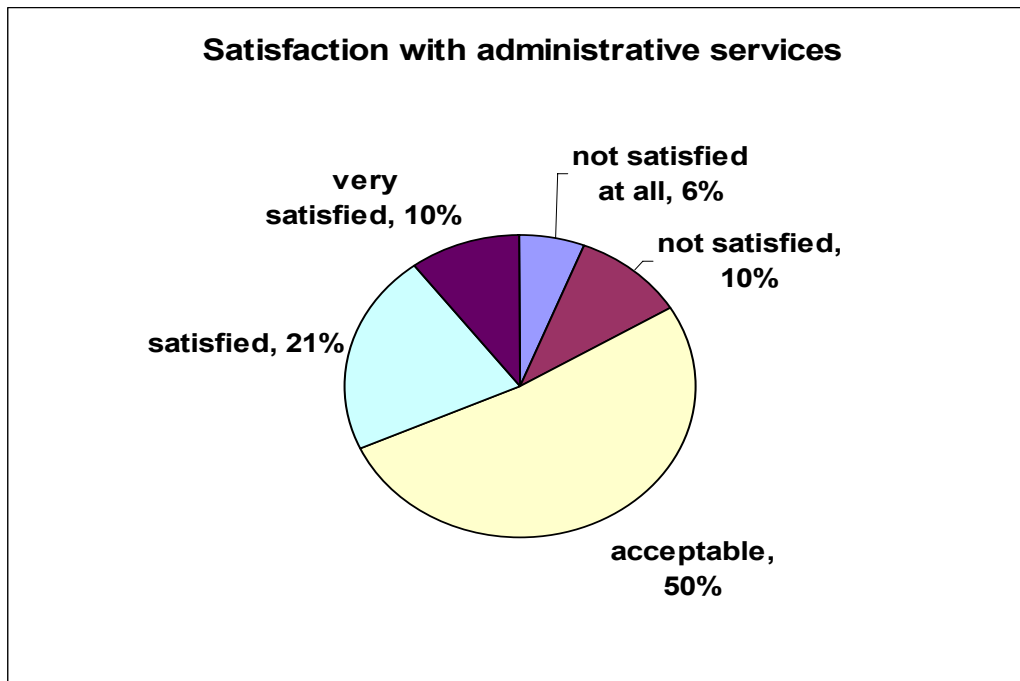
The majority of interviewed persons in Maglaj, 50%, is of the opinion that service provision is at an acceptable level (see chart 18) and only 31% are satisfied with it. But 38% think that the service provision has improved over the last 5 years. The proportion of people that have used administrative services is relatively low with 54%. No differences in this respect could be noticed between men and women or rural and urban population.

The professional abilities of municipal staff have been evaluated quite high. Thus, 81% stated that staff provides services in a professional manner, although only 1/3 (33%) think that performance of staff has improved over the last 5 ears.

58% are further of the opinion that staff is concerned about satisfaction and dissatisfaction of citizens with the service provision.

All in all a slight majority of 54% is confident that the municipality has taken appropriate measures within the last 5 years to improve the service provision.

Chart 18



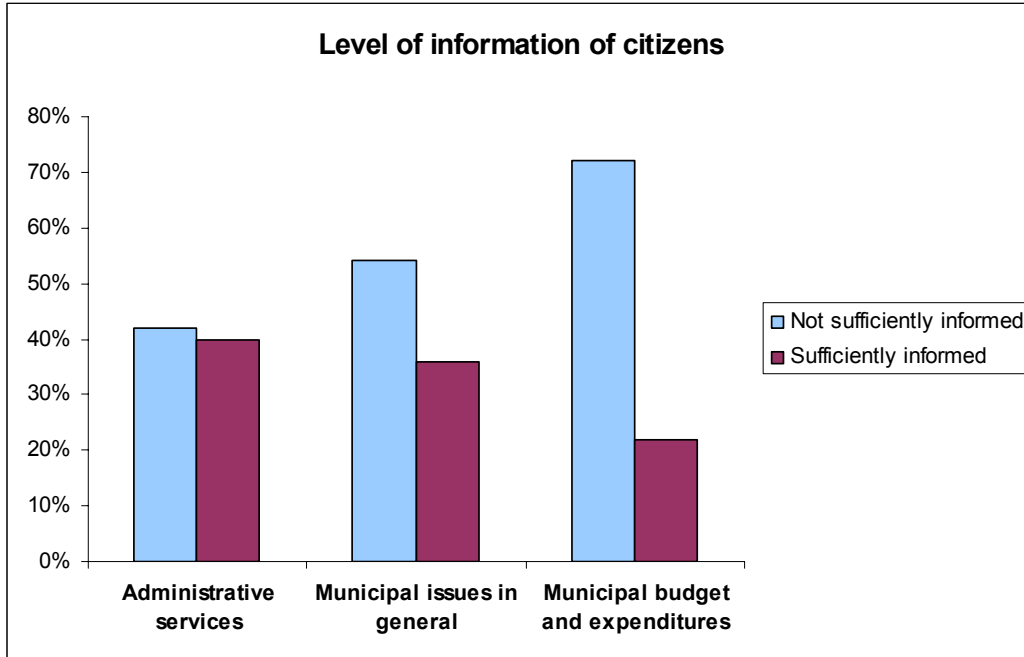
2.5.3. Information of citizens

The level of information of interviewed persons is perceived as relatively low. While still 40% feel informed about procedures and fees of administrative services only 36% agree that there is sufficient information regarding municipal issues in general.

Asked for their perception of change in their level of information, 25% stated that they feel more informed about fees and procedures than 5 years ago and just 2% feel less informed. 28% feel better informed about municipal issues. The least information reaches citizens about the municipal budget and public expenditures. Only 22% feel sufficiently informed about these issues and 12% think information got better over the last 5 years while 8% even think it got worse. Chart 19 illustrates the different level of information.

As a source for their information most people use the local TV (45%) followed by the local radio (27%). Hardly used are local newspapers (1%) and municipal leaflets (1%; other sources of information 23%).

Chart 19



2.5.4. Inclusion of citizens in municipal work

Men are more active in MZ councils and the participation of public hearings while women are getting more active in NGO issues.

Table 12
Distribution men-women in public activities

	NGO member	MZ council member	Participation in public hearings	Participation in NGO activities
Men	6%	14%	14%	12%
Women	7%	0%	3%	8%

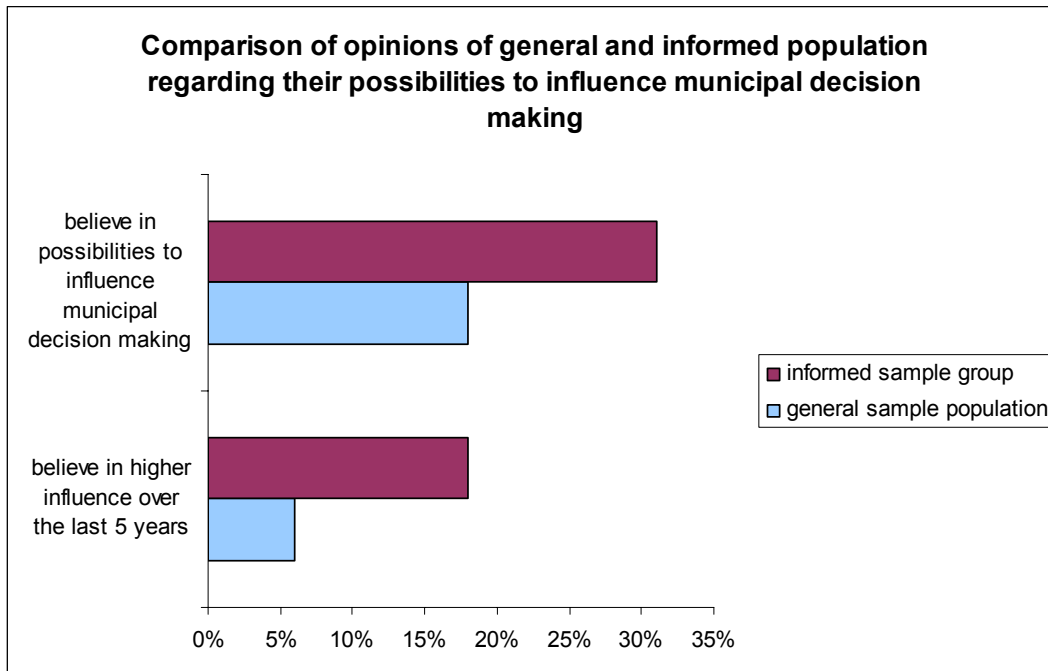
Majority of people, 61%, has no confidence that municipality includes the interest and concerns of citizens in its work and only 28% think that this is happening. And just 15% believe that the municipality includes this now more than 5 years ago. NGO and MZ council members are more confident. Here 54% believe in the inclusion of citizens' interest. The same tendency can be observed among the persons participating in public activities. 50% believe in an inclusive working approach of the municipality.

But, in contrast to these results only 18% believe that they as a citizens can influence municipal decision making. Not more than 6% think that their influence got more over the last 5 years and 10% think it got even less.

Participants of the poll were further asked if they know about their possibilities to influence municipal decision making. 24% affirmed this question.

This group of people has more confidence regarding their influence on the municipality. Thus, 32% believe that they have possibilities to influence municipal decision making and 18% think it has increased over the last 5 years. This shows the connection between information of citizens and their confidence that their participation could change things. Chart 20 illustrates this connection.

Chart 20



2.5.5. Conclusion

The results for Maglaj regarding the administrative service provision are not so bad considering the fact that there is no central place for service provision and no modern technology for support. Anyhow, the municipality has recognized the deficiency in service provision and is currently working on the construction of a modern One-Stop Shop.

Furthermore, the municipality has undertaken some additional efforts to better inform the citizens yet without many effects. And not many people could notice an improvement compared to 2002. According to this, the confidence of citizens that they can influence municipal work is with 18% very low and just 28% think that municipality takes interests of citizens into account.

The importance of good information of citizens can be seen as well in the next result of the survey. Thus, persons that are in contact with the municipality or that have participated in public activities have much more confidence that the municipality is following an inclusive approach in its work. It is possible that the measures undertaken for better information of citizens will show some more positive effects in the future. The systematic approach of this issue with a communication strategy shows that municipal officials are conscious about this problem.

2.6. Modriča

2.6.1. General characteristics of the sample

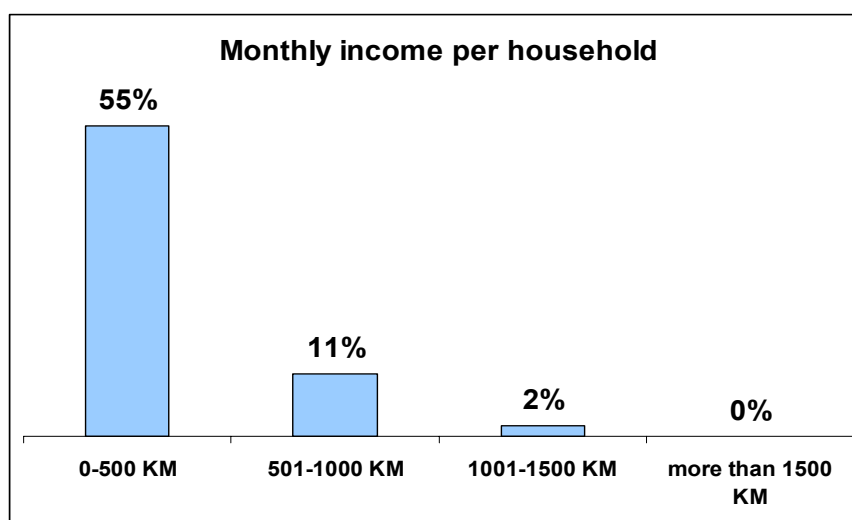
In Modriča 99 persons have been included in the poll out of which 56% were men and 44% women¹³. Modriča has a relatively high internally displaced population. 20% of questioned persons declared that they are internally displaced and 22% are returnees. 56% considered themselves as domiciled in the municipality. This has been taken into account while selecting the 10 (out of 24) local communities for the poll.

Table 13
Local communities included in the sample in Modriča

Local Community	Special Characteristic	Sample number
Grad 1	Urban	10
Donji Kladari	Returnee + urban	10
Skugrić	Rural	10
Koprivna	Rural	10
Vranjak	Rural	10
Miloševac	Rural	10
Dobrinja	Rural	10
Dugo Polje	Rural	9
Tarevci	Returnee	10
Grad III	Displaced people + urban	10
	Total	99

55% of households had an income less than 500 KM and 11% had between 501 and 1000 KM at their monthly disposal. Only 2% have more than 1000 KM but 32% refused to answer on this question. Majority of people, 54%, lived in small households of 1 to 3 persons and 43% had 4 to 6 persons in the house. Only 2% had more than 6 household members.

Chart 21



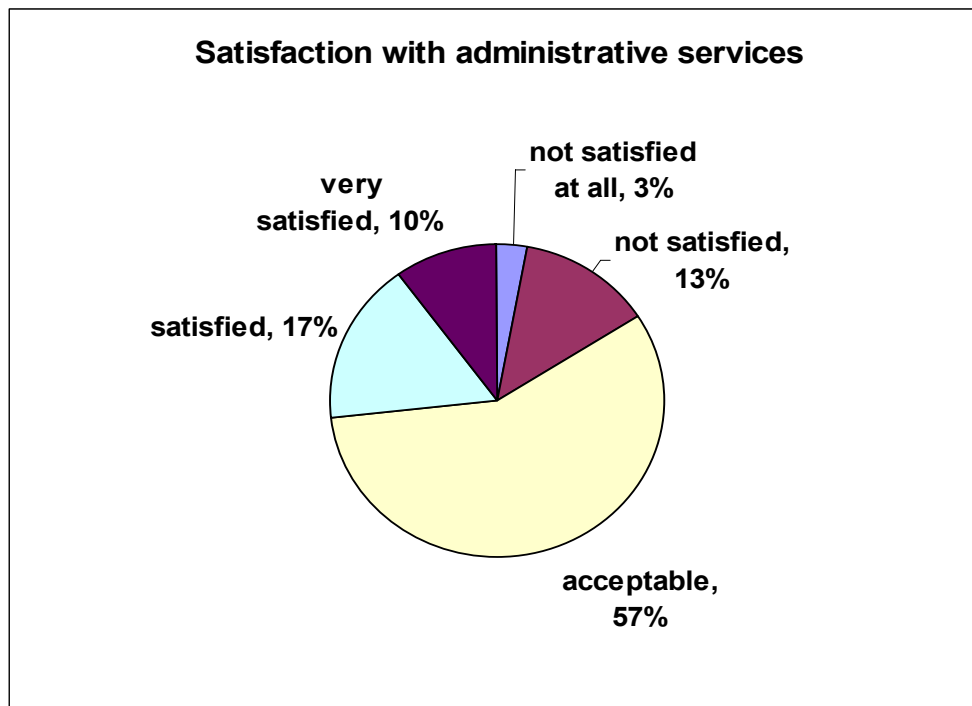
¹³ More general data can be found in chapter 1.2, table 2.

2.6.2. Satisfaction of citizens with municipal services

The majority of participants in the poll (57%) in Modriča think that service provision is at an acceptable level and 27% perceive it as satisfying (see chart 22). Around 1/3 (35%) stated that they are now more satisfied than 45 years ago. In the last 5 years a bit less than 2/3 of the population (61%) has used such administrative service.

Mainly, interviewed persons agreed that municipal staff works professional in service provision. 69% affirmed a respective question and 37% think that performance of staff has improved over the last 5 years. 54% believe that municipal staff is concerned about the satisfaction of citizens with service provision. But all in all interviewed persons have a positive impression of service provision in Modriča which is reflected in the result that 77% think that the municipality has taken appropriate measure for improving service provision.

Chart 22

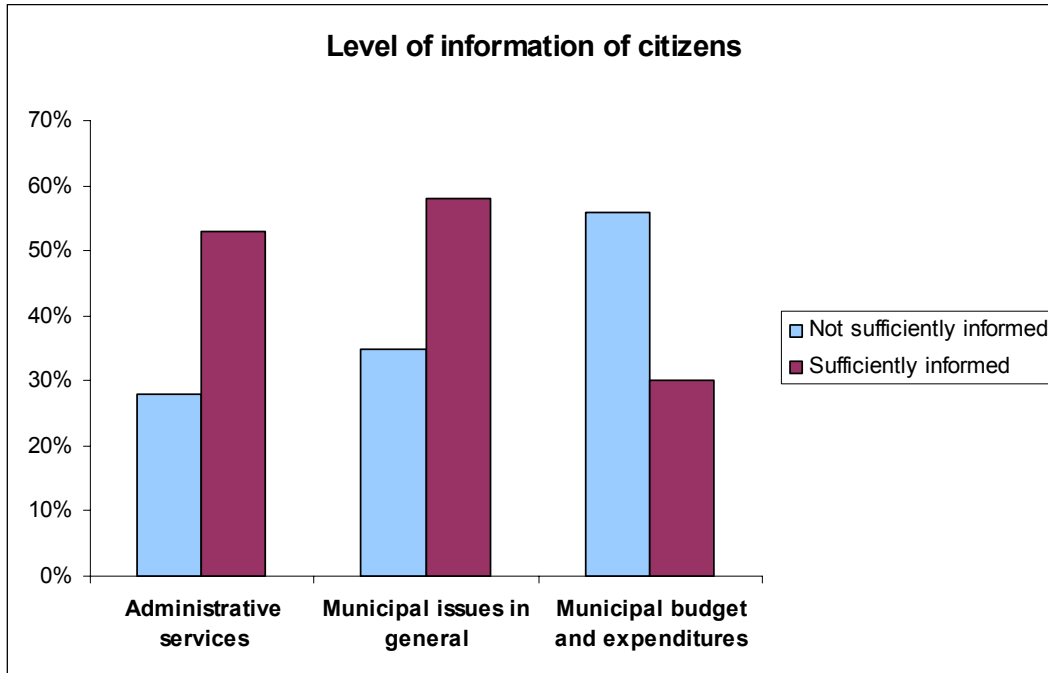


2.6.3. Information of citizens

The population of Modriča feels relatively well informed about fees and procedures of administrative services (53% sufficiently informed) and municipal issues in general (58% well informed). But the number of people that think the respective situation has improved over the last 5 years is relatively modest. Thus, 30% feel better informed about procedures and fees of administrative services and 33% about municipal issues in general. The proportion of persons that feels sufficiently informed is substantially lower (but still higher than in most other municipalities included in this poll) regarding the municipal budget and public expenditures. Here only 30% stated that they are sufficiently informed and not more than 19% think that the situation improved over the last 5 years. Chart 23 illustrates the levels of information that differ by subject.

As a source for information most people, 53%, use the local TV followed by the local radio with 19%. The municipal information letters or leaflets are still used by 7% of interviewed persons, the same as the local newspaper. 12% use other sources of information.

Chart 23



2.6.4. Inclusion of citizens in municipal work

It is interesting to see in the sample of Modriča that although only a few NGO and MZ council members have been included in the sample, the proportion of people that have participated in a public hearing or NGO activities is at a medium level. Table 14 shows the proportion of men and women in public activities and organizations.

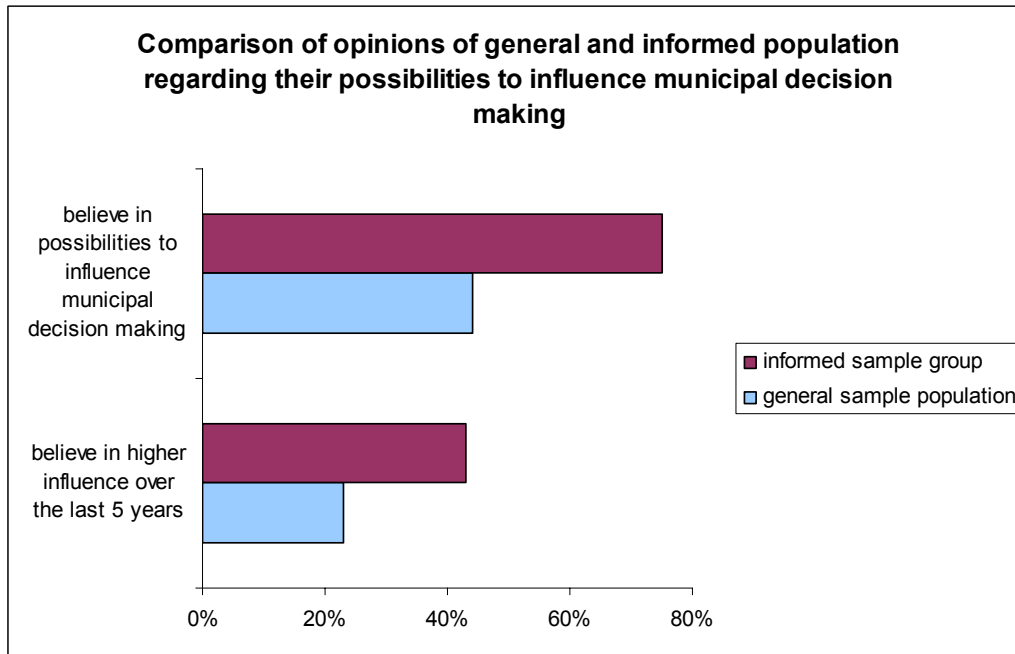
Table 14
Distribution men-women in public activities

	NGO member	MZ council member	Participation in public hearings	Participation in NGO activities
Men	7%	2%	17%	12%
Women	2%	0%	7%	4%

A relative high number of 56% think that the municipality is taking into account the interests of citizens in its work and still 39% think that this is now more the case than 5 years ago. The sample number of NGO or MZ council members is too small to give a statement about the perception of these groups on this issue. Surprisingly, the people participating in public hearings or NGO activities are less confident about this. Only 27% of this group think that municipality includes interest of citizens.

Going back to the general sample, 44% think that they can influence municipal decision making. But only 23% believe that their influence is now higher than 5 years ago. Participants of the sample were furthermore asked if they know about their possibilities to influence municipal decision making. Interestingly, a relative majority of 47% agreed that they know about this. A large majority of 75% out of this group believe in their influence on municipal decision making. And still 43% stated that they have more influence now than 5 years ago. This shows that more informed citizens are more confident that they can change things. Chart 24 illustrates this connection.

Chart 24



2.6.5. Conclusion

The municipality uses a modern IT-system for service provision since 2004. In October 2006 a modern One-Stop Shop has been opened. Both measures have improved the provision of administrative services to a great deal. Still 16% of interviewed persons are not satisfied with the service. But, 77% agree that the municipality has taken appropriate steps in the last 5 years to improve the service provision. This shows the overall recognition of municipal efforts in this field.

Modriča is investing a lot of time and efforts in the information of citizens about municipal issues and has even strengthened its efforts by elaborating a communication strategy. Thus, the One-Stop Shop provides intensive information on administrative fees and procedures and 53% feel well informed about this issue. The municipal information policy that includes the use of local (or better regional) TV and radio as well as the production of different leaflets, information letters, municipal bulletin etc. has apparently shown some effects. 58% feel sufficiently informed about general municipal issues and 30% do so about the municipal budget. Although the broad majority uses TV and radio for their information, 7% are informed by reading the municipal information leaflets.

This relatively good level of information (especially for a municipality of this size) leads to a considerably high confidence of citizens in their possibilities to influence municipal work. Thus, it seems that Modriča is implementing a participative working approach quite successfully.

2.7. Petrovo

2.7.1. General characteristics of the sample

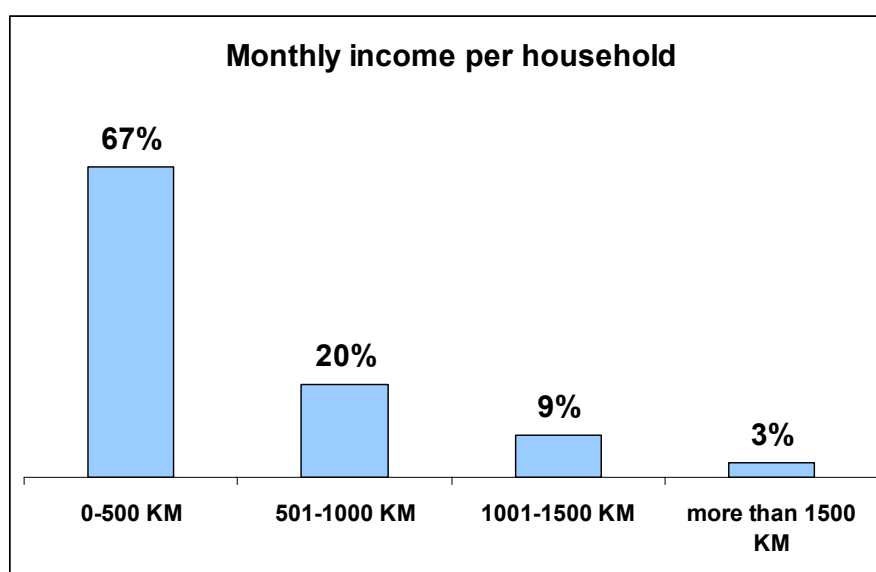
In Petrovo 70 persons were interviewed for the poll out of which 53% were men and 47% women¹⁴. 67% considered themselves domiciled population. Although 14% of questioned persons stated that they are returnee population and 16% that they are internally displaced persons, no special local communities with this population could be identified. All 7 local communities in Petrovo have been included in the poll.

Table 15
Local communities included in the sample in Petrovo

Local Community	Special Characteristic	Sample number
Petrovo	Semi- urban	10
Kakmuž	Rural	10
Porječina	Rural	10
Kaluđerica	Rural	10
Krtova	Rural	10
Sočkovac	Rural	10
Karanovac	Rural	10
	Total	70

In Petrovo 2/3 of the households (67%) had less than 500 KM as a monthly income. 20% had between 501 and 1000 KM and even 12% had more than 1000 KM a month. Majority of interviewed persons, 51%, lived in bigger households of 4 to 6 people and 46% of the household had 1 to 3 members. Only 1% of the households had more than 6 members.

Chart 25



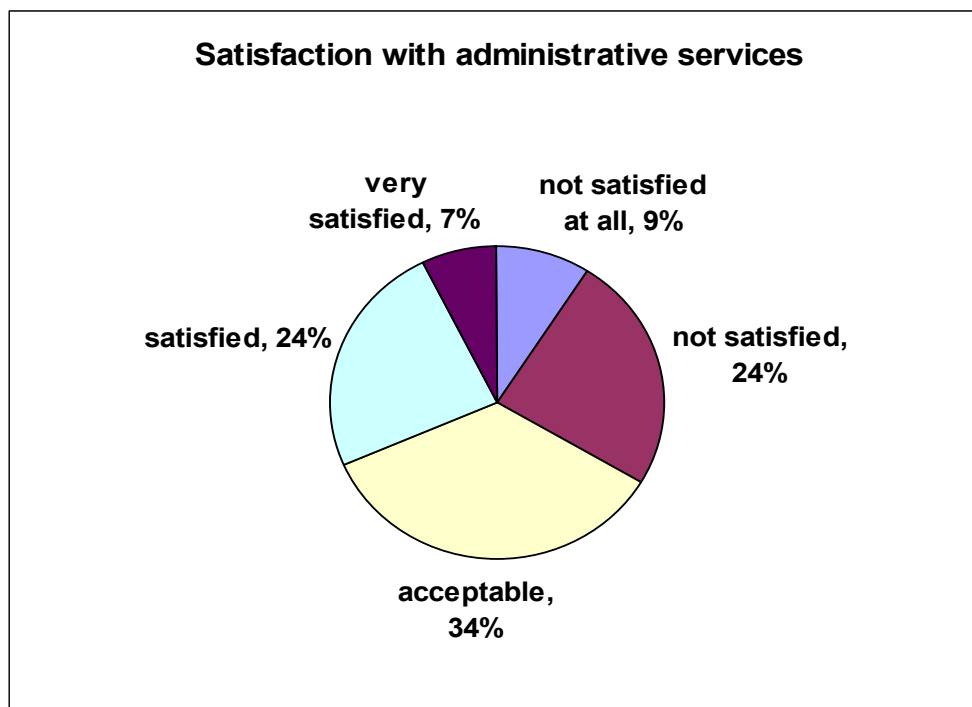
¹⁴ More general data can be found in chapter 1.2, table 2.

2.7.2. Satisfaction of citizens with municipal services

The proportion of people satisfied and not satisfied with the service provision is about the same (see chart 26). Thus, 31% expressed their satisfaction and 33% their dissatisfaction. Still 41% are of the opinion that service provision has improved over the last 5 years. Since 2002 a relatively high number of 83% have used such administrative services.

The satisfaction with the performance of municipal staff is at a relatively modest level. 48% think that staff provides services professionally and 50% think that administrative staff is concerned about satisfaction of citizens. 41% have noticed an improvement in the professionalism of staff. All in all a majority of 55% is confident that the municipality has taken appropriate measures in the last 5 years to improve the service provision.

Chart 26



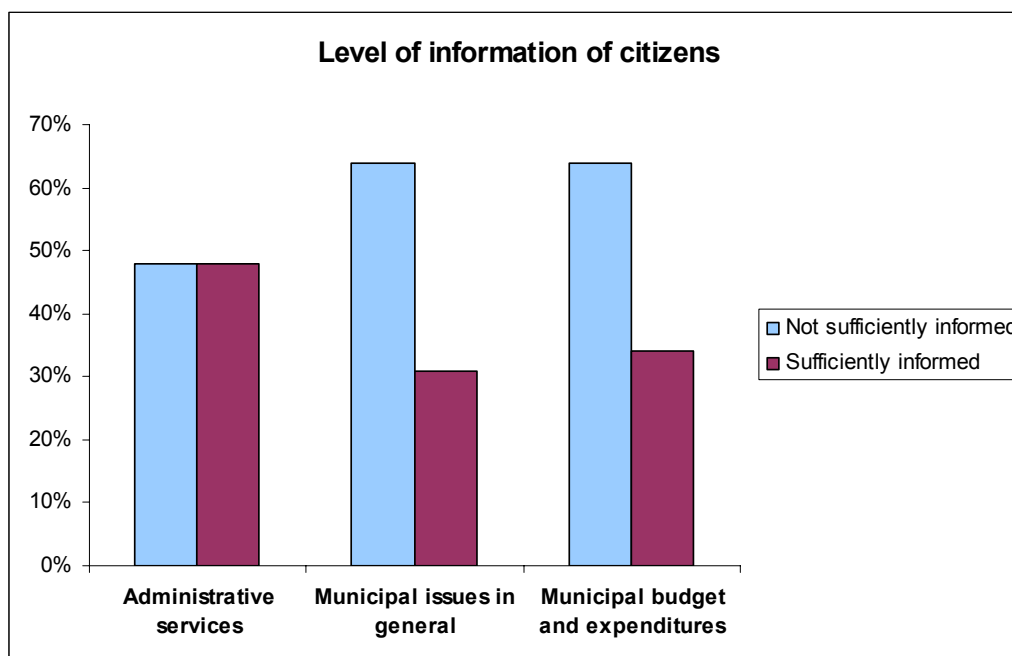
2.7.3. Information of citizens

The perception of the level of information is still relatively good concerning procedures and fees of administrative services. 48% feel sufficiently informed in this respect and 38% think that information has improved since 2002. The perception regarding information on general municipal issues and budget is more or less about the same. 31% feel sufficiently informed about general municipal issues and 34% about public budget and expenditures. The answers regarding the comparison of the situation are quite diversified compared with those received 5 years ago.

While 34% feel better informed about general municipal issues, 23% claim to be worse informed. The same can be said for the information on the budget and expenditures: 28% feel better informed and 20% feel worse informed. Chart 27 illustrates the different perception of information.

As no local TV nor a local radio exist in Petrovo, interviewed persons use much more often other sources like local newspapers (31%) or municipal information letters or leaflets (41%) for their information. 9% use other sources and 4% regional TV.

Chart 27



2.7.4. Inclusion of citizens in municipal work

The participation of men in public life is higher than the one of women especially in MZ councils and public hearings. Table 16 shows more details in this respect.

Table 16
Distribution men-women in public activities¹⁵

	NGO member	MZ council member	Participation in public hearings	Participation in NGO activities
Men	27%	16%	46%	49%
Women	19%	0%	15%	21%

Citizens of Petrovo are not very confident that the municipality takes into account the interests of citizens in its work. Only 34% believe this. And only 36% think that the respective situation has improved compared to the one in 2002 while 26% think that is got worse.

¹⁵ These extremely high rates of participation are most probably caused by a not strictly random selection of participants for the poll. It seems that rather people from the closer environment of the conducting NGO have been interviewed to a higher extent.

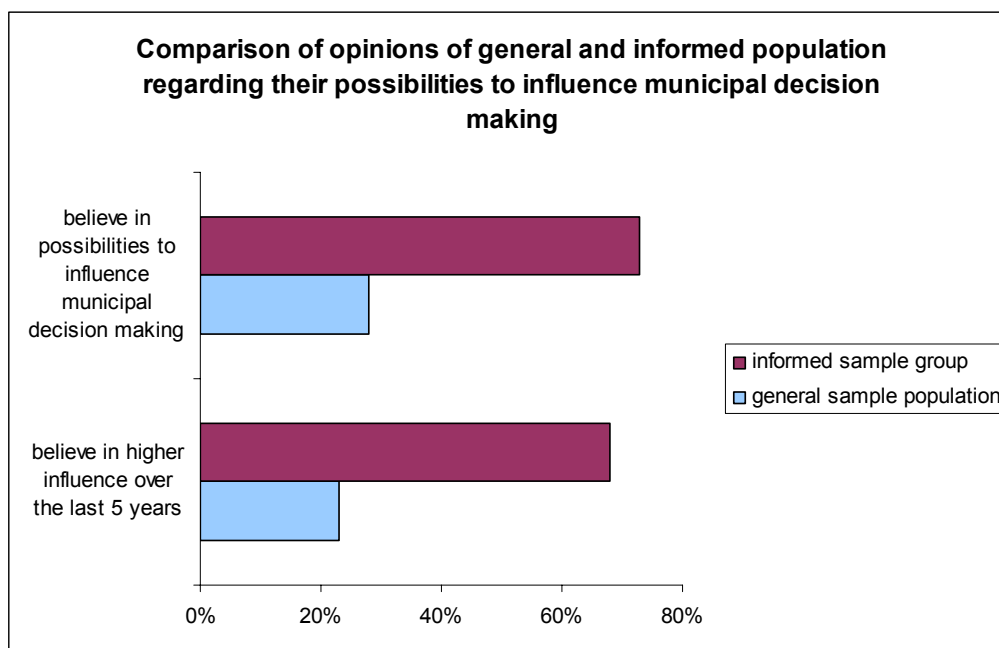
The people engaged in public activities are more confident. Out of the total of NGO and MZ council members 47% believe that the municipality includes citizens' opinions. 45% of the people participating in public hearings or NGO activities think the same.

Going back to the general sample, only 28% think that they as a citizen can influence municipal decision making. 23% believe that their influence on this has been increased since 2002 but 24% believe it got even lower.

27% agreed that they know about the possibilities to influence municipal decision making. Out of this group almost three times as many people, 73%, believe in their influence of municipal decision making. And 68% think that their influence has increased over the last 5 years.

Chart 28 illustrates this connection between information and confidence of own abilities for change.

Chart 28



2.7.5. Conclusion

Service provision in Petrovo, although provided mainly at a central place, is suffering because of the old equipment, low level of information and the absence of modern technology. Still, 55% are confident that the municipality has taken the right measures to improve situation. But the modest results indicate that service provision should be improved.

Even though the objective level of information on fees and procedures of services is not very extensive, still 48% feel sufficiently informed in this respect. Around 1/3 still feel well informed about municipal issues in general and the municipal budget. These results, which are not so bad compared to other municipalities, should be perceived in the light of the low number of inhabitants (9500 inhabitants) and the high number of NGO, MZ council members and participants in public activities in the poll sample. As these groups of people have more and regular contacts with the municipality they are more likely to be better informed than others. Interestingly, no significant difference regarding the perception of change of information levels can be seen between those groups and the general sample.

But, it should be noticed that the municipality has taken some measures especially in publishing the municipal bulletin to inform citizens. As much as 41% use the municipal leaflets for their information in the absence of a local (or relevant regional) TV and radio station. The municipality should be aware of this very well working method to reach citizens.

The perception of citizens regarding their possibilities for participation in municipal work is at a quite low level.

Interesting to see was the high ambivalence of opinions of interviewed persons when asked to compare their information situation and participation possibilities with the situation in 2002. Almost as many persons that saw an improvement of the situation stated that the situation got worse compared to 2002.

2.8. Usora

2.8.1. General characteristics of the sample

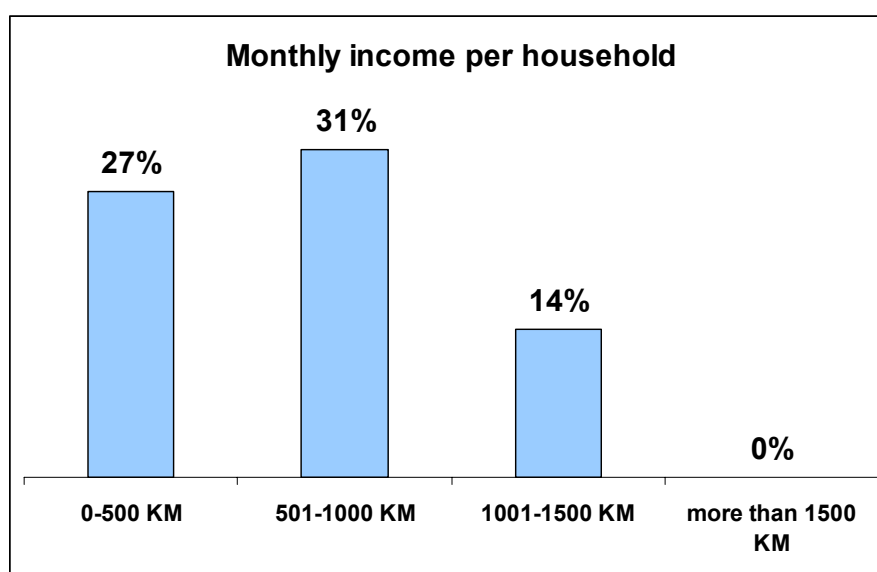
In Usora 70 persons participated in the poll out of which 64% were men and only 32% women¹⁶. A relatively high number (27%) of questioned persons stated that they are returnees. 73% consider themselves domiciled population. 8 of the 9 local communities were included in the poll. 2 of them are returnee communities.

Table 17
Local communities included in the sample in Usora¹⁷

Local Community	Special Characteristic	Sample number
Sivša	Semi- urban	12
Omanjska	Semi- urban	10
Žabljak	Semi- urban	9
Alibegovci	Rural	7
Srednja Omanjska	Rural	12
Jeleči-Filipovići	Rural	5
Makljenovac	Returnee	7
Bejići	Returnee	8
	Total	70

The income situation in Usora was less critical than in other municipalities. Thus, 14% of the households disposed of more than 1000 KM per month. And another 31% had between 501 and 1000 KM. 27% had less than 500 KM, but equally 27% refused to answer this question. People in Usora mainly lived in bigger households with 4 to 6 members (60%). 33% lived in households with 1 to 3 persons and 7% of the households had more than 6 members.

Chart 29



¹⁶ More general data can be found in chapter 1.2, table 2.

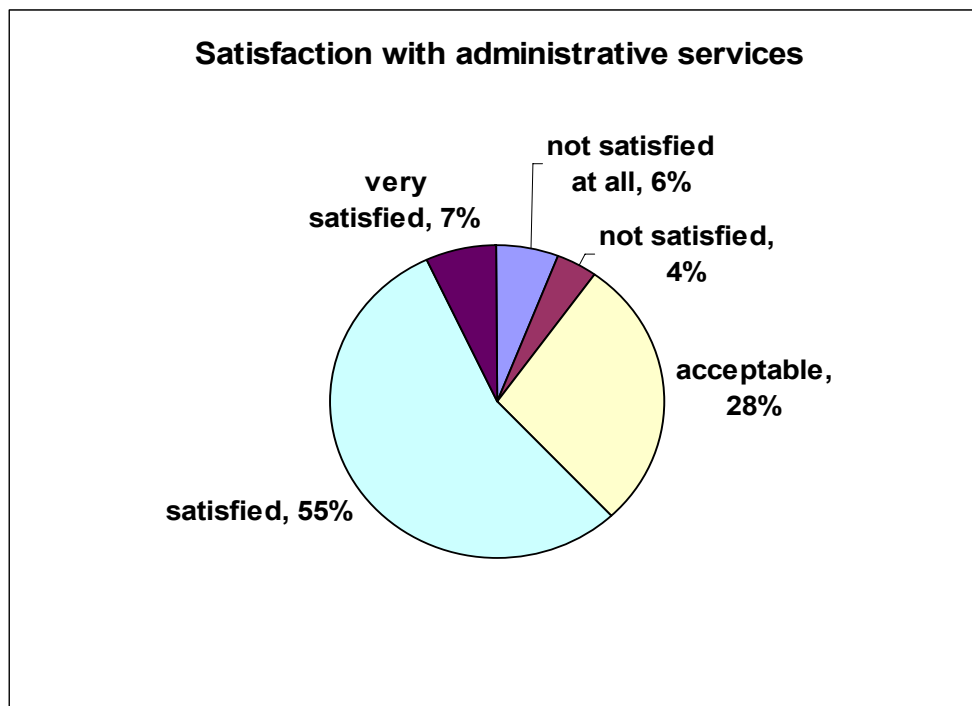
¹⁷ It has been planned by MDP to include all MZs but the conduction of the survey was not strictly following this requirement.

2.8.2. Satisfaction of citizens with municipal services

Almost 2/3 of interviewed persons in Usora (62%) expressed their satisfaction with the provision of administrative services (see chart 30) while only 10% are not satisfied. 43% stated that provision of these services has improved since 2002. 76% have used such administrative services in the last 5 years. The performance of staff is equally well rated. Thus, 68% think that staff provides services in a professional manner and still 58% believe that this has improved within the last 5 years. Furthermore, a majority of 53% thinks that municipal staff is concerned about the satisfaction of citizens with service provision.

Women, although more satisfied than men with the service provision (78% of women and 54% of men satisfied) are more critical when it comes to evaluate the attitude of staff. Here only 34% of women think that staff is concerned about the satisfaction of citizens with service provision compared to 63% of men. Despite of the overall relatively good results, only 42% believe that the municipality has taken appropriate measures to improve the service provision over the last 5 years.

Chart 30



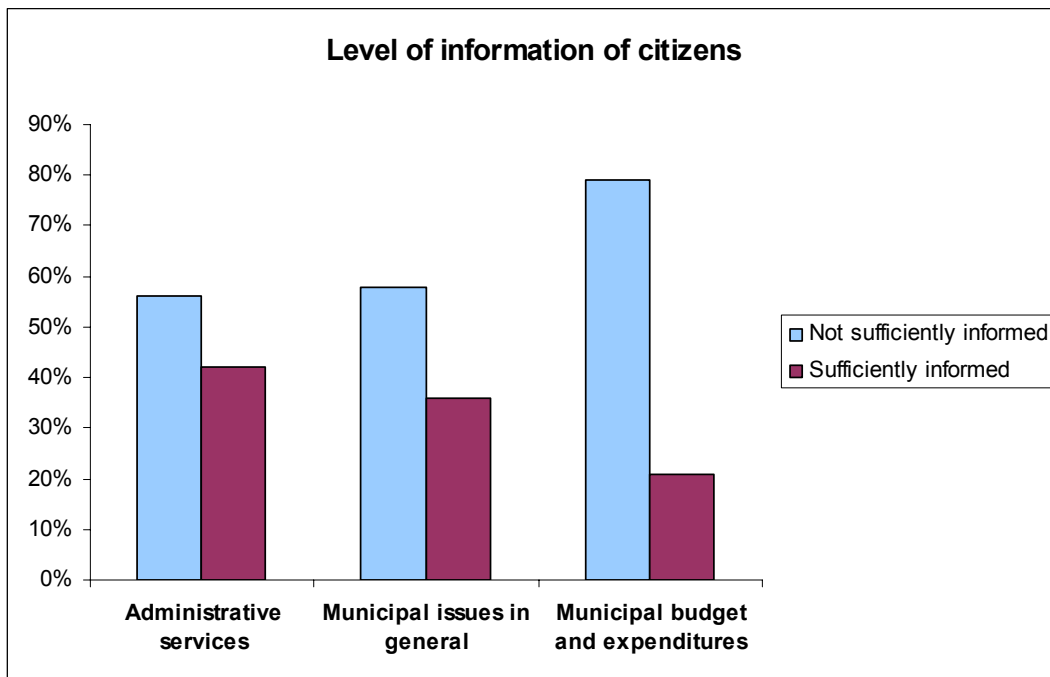
2.8.3. Information of citizens

The level of information of citizens is rather low in their perception. While still 42% feel sufficiently informed about fees and procedures of administrative services, only 36% agree with this statement regarding municipal issues in general. And a low proportion of interviewed persons think that their level of information has increased over the last 5 years- 23% regarding administrative fees and procedures; 31% regarding municipal issues in general.

Even less information reaches the citizens about the municipal budget and public expenditures. Only 21% feel sufficiently informed and the same percentage think that information was improved since 2002. Chart 31 shows the different levels of information.

As a local TV doesn't exist in Usora, an absolute majority of 77% use the local radio for their information. The 7% that use the local newspaper and the 1% that use municipal information letters can be disregarded in comparison to that.

Chart 31



2.8.4. Inclusion of citizens in municipal work

As well in Usora men are more active in public activities and organizations than women. Table 18 shows this in more detail.

Table 18
Distribution men-women in public activities¹⁸

	NGO member	MZ council member	Participation in public hearings	Participation in NGO activities
Men	27%	22%	33%	16%
Women	12%	0%	8%	8%

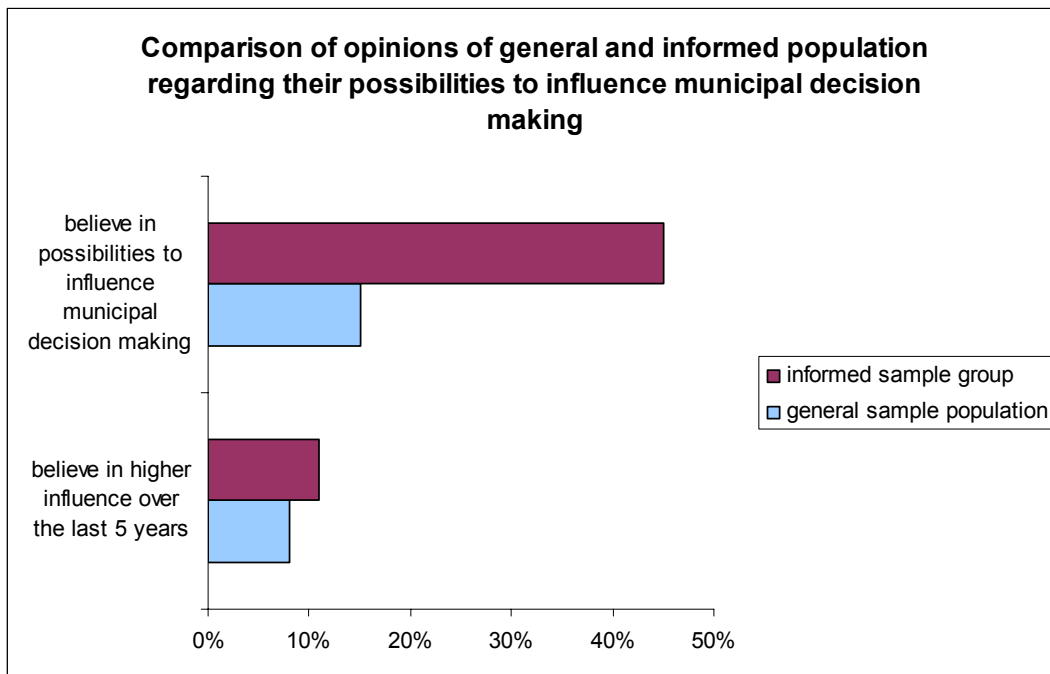
The population of Usora has a relatively strong feeling that the municipality doesn't implement a participative approach in its work. Thus only 1/3 (33%) have confidence that the municipality will take into account the interests of citizens in its work and only 24% believe that this is now more the case compared to 2002.

¹⁸ These extremely high rates of participation are most probably caused by a not strictly random selection of participants for the poll. It seems that rather people from the closer environment of the conducting NGO have been interviewed to a higher extent.

The persons that are members of a NGO or a MZ council show exactly the same result with 33% that have confidence in the municipality. Only the persons that participated in public activities are more optimistic. 40% believe in an inclusion of their interests in municipal policies. The results concerning the opinion of citizens on their possibilities to influence municipal work are even lower. As few as 15% believe that there are possibilities to influence municipal decision making and just 8% think that these possibilities have been increased in the last 5 years.

Furthermore, participants of the poll were asked if they knew about their possibilities for influencing municipal work. 25% affirmed this question. Out of this group a much higher proportion, 45%, believe in their possibilities to influence the municipality. In regards to the situation in 2002 the results are not so much differing. 11% think that the situation has improved. Chart 32 illustrates this connection between information of citizens and their confidence that their participation matters.

Chart 32



2.8.5. Conclusion

Usora's administrative services are provided in different offices of the municipal building that are situated next to each other. Modern technology is not used. But with 63% of interviewed persons satisfied and only 10% not satisfied, the service provision has been quite positively evaluated, although only 45% believe that the municipality has taken appropriate measures for improving the situation.

The municipality only produces very few information materials itself and uses just few other media to inform citizens. As Usora is a small municipality (9500 inhabitants) this has less negative effect than in bigger municipalities where people are more far away from the municipality and less personal relations between municipal staff and citizens exist. The bad information policy of the municipality rather shows some negative effects in the perception of participation possibilities.

ANNEXES

Annex 1 – Questionnaire used in the poll

Citizen Survey

Name of the interviewer _____

Date _____

Municipality _____

Read: Good afternoon, my name is (**enter your name**). I conduct this survey on behalf of Municipal Development Project, which is a project that works with 8 municipalities in Dobož Region financed by the Swiss government. I would like to ask you some question regarding your satisfaction with the work of the municipal government and administration and provision of services. The survey is anonymous and voluntary. We are not interested in names or family names. I will ask you some questions and suggest answer. This is not a test of knowledge, we are just asking you about your opinion. All questions will take us about 20 Minutes. I would like to ask your participation.

Start the questions when the person agrees with participating in the survey.

First I would like to ask you some question regarding demographic information we need for statistical analysis.

A01. Sex: 1- Male

2 - Female

Fill in the respective number yourself.

A02. Which age group you are belonging to? (Read the answers and fill in the box the number that corresponds with the answer.) 1- 18-26 years; 2 - 27-40 years; 3 – 41-55 years; 4 – over 55 years;

6- Do not read!: no answer/refuses

Important Notice: Do not interview people under 18 years.

A03. Which educational level do you have?: (Just one answer!)

1 -Not finished primary school ; 2 - Finished primary school ; 3 - Finished secondary school; 4 - university degree

5 - Masters/ PhD

6- Do not read!: no answer/refuses

A04. In which MZ do you live?:(Write in MZ!) _____

A05. What is your current occupation? 1 – Student; 2 – Employment (does include self-employed work); 3 –

Pensioner; 4 – unemployed; 5 – Other (**Write**

in _____);

6 -- Do not read!: no answer/refuses

Read: Now I will ask you some questions regarding your satisfaction with the municipal government and administration itself and the services they provide.

B01. How satisfied are you with the overall performance of the municipal council?

1 - not satisfied at all; 2 - not satisfied; 3 – acceptable; 4 – satisfied; 5 – very satisfied; 6- **Do not read!: no answer/refuses**

B02. How satisfied are you with the overall performance of the mayor?

1 - not satisfied at all; 2 - not satisfied; 3 – acceptable; 4 – satisfied; 5 – very satisfied; 6- **Do not read!: no answer/refuses**

B03¹⁹. How satisfied are you with the following communal services for which the municipality is responsible?

1 - not satisfied at all; 2 - not satisfied; 3 – acceptable; 4 – satisfied; 5 – very satisfied; 6- **Do not read!: no answer/refuses**

(Ask separately for each service and write the corresponding number in the column behind the service.)

Water supply	
Sewerage system	
Heating	
Garbage collection	
Public transport	
Public lightning	
Maintaining of streets and local roads	
Maintaining on green areas and parks	
Cultural events	
Sport events	

Read: As you know, besides this kind of services the municipality provides so called administrative services like issuing birth certificates, keeping account of the marriage register, issuing house construction or business permits, verification of official documents etc.

B04. Did you use such an administrative service within the last 5 years? 1 - Yes 2 - No

Important Notice: if No please proceed with question number C01!

Read: All the following questions are related to this kind of services. Please tell me:

B05. How satisfied are you with the provision of such administrative services?

1 - not satisfied at all; 2 - not satisfied; 3 – acceptable; 4 – satisfied; 5 – very satisfied; 6- **Do not read!: no answer/refuses**

¹⁹ In the questionnaires used for the RS municipalities the water supply, sewerage system and heating system was not included in this question as those services are not under municipal responsibility anymore.

Compared to the situation 5 years ago- Are you now

1- less satisfied; 2- equally satisfied; 3- more satisfied? ;

6- Do not read!: no

answer/refuses

Read: I will read to you now some statements reflecting different opinions. Please tell me to which extent you agree or disagree with those statements. I will further ask you to compare the situation with the one 5 years ago. If you don't know please tell me and I will mark the answer "don't know". Here is the first statement. Please tell me if you strongly disagree, mainly disagree, mainly agree or strongly agree?

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; 6- Do not read!: do not

know/refuses

Compared to the situation 5 years ago, do you think municipal staff is now

1-less 2- the same 3-more concerned?

6- Do not read!: do not

know/refuses

B07. In general municipal staff provides services in a professional manner.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; 6- Do not read!: do not

know/refuses

Compared to the situation 5 years ago, do you think municipal staff is now

1-less 2- the same 3-more professional?

6- Do not read!: do not

know/refuses

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; 6- Do not read!: do not

know/refuses

Compared to the situation 5 years ago, do you think this is now:

1- worse 2-the same 3-better?

6- Do not read!: do not

know/refuses

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; 6- Do not read!: do not

know/refuses

Read: Let's come now to the next topic. Please answer the following questions with Yes or No.

C01. Are you a member in a Non governmental organization?

1 - Yes

2 - No

C02. Are you elected as MZ council member?

1 - Yes

2 - No

C03. Have you participated within the last year in activities organized by a local NGO?

1 -Yes

2 - No

C04. Have you participated within the year in a public hearing?

1 - Yes

2 - No

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

1 - Yes

2 - No

C06 If yes, what was the result of it? 1- nothing happened so far; 2- I have got a confirmation of receipt, but nothing else happened; 3- I have got an favorable answer; 4- I have got a not favorable answer; 5- Other (Write in what?)

_____ ; **6- Do not read!: do not know/refuses**

Read: I will again read to you some statements and you tell me please again how much you agree or disagree with these statements. We will as well compare the situation with the one 5 years ago. Please tell me your personal opinion.

C07. I know about my possibilities to influence decision making in my municipality.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; **6- Do not read!: do not know/refuses**

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more? **6- Do not read!: do not know/refuses**

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; **6- Do not read!: do not know/refuses**

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more? **6- Do not read!: do not know/refuses**

C09. I think that I as a citizen can influence municipal decision making.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; **6- Do not read!: do not know/refuses**

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more? **6- Do not read!: do not know/refuses**

C10. I feel sufficiently informed about all municipal issues of my concern.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; **6- Do not read!: do not know/refuses**

Where do you get your information from? (**Read:** Multiple answer is possible.)

1-local newspaper; 2- local TV; 3- local radio; 4- municipal information letter/leaflets; 5- other (write in what!)

_____ ; **6- Do not read!: do not know/refuses**

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed? **6- Do not read!: do not know/refuses**

C11.I feel sufficiently informed about public expenditures and municipal budget.

1 –strongly disagree; 2 – mainly disagree; 3 – mainly agree; 4 – strongly agree; **6- Do not read!: do not know/refuses**

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed? **6- Do not read!: do not know/refuses**

C12. About which municipal issue would you like to be more informed?

Write in the answer: _____

Important Notice: If the person can't think of anything right now, give some examples e.g. possibilities to participate in municipal issues, legal advice, council decisions, clarity of procedures for certificates, possibilities for employment etc.

Read: To finish I would like to ask you some more questions about your personal situation.

D01. How many people are living in your household?

1 – 1-3 people ; 2 – 4 –6 people; 3 – more than 6 people; 6- Do not read!: do not know/refuses

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

1 – 0-500 KM; 2 – 501- 1000 KM; 3 – 1001 – 1500 KM; 4 - more than 1500 KM

6- Do not read!: do not know/refuses

D03. What is your settlement status in the municipality?

1 – domiciled in the municipality (= lives here for at least 16 years); 2 – Returnee (= used to live here, fled during the war and came back afterwards); 3- Internally Displaced People (=came during the war and stayed); 4- other (write in what!)

_____ ; 6- Do not read!: no answer/refuses

Read: That is all. Thank you very much for your help.

I would just like to ask you one more thing. The Municipal Development Project that has assigned me to conduct this survey, would like to make some spot tests whether I really have conducted the survey with citizens and did not just fill it in myself. For this reason they will call some people and just ask if they have participated in the survey. Later on the telephone numbers will be deleted from the records. I can assure you that your telephone number won't be handed over to third parties or misused in another way. Do you agree to give me your telephone number for this reason?

Write in Telephone number: _____

Annex 2 – Result Tables for each municipality

Municipality: Doboj²⁰

Sample: 204

Men: 106

Women: 98

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	13	34	30	23	0
Men	15	22	35	28	0
Women	10	47	26	17	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	1	14	73	11	0	1
Men	1	9	78	11	0	0
women	2	19	67	10	0	1

A04. In which MZ do you live?

MZ Centar
 MZ Bare
 MZ Donji Grad
 MZ Tekučica
 MZ Bukovačke
 MZ Boljanić
 MZ Kožuhe
 MZ Rječica
 MZ Ševarlije
 MZ Donja Paklenica

MZ Gornja Paklenica
 MZ Kotorsko
 MZ Johovac-Foča
 MZ Stanari
 MZ Gornja Grapska
 MZ Osječani
 MZ Čaršija
 MZ Usora
 MZ Miljkovac
 MZ Orašje

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	No answer
All	5	39	19	34	2	1
Men	4	35	26	34	0	1
Women	6	44	11	34	5	0

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	49	50	1	1
Men	50	48	1	1
Women	47	53	0	0

²⁰ All figures are rounded and in %.

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	48	38	5	1	8
Men	56	36	5	0	4
women	40	40	6	2	12

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	49	27	21	2	1
Men	38	34	26	2	0
Women	61	19	15	3	1

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	15	24	39	18	0	4
Men	16	20	40	20	0	4
Women	13	29	38	15	0	5

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	15	27	35	15	4	4
Men	15	22	35	20	6	3
Women	13	33	36	10	2	5

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	16	21	24	30	9	1
Men	14	15	28	31	10	1
Women	17	27	18	28	7	2

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	20	27	29	17	2	5
Men	21	23	28	21	2	5
Women	18	32	31	12	2	5

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	22	21	26	23	7	1
Men	24	19	25	23	7	1
Women	20	22	28	21	6	2

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	27	26	29	12	2	3
Men	30	29	22	12	4	3
Women	23	23	37	12	1	3

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	15	13	35	17	2	18
Men	17	11	34	16	3	19
Women	12	15	37	18	1	16

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	21	21	29	18	7	4
Men	28	18	24	21	6	3
Women	12	23	35	15	8	6

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	16	21	35	20	3	5
Men	23	21	26	25	3	2
Women	9	20	45	13	4	8

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	89	11
Men	92	8
Women	87	13

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	6	13	33	34	13	1
Men	5	11	33	36	13	1
Women	7	15	33	33	12	0

Compared to the situation 5 years ago- Are you now 1- less satisfied; 2- equally satisfied; 3- more satisfied?

	Less	Same	More	No answer
All	8	33	58	0
Men	7	34	59	0
Women	12	32	56	0

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	13	33	43	8	4
Men	10	31	47	9	2
Women	15	35	38	6	6

Compared to the situation 5 years ago, do you think municipal staff is now 1-less 2- the same 3-more concerned?

	Less	Same	More	No answer
All	8	42	47	3
Men	8	41	48	2
Women	7	43	46	4

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	7	25	54	9	4
Men	4	27	58	10	1
Women	11	23	51	8	7

Compared to the situation 5 years ago, do you think municipal staff is now
1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	4	40	53	3
Men	4	38	57	1
Women	5	42	48	5

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	37	30	5	10
Men	16	38	32	6	7
Women	18	36	27	5	14

Compared to the situation 5 years ago, do you think this is now:

1- worse ; 2-the same 3-better?

	Less	Same	More	No answer
All	8	46	38	8
Men	6	47	41	5
Women	9	45	35	11

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	8	23	46	18	5
Men	6	20	52	21	1
Women	9	27	38	15	11

C01. Are you a member in a Non governmental organization?

	Yes	No
All	13	87
Men	17	83
Women	8	92

C02. Are you elected as MZ council member?

	Yes	No
All	6	94
Men	10	90
Women	2	98

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	16	84
Men	22	88
Women	9	91

C04. Have you participated within the year in a public hearing?

	Yes	No
All	13	87
Men	20	80
Women	5	95

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	8	92
Men	12	88
Women	3	97

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	25	31	12	25	6	0
Men	23	38	15	15	8	0
Women	33	0	0	67	0	0

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	22	39	26	5	8
Men	21	39	29	6	6
Women	22	40	23	4	10

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	8	53	30	8
Men	8	55	32	5
Women	7	52	29	12

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	43	24	4	13
Men	18	42	22	7	11
Women	15	43	26	1	15

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	5	49	35	11
Men	6	47	38	9
Women	5	51	33	11

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	28	38	16	4	14
Men	29	41	18	2	10
Women	26	35	14	7	17

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	9	66	12	13
Men	10	68	14	8
Women	7	64	10	18

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	16	29	37	11	7
Men	17	28	35	15	5
Women	15	30	40	6	9

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	Other	No answer
All	3	45	29	4	16	2
Men	5	41	34	6	13	2
Women	2	50	23	3	18	3

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	3	37	58	1
Men	5	35	59	1
Women	2	40	56	2

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	42	36	13	0	9
Men	44	34	16	1	5
Women	39	39	9	0	13

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	11	57	22	9
Men	12	59	23	6
Women	10	55	21	13

C12. About which municipal issue would you like to be more informed?

(only most named issues)

- Opportunities for employment 69,
- Budget 17,
- Transparency and clarity of procedures - 13,
- Municipal council decisions 7,
- Everything 7,
- Legal advices 8,
- Infrastructure 3,

Municipality: Doboj Istok²¹

Sample: 70

Men: 42

Women: 28

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	41	14	31	13	0
Men	40	5	40	14	0
Women	43	29	18	11	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	4	10	67	19	0	0
Men	5	7	64	24	0	0
women	3	14	71	11	0	0

A04. In which MZ do you live?

MZ Klokotnica
MZ Stanić Rijeka
MZ Brijesnica Velika

MZ Lukavica Rjeka
MZ Brijesnica Mala

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	No answer
All	19	44	8	21	7	0
Men	21	45	10	19	5	0
Women	14	43	7	25	11	0

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	40	56	4	0
Men	45	52	2	0
Women	32	61	7	0

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	43	33	3	3	18
Men	40	36	2	2	19
women	46	29	3	3	18

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	93	4	3	0	0
Men	95	2	2	0	0
Women	89	7	3	0	0

²¹ All figures are rounded and in %.

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	17	13	47	17	5	1
Men	14	17	43	19	7	0
Women	21	7	54	11	3	3

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	6	21	40	21	11	0
Men	7	19	29	33	12	0
Women	3	25	57	3	11	0

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Water supply

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	6	3	30	44	14	3
Men	7	1	24	43	19	5
Women	4	4	39	46	7	0

Sewerage system

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	54	26	10	1	0	9
Men	52	29	10	2	7	0
Women	57	21	11	0	0	11

Heating

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	30	20	16	7	3	24
Men	33	17	24	2	2	21
Women	25	25	3	14	3	29

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	13	10	26	43	6	3
Men	14	12	24	43	5	2
Women	11	7	29	43	7	3

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	7	4	31	39	13	6
Men	5	2	24	45	14	10
Women	11	7	43	28	11	0

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	19	16	24	27	11	3
Men	21	14	24	26	12	2
Women	14	18	25	29	11	3

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	17	26	33	19	1	4
Men	14	24	33	21	2	5
Women	21	29	32	14	0	3

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	37	27	11	1	0	23
Men	33	29	14	0	0	24
Women	43	25	7	3	0	21

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	26	10	29	24	6	6
Men	24	10	28	26	7	5
Women	29	11	29	21	3	7

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	16	16	20	34	4	10
Men	12	17	17	45	5	5
Women	21	14	25	18	3	18

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	76	24
Men	81	19
Women	68	32

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	6	25	43	21	6	0
Men	3	29	38	21	9	0
Women	10	16	53	21	0	0

Compared to the situation 5 years ago- Are you now 1- less satisfied; 2- equally satisfied; 3- more satisfied?

	Less	Same	More	No answer
All	7	51	38	4
Men	3	53	44	0
Women	16	47	26	11

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	26	38	13	6
Men	12	26	44	12	6
Women	26	26	26	16	5

Compared to the situation 5 years ago, do you think municipal staff is now 1-less 2- the same 3-more concerned?

	Less	Same	More	No answer
All	7	42	45	6
Men	9	38	47	6
Women	5	47	42	5

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	7	23	57	11	2
Men	9	26	47	15	3
Women	5	16	74	5	0

Compared to the situation 5 years ago, do you think municipal staff is now
1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	11	45	42	2
Men	12	44	41	3
Women	11	47	42	0

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	28	36	15	4
Men	18	29	38	12	3
Women	16	26	32	21	5

Compared to the situation 5 years ago, do you think this is now:
1- worse ; 2-the same 3-better?

	Less	Same	More	No answer
All	11	51	36	2
Men	15	47	35	3
women	5	58	37	0

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	13	13	51	23	2
Men	12	12	50	23	3
Women	16	16	53	16	0

C01. Are you a member in a Non governmental organization?

	Yes	No
All	4	96
Men	5	95
Women	3	97

C02. Are you elected as MZ council member?

	Yes	No
All	3	97
Men	5	95
Women	0	100

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	7	93
Men	12	88
Women	0	100

C04. Have you participated within the year in a public hearing?

	Yes	No
All	21	79
Men	31	69
Women	7	93

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	11	89
Men	19	81
Women	0	100

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	25	0	25	25	0	25
Men	25	0	25	25	0	25
Women	0	0	0	0	0	0

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	30	33	20	11	6
Men	31	28	21	12	7
Women	29	39	18	11	3

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	10	51	36	3
Men	10	45	43	2
Women	11	61	25	3

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	19	23	47	8	3
Men	19	24	45	10	2
Women	18	21	50	7	3

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	9	47	40	4
Men	10	45	43	2
Women	7	50	36	7

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	29	37	20	7	7
Men	24	33	31	7	5
Women	36	43	3	7	11

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	16	66	17	1
Men	17	59	21	2
Women	14	75	11	0

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	23	24	31	6	16
Men	21	17	36	7	19
Women	25	36	25	3	11

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	Other	No answer
All	4	9	0	36	21	30
Men	5	10	0	36	21	28
Women	3	7	0	36	21	32

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	11	46	39	4
Men	9	38	45	7
Women	14	57	29	0

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	43	34	14	4	4
Men	36	36	17	7	5
Women	54	32	11	0	3

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	10	70	19	1
Men	6	64	24	2
Women	11	79	11	0

C12. About which municipal issue would you like to be more informed?

(only most named issues)

- Opportunities for employment - 11
- Mayor's and municipal council's work - 8
- Budget -8
- Scholarships- 4
- Clarity of municipal procedures -2

Municipality: Doboj Jug²²

Sample: 41

Men: 28

Women: 13

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	29	29	27	5	0
Men	32	29	36	3	0
Women	23	31	38	8	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	2	15	78	5	0	0
Men	0	14	82	3	0	0
women	8	15	69	8	0	0

A04. In which MZ do you live?

MZ Matuzići

MZ Mravići

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	No answer
All	0	39	10	49	0	2
Men	0	36	11	50	50	3
Women	0	46	8	46	0	

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	12	54	34	0
Men	18	82	0	0
Women	46	46	8	0

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	68	22	2	5	2
Men	75	11	3	7	3
women	54	46	0	0	0

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	76	22	2	0	0
Men	86	14	0	0	0
Women	54	38	8	0	0

²² All figures are rounded and in %.

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	17	2	46	27	5	2
Men	25	0	43	21	7	3
Women	0	8	54	38	0	0

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	12	0	27	39	22	0
Men	10	0	25	39	21	0
Women	8	0	31	38	23	0

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Water supply

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	12	15	29	37	7	0
Men	18	11	32	29	11	0
Women	0	23	23	54	0	0

Sewerage system

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	73	10	12	2	2	0
Men	71	7	14	4	4	0
Women	77	15	8	0	0	0

Heating

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	85	10	2	2	0	0
Men	89	7	0	4	0	0
Women	77	15	8	0	0	0

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	5	2	37	44	12	0
Men	7	0	39	46	7	0
Women	0	8	31	38	23	0

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	61	15	15	10	0	0
Men	68	14	11	7	0	0
Women	46	15	23	15	0	0

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	51	5	24	17	2	0
Men	61	3	25	11	0	0
Women	31	8	23	31	8	0

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	29	27	32	12	0	0
Men	32	29	32	7	0	0
Women	23	23	31	23	0	0

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	66	15	15	5	0	0
Men	68	14	11	7	0	0
Women	62	15	23	0	0	0

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	29	5	34	20	12	0
Men	32	3	32	18	14	0
Women	23	8	38	23	8	0

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	27	12	37	10	2	2
Men	25	14	36	18	3	3
Women	31	8	38	23	0	0

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	59	41
Men	61	49
Women	54	46

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	8	4	33	46	8	0
Men	12	6	24	47	12	0
Women	0	0	57	43	0	0

Compared to the situation 5 years ago- Are you now **1-** less satisfied; **2-** equally satisfied; **3-** more satisfied?

	Less	Same	More	No answer
All	8	42	50	0
Men	12	47	41	0
Women	0	29	71	0

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	8	58	17	0
Men	24	12	47	18	0
Women	0	0	86	14	0

Compared to the situation 5 years ago, do you think municipal staff is now **1-**less **2-** the same **3-**more concerned?

	Less	Same	More	No answer
All	4	33	63	0
Men	6	35	59	0
Women	0	29	71	0

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	12	12	42	33	0
Men	18	12	35	35	0
Women	0	14	57	29	0

Compared to the situation 5 years ago, do you think municipal staff is now
1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	12	25	63	0
Men	18	29	53	0
Women	0	14	84	0

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	0	42	42	0
Men	24	0	35	41	0
Women	0	0	57	43	0

Compared to the situation 5 years ago, do you think this is now:
1- worse ; 2-the same 3-better?

	Less	Same	More	No answer
All	8	33	58	0
Men	6	41	53	0
Women	14	14	72	0

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	8	50	25	0
Men	18	12	41	29	0
Women	14	0	72	14	0

C01. Are you a member in a Non governmental organization?

	Yes	No
All	32	68
Men	36	64
Women	23	77

C02. Are you elected as MZ council member?

	Yes	No
All	5	95
Men	12	88
Women	0	100

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	32	68
Men	36	64
Women	23	77

C04. Have you participated within the year in a public hearing?

	Yes	No
All	37	63
Men	43	57
Women	23	77

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	5	95
Men	12	88
Women	0	100

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	50	0	50	0	0	0
Men	50	0	50	0	0	0
Women	0	0	0	0	0	0

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	27	7	39	24	3
Men	29	7	36	29	0
Women	23	8	46	15	8

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	7	51	39	2
Men	11	50	36	3
Women	0	54	46	0

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	20	12	46	20	2
Men	25	11	43	18	3
Women	8	15	54	23	0

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	17	39	44	0
Men	21	32	46	0
Women	8	54	38	0

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	24	12	44	20	0
Men	25	11	43	21	0
Women	23	15	46	15	0

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	2	63	34	0
Men	3	61	36	0
Women	0	69	31	0

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	22	17	37	24	0
Men	25	14	32	29	0
Women	15	23	46	15	0

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	Other	No answer
All	15	44	5	32	2	2
Men	4	46	7	36	4	4
Women	38	38	0	23	0	0

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	0	54	46	0
Men	0	54	46	0
Women	0	54	46	0

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	27	12	39	22	0
Men	32	7	36	25	0
Women	15	23	46	15	0

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	12	54	34	0
Men	14	54	32	0
women	8	54	38	0

C12. About which municipal issue would you like to be more informed?

(only most named issues)

- Opportunities for employment - 17,
- Everything 4,
- Work of municipal council - 3,
- Legal advices 3,
- Transparency and clarity of procedures 2

Municipality: Gračanica²³

Sample: 130

Men: 56

Women: 74

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	29	28	31	12	0
Men	34	21	27	18	0
Women	26	34	34	7	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	5	21	60	14	0	0
Men	2	14	63	21	0	0
women	8	26	58	8	0	0

A04. In which MZ do you live?

MZ Gračanica town
MZ Pribava
MZ Dobrovci
MZ Donja Lohinja

MZ Gornja Orahovica
MZ Miričina
MZ Malešići
MZ Stjepan Polje

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	No answer
All	5	42	10	30	14	0
Men	5	50	14	20	11	0
Women	4	35	7	38	16	0

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	40	55	2	2
Men	37	55	4	4
Women	42	55	1	1

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	24	35	12	3	26
Men	21	36	18	2	23
women	26	34	8	4	28

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	79	6	11	2	2
Men	79	3	12	2	4
Women	80	8	9	1	1

²³ All figures are rounded and in %.

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	19	16	48	7	6	4
Men	14	9	19	4	4	1
Women	23	12	50	5	4	5

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	8	4	25	35	27	1
Men	2	3	27	36	32	0
Women	13	4	23	34	23	3

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Water supply

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	11	15	18	21	18	17
Men	16	18	20	12	18	16
Women	8	13	16	27	18	18

Sewerage system

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	12	15	23	12	18	19
Men	14	18	16	9	23	19
Women	11	14	28	15	13	19

Heating

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	19	7	8	10	2	54
Men	18	4	12	11	0	55
Women	20	9	5	9	3	53

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	11	6	20	29	17	18
Men	14	7	16	25	25	13
Women	8	5	20	32	11	23

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	5	12	22	41	12	8
Men	7	7	29	41	9	7
Women	4	15	17	41	15	8

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	10	11	20	17	32	10
Men	7	14	14	16	39	9
Women	12	9	24	18	26	11

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	16	21	35	18	6	4
Men	16	25	37	12	7	2
Women	16	17	34	22	5	5

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	5	9	19	19	10	37
Men	9	5	21	16	16	32
Women	3	12	17	22	5	41

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	22	22	34	12	6	3
Men	20	21	37	12	7	2
Women	24	23	31	12	5	4

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	18	13	38	21	8	2
Men	14	16	41	20	9	0
Women	20	11	35	23	7	4

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	65	35
Men	66	34
Women	64	36

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	13	17	39	14	17	0
Men	8	22	35	16	19	0
Women	17	13	43	13	15	0

Compared to the situation 5 years ago- Are you now **1-** less satisfied; **2-** equally satisfied; **3-** more satisfied?

	Less	Same	More	No answer
All	14	56	29	1
Men	8	57	35	0
Women	19	55	23	2

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	23	32	37	6	2
Men	19	22	51	5	3
Women	25	40	25	6	2

Compared to the situation 5 years ago, do you think municipal staff is now **1-**less **2-** the same **3-**more concerned?

	Less	Same	More	No answer
All	14	57	25	4
Men	8	54	38	0
Women	19	60	15	6

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	15	28	43	13	0
Men	11	27	46	16	0
Women	19	30	40	11	0

Compared to the situation 5 years ago, do you think municipal staff is now
1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	7	65	25	2
Men	3	65	32	0
Women	11	66	19	4

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	32	19	24	6	19
Men	24	19	32	8	16
Women	38	19	17	4	21

Compared to the situation 5 years ago, do you think this is now:
1- worse 2-the same 3-better?

	Less	Same	More	No answer
All	14	49	21	15
Men	11	49	30	11
Women	17	49	15	19

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	21	30	27	11	11
Men	16	30	27	16	11
Women	25	30	28	6	11

C01. Are you a member in a Non governmental organization?

	Yes	No
All	11	87
Men	13	87
Women	10	90

C02. Are you elected as MZ council member?

	Yes	No
All	1	99
Men	4	96
Women	0	100

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	10	90
Men	9	91
Women	11	89

C04. Have you participated within the year in a public hearing?

	Yes	No
All	16	84
Men	22	78
Women	13	87

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	5	95
Men	11	89
Women	0	100

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	17	17	66	0	0	0
Men	17	17	66	0	0	0
Women	0	0	0	0	0	0

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	46	27	18	5	5
Men	41	27	23	7	3
Women	50	27	13	3	7

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	19	59	15	7
Men	20	55	21	4
Women	19	62	9	9

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	29	33	27	5	5
Men	29	36	27	5	4
Women	30	31	27	5	7

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	11	63	21	5
Men	9	62	25	3
Women	12	64	17	7

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	48	31	12	4	5
Men	48	30	16	4	2
Women	49	32	8	4	7

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	20	68	8	5
Men	21	68	9	2
Women	19	68	7	7

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	28	25	23	5	20
Men	27	27	27	9	11
Women	28	23	20	1	27

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	Other	No answer
All	8	24	58	0	2	8
Men	14	21	52	0	5	7
Women	4	26	62	0	0	8

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	4	42	51	3
Men	3	27	68	2
Women	4	54	38	4

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	60	21	9	5	5
Men	57	25	9	7	2
Women	62	17	9	4	7

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	24	55	15	5
Men	27	50	21	2
Women	22	59	11	8

C12. About which municipal issue would you like to be more informed?

(only most named issues)

- Employment 19,
- Budget 10,
- Transparency of procedures 4,
- Public lighting 4,
- Water supply 3,
- Employment for young people 3

Municipality: Maglaj²⁴

Sample: 89

Men: 50

Women: 39

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	16	19	28	36	1
Men	16	10	30	44	0
Women	15	31	26	26	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	11	25	57	7	0	1
Men	8	22	60	8	0	2
women	15	26	54	5	0	0

A04. In which MZ do you live?

MZ Grad	MZ Bočinja
MZ Bijela Ploča	MZ Krsno Polje
MZ Ulišnjak	MZ Novi Šeher
MZ Radočić	MZ Liješnica
MZ Kosova	

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	No answer
All	8	20	20	37	15	0
Men	8	24	30	36	2	0
Women	8	15	8	38	31	0

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	44	53	3	0
Men	52	42	6	0
Women	33	67	0	0

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	75	18	2	2	2
Men	84	12	4	2	0
women	67	26	0	2	5

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	53	34	2	0	0
Men	52	48	0	0	0
Women	33	67	0	0	0

²⁴ All figures are rounded and in %.

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	17	19	54	8	0	2
Men	12	24	48	14	0	2
Women	23	13	62	0	0	2

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	16	13	49	13	3	4
Men	14	16	42	18	6	4
Women	18	10	59	8	0	5

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Water supply

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	12	13	36	12	3	22
Men	16	14	34	12	4	20
Women	8	13	38	13	2	26

Sewerage system

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	13	15	34	15	1	22
Men	16	14	32	18	0	20
Women	10	15	36	10	2	26

Heating

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	29	9	21	1	0	39
Men	26	8	26	3	0	38
Women	33	10	15	0	0	41

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	25	19	25	25	2	4
Men	26	20	22	26	0	6
Women	23	18	28	23	5	3

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	12	8	49	12	1	17
Men	14	12	52	10	0	12
Women	10	3	46	15	3	23

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	46	16	12	12	0	13
Men	48	14	14	14	0	10
Women	44	18	10	10	0	18

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	18	27	34	15	1	6
Men	16	26	38	16	2	2
Women	20	28	28	13	0	10

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	19	13	9	4	0	54
Men	24	12	6	4	0	54
Women	13	15	13	5	0	54

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	24	16	4	1	1	53
Men	26	14	6	0	0	54
Women	23	18	3	3	3	51

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	18	13	13	1	1	53
Men	20	14	10	0	2	54
Women	15	13	18	2	0	51

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	54	46
Men	54	46
Women	54	46

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	6	10	50	21	10	2
Men	7	7	59	19	7	0
Women	5	14	38	24	14	5

Compared to the situation 5 years ago- Are you now **1-** less satisfied; **2-** equally satisfied; **3-** more satisfied?

	Less	Same	More	No answer
All	15	33	46	6
Men	15	41	44	0
Women	14	24	48	14

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	12	23	56	2	6
Men	11	22	63	4	0
Women	14	24	48	0	14

Compared to the situation 5 years ago, do you think municipal staff is now **1-**less **2-** the same **3-**more concerned?

	Less	Same	More	No answer
All	8	50	38	4
Men	7	44	48	0
Women	9	57	24	9

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	6	8	77	4	4
Men	7	7	78	4	4
Women	5	9	76	5	5

Compared to the situation 5 years ago, do you think municipal staff is now
1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	2	65	33	0
Men	4	63	33	0
Women	0	67	33	0

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	2	40	38	2	19
Men	0	41	44	4	11
Women	5	38	29	0	29

Compared to the situation 5 years ago, do you think this is now:
1- worse ; 2-the same 3-better?

	Less	Same	More	No answer
All	2	60	25	13
Men	4	52	37	7
Women	0	71	10	19

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	4	27	50	4	15
Men	4	22	56	7	11
Women	5	33	43	0	19

C01. Are you a member in a Non governmental organization?

	Yes	No
All	6	94
Men	6	94
Women	7	93

C02. Are you elected as MZ council member?

	Yes	No
All	8	92
Men	14	86
Women	0	100

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	10	90
Men	12	88
Women	8	92

C04. Have you participated within the year in a public hearing?

	Yes	No
All	9	91
Men	14	86
Women	3	97

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	2	98
Men	4	96
Women	0	100

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	50	0	50	0	0	0
Men	50	0	50	0	0	0
Women	0	0	0	0	0	0

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	18	39	22	2	18
Men	20	40	20	4	16
Women	15	38	26	0	21

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	8	63	16	13
Men	6	60	24	10
Women	10	67	5	18

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	24	37	26	2	11
Men	16	38	36	4	6
Women	33	36	13	0	18

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	8	66	15	11
Men	4	66	24	6
Women	13	67	2	18

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	27	45	17	1	10
Men	30	48	14	2	6
Women	23	41	21	0	15

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	10	74	6	10
Men	8	76	8	8
Women	13	72	2	13

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	25	29	34	2	10
Men	24	26	32	4	14
Women	26	33	36	0	5

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	Other	No answer
All	1	45	27	1	23	2
Men	2	46	22	2	26	2
Women	0	44	33	0	21	2

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	9	62	28	1
Men	8	58	34	0
Women	10	67	21	2

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	25	47	21	1	6
Men	16	56	22	2	4
Women	36	36	21	0	8

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	8	75	12	4
Men	2	84	10	4
Women	15	64	15	5

C12. About which municipal issue would you like to be more informed?

(only most named issues)

Opportunities for employment - 28

Budget - 15,

Agriculture - 4,

Scholarships- 4,

Municipal council decisions- 4,

Municipality: Modriča²⁵

Sample: 99

Men: 42

Women: 57

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	21	14	38	25	1
Men	24	12	29	33	2
Women	19	16	46	19	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	3	46	45	5	0	0
Men	5	36	52	7	0	0
women	2	54	40	4	0	0

A04. In which MZ do you live?

MZ Grad 1	MZ Vranjak
MZ Donji Kladari	MZ Grad III
MZ Skugrić	MZ Dugo Polje
MZ Koprivna	MZ Dobrinja
MZ Tarevci	MZ Miloševac

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	N answer
All	4	29	12	47	6	1
Men	5	26	21	40	7	0
Women	3	32	5	53	5	2

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	54	43	2	1
Men	55	43	2	0
Women	53	44	2	2

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	55	11	2	0	32
Men	57	17	2	0	24
women	53	7	2	0	39

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	56	22	20	2	1
Men	52	24	26	0	0
Women	60	19	16	4	1

²⁵ All figures are rounded and in %.

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	5	15	37	32	8	2
Men	5	19	38	33	5	0
Women	5	12	37	32	11	3

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	3	11	27	29	21	8
Men	2	12	26	31	24	5
Women	3	11	28	28	19	11

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	3	7	33	38	15	3
Men	2	5	43	37	12	0
Women	4	9	26	38	18	5

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	5	25	22	29	5	13
Men	5	28	31	19	5	12
Women	5	23	16	37	5	14

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	12	29	24	21	11	2
Men	9	48	24	12	7	0
Women	14	16	25	28	14	3

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	13	28	28	19	2	9
Men	7	29	33	12	0	19
Women	17	28	25	25	3	2

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	9	26	27	17	4	16
Men	7	29	33	12	0	19
Women	10	25	23	21	7	14

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	10	24	18	27	8	12
Men	17	14	24	24	9	12
Women	5	31	14	30	7	12

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	5	5	20	30	25	14
Men	5	2	14	33	36	9
Women	5	7	24	28	17	17

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	61	39
Men	57	63
Women	63	57

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	3	13	57	17	10	0
Men	8	21	58	8	4	0
Women	0	8	56	22	14	0

Compared to the situation 5 years ago- Are you now1- less satisfied; 2- equally satisfied; 3- more satisfied?

	Less	Same	More	No answer
All	5	58	35	2
Men	4	67	29	0
Women	6	53	39	3

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	2	37	53	2	7
Men	0	46	50	4	0
Women	3	31	56	0	11

Compared to the situation 5 years ago, do you think municipal staff is now 1-less 2- the same 3-more concerned?

	Less	Same	More	No answer
All	3	55	33	8
Men	4	54	33	8
Women	3	56	33	8

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	2	18	62	7	12
Men	0	25	67	4	4
Women	3	14	56	33	8

Compared to the situation 5 years ago, do you think municipal staff is now 1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	2	48	37	13
Men	4	33	54	8
Women	0	58	25	17

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	3	25	50	3	18
Men	8	38	38	0	17
Women	0	17	58	5	19

Compared to the situation 5 years ago, do you think this is now:

1- worse ; 2-the same 3-better?

	Less	Same	More	No answer
All	3	52	30	15
Men	0	50	38	12
Women	5	53	25	17

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	2	13	67	10	8
Men	0	21	67	8	4
Women	3	8	67	11	11

C01. Are you a member in a Non governmental organization?

	Yes	No
All	4	96
Men	7	93
Women	2	98

C02. Are you elected as MZ council member?

	Yes	No
All	1	99
Men	2	98
Women	0	100

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	7	93
Men	12	88
Women	4	96

C04. Have you participated within the year in a public hearing?

	Yes	No
All	11	89
Men	17	83
Women	7	93

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	2	98
Men	0	100
Women	4	96

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	0	50	0	0	0	50
Men	0	0	0	0	0	0
Women	0	50	0	0	0	50

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	6	36	43	4	10
Men	2	40	45	2	9
Women	9	33	42	5	11

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	3	65	25	7
Men	0	71	24	5
Women	5	60	26	9

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	6	30	51	5	8
Men	5	38	45	7	5
Women	7	25	54	3	11

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	5	46	39	9
Men	5	52	38	5
Women	5	42	40	12

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	15	30	38	6	10
Men	17	29	40	7	7
Women	14	32	37	5	12

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	4	65	23	8
Men	5	71	19	5
Women	4	60	26	11

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	11	24	52	6	7
Men	7	19	64	9	0
Women	14	28	42	3	12

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	other	No answer
All	7	53	19	7	12	2
Men	12	48	17	12	7	5
Women	3	56	21	3	16	0

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	0	65	33	1
Men	0	64	33	0
Women	0	65	33	2

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	30	26	28	2	13
Men	24	29	29	5	14
Women	35	25	28	0	12

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	5	66	19	10
Men	5	67	21	7
Women	5	65	18	12

C12. About which municipal issue would you like to be more informed?

(only most named issues)

- Opportunities for employment - 35,
- Health system - 24,
- Education - 10,
- Budget - 4,
- Municipal council decisions - 3,

Municipality: Petrovo²⁶

Sample: 70

Men: 37

Women: 33

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	19	24	43	14	0
Men	1	16	4	16	0
Women	18	33	3	12	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	1	10	67	20	0	1
Men	0	8	67	27	0	0
women	3	12	70	12	0	3

A04. In which MZ do you live?

MZ Kakmuž: MZ Sočkovac
 MZ Karanovac MZ Kaluđerica:
 MZ Petrovo MZ Krtova:
 MZ Porječina:

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	No answer
All	3	37	10	39	10	1
Men	0	41	14	40	5	0
Women	6	33	6	36	15	3

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	46	51	1	1
Men	51	43	3	3
Women	39	61	0	0

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	67	20	9	3	1
Men	59	27	8	5	0
women	76	12	9	0	3

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	67	14	16	3	0
Men	73	11	16	0	0
Women	61	18	15	6	0

²⁶ All figures are rounded and in %.

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	20	29	36	10	3	3
Men	22	32	35	8	3	0
Women	18	24	36	12	3	6

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	20	24	34	16	4	1
Men	24	22	38	11	5	0
Women	15	27	30	2	3	3

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	19	23	36	16	6	1
Men	14	22	38	19	8	0
Women	24	24	33	12	3	3

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	9	20	37	23	9	3
Men	5	24	32	30	5	3
Women	12	15	42	15	12	3

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	37	21	11	20	6	4
Men	38	30	5	19	5	3
Women	36	12	18	21	6	6

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	34	27	29	7	0	3
Men	35	22	32	11	0	0
Women	33	33	24	3	0	6

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	40	34	20	3	0	3
Men	41	30	24	6	0	0
Women	39	39	15	0	0	6

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	51	27	17	0	1	3
Men	54	30	16	0	0	0
Women	48	24	18	0	3	6

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	27	20	40	4	6	3
Men	27	24	41	3	5	0
Women	27	15	39	6	6	6

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	83	17
Men	86	14
Women	81	19

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	9	24	34	24	7	2
Men	9	31	31	22	3	3
Women	8	15	38	27	12	0

Compared to the situation 5 years ago- Are you now1- less satisfied; 2- equally satisfied; 3- more satisfied?

	Less	Same	More	No answer
All	19	40	41	0
Men	19	50	31	0
Women	19	27	54	0

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	22	28	47	3	0
Men	15	44	41	0	0
Women	31	8	54	7	0

Compared to the situation 5 years ago, do you think municipal staff is now 1-less 2- the same 3-more concerned?

	Less	Same	More	No answer
All	21	41	38	0
Men	22	47	31	0
Women	19	35	46	0

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	34	43	5	0
Men	19	44	34	3	0
Women	15	23	54	8	0

Compared to the situation 5 years ago, do you think municipal staff is now 1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	16	43	41	0
Men	16	53	31	0
Women	15	31	54	0

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	19	29	43	5	3
Men	22	41	37	0	0
Women	15	15	50	12	8

Compared to the situation 5 years ago, do you think this is now:
 1- worse; 2-the same 3-better?

	Less	Same	More	No answer
All	16	43	38	3
Men	16	53	31	0
Women	15	31	46	8

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	12	33	50	5	0
Men	16	37	44	3	0
Women	8	27	58	8	0

C01. Are you a member in a Non governmental organization?

	Yes	No
All	23	77
Men	27	73
Women	19	81

C02. Are you elected as MZ council member?

	Yes	No
All	8	92
Men	16	84
Women	0	100

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	36	64
Men	49	51
Women	21	79

C04. Have you participated within the year in a public hearing?

	Yes	No
All	38	62
Men	46	54
Women	15	85

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	17	83
Men	24	76
Women	9	91

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	33	25	8	8	8	17
Men	22	33	0	11	11	22
Women	67	0	33	0	0	0

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	44	26	24	3	3
Men	49	30	22	0	0
Women	39	21	27	6	6

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	16	47	36	1
Men	14	54	32	0
Women	18	39	39	3

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	37	24	33	1	0
Men	38	35	27	0	0
Women	36	12	39	3	9

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	26	37	36	1
Men	27	38	35	0
Women	24	36	36	3

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	39	30	18	10	3
Men	40	32	19	8	0
Women	36	27	18	12	6

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	24	50	23	3
Men	24	51	24	0
Women	24	48	22	6

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	37	27	24	7	4
Men	32	35	30	0	3
Women	42	18	18	15	6

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	Other	No answer
All	31	4	0	41	9	14
Men	27	5	0	43	11	14
Women	36	3	0	39	6	15

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	23	41	34	1
Men	24	49	27	0
Women	21	33	42	3

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	23	41	34	0	1
Men	24	49	27	0	0
Women	21	33	42	0	3

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	20	49	28	3
Men	24	54	22	0
Women	15	42	36	6

C12. About which municipal issue would you like to be more informed?

(only most named issues)

- Opportunities for employment - 16,
- Budget - 5,
- Municipal council's and mayor's work- 6
- Legal advices - 2

Municipality: Usora²⁷

Sample: 70

Men: 45

Women: 25

A02. Which age group you are belonging to?

	18-26 years	27-40 years	41-55 years	Over 55 years	No answer
All	11	24	44	20	0
Men	7	24	47	22	0
Women	20	24	40	16	0

A03. Which educational level do you have?:

	Not finished primary school	Finished primary school	Finished secondary school	University degree	Masters/ PhD	No answer
All	0	24	66	10	0	0
Men	0	20	69	11	0	0
women	0	32	60	8	0	0

A04. In which MZ do you live?

MZ Sivša	MZ Srednja Omanjska
MZ Jeleči-Filipovići	MZ Omanjska
MZ Makljenovac	MZ Žabljak
MZ Bejići	MZ Ularice
MZ Alibegovci	

A05. What is your current occupation?

	Student	Employment	Pensioner	Unemployed	Other	No answer
All	1	43	21	20	14	0
Men	0	51	27	22	0	0
Women	4	28	12	16	40	0

D01. How many people are living in your household?

	1-3 people	4 –6 people	More than 6 people	No answer
All	33	60	7	0
Men	36	58	7	0
Women	28	64	8	0

D02. How much income do you as a household have within a month including remittances, pensions, income of other household members etc?

	0-500 KM	501- 1000 KM	1001 – 1500 KM	More than 1500 KM	No answer
All	27	31	14	0	27
Men	29	56	13	0	27
women	24	32	16	0	28

D03. What is your settlement status in the municipality?

	Domiciled in the municipality	Returnee	Internally Displaced People	Other	No answer
All	73	27	0	0	0
Men	73	27	0	0	0
Women	72	28	0	0	0

²⁷ All figures are rounded and in %.

B01. How satisfied are you with the overall performance of the municipal council?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	13	29	43	12	3	0
Men	13	38	31	18	0	0
Women	12	12	64	4	8	0

B02. How satisfied are you with the overall performance of the mayor?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	6	20	46	26	3	0
Men	4	20	47	29	0	0
Women	8	20	44	20	8	0

B03. How satisfied are you with the following communal services for which the municipality is responsible?

Water supply

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	14	20	30	16	0	20
Men	13	16	33	15	0	22
Women	16	28	24	16	0	16

Sewerage system

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	20	20	0	0	0	60
Men	22	16	0	0	0	62
Women	16	28	0	0	0	56

Heating

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	16	23	0	0	0	61
Men	20	18	0	0	0	62
Women	4	32	0	0	0	60

Garbage collection

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	10	19	47	23	0	1
Men	9	22	44	22	0	2
Women	12	12	52	24	0	0

Public Transport

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	17	26	4	3	0	50
Men	16	22	4	4	0	53
Women	20	32	4	0	0	44

Public lightning

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	26	19	6	9	9	38
Men	18	20	9	11	2	44
Women	40	16	8	4	4	28

Maintenance of streets and local roads

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	9	40	38	11	0	1
Men	7	33	44	13	0	2
Women	12	52	28	8	0	0

Maintenance of green areas and parks

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	11	28	17	3	0	40
Men	10	31	15	2	0	42
Women	16	24	20	4	0	36

Cultural events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	7	16	41	33	3	0
Men	9	13	38	38	2	0
Women	4	20	48	24	4	0

Sport events

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	7	10	41	37	4	0
Men	4	11	42	35	7	0
Women	12	8	40	40	0	0

B04. Did you use such an administrative service within the last 5 years?

	Yes	No
All	76	24
Men	78	22
Women	72	28

B05. How satisfied are you with the provision of such administrative services?

	Not satisfied at all	Not satisfied	Acceptable	Satisfied	Very satisfied	No answer
All	6	4	28	55	7	0
Men	9	6	31	46	8	0
Women	0	0	22	72	6	0

Compared to the situation 5 years ago- Are you now **1-** less satisfied; **2-** equally satisfied; **3-** more satisfied?

	Less	Same	More	No answer
All	7	49	43	0
Men	11	40	49	0
Women	0	67	33	0

B06. Municipal administrative staff is concerned about satisfaction or dissatisfaction of citizens.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	28	47	6	2
Men	20	17	57	6	0
Women	11	50	28	6	6

Compared to the situation 5 years ago, do you think municipal staff is now **1-**less **2-** the same **3-**more concerned?

	Less	Same	More	No answer
All	11	49	40	4
Men	11	43	46	0
Women	11	50	28	11

B07. In general municipal staff provides services in a professional manner.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	2	21	64	4	2
Men	3	31	60	6	0
Women	0	22	72	0	5

Compared to the situation 5 years ago, do you think municipal staff is now
1-less 2- the same 3-more professional?

	Less	Same	More	No answer
All	2	34	58	5
Men	3	31	66	0
Women	0	39	44	17

B08. Procedures and fees of municipal administrative services are clear and changes are made public.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	30	26	40	2	2
Men	34	17	46	3	0
Women	22	44	28	0	6

Compared to the situation 5 years ago, do you think this is now:
1- worse ; 2-the same 3-better?

	Less	Same	More	No answer
All	9	64	23	4
Men	14	63	23	0
Women	0	67	22	11

B09. Municipal government and administration have taken appropriate measures within the last 5 years to improve the satisfaction of citizens and service delivery.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	17	32	41	4	6
Men	14	34	46	6	0
Women	22	28	33	0	17

C01. Are you a member in a Non governmental organization?

	Yes	No
All	21	79
Men	27	73
Women	12	88

C02. Are you elected as MZ council member?

	Yes	No
All	14	86
Men	22	78
Women	0	100

C03. Have you participated within the last year in activities organized by a local NGO?

	Yes	No
All	13	87
Men	16	84
Women	8	92

C04. Have you participated within the year in a public hearing?

	Yes	No
All	27	73
Men	33	67
Women	8	92

C05. Have you ever filed any kind of complaint or question to municipality regarding the performance of mayor, council or administration?

	Yes	No
All	11	89
Men	13	87
Women	8	92

C06 If yes, what was the result of it?

	Nothing happened so far	I have got a confirmation of receipt, but nothing else happened	I have got an favourable answer	I have got a not favourable answer	Other	No answer
All	38	0	0	12	38	12
Men	17	0	0	17	50	17
Women	100	0	0	0	0	0

C07. I know about my possibilities to influence decision making in my municipality.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	51	18	21	4	4
Men	42	16	29	7	7
Women	68	24	8	0	0

Compared to the situation 5 years ago, do you think you know now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	10	63	24	3
Men	13	58	27	2
Women	4	72	20	4

C08. Municipality takes into consideration the interests and concerns of citizens when it sets priorities and objectives in its work.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	16	50	33	0	1
Men	16	44	38	0	2
Women	16	60	24	0	0

Compared to the situation 5 years ago, do you think municipality takes this into consideration now

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	6	61	24	8
Men	9	55	27	9
Women	0	72	20	8

C09. I think that I as a citizen can influence municipal decision making.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	47	33	14	1	4
Men	40	36	20	2	2
Women	60	28	4	0	8

Compared to the situation 5 years ago, do you feel that your influence is now:

1-less 2- the same 3-more?

	Less	Same	More	No answer
All	8	79	8	4
Men	13	78	7	2
Women	0	80	12	8

C10. I feel sufficiently informed about all municipal issues of my concern.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	18	40	33	3	6
Men	16	33	38	4	9
Women	24	52	24	0	0

Where do you get your information from?

	Local newspaper	Local TV	Local radio	Municipal information letter/ leaflets	Other	No answer
All	7	0	77	1	6	8
Men	4	0	82	0	7	7
Women	12	0	68	4	4	12

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	3	61	31	4
Men	4	62	29	4
Women	0	60	36	4

C11. I feel sufficiently informed about public expenditures and municipal budget.

	Strongly disagree	Mainly disagree	Mainly agree	Strongly agree	No answer
All	40	39	21	0	3
Men	38	36	24	0	2
Women	44	36	16	0	4

Compared to the situation 5 years ago, do you feel now

1-less 2- the same 3-more informed?

	Less	Same	More	No answer
All	4	70	21	4
Men	4	69	22	4
Women	4	72	20	4

C12. About which municipal issue would you like to be more informed?

(only most named issues)

- Opportunities for employment - 10,
- Everything – 8
- Budget - 4,
- Donations – 3
- Clarity of municipal procedures - 3