

SATISFACTION OF CITIZENS WITH MUNICIPAL SERVICES

A Citizen Satisfaction Survey Report



This report is prepared by RIINVEST Institute for the DEMOS project, implemented by HELVETAS Swiss Intercooperation.

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CONTENTS

Executive Summary	5
1.0 INTRODUCTION	7
2.0 METHODOLOGY	9
2.1 General information on respondents	11
3.0 RESULTS	15
3.1 Satisfaction with local government	15
3.2. Good Governance	25
3.3 Satisfaction with municipal services	36
3.4 Cross tabulation of results	44
ANNEX.....	51

EXECUTIVE SUMMARY

In order to understand citizens' perception of satisfaction with municipal services and authorities, the SDC DEMOS project, co-financed by Sweden and Norway, has contracted Riinvest to conduct a survey with a representative sample that reflects the demographics of the population. The total sample size was comprised of 1,083 interviews which is considered sufficient to provide statistically representative results. Further, the team has conducted four (4) focus group discussions (hereafter FGDs) with participants from different municipalities. The survey, which is the first one conducted for the purposes of SDC DEMOS project, has collected information on the perception of citizens regarding satisfaction with local government, satisfaction with municipal services and some good governance practices in 38 municipalities of Kosovo and satisfaction with municipal response with management of the pandemic situation. The survey has also included questions which try to understand if there are improvements in the work performed by the Mayor, Municipal Assembly and Local Administration. For the purposes of presenting satisfaction with municipal services, this report will provide thorough analysis of results for the overall level of satisfaction of Kosovo citizens.

Regarding satisfaction with local government, data show that almost half of respondents are satisfied or very satisfied with the work of the Mayor. When analyzed for gender differences, the result have shown that there are no major differences between men and women. Regarding ethnicity, 45.3% of K-Albanians feel satisfied or very satisfied while 50.7% of minorities are satisfied or very satisfied. Meanwhile, one third are satisfied with the Municipal Assembly and one third are dissatisfied. Further, when analyzing for gender differences, results have shown that women tend to be slightly more satisfied than men as 37.4% have stated to be satisfied or very satisfied while 29.5% of men have stated so. Ethnicity wise, 32.8% of K-Albanians are satisfied or very satisfied while 41.1% of minorities are satisfied or very satisfied. Regarding Local Administration, one third are satisfied and one third are dissatisfied. Around 40.6% of women are satisfied or very satisfied and 36.3% of men are satisfied or very satisfied. Ethnicity wise, 38.2% of K-Albanians are satisfied or very satisfied and 41.21% of minorities are satisfied or very satisfied.

Regarding good governance, majority of respondents, 65%, believe that they are not informed well in advance about the public meetings that the municipality organizes. When analyzed for gender differences slight differences can be noticed as 62.1% of men while 67.3% of women stated that they are not informed in advance. Similar results are noticed for ethnicity as 64.9% of K-Albanian and 61.1% of minority stated that they are not informed in advance. When it comes to information on decisions made by the municipality, 41% believe that they are informed very little or not at all and 22% believe that they are informed. While there are no differences between genders, there are slight differences among ethnicities as 45.7% of minorities have stated that they are informed very little or not at all, meanwhile, 40.9% of K-Albanians are informed very little or not at all. Majority of respondents, 72%, think that improving the quality of services leads to higher willingness to make property tax payments. Disaggregating the data further, results show that there are no major differences between men and women, however, there are differences among ethnicities as 73.9% of K-Albanians think that improving the quality of services leads to higher willingness to make property tax payments while 49.2% of minorities think the same. Regarding management of the situation created due to COVID-19 in their municipality, citizens seem to have positive remarks as majority of respondents, 74%, are at least moderately satisfied. Disaggregating the data further, results show that there are no major differences between genders, however, there are differences among ethnicities as 36.3% of K-Albanians are satisfied or very satisfied and 25.9% are dissatisfied or very dissatisfied, meanwhile 40.8% of minorities are satisfied or very satisfied and 29.6% are dissatisfied or very dissatisfied.

Regarding satisfaction with municipal services in general, 40% of respondents are satisfied while 20.0% are dissatisfied. There are slight differences between women and men as 42.6% of women are satisfied or very satisfied while 38.7% of men feel the same. Meanwhile, when disaggregated by ethnicity, results show that almost 51% of minorities are satisfied or very satisfied while 39.8% of Albanians feel that way. Concerning satisfaction with services received, more than half of respondents, 55%, are satisfied with waste management services. The other three types of services where almost half of respondents are satisfied with are administrative services, health services, and infrastructure services. There are no major gender differences, however, there are some slight differences among ethnicities. Majority of respondents, 73%, think that there were improvements on the services received over the last three years. There are no major differences between men and women. However, there are differences among ethnicities as 73.6% of K-Albanian think that there were at least some improvement while 58.6% of minorities think so

1.0 INTRODUCTION

Research assessing citizens' perception of satisfaction with municipal services and authorities has been conducted by Riinvest team during November and December 2020. Firstly, the team conducted a survey with a representative sample that reflects the demographics of the population. The total sample was comprised of 1,083 interviews which is considered sufficient to provide statistically representative results. Secondly, Riinvest team conducted four (4) focus group discussions (hereafter FGDs) with up to 15 participants in each group and the results of the discussions are presented accordingly. The main reason for organizing the FGDs was to discuss the main findings of the survey with participants and get an interpretation from them regarding results.

The report aims to answer questions related to perception of Kosovo citizens' regarding the quality of public services and satisfaction with the performance of local authorities. Respondents were required to state their level of satisfaction with the performance of local government authorities such as the Mayor, Municipal Assembly and Municipal Administration. Along the same lines, respondents were asked to rate the level of satisfaction with municipal services such as capital investment, administrative services, health services, infrastructure, public transport services, spatial planning, public spaces, and waste management. Further, the survey also included questions regarding satisfaction with some good governance practices such as being informed about public meetings/hearings, being informed on decision that are made by the municipality, municipal budget spending, participation of citizens on decision-making processes, and the extent to which citizens believe that the municipality has invested in meeting the needs of youth, women, the elderly, people with disabilities. This report will present the results of the survey and FGDs for the overall level of satisfaction of Kosovo citizens with public services and their local governments.

The report is structured as follows: section two provides an explanation of the methodology and survey design. Section three presents results of the survey. More specifically, the first sub-section of section three presents the results of satisfaction with local government. The second sub-section of section three provides findings related to

some good governance practices and the third sub-section of section three elaborates the results on citizens' satisfaction with municipal services and satisfaction with management of the situation created due to COVID-19.

2.0 METHODOLOGY

For the purposes of understanding the perception of Kosovo citizens' regarding satisfaction with municipal services and authorities, Riinvest team has conducted both quantitative and qualitative research. Quantitative research includes a survey which was conducted throughout 38 Kosovo municipalities and has included non-majority communities as well. Whereas, qualitative research includes four FGDs organized with Kosovo citizens from different ages, professional and education backgrounds, genders and status of employment. Three FGDs were organized with citizens from different municipalities, different age groups, and different education level and employment status in order to eliminate any potential selection bias. Meanwhile, one discussion was organized with participants from civil society organizations that work closely with municipalities.

Regarding the survey, the total sample size consists of 1,083 interviews. Such a sample size is considered sufficient to provide statistically representative results. The number of respondents interviewed has been determined in proportion to the overall population size per municipality (first stratification) and both from urban and rural settlements (second stratification). Margin of error for the sample is ± 3 percent and 95 percent confidence level. The proportional assessment of the respondents by gender and age group has been provided by the randomization itself, while other data, such as education level or employment status, were assessed through data collection in the questionnaires. The ethnicity was estimated with non-majority municipalities being assessed accordingly. Out of the 38 municipalities in Kosovo, 10 municipalities are considered to be predominantly inhabited by the Kosovo Serb community which has boycotted the population census of 2011 and, as such, their population is based on estimations as generally accepted by international organizations in Kosovo. Table 1 exemplifies the sampling on a country-wide level based on stratification by (i) municipality, and (ii) settlement. Probability Proportional to Size (PPS) was used as a sampling technique. This commonly applied method ensures that those households (defined as a group of people normally living under the same roof and eating together) in larger

sites have the same probability of being included in the sample as those in smaller sites, and vice versa. This method also facilitates planning for fieldwork, because a pre-determined number of respondents is interviewed in each randomly selected area within municipalities, and teams of enumerators can be dispatched accordingly. At the next stage, households are selected in the respective area. A skip interval is determined by dividing the total number of households in a specific area by the estimated number of interviews to be conducted by the enumerator in the respective area. For example, if there were 120 households in a specific neighborhood, then 120 divided by 40 (average number of respondents per enumerator) would provide a skip interval of 3, meaning that someone in every third household would be interviewed. The team went to the first household listed, subsequently to the fourth, then the seventh, and so on until 40 interviews had been conducted in that particular area or neighborhood. The last step of the sampling strategy is the selection of respondents. Upon entering the selected household, enumerators identified the household members eligible to be interviewed according to three (3) criteria: (i) the person is 18 years or above, (ii) living in the household for at least 6 months, and (iii) is not sick or suffering from any condition that might prevent him/her to participate in the interview. If several household members are present and meet the 3 criteria, then enumerators randomly select one (1) person according to a standard agreed procedure. In order to ensure age and gender representation, within each household, among all family members above 18 years old, the one that has his/her date of birth closest to the interview date has been selected. The “date of birth” criterion is applied based on the closest upcoming birthday. Statistical analyses and data processing were conducted using the Statistical Package for the Social Sciences (SPSS).

Meanwhile, regarding qualitative research, Riinvest team has organized four (4) FGDs with up to 15 participants in each group. A mixed structure of participants in terms of age, gender, education, and geographical origin, has been chosen in order to eliminate any potential selection bias. Each FGD was moderated by an experienced Riinvest researcher. A semi-structured questionnaire was developed for the purpose of FGDs. Discussions were recorded and transcribed as well. Similar to the survey, the discussion in the focus groups was divided into three sections: i) Satisfaction with Local Government; ii) Satisfaction with Municipal Services; and iii) Good Governance. The moderator has presented the results of the survey to participants and asked for their opinion on specific questions.

Working methodology with focus groups was mainly oriented towards structuring the main topic of discussion. Structuring did not have as an objective limitation of discus-

sions; instead it helped focus on the main issue that was subject of discussion within each group, so that every group was more efficient. During each discussion, questions were asked in an interactive group setting where participants were free to talk with other group members. Each session lasted one to two hours. In the beginning, the facilitator explained that the aim of focus groups and took a back seat at first, allowing for a type of —structured eavesdropping. Later on in the session, however, the researcher adopted a more interventionist style: urging debate to continue beyond the stage it might otherwise have ended and encouraging the group to discuss the inconsistencies both between participants and within their own thinking. As for the analysis, the team of researchers have drawn together and compared discussions of similar themes and examined how these relate to the variables within the sample population. The team tried to distinguish between individual opinions expressed in spite of the group from the actual group consensus. As in all qualitative analysis, deviant case analysis is important—that is, attention was given to minority opinions and examples that do not fit with the researcher’s overall theory.

2.1 General information on respondents

This section will present general information on respondent. Table 1 presents information on sample distribution. Regarding location, 45.8% were from urban location while 54.2% from a rural location. According to Kosovo Agency of Statistics (KAS), 38% of citizens live in urban areas and the rest in rural areas. This means that population in rural areas is underrepresented while the population in urban areas is overrepresented. However, when we distributed the sample, we considered that a fraction of population living in rural areas have migrated to the urban areas. Concerning the ethnicity of respondents, vast majority, 93.3%, are of Kosovo Albanian nationality, 6.4% are Kosovo Serbs, and 0.4% are RAE. This is in accordance with the distribution of population as more than 93% are Kosovo Albanians and the rest have other ethnicities. In terms of gender, 51.3% are male and 48.7% are female. This percentage is in line with the distribution of population registered by KAS; according to this agency, 50.3% of population are male and 49.7% are female. While average age of the respondents is 36, the average age of population is 29 according to estimation of population in 2011. Nevertheless, our sample includes only people of age over 18 which is the reason for the higher average compared to population. Regarding education, 46.1% have finished secondary education, 42.6% higher education and 11.3% primary education. Almost 34.9% were employed in the private sector, 15.1% in the public sector, 10% were unemployed, 11.0% were self-employed, 4.4% were pensioners, 10.0% were

stay at home parent, and 11% were students. As Kosovo Agency of Statistics uses a different methodology in regard to measurement of education level and status of employment, it makes it difficult to compare distribution of sample with the distribution of the population.

Table 1: Sample Distribution

City	Nr.of population + 18			Urban/ Rural balance			Sample size		
	Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
Pristina	102,220	22,207	124,427	82.2%	17.8%	11.6%	110	24	134
Prizren	58,611	48,361	106,972	54.8%	45.2%	10.0%	64	53	117
Ferizaj	25,777	38,192	63,969	40.3%	59.7%	6.0%	26	38	64
Pejë	30,955	28,808	59,763	51.8%	48.2%	5.6%	36	34	70
Gjakovë	25,886	31,302	57,188	45.3%	54.7%	5.3%	26	31	57
Gjilan	33,734	21,489	55,223	61.1%	38.9%	5.2%	34	21	55
Podujevë	13,842	37,541	51,384	26.9%	73.1%	4.8%	14	37	51
Mitrovicë	28,058	15,083	43,141	65.0%	35.0%	4.0%	28	15	43
Vushtri	16,483	25,270	41,753	39.5%	60.5%	3.9%	21	31	52
Suharekë	6,317	28,579	34,896	18.1%	81.9%	3.3%	6	28	35
Gllgoc	3,694	30,541	34,235	10.8%	89.2%	3.2%	5	39	44
Lipjan	4,144	29,440	33,584	12.3%	87.7%	3.1%	5	38	43
Rahovec	9,623	23,405	33,028	29.1%	70.9%	3.1%	10	23	33
Skenderaj	4,033	25,641	29,674	13.6%	86.4%	2.8%	5	35	40
Malishevë	1,844	27,302	29,146	6.3%	93.7%	2.7%	2	27	29
Viti	2,812	24,192	27,004	10.4%	89.6%	2.5%	4	33	37
Deçan	2,351	22,200	24,551	9.6%	90.4%	2.3%	2	22	24
Istog	3,116	20,482	23,598	13.2%	86.8%	2.2%	3	20	23
Kamenicë	4,676	17,963	22,639	20.7%	79.3%	2.1%	5	18	23
Klin	3,570	18,711	22,281	16.0%	84.0%	2.1%	4	19	22
Dragash	722	20,626	21,347	3.4%	96.6%	2.0%	1	30	31
Fushë Kosovo	10,738	10,061	20,799	51.6%	48.4%	1.9%	11	10	21
Kaçanik	6,372	13,414	19,786	32.2%	67.8%	1.8%	6	13	20
Shtime	4,212	11,187	15,400	27.4%	72.6%	1.4%	4	11	15
Obiliq	4,033	8,616	12,649	31.9%	68.1%	1.2%	4	9	13
Leposaviq	-	9,234	9,234	0.0%	100.0%	0.9%	0	23	23
Mitrovicë veriore	5,811	2,862	8,673	67.0%	33.0%	0.8%	14	7	21
Graçanicë	-	6,805	6,805	0.0%	100.0%	0.6%	0	18	18
Zubin Potok	-	5,951	5,951	0.0%	100.0%	0.6%	0	15	15
Hani i Elezit	-	5,525	5,525	0.0%	100.0%	0.5%	0	16	16
Zveqan	-	4,971	4,971	0.0%	100.0%	0.5%	0	13	13
Shtërpcë	875	3,532	4,407	19.9%	80.1%	0.4%	4	18	22
Novobërdë	-	4,294	4,294	0.0%	100.0%	0.4%	0	4	4
Junik	-	3,686	3,686	0.0%	100.0%	0.3%	0	4	4
Mamushë	-	3,058	3,058	0.0%	100.0%	0.3%	0	3	3
Ranillug	-	2,748	2,748	0.0%	100.0%	0.3%	0	7	7
Kllokot	-	1,544	1,544	0.0%	100.0%	0.1%	0	3	3
Partesh	-	1,207	1,207	0.0%	100.0%	0.1%	0	13	13
Total	-	-	1,070,536				453	804	1257

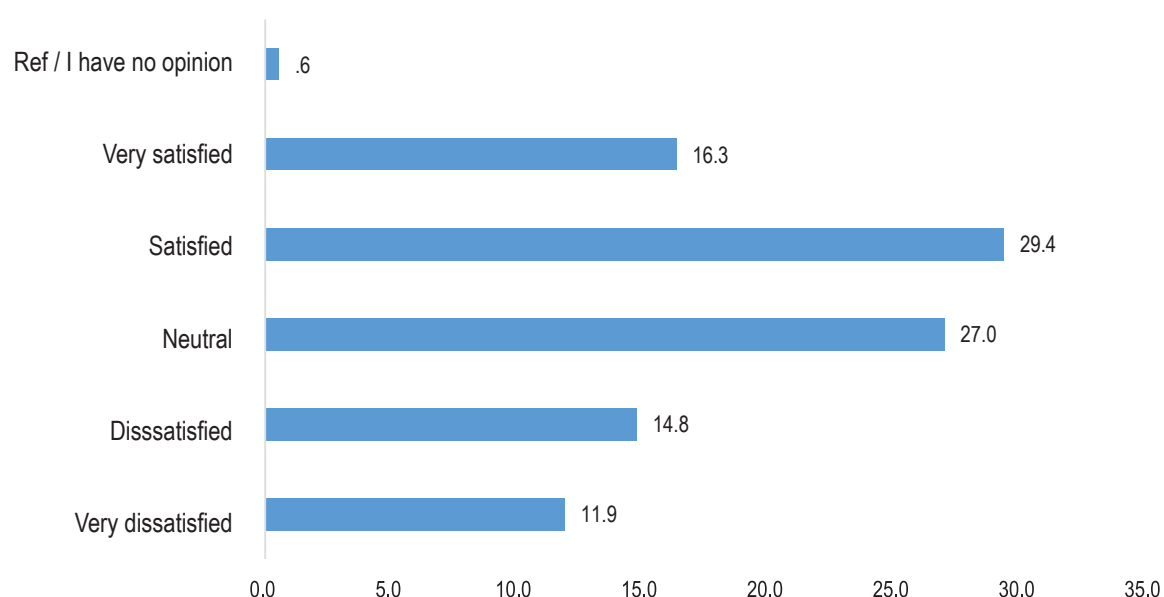
3.0 RESULTS

This section will present the results of the survey conducted with 1,083 respondents all around Kosovo and the result of four focus group discussion. The section is divided in three sub-sections presenting information on satisfaction with local government, good governance, and satisfaction with municipal services. Further, in each sub-section results from focus group discussions will be elaborated accordingly.

3.1 Satisfaction with local government

This section presents results of the survey regarding satisfaction with local government. In order to measure citizens' satisfaction with their local government, survey respondents were asked how satisfied they were with the work of the Mayor and the results show that 45.7% are satisfied or very satisfied with the work of their Mayor (see Figure 1). When analyzed for gender differences, the result has shown that there are no major differences as 47.6% of women are satisfied or very satisfied while 43.9% of men are satisfied or very satisfied. Regarding ethnicity, 45.3% of K-Albanians feel satisfied or very satisfied meanwhile 50.7% of minorities are satisfied or very satisfied

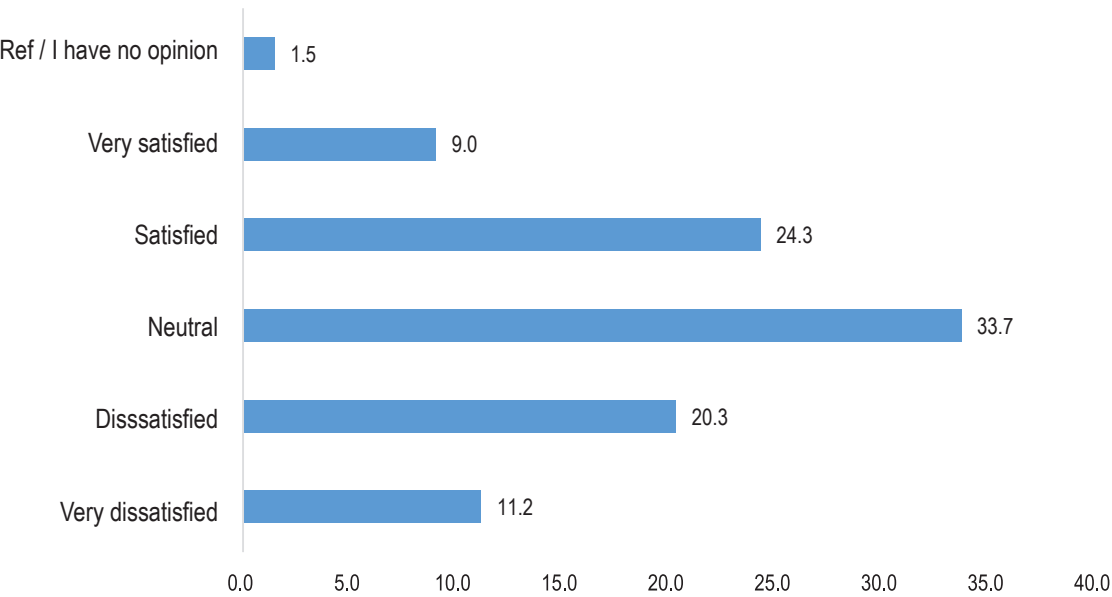
Figure 1: Satisfaction with the work of the Mayor



Source: Authors' work based on the results of the survey

When it comes to satisfaction with Municipal Assembly, citizens are divided in three equal groups. More specifically, 33.3% are satisfied or very satisfied, 33.7% are neither satisfied nor dissatisfied and 31.5% are dissatisfied or very dissatisfied (see Figure 2). Based on the results from FGDs, one reason for lower percentage of satisfied citizens, compared to the Mayor, and a higher percentage of neutral ones might be the fact that the work of Municipal Assembly is less visible to citizens compared to that of the Mayor. Focus group participants think that citizens tend to attribute progress or stagnation in their municipality more to Mayor rather than Municipal Assembly. At the end of the day, the Mayor is the one held accountable. Little information is presented to citizens on the work done by Municipal Assembly during a term. When analyzing for gender differences, results have shown that women tend to be slightly more satisfied than men as 37.4% have stated to be satisfied or very satisfied while 29.5% of men have stated so. Ethnicity wise, 32.8% of K-Albanians are satisfied or very satisfied while 41.1% of minorities are satisfied or very satisfied.

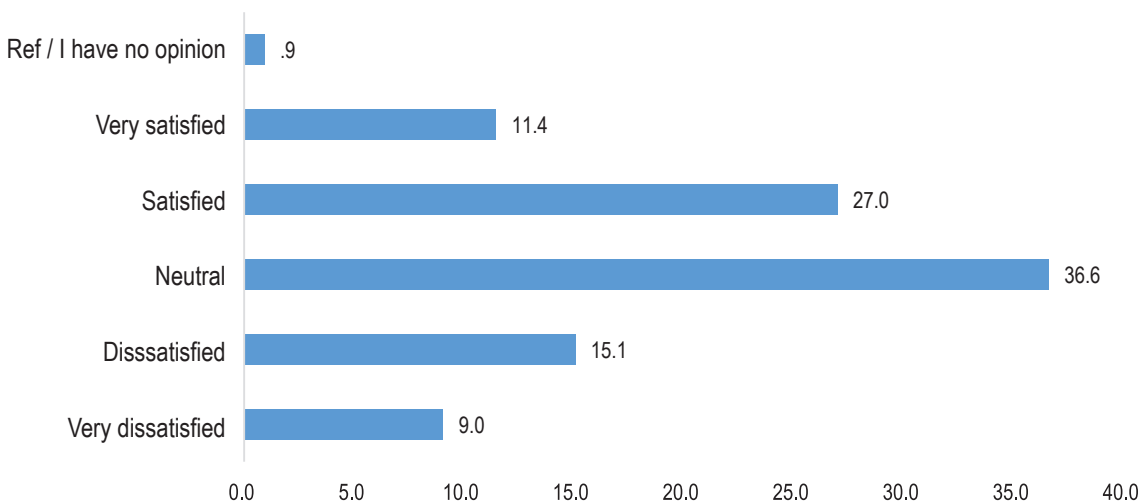
Figure 2: Satisfaction with the work of Municipal Assembly



Source: Authors' work based on the results of the survey

Meanwhile, regarding level of satisfaction with Local Administration, 38.4% are satisfied or very satisfied and 36.6% are neither satisfied nor dissatisfied (see Figure 3). Around 40.6% of women are satisfied or very satisfied and 36.3% of men are satisfied or very satisfied. Ethnicity wise, 38.2% of K-Albanians are satisfied or very satisfied and 41.21% of minorities are satisfied or very satisfied.

Figure 3: Satisfaction with the work of Local Administration



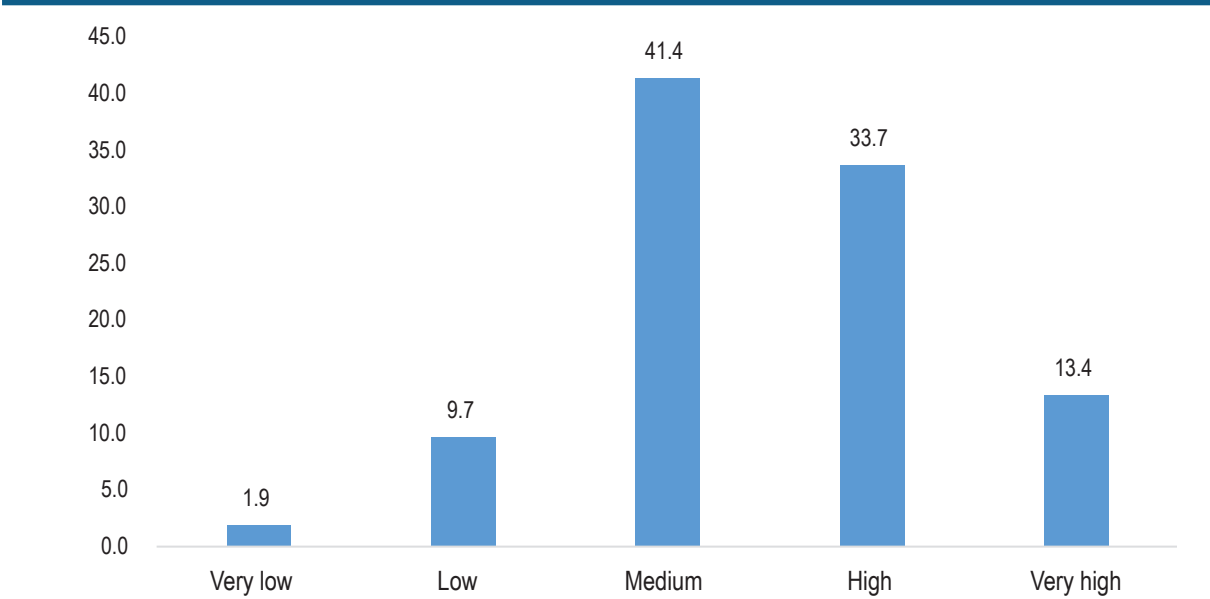
Source: Authors' work based on the results of the survey

According to focus group participants, the reason for higher satisfaction rate with the Mayor may be due to the emphasis that the Mayor puts on presenting his/her work to the public which leads to citizens getting the impression that the work in the municipality is being done by the Mayor. Further, participants from FGDs held with citizens added that main reasons for dissatisfaction with the work of the Mayor are preferences/ interests of the citizens not being taken into account by the Mayors but only the interests of a certain groups of people. There is no cooperation or communication between assembly members and Mayors in order to address local issues. When it comes to Local Administration, citizens continue to be faced with bureaucratic procedures and older civil servants. Meanwhile, dissatisfaction with the work of Municipal Assembly comes as a result of the fact that many issues or projects are hampered due to lack of consensus among assembly members of different political parties.

Besides calculating the percentages, we have also calculated intensity scores which can vary from a minimum of 20 to a maximum of 100 (information on calculation procedure have been presented in Annex). The higher the intensity score is the higher the satisfaction level. Results (as can be seen in Table A in Annex) show that the intensity score is the highest for the Mayor at 64.7. Such a score is above average and is relatively a good score. The intensity score for satisfaction with Local Administration is second with 63.4 points. Satisfaction rate is lowest for Municipal Assembly with 59.9 intensity points.

Respondents were also asked to state their opinion regarding the competence of municipalities to do their job and whether they have the resources needed available and results show that 41.4% think that competence of municipalities is at a medium level while 47.1% believe that it is at a high or very high level (see Figure 4). Showing in this way that citizens in general have positive views regarding municipal competencies and resources needed. When it comes to gender, no differences can be found as 47.7% of women think that the competence of municipalities is at a high or very high level while 46.5% of men think so. Around 46.9% of K-Albanians think that the competence of municipalities is at a high or very high level while 48.6% of minorities think that municipalities are competent.

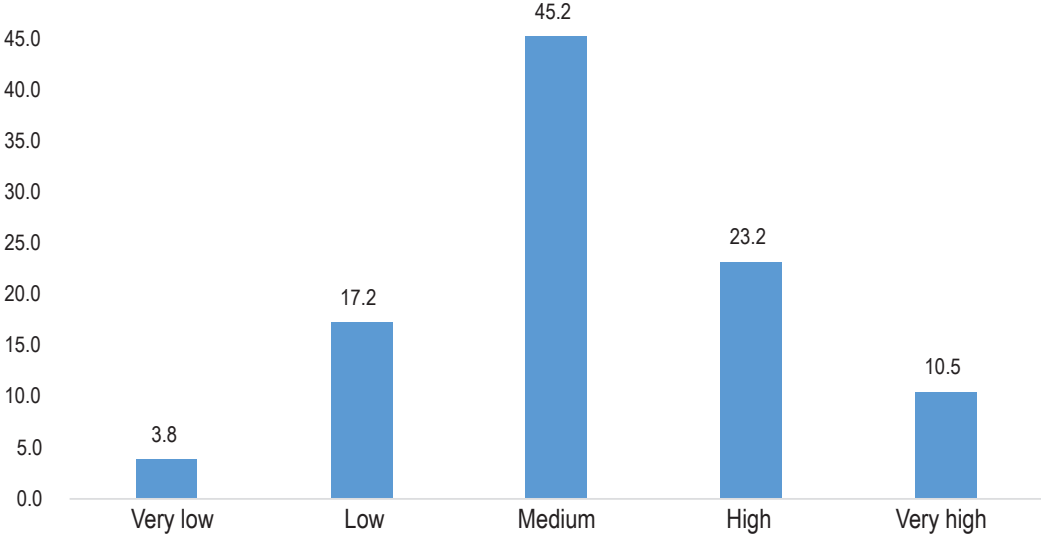
Figure 4: Competence of municipalities and availability of resources to do their job



Source: Authors' work based on the results of the survey

Regarding accountability, around 45.2% of citizens believe that Municipal Assembly manages to hold the executive body of the municipality, the Mayor and directors of departments, accountable to a medium extent (see Figure 5). There are no major gender differences as 46.2% of men believe that Municipal Assembly manages to hold the executive body of the municipality, the Mayor and directors of departments, accountable to a medium extent and 44.2% of women think so. When it comes to ethnicity, there are slight differences as they seem to be divided into three equal groups as 30.1% believe that Municipal Assembly manages to hold the executive body of the municipality, the Mayor and directors of departments, accountable to a low or very low extent, 31.5% to a medium extent and 38.4% to a high or very high extent. Same as above, since the work of the Mayor is usually more visible than the work done by Municipal Assembly, citizens might have the perception that the Mayor has more power and there is little than Municipal Assembly can do to hold him/her accountable or might not even be aware that Municipal Assembly has the power to keep the Mayor and executive body accountable. And participants from the focus group held with civil society organizations and the ones held with citizens have stated that such an assessment might be due to the fact that Kosovo citizens do not have much information on how the Municipal Assembly operates and what are its duties.

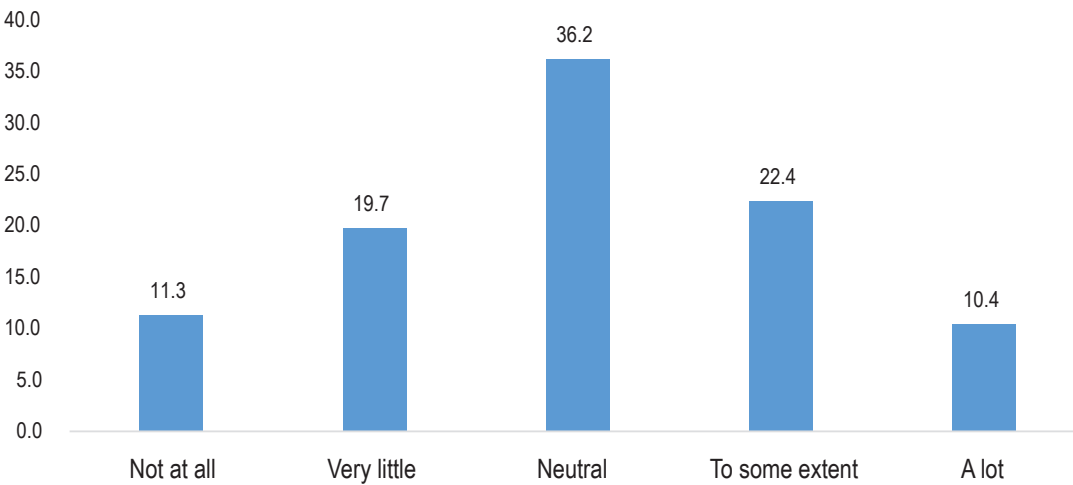
Figure 5: The extent to which Municipal Assembly manages to hold the executive accountable



Source: Authors' work based on the results of the survey

Respondents were also asked to state to what extent they believe that their municipality is working according to the priorities of the citizens. Results show that citizens are divided in three equal groups as 36.2% of respondents are neutral, 32.8% believe that the municipality is working to some or to great extent according to the priorities of the citizens, 31.0% believe that the municipality is working very little or not at all (see Figure 6) according to the priorities of citizens. The same results are for women and men when analyzed independently. Meanwhile, 43.8% of minorities think that the municipality is working to some or to great extent according to the priorities of the citizens while 32% of K-Albanians think the same.

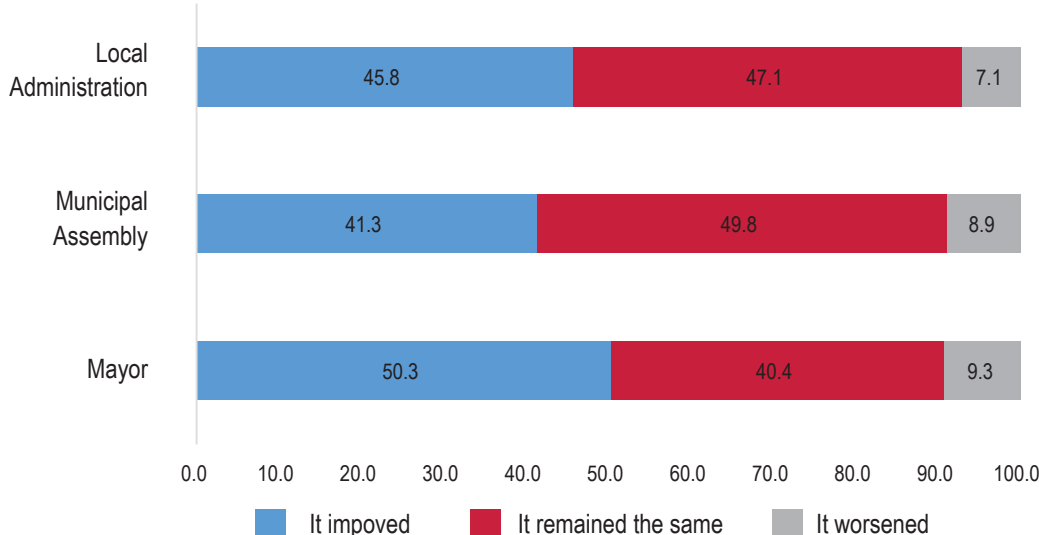
Figure 6: The extent to which the municipality is working according to the priorities of the citizens



Source: Authors' work based on the results of the survey

Another important part of the survey was understanding how respondents rate the work of the Mayor, Municipal Assembly and Local Administration compared to three years ago (2017). In general, for all three roles, there is a minority percentage of respondents who believe that the work has worsened, almost 50% believe that it has improved and almost 45% believe that it has remained the same. More specifically, 50.3% believe that the work of the Mayor has improved and 40.4% believe that it has remained the same. Regarding Municipal Assembly, 41.3% believe that it has improved and 49.8% believe that it has remained the same. Along the same lines, 45.8% believe that the work of Local Administration has improved compared to the last three years and 47.1% believe that it has remained the same (see Figure 7). When disaggregating for gender, similar results are achieved for the work of Mayor. Meanwhile, for the Municipal Assembly, 43.3% of men think that it has improved and 47.7% think that it has remained the same. Around 39.4% of women think that it has improved and 52% that it has remained the same. For the Local Administration, 48.8% of men think that it has improved and 43.6% think that it has remained the same. Around 42.6% of women think that it has improved and 50.8% that it has remained the same. When analyzing for ethnicity, the results are the same for the work of the Mayor, there are no differences. For the Municipal Assembly and Local Administration, a slightly higher percentage of minority, 56.9% and 55.6%, respectively, think that it has remained the same.

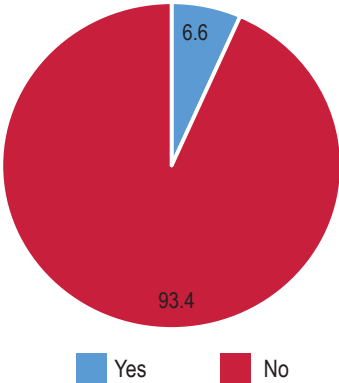
Figure 7: Work of the Mayor, Municipal Assembly and Local Administration compared to three years ago



Source: Authors' work based on the results of the survey

Respondents were also asked to state if they have attended any Municipal Assembly sessions held during the last 12 months and the results show that the vast majority of respondents, 93.4%, have not attended any such session (see Figure 8). However, this percentage needs to be interpreted with caution as the pandemic, which started in March 2020, might have prevented municipalities from organizing such sessions. There are no gender differences in the results. Meanwhile, there are slight differences in ethnicity as the percentage of people who have not attended decreases slightly for minorities. Around 81.9% of minorities have not attended versus 94.2% of K-Albanians.

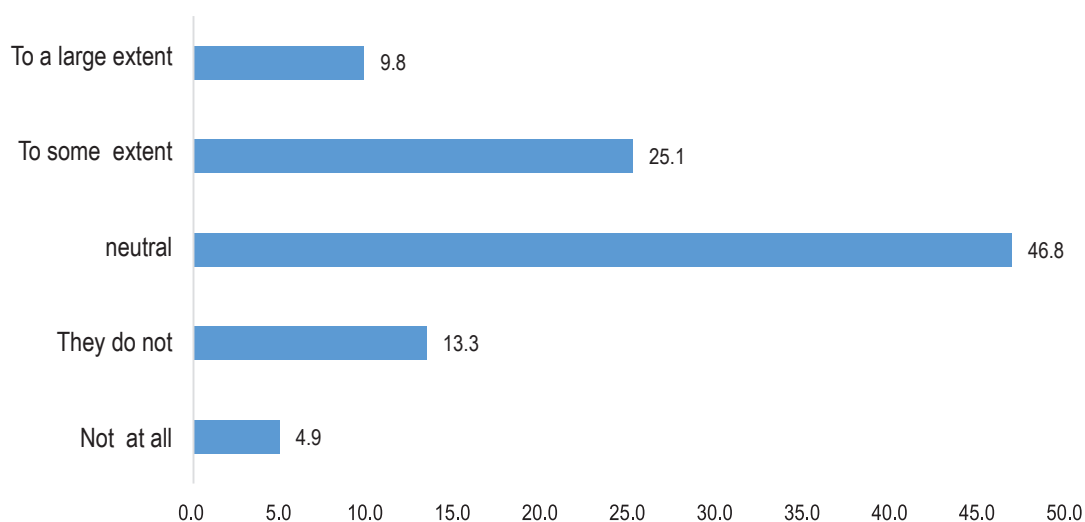
Figure 8: Attendance of Municipal Assembly sessions



Source: Authors' work based on the results of the survey

When it comes to citizens' perception regarding competencies of civil servants, citizens were asked to state the extent to which they believe that civil servants (excluding the Head of Departments and the Mayor) have the necessary competencies to fulfill their functions. Around a third of respondents or more specifically 34.9% believe that the civil servants have to some extent or to even a large extent the necessary competencies (see Figure 9) and almost half of respondents, 46.8%, are neutral (see Figure 9 for details). Gender and ethnicity wise, there are no major differences in the results. Focus group participants were asked by the moderator about the competencies/skills that local servants lack the most and all participants present agreed that civil servants show lower performance whenever deeper/more thoughtful analysis is required such as budget planning or drafting administrative guidelines. Further, participants have stated that there is a common perception among citizens that a good majority of civil servants do not have the necessary competencies because they were employed based on their political preferences rather than their merit.

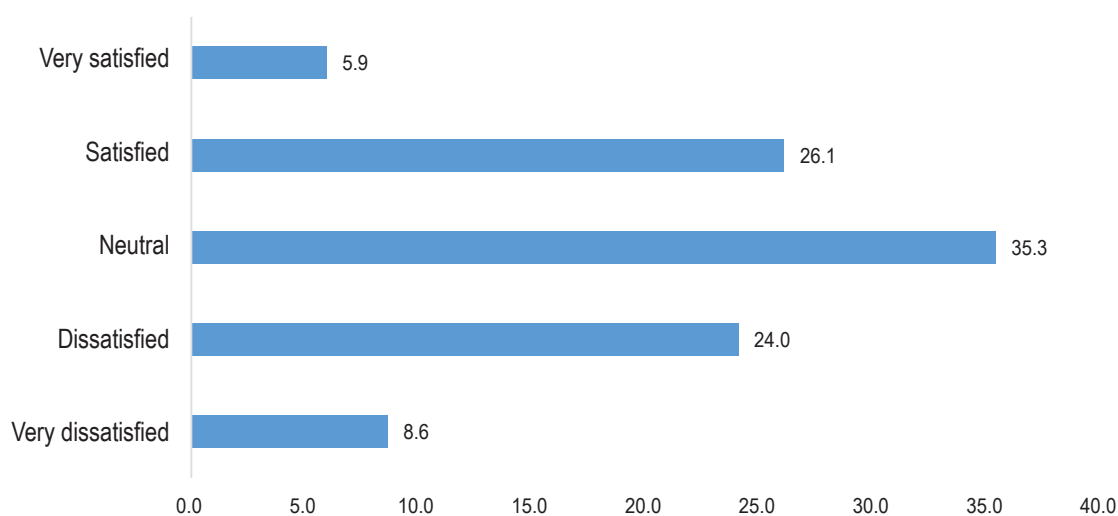
Figure 9: The extent to which civil servants have the necessary competencies to fulfill their function



Source: Authors' work based on the results of the survey

Regarding satisfaction with management of municipal funds, once again respondents seem to be divided in three equal groups. One third of respondents, 32.0% are satisfied or very satisfied (see Figure 10). One third, 35.3% are neutral, and 32.7% are dissatisfied or very dissatisfied. Results are approximately the same for both genders. Regarding ethnicity, 37% of minorities are satisfied or very satisfied while 31.6% of K-Albanians feel that way. The intensity score (see Table A) is 59.3.

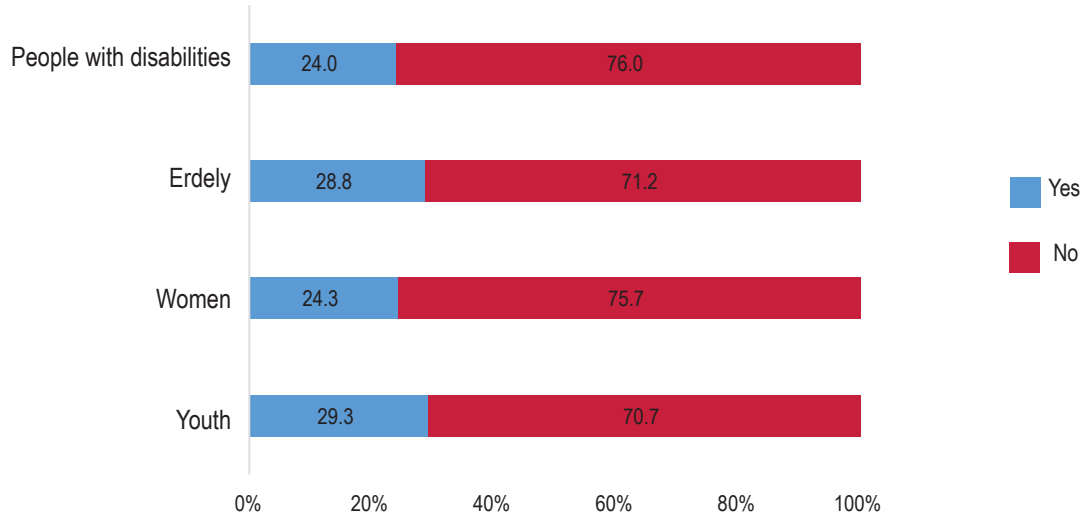
Figure 10: Satisfaction with management of municipal budget



Source: Authors' work based on the results of the survey

Another important part of the survey was understanding whether respondents think that the needs of youth, women, elderly, and people with disabilities have been met by the municipality. Results for all the four groups are approximately the same (see Figure 11). Namely, at least 70% of respondents believe that the municipality has not invested enough in meeting the needs of youth, women, elderly and people with disabilities. For details see Figure 12. Results are similar for both genders. Meanwhile, there are slight differences in ethnicities as 61.1% believe that the municipality has not invested enough in meeting the needs of youth versus 71.4% of K-Albanians, 68.1% of minorities believe that the municipality has not invested enough in meeting the needs of women versus 76.3% of K-Albanians, 71.8% of minorities believe that the municipality has not invested enough in meeting the needs of people with disabilities versus 76.4% of K-Albanians. There are no major differences between ethnicities when it comes to priorities of the elderly.

Figure 11: If the needs of youth, women, elderly, and people with disabilities have been met by the municipality



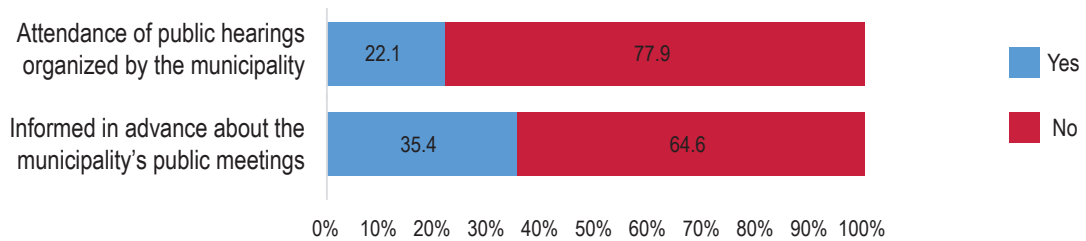
Source: Authors' work based on the results of the survey

3.2. Good Governance

This sub-section presents respondents' perceptions regarding some good governance practices in their municipalities. We firstly present the results on public meetings. More specifically, whether respondents believe that they are properly informed about public meetings held with citizens and if they attend such meetings. Then we present information on whether citizens are informed about the decision made by the municipality and how are the decision made communicated to citizens. Lastly, we elaborate on the level of interaction with municipality website and social media pages and perceptions on how the municipality managed the situation created from COVID-19.

Majority of respondents, 64.6%, believe that they are not informed well in advance about the public meetings that the municipality organizes with citizens. More specifically, they believe that they are not well informed about the venue, time, topic of discussion, and agenda of the meeting (see Figure 12). When analyzed for gender differences slight differences can be notices as 62.1% of men while 67.3% of women stated that they are not informed in advance. Similar results are notices for ethnicity, 64.9% of K-Albanian and 61.1% of minority stated that they are not informed in advance. This might be a reason why 77.9% of respondents stated that they have not attended the public hearings organized by the municipality. Further analysis show that 74.9% of men and 80% of women have stated that they have not attended the public hearings organized by the municipality. Ethnicity wise, a slightly higher percentage of minorities are more active as 78.4% of K-Albanians and 71.2% of minorities have stated that they have not attended the public hearings organized by the municipality. From the ones that attended public hearings (22.1%), 42% stated that their views have been taken into account moderately and 36% to some extent. When presented with these results, participants in the focus group held with civil society organizations have stated that in order for municipal governments to ensure active participation of citizens, they should create modern platforms to replace the old/classic way of organizing public hearings. Meanwhile, participants in discussions organized with citizens have stated that citizens are not interested in participating in public hearings, mainly because they have a belief that recommendations are not taken into account.

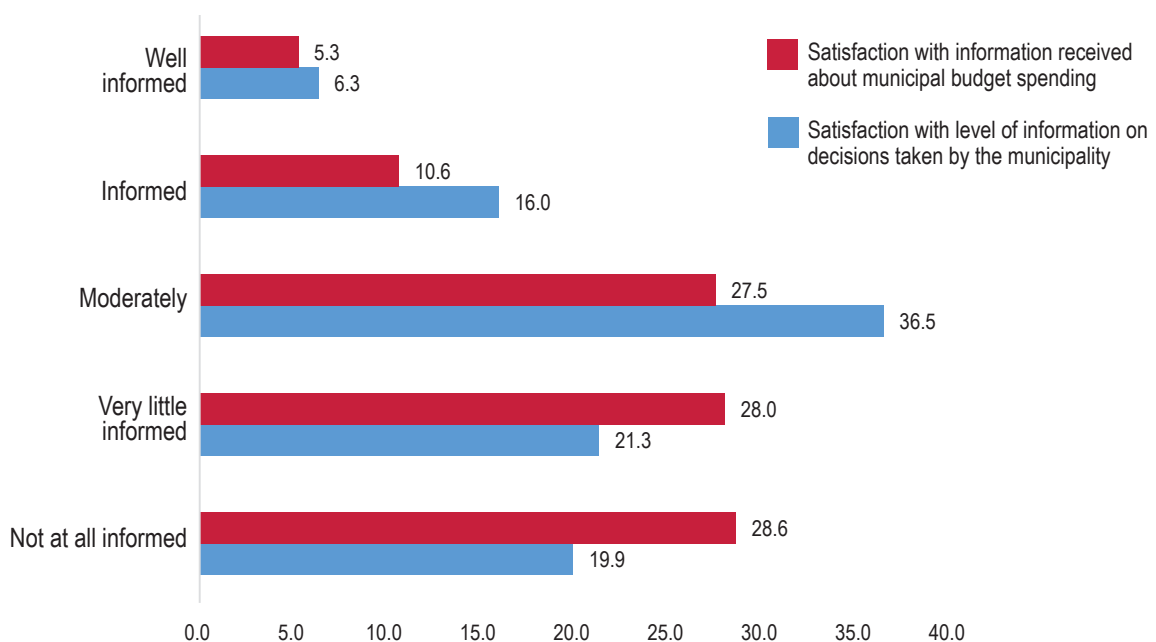
Figure 12: Information regarding public meetings and attendance



Source: Authors' work based on the results of the survey

When it comes to information on decisions made by the municipality, 41.2% of respondents believe that they are informed very little or not at all (see Figure 13) and 36.5% believe that they are moderately informed. While there are no differences between genders, there are slight differences among ethnicities as 45.7% of minorities have stated that they are informed very little or not at all and 31.4% are moderately informed. Meanwhile, 40.9% of K-Albanians are informed very little or not at all and 36.8% are moderately informed. Meanwhile, regarding information received on municipal budget spending, majority of respondents, 56.6%, believe that they are informed very little or not at all and 27.5% believe that they are moderately informed. Similar to above, there are no major differences among genders or ethnicities.

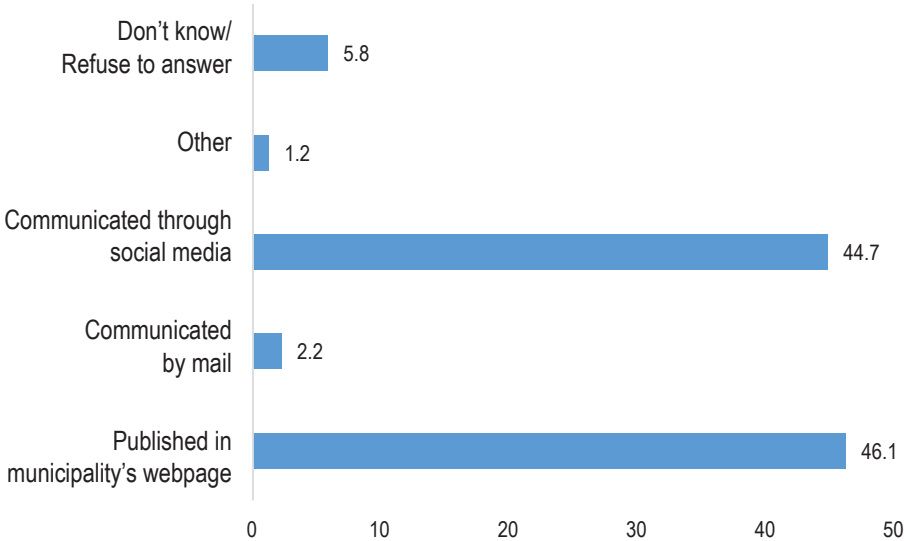
Figure 13: Satisfaction with level of information on decisions made by the municipality and municipal budget spending



Source: Authors' work based on the results of the survey

Regarding channels of information about the decisions made, respondents have stated that the decisions are published in municipality’s website (46.1%) and communicated through social media (44.7%) (see Figure 14). This is because every municipality has a website and is obligated to update it. Further, due to high usage of social media by Kosovo citizens, municipalities have also created social media pages which they use to inform the citizens.

Figure 14: Channels of information

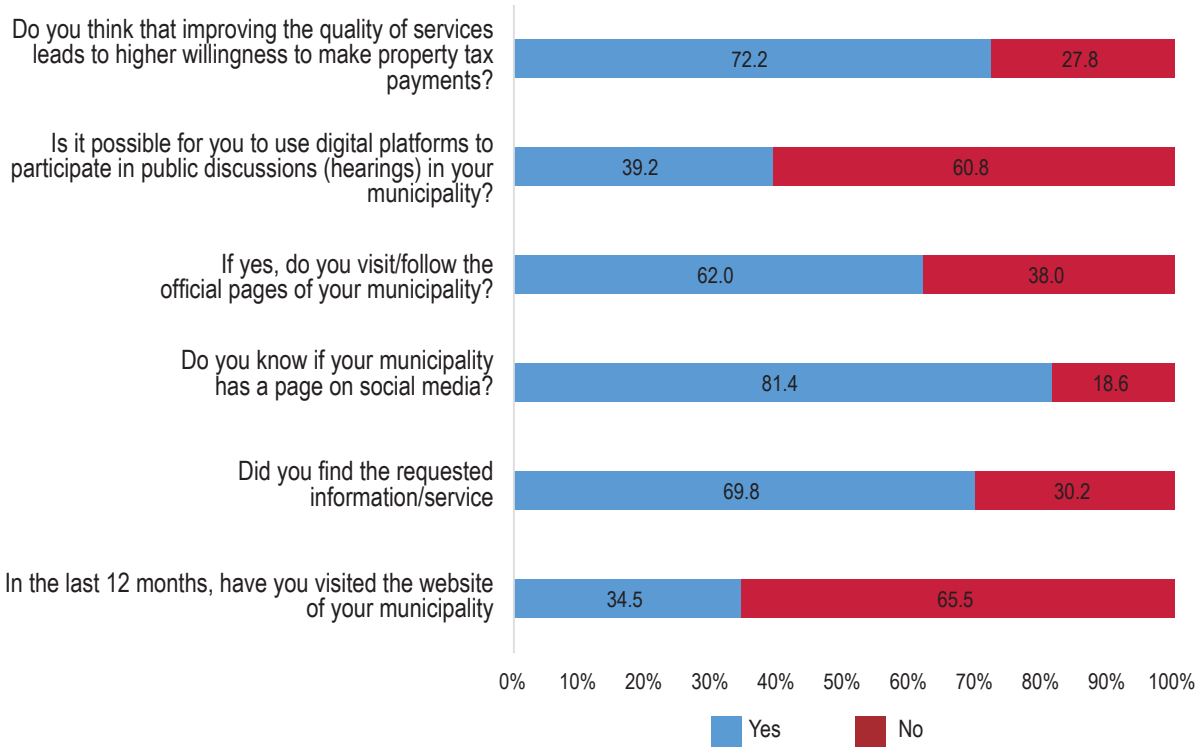


Source: Authors’ work based on the results of the survey

Respondents were also asked a group of questions which were related to municipality website and social media pages. Results show that around 34.5% of respondents have visited the website of their municipality in the last 12 months (see Figure 15), and 69.8% of them have managed to find the requested information. Analyzing further, results show that there are no major differences between genders, however there are some differences among ethnicities. Around 43.1% of minorities have stated that they have visited the website of their municipality in the last 12 months and 56.9% of them managed to find the requested information while 33.9% of K-Albanians have stated to have visited their municipalities website and 70.9% have managed to find the requested information. The vast majority, 81.4%, are aware that their municipality has a social media page and 62% visit the official page. There are no differences when analyzing for gender. Meanwhile, ethnicity wise some differences can be noticed as 88.9% of minorities are aware that their municipality has a social media page and 55.4% follow the page while 80.9% of K-Albanians are aware and 62.5% follow the page. Almost

39.2% state that it is possible to use the digital platforms to participate in public discussion/hearings in their municipality. When disaggregating for gender differences, results show that 41.3% of men and 36.8% of women have stated that it is possible to use the digital platforms to participate in public discussion/hearings in their municipality. Further disaggregating for differences among ethnicities, results show that 41% of K-Albanians and 21.3% of minorities think that it is possible to use the digital platforms to participate in public discussion/hearings.

Figure 15: Access to municipality website and social media pages

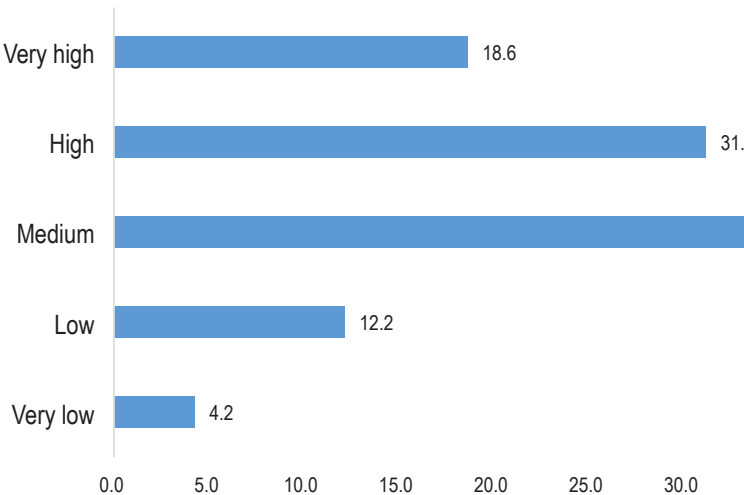


Regarding the upper mentioned results, focus group participants stated that specific platforms should be set up in each municipality in order to announce and hold public hearings. One of the participants from a civil society organization mentioned that during the pandemic, organizing virtual meetings with municipalities has been quite effective for them as it was possible to involve vulnerable groups such as groups of people with reduced mobility. As such, he proposed that municipalities could organize similar meetings. All the participants in this focus group suggested that online meetings should be held after working hours so that citizens can give their inputs.

When it comes to whether paying property taxes leads to improvements in municipal services, almost half of respondents, 49.8%, believe that to be true to a high or very high extent and 33.8% to a medium extent (see Figure 16). The reason for some pes-

simism might be high level of corruption in Kosovo. Citizens might believe that money from taxes paid will be misused due to corruption. Disaggregating the data further, results show that there are no major differences between genders, however, there are differences among ethnicities as 50.7% of K-Albanians think that believe the statement is true to a high or very high extent while only 35.8% of minorities think this way. Further, 15.5% of K-Albanians think that the statement is true to a low or very low extent while 29.9% of minorities think the same way. Majority of respondents, 72.2%, think that improving the quality of services leads to higher willingness to make property tax payments. And this answer is logical as once citizens see that money from tax payments is actually leading to improved services, they will be motivated to pay the taxes because they will know that it will be for their own benefit. Disaggregating the data further, results show that there are no major differences between genders, however, there are differences among ethnicities as 73.9% of K-Albanians think that improving the quality of services leads to higher willingness to make property tax payments while 49.2% of minorities think the same. Focus group participants were also informed that almost half of respondents believe that improving the quality of services leads to higher willingness to make tax payments and they all agreed too. According to FGD participants, increasing the quality of services would lead to improvements in the payment of taxes. However, this seems difficult to be achieved as many citizens are dissatisfied with services offered by local government and, therefore, do not feel responsible for paying taxes.

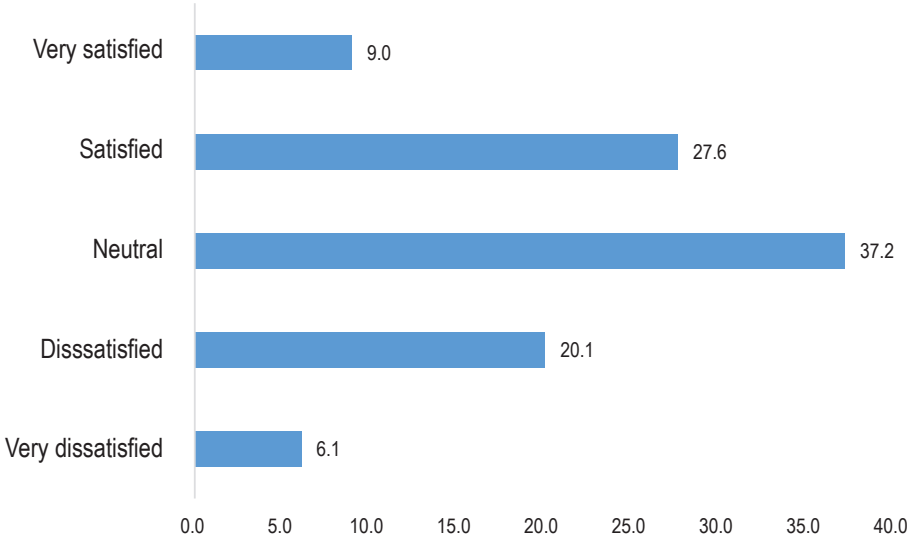
Figure 16: The extent to which respondents feel that paying property taxes leads to improvements in municipal services



Source: Authors' work based on the results of the survey

Regarding management of the situation created due to COVID-19 in their municipality, majority of respondents feel either neutral or are satisfied. More specifically, 37.2% are neither satisfied or dissatisfied and 36.6% are either satisfied or very satisfied (see Figure 17). Besides calculating the percentages, we have also calculated intensity scores which can vary from a minimum of 20 to a maximum of 100 (information on calculation procedure have been presented in Annex). The higher the intensity score is the higher the satisfaction level. Results (as can be seen in Table A in Annex) show that the intensity score is above average at 62.7. One explanation for such a result might be that citizens understand that there is little that municipalities could have done about the situation as the decisions were made by the central level and the situation was managed by the central level. The second explanation might be that when evaluating the performance of a government, citizens might be prone to actually evaluate the performance of central government and attribute the same performance to local government as well. Disaggregating the data further, results show that there are no major differences between genders, however, there are differences among ethnicities as 36.3% of K-Albanians are satisfied or very satisfied and 25.9% are dissatisfied or very dissatisfied, meanwhile 40.8% of minorities are satisfied or very satisfied and 29.6% are dissatisfied or very dissatisfied. Focus group participants were also informed that regarding the management of the pandemic situation around three fourth of survey respondents felt moderately satisfied to very satisfied with the work of local government. FGD participants were of the opinion that most municipalities have put efforts to meet basic needs of their citizens during the pandemic. Meaning that they have undertaken efforts to alleviate the burden of families and citizens who have tested positive. Those who were not infected may have assessed the management of the pandemic situation based on information that they have received from infected individuals and status updates made by government officials on social media or information provided in any other media.

Figure 17: Satisfaction with management of the situation created due to COVID-19



Source: Authors' work based on the results of the survey

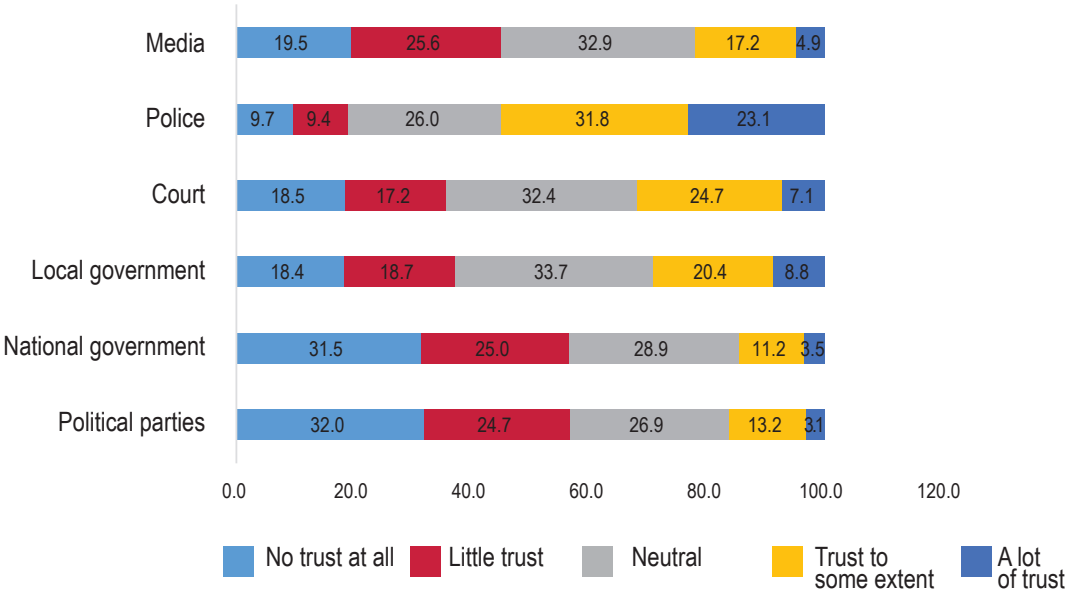
Regarding trust, respondents were asked to rate their level of trust for various institutions. Majority of respondents, 56.7%, have little or no trust at all in political parties (see Figure 18). Disaggregating the data further, results show that there are no major differences between ethnicities, however, there are differences among gender as 52.2% of men have little or no trust at all in political parties while 61.5% of women have stated the same. Only 16.3% of respondents trust political parties. Along the same lines, 56.5% of respondents have little or no trust at all in the national government. Meanwhile 14.6% have stated that they trust the national government. Disaggregating the data further, results show that there are slight differences between genders as 53.7% of men have little or no trust at all in the national government while 59.5% of women feel the same way. Further, there are some differences among ethnicities as well as 56% of K-Albanians have little or no trust at all in the national government while 63% of minorities feel that way.

When it comes to local government, the level of trust increases slightly compared to the two previous institutions as 37.1% have no trust or no trust at all while 29.2% of respondents trust the local government to some or to even large extent. Results are approximately the same for both genders. Regarding ethnicity, some differences are noticed as 38.9% of minorities trust the local government to some or to even large extent while 27.8% of Albanians do so, 25% of minorities are neutral while 41.9% of K-Albanians are so, and 36.1% of minorities have no trust or no trust at all while 30.9% of K-Albanians have no trust or no trust at all. When presented with the results on trust at local government, which indicated that around 70% of respondents had low

to moderate level of trust, almost all participants from the focus group organized with civil society organizations stated that such results may be due to two reasons. The first reason being that high level of dissatisfaction or low level of trust with the central government may be reflected at the local government as well since citizens tend to attribute the responsibility of the central government for many of the services to the local level. A second reason was related to COVID-19 which has impacted the work of local administrations. More specifically, during the pandemic local governments are believed to have provided less effective municipal services such as delays in providing documents and low access to public documents. Meanwhile, citizens who participated in FGDs think that low trust in local government officials is due to local projects being uncompleted or when they are completed they are not maintained properly. Another reason is unkept promises which are made during the election campaigns. A further reason according to citizens is lack of public debates and non-involvement of citizens in decision-making.

More than half of respondents, 54.9% trust the police. However, 19.1% stated that they have little trust to no trust at all. Disaggregating the data further, results show that there are no major differences between genders, however, there are differences among ethnicities as 57.5% of K-Albanians trust the police at least to some extent while only 18.1% of minorities feel the same way. Almost 17% of K-Albanians have little or no trust in police while 50% of minorities stated that they have little or no trust in police. Around 31.9% of respondents stated that they have at least some level of trust in courts while 35.7% have little or no trust in courts. Disaggregating the data further, results show that there are no major differences between genders, however, there are differences among ethnicities as 32.7% of K-Albanians trust the courts at least to some extent while 20.8% of minorities feel the same way. Around 34% of K-Albanians have little or no trust in courts while 52.8% of minorities stated that have little or no trust in courts. Around 22.1% of respondents have at least some level of trust in media while a little less than half of respondents, 45%, have little or no trust at all in media. Disaggregating the data further, results show that there are no major differences between genders or ethnicities.

Figure 18: Trust in institutions



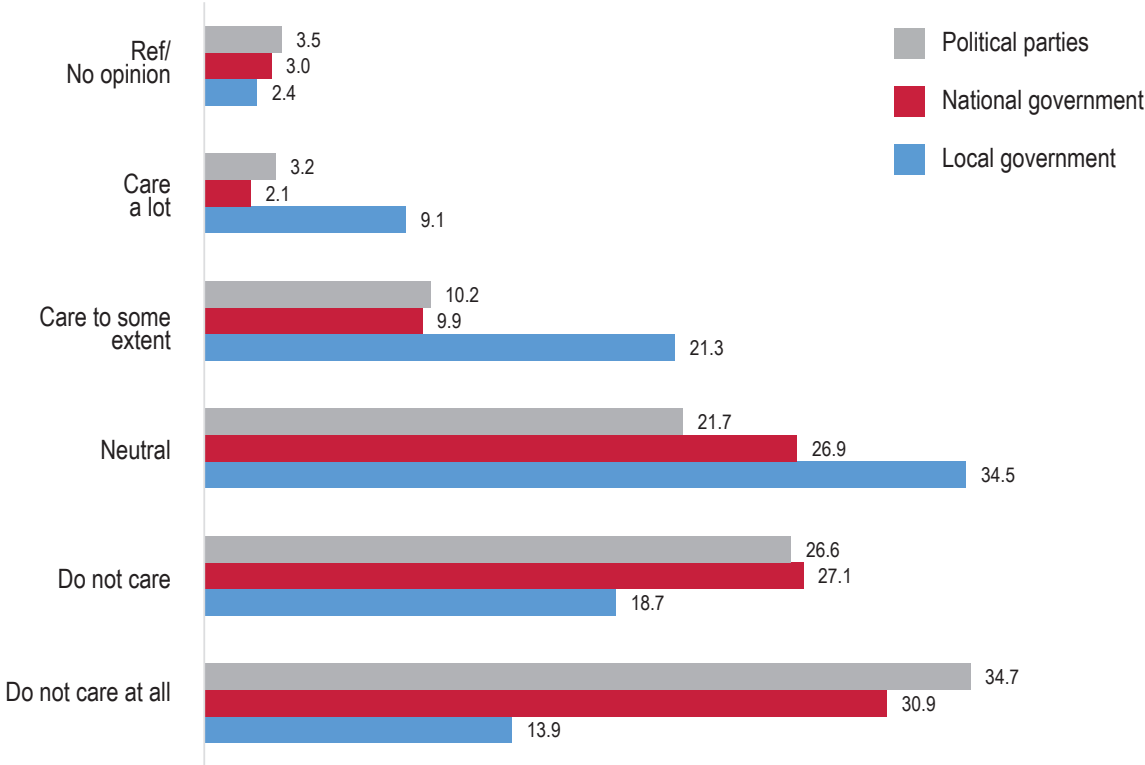
Source: Authors’ work based on the results of the survey

In order to compare the trust level between different institutions, we have calculated intensity scores which can vary from a minimum of 20 to a maximum of 100 (information on calculation procedure have been presented in Annex). The higher the intensity score is the higher is the trust level in institutions. As it can be seen in Table C in Annex, citizens have the highest level of trust in Police with an intensity score of 69.8, followed by Local Government with intensity score of 59.1. Both intensity scores are considered as above average since they are above 50 intensity points. Courts come as third with 57.0 intensity points, followed by Media with 52.5 intensity points. Political parties and National Government share the same level of trust as the intensity points are 46.0 for each one. Such scores show that the level of trust in both political parties and National Government is below average and way below other institutions such as the Police, Local Government.

Respondents were pessimistic when asked whether political parties, national government and local government truly care about the wellbeing of their neighborhood. Results show that more than half of citizens, 58.1% believe that the national government does not care about the wellbeing of their neighborhood. Similarly, 61.3% believe that political parties do not care about the wellbeing of their neighborhood (see Figure 19). Meanwhile, when it comes to the local government the perception is less pessimistic as 32.6% of respondents believe that the local government does not care about the wellbeing of their neighborhood and 30.5% believe that the local government cares. Such a result makes sense as local governments are directly responsible for the well-

being of local neighborhoods. Local officials are in direct contact with citizens regarding their neighborhood needs. As such, they might be perceived as they care more than the political parties or national government. Disaggregating the data further, results show that there are no major differences between genders when it comes to local government, however there are some slight differences among ethnicities as 30.1% of K-Albanians think that local government cares about the wellbeing of their neighborhood while 35.6% of minorities think the same. Around 32% of K-Albanians think that the local government does not care about the wellbeing of their neighborhood while 37% of minorities feel that way.

Figure 19: Whether political parties, local government and national government truly care about the wellbeing of their neighborhood



Source: Authors' work based on the results of the survey

Almost 40.2% of citizens believe that local government officials serve their own interests, 27.3% believe that they serve the interests of their political party. Only 18.7% believe that the local government officials serve the interests of the whole neighborhood (see Figure 20). Disaggregating the data further, results show that there are no major differences between genders when it comes to local government, however there are some slight differences among ethnicities as 34.2% of minorities think that local government officials serve the interests of the whole neighborhood while 17.5%

of K-Albanians think the same way. Further, 45.2% of minorities think that local government officials serve their own interests while 39.8% of K-Albanians think the same. Around 15.1% of minorities believe that they serve the interests of their political party while 28.2% of K-Albanians feel the same. Regarding government officials at higher levels, the results are pretty much similar. Around 40.5% believe that higher level officials serve their own interest, 32.8% serve the party interest, and only 13.4% believe that they serve the interest of the whole country (see Figure 21). Disaggregating the data further, results show that there are no major differences between genders when it comes to local government, however there are some slight differences among ethnicities as 45.2% of minorities think that higher level officials serve their own interest while 40% of K-Albanians feel the same. Almost 19% of minorities think that serve the interest of the whole city/country while 13% of K-Albanians think the same.

Figure 20: Whose interests are local government officials most likely to serve?

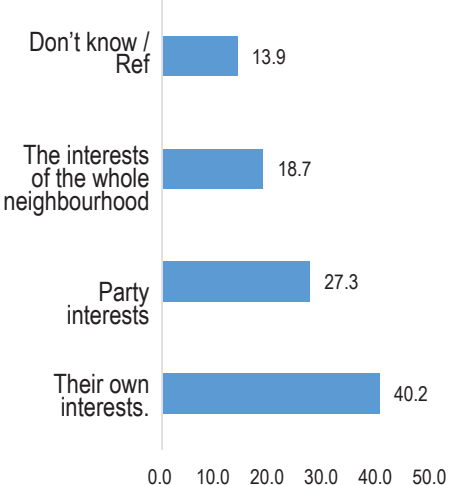
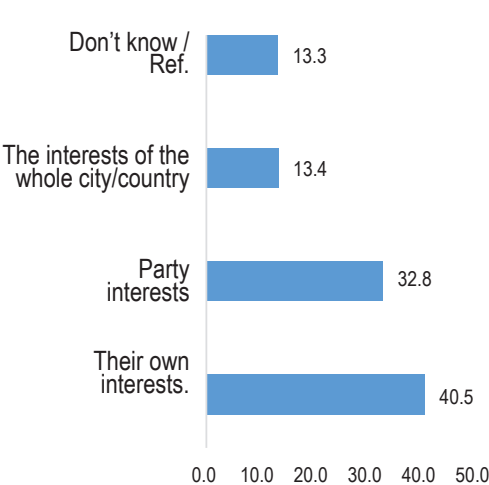


Figura 21: Whose interests are higher level government officials most likely to serve?



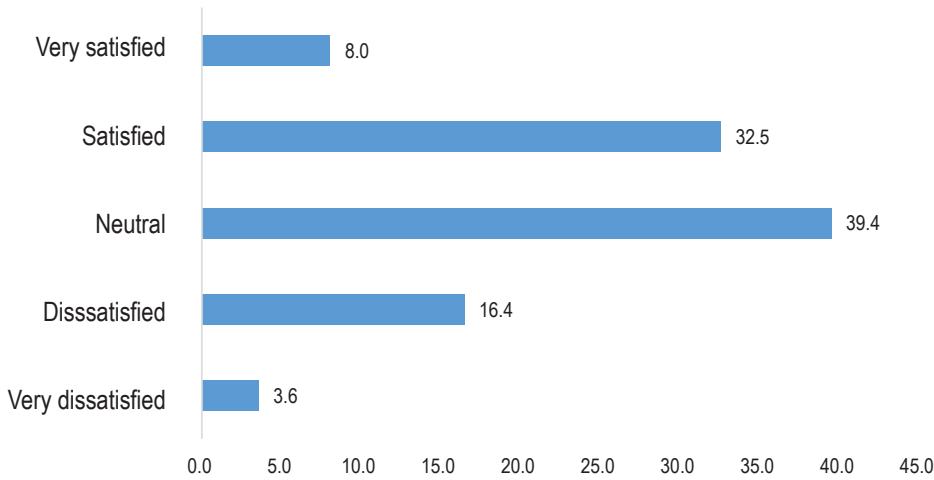
Source: Authors' work based on the results of the survey

3.3 Satisfaction with municipal services

This sub-section provides information on citizens' satisfaction with specific municipal services. Furthermore, the sub-section also presents information on the experience of citizens with requiring municipality services. More specifically, respondents were asked to state if they have visited the municipality in the last three years in order to raise problems of public services or make request regarding priorities of citizens. Whether the municipality responded to their request and their level of satisfaction with the response. Moreover, the section will also present types of services received by citizens during the last 12 months and the level of satisfaction with specific services received.

When it comes to satisfaction with municipal services in general, 40.6% are satisfied or very satisfied, (see Figure 22). There are slight differences when it comes to genders as 42.6% of women are satisfied or very satisfied while 38.7% of men feel the same. Around 41.6% of men and 37.2% of women are neutral. Almost 51% of minorities are satisfied or very satisfied while 39.8% of Albanians feel that way. The intensity score is 65.0.

Figure 22: Satisfaction with municipal services in general

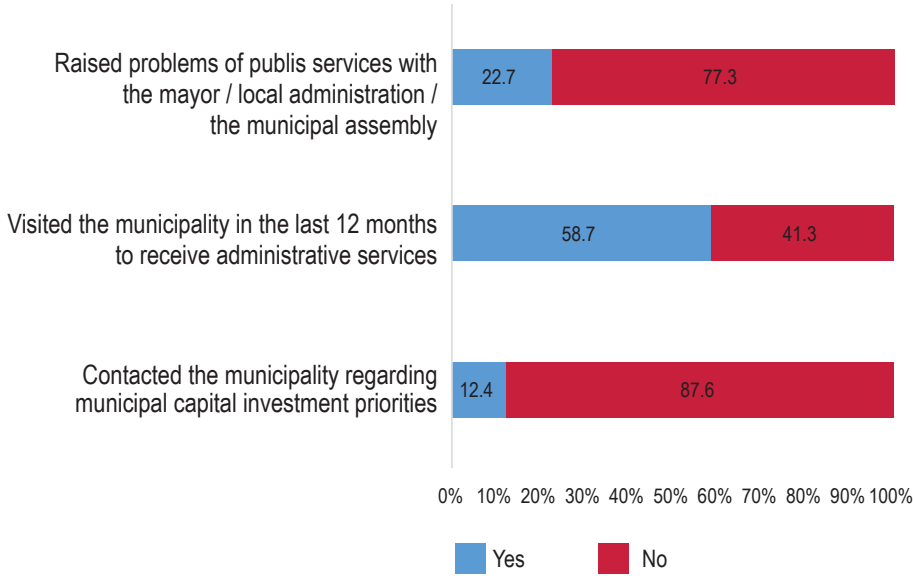


Source: Authors' work based on the results of the survey

Respondents were asked to state if they have ever contacted their municipality regarding municipal capital investment priorities and the vast majority, 87.6%, have not done so. The results are similar for both genders and ethnicities. Meanwhile, when it comes to receiving administrative services, majority of respondents, 58.7%, have visited the municipality in the last 12 months to receive administrative services. Slightly more men have visited the municipality as 61.4% have stated to have done so while 55.9% of

women have visited the municipality to receive administrative services. Around 51% of minorities and 59.2% of Albanians have visited the municipality to receive administrative services. The vast majority of respondents, 77.3%, have not raised problems of public services with the Mayor/Local administration/Municipal assembly or made any request in their municipality regarding the priorities of the citizens during the last three years (see Figure 23). There are no major gender or ethnic differences. Of the ones who have raised issues (22.7%), majority of them, 65.6%, have approached the municipality regarding local infrastructure issues such as roads, sidewalks, public lighting and signaling, 21.5% regarding educational activities, and 11.5% for cultural activities (see Figure 24). Majority of respondents, 68.2%, stated that the municipality has responded to their requests (see Figure 25). Regarding satisfaction with the response, 35.9% are satisfied or very satisfied (see Figure 26), 35.9% are neither satisfied nor dissatisfied, and 28.2% are dissatisfied or very dissatisfied.

Figure 23: Level of contact with municipality for various purposes



Source: Authors' work based on the results of the survey

Figura 24: Types of issues for which citizens approached public institutions

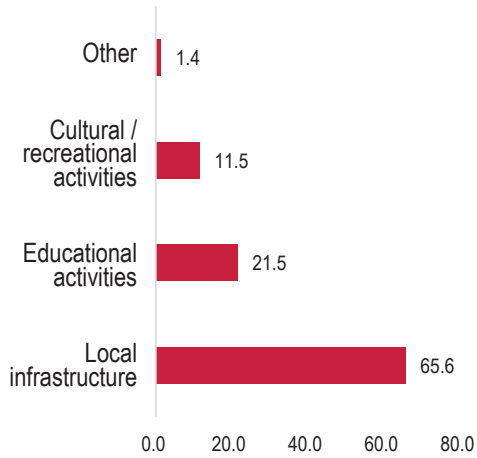
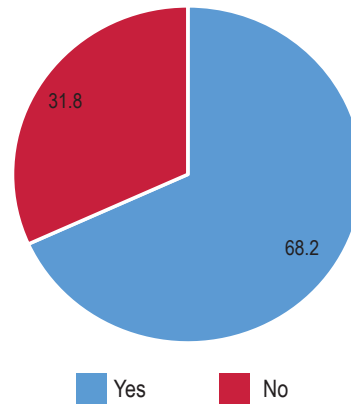
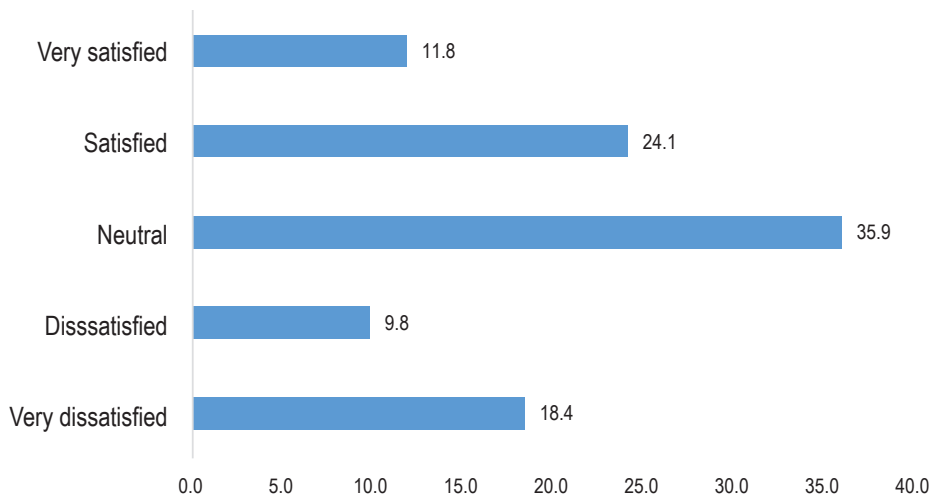


Figura 25: Whether the municipality responded to requests



Source: Authors' work based on the results of the survey

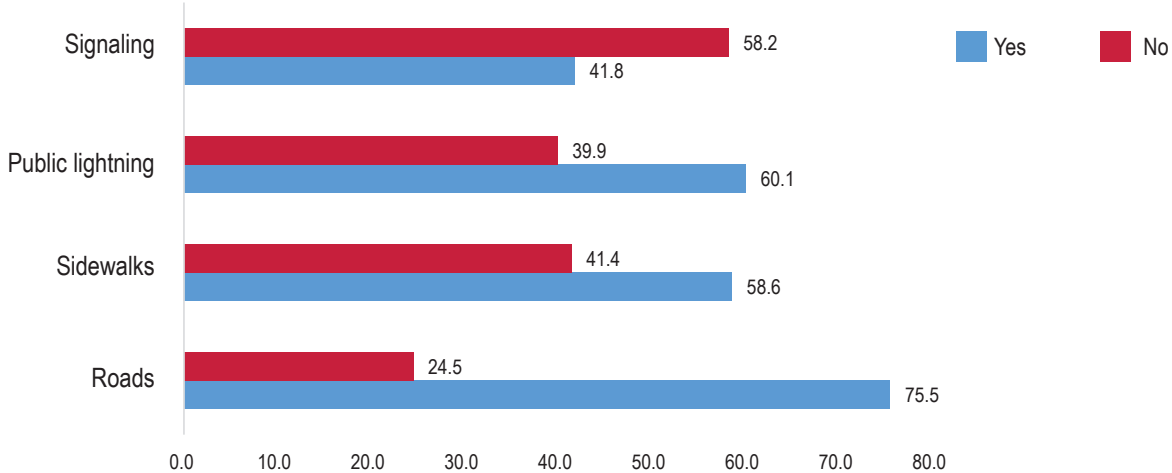
Figure 26: Satisfaction with the municipality's response to requests



Source: Authors' work based on the results of the survey

Regarding public investment in infrastructure services in the last 12 months, majority of respondents, 75.5%, have benefited from investment in roads, 58.6% from investment in sidewalks, 60.1% from investment in public lightning, and 41.8% from investment in signaling (see Figure 27). There are no differences when it comes to gender. However, there are differences among ethnicities as 77% of Albanians and 54.9% of minorities have benefited from investment in roads; 59.7% of Albanians and 43.5% of minorities have benefited from investment in sidewalks; 60.7% of Albanians and 52.1% of minorities have benefited from investment in public lighting, and 42.2% of Albanians and 36.5% of minorities have benefited from investment in signaling.

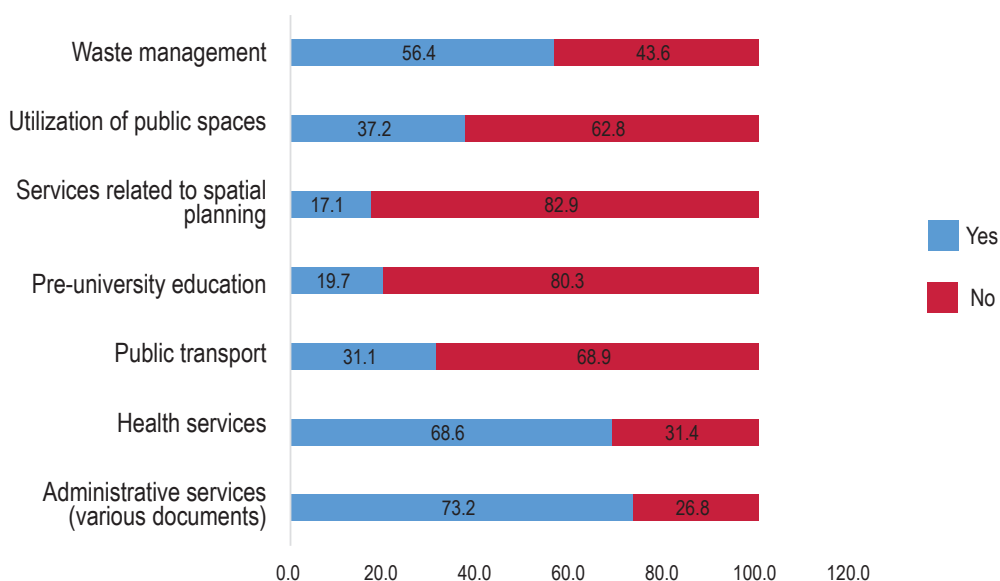
Figure 27: % of respondents who have benefited from public investment in infrastructure services in the last 12 months



Source: Authors' work based on the results of the survey

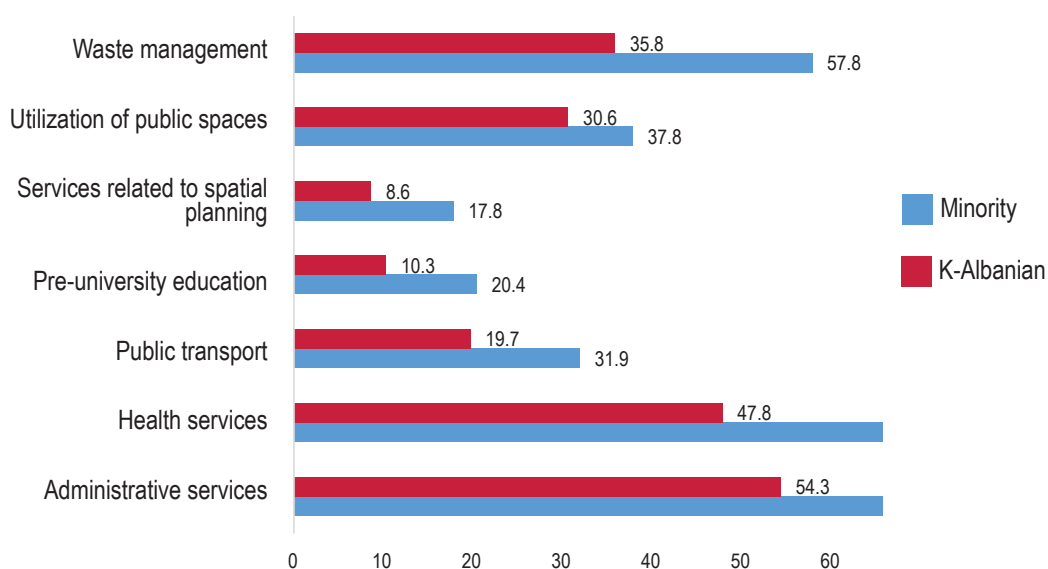
In order to rate the services received by the municipality, respondents were first asked for the specific types of services that they have received during the last 12 months. According to the results, majority of respondents, 73.2%, have received administrative services (various documents), 68.6% stated that they have received health services, and 56.4% have received waste management services. Other types of services such as utilization of public spaces were received by 37.2% of respondents, public transport by 31.1%, pre-university education by 19.7%, services related to special planning by 17.1%, and other types of services by 19%. It is worth noting that public transportation is offered by only a few municipalities in Kosovo. Further, when thinking about public transportation citizens might have included inter-municipal buses as a form of public transportation even though they are owned and operated by private companies. Gender wise, there are no differences except for administrative services and utilization of public transport. Around 76% of men have received administrative services while 70% of women have reported to have done so. Almost 36% of women have used public transport while 26% of men have reported to have done so. Regarding differences among ethnicities please see Figure 29.

Figure 28: Types of services received during the last 12 months



Source: Authors' work based on the results of the survey

Figure 29: Types of services received during the last 12 months by K-Albanian and minorities



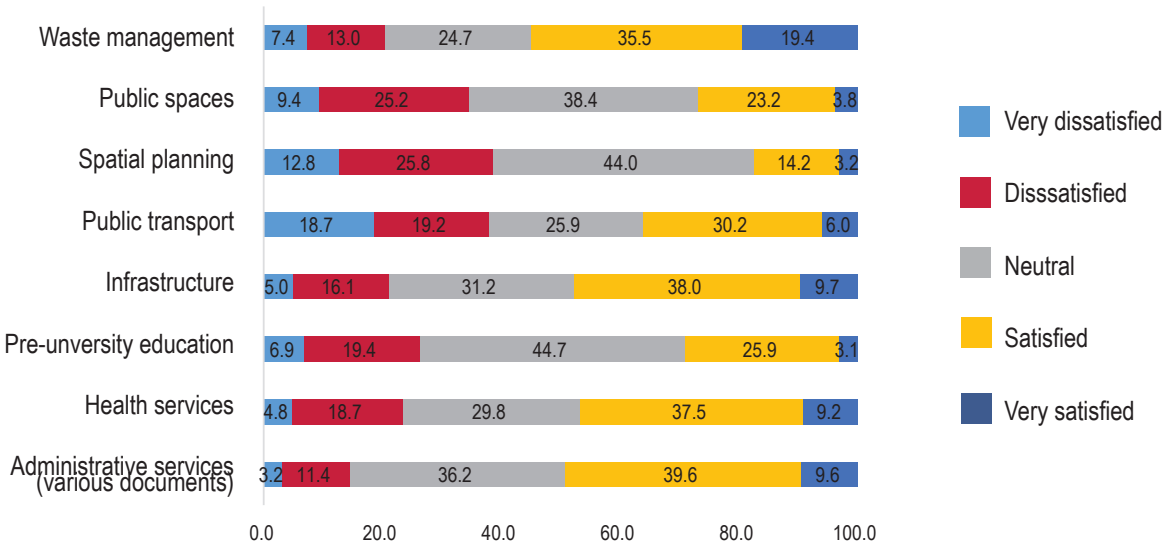
Source: Authors' work based on the results of the survey

Regarding satisfaction with services received, more than half of respondents who have actually received services from the municipality, 54.9%, are satisfied or very satisfied (see Figure 30) with waste management services. This might be because citizens are only satisfied with the fact that waste is collected from their households or living units a

given number of times during the week and do not think of other parts of a waste management system. According to focus group participants, the reason for high satisfaction with waste management services is because of regular collection of waste done by households; even though provision of waste management services at public spaces such as roads, is at a less satisfactory level. This is the only type of service with which more than half of respondents are satisfied with. The other three types of services where almost half of respondents are satisfied or very satisfied with are administrative services (49.2%), health services (46.7%), and infrastructure services (47.7%).

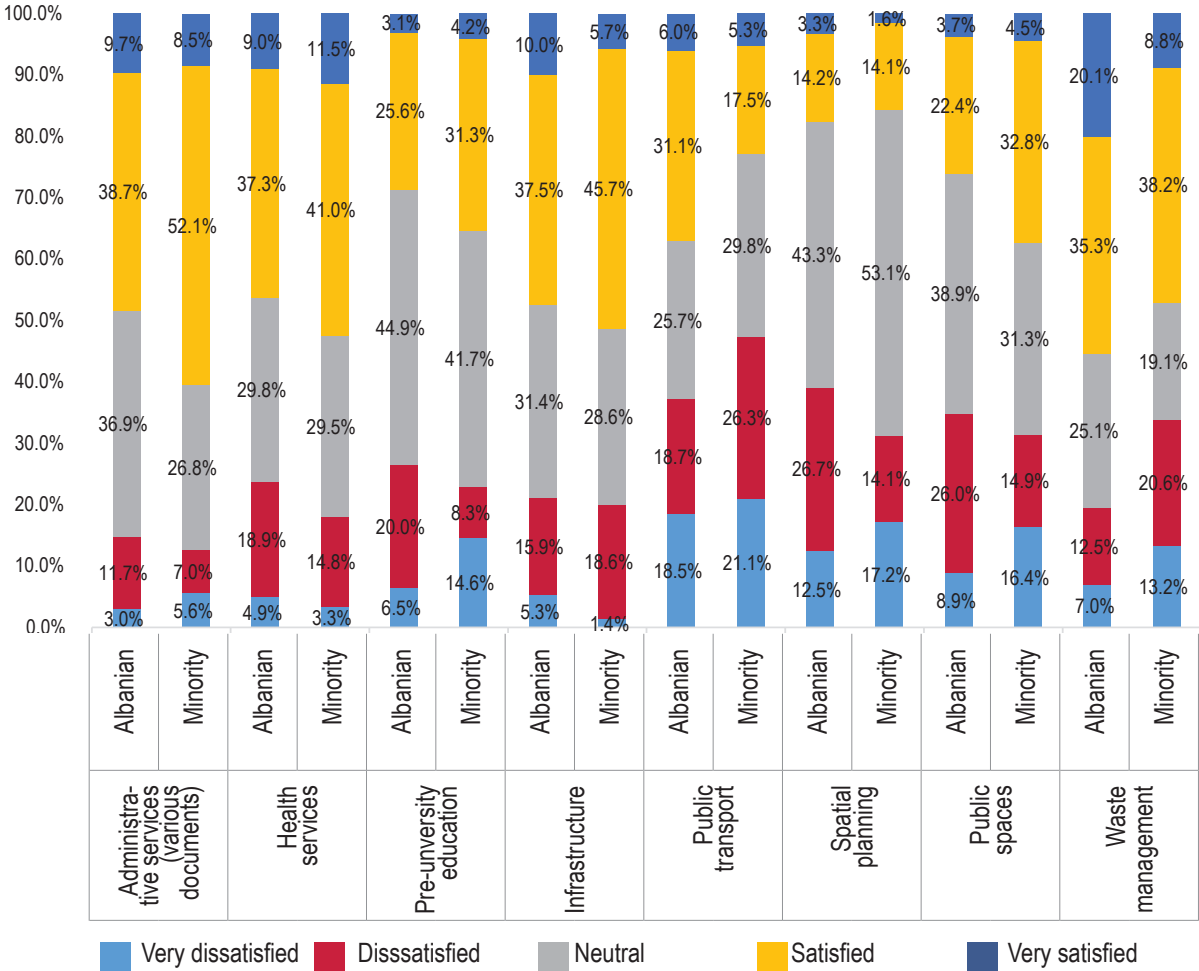
For the other types of services (see Figure 30) the level of satisfaction is lower. For example, 36.2% of respondents are satisfied or very satisfied with public transport. Again, this result should be taken with caution as transportation is offered by only a few municipalities in Kosovo. Around, 29.0% are satisfied or very satisfied with pre-university education, 26.9% are satisfied or very satisfied with public spaces and 17.4% are satisfied or very satisfied with spatial planning services. Three types of services that have been rated the lowest are public transport where 37.9% of respondents are dissatisfied or very dissatisfied, spatial planning with 38.6%, and public spaces with 34.6% dissatisfied or very dissatisfied respondents. Management of public spaces have been poorly rated due to construction that is constantly taking place and that is suffocating the city and green spaces. Regarding differences, there are no major differences when it comes to gender except for public transport which has been rated better by women as 39.5% are satisfied or very satisfied with the service while 32.9% of men have reported to be satisfied. Regarding differences among ethnicities see Figure 31.

Figure 30: Satisfaction level with services received during the last 12 months



Source: Authors' work based on the results of the survey

Figure 31: Differences between ethnicities regarding satisfaction level with services received



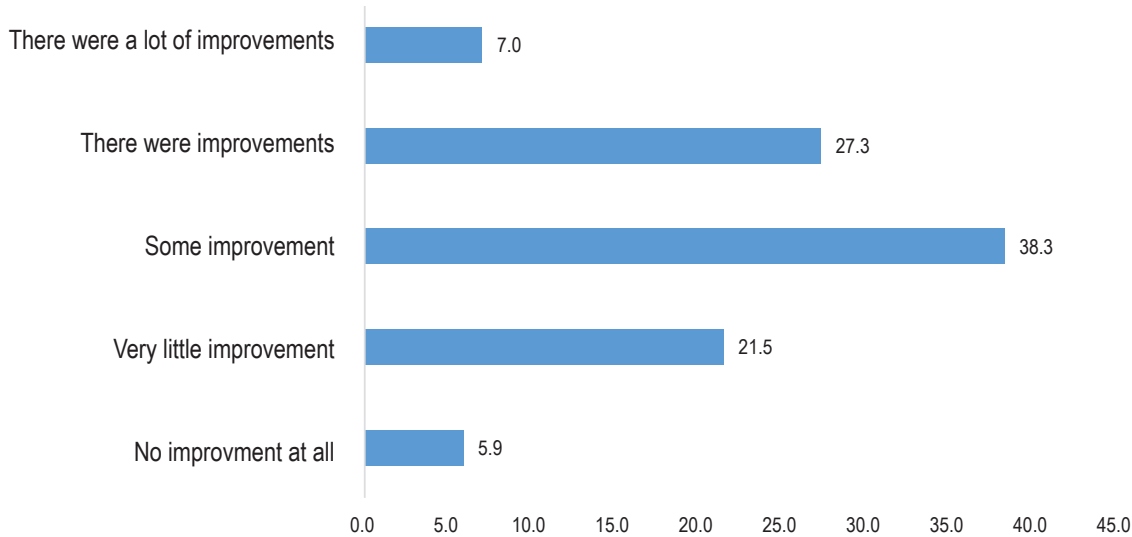
Source: Authors' work based on the results of the survey

Besides calculating the percentages for satisfaction level, we have also calculated intensity scores which can vary from a minimum of 20 to a maximum of 100 (information on calculation procedure have been presented in Annex). The higher the intensity score is the higher the satisfaction level. Results (as can be seen in Table B in Annex) show that citizens seem to be relatively satisfied with services as the intensity scores are above average (above 50) for each service. More specifically, citizens are mostly satisfied with waste management (69.3 intensity points), followed by administrative services (68.2 intensity points), infrastructure (66.3 intensity points), and health services (65.5 intensity points). For the other four services the scores range from 53.8 to 59.8 (see Table B).

Respondents were asked to rate if there were any improvements in services over the last three years. Results show that the majority of respondents, 72.6%, think that there

were improvements (see Figure 32 for the specific level of improvement). There are no major differences between men and women. However, there are differences among ethnicities as 73.6% of K-Albanian think that there were at least some improvement while 58.6% of minorities think so.

Figure 32: Improvements in services over the last three years



Source: Authors' work based on the results of the survey

Regarding satisfaction with municipal services, the moderator notified respondents that survey results have shown that more than 77% of respondents have never raised any issue related to public services with the Mayor/Local Administration/Municipal Assembly or made any request in their municipality regarding the priorities of the citizens during the last three years. Nor have they participated in public meetings organized by the Municipal Assembly. Further, majority of citizens believe that the municipality has not put enough efforts to meet the needs of young people, women, the elderly and people with special needs and that the municipalities do not prioritize citizen needs. And the overwhelming answer by focus group participants was that citizens hesitate to participate in public meetings organized by the municipality because they believe that the debates are politicized and that the interests of the citizens are not sufficiently considered, since most of the debates are organized only to fulfill the legal obligations. Moreover, citizens do not believe that participation in debates leads to improvements and as such they do not take part in them. Also, there is a low number of the neighborhood representatives, who could represent the complaints and interests of the citizens of that neighborhood in the municipality. Further, there is lack of capacity and creativity on the side of municipalities in finding ways to involve the citizens in a more interac-

tive way in the public meetings. Participants suggested that participation might be increased if the municipalities would give a reason why a recommendation made by the citizens has not been or has been implemented. As a result, citizens would feel valued and motivated to participate in public debates. Further, municipalities should be held accountable for low participation of citizens in debates related to issues regarding public services. Municipalities should inform the citizens and make them aware that active participation in order to improve public policies has nothing to do with politics but with civic engagement. According to citizens that participated in FGDs, one reason for not raising any issue or not contacting the municipality to raise issues may be the low trust that being active would have a positive impact on solving a problem. Further, even if a citizen has made a complaint about a certain issue in the municipality, and has not received any response, it automatically makes the citizen feel disappointed and, as a result, less responsible towards his/her obligations..

3.4 Cross tabulation of results

In order to further analyze the data from the survey, we have cross tabulated some questions. The first questions that we cross-tabulated are whether respondents believe that they are informed in advance about the meetings that the municipality organizes with citizens and satisfaction level with municipal services in general. Results show that the more informed the citizens are the higher the satisfaction level with municipal services in general (see Table 2).

Table 2: Cross tab Information on public meetings with satisfaction level with municipal services

		Informed in advance about the municipality's public meetings with citizens	
		Yes	No
Satisfaction level with the municipal services in general	Very dissatisfied	5.4%	94.6%
	Dissatisfied	16.9%	83.1%
	Neutral	31.2%	68.8%
	Satisfied	44.0%	56.0%
	Very Satisfied	72.5%	27.5%

Source: Authors' work based on the results of the survey

Similar results can be noticed when cross tabulating attendance of public hearings with satisfaction level of municipality services in general. The more the citizens attend public hearings the higher satisfaction level is (see Table 3).

Table 3: Cross tab Attendance of public hearings with satisfaction level with municipal services

		Have you attended the public hearings organized by the municipality?	
		Yes	No
Satisfaction level with the municipal services in general	Very dissatisfied	0.0%	100.0%
	Dissatisfied	11.9%	88.1%
	Neutral	16.5%	83.5%
	Satisfied	29.9%	70.1%
	Very satisfied	47.0%	53.0%

Source: Authors' work based on the results of the survey

Similarly, when analyzing the cross tabulation between level of information on the decisions that the municipality takes and satisfaction level with municipality services in general, results in Table 4 show that the more informed the citizens are the higher the percentage of citizens who are satisfied with municipality services in general.

Table 4: Cross tab Level of information on decisions made by the municipality and satisfaction level with municipal services

		How informed are you about the decisions your municipality takes?				
		Not at all informed	Very little informed	Moderately	Informed	Well informed
Satisfaction level with the municipal services in general	Very dissatisfied	74.3%	11.4%	11.4%	0.0%	2.9%
	Dissatisfied	34.5%	30.4%	19.6%	10.7%	4.8%
	Neutral	18.9%	26.7%	40.7%	12.2%	1.6%
	Satisfied	12.0%	12.6%	48.0%	23.7%	3.7%
	Very satisfied	4.8%	13.3%	15.7%	22.9%	43.4%

Source: Authors' work based on the results of the survey

Along the same lines, the better the citizens are informed about municipal budget spending the higher the percentage of citizens who are satisfied with the level of municipal services in general (see Table 5).

Table 5: Cross tab Level of information on municipal budget spending and satisfaction level with municipal services

		How informed are you about the municipal budget spending				
		Not at all informed	Very little informed	Moderately	Informed	Well informed
Satisfaction level with the municipal services in general	Very dissatisfied	71.1%	13.2%	13.2%	0.0%	2.6%
	Dissatisfied	44.4%	30.2%	14.8%	7.1%	3.6%
	Neutral	30.3%	36.3%	26.2%	6.5%	0.8%
	Satisfied	16.6%	24.5%	39.8%	15.7%	3.4%
	Very satisfied	16.9%	3.6%	19.3%	22.9%	37.3%

Source: Authors' work based on the results of the survey

When cross tabulating the perception of citizens on improvement in services such as administrative services, health services, pre-university education, infrastructure, public transport services, spatial planning, public services, and waste management, over the last three years and satisfaction level with municipal services results (see table 6) show that the higher the improvement level is the higher the percentage of satisfied citizens.

Table 6: Cross tab Perception of improvement in services and satisfaction level with municipal services

		Has there been an improvement in services over the last three years?				
		No improvement at all	Very little improvement	Some improvement	There were improvements	There were a lot of improvements
Satisfaction level with the municipal services in general	Very dissatisfied	42.1%	50.0%	5.3%	2.6%	0.0%
	Dissatisfied	15.3%	46.0%	31.8%	6.3%	0.6%
	Neutral	3.4%	23.2%	49.3%	21.5%	2.7%
	Satisfied	1.4%	9.0%	37.4%	45.5%	6.7%
	Very satisfied	0.0%	2.3%	15.1%	36.0%	46.5%

Source: Authors' work based on the results of the survey

When analyzing the level of trust in the local government with information level on decisions taken by the municipality, results (see Table 7) show that the higher the level of information on decisions taken by the municipality the higher the percentage of citizens who trust the local government.

Table 7: Cross tab level of trust in the local government and information level on decisions taken by the municipality

		Level of trust in the local government				
		No trust at all	No trust	Neutral	To some extent	A lot of trust
Information level on decisions taken by the municipality	Not at all informed	26.8%	33.3%	32.3%	5.6%	2.0%
	Very little informed	10.6%	29.3%	46.6%	10.1%	3.4%
	Moderately	1.7%	16.2%	51.0%	27.9%	3.3%
	Informed	2.6%	11.0%	33.5%	43.9%	9.0%
	Well informed	12.7%	6.3%	11.1%	14.3%	55.6%

Source: Authors' work based on the results of the survey

When analyzing the level of trust in the local government with information level on municipal budget spending, results (see Table 8) show that the higher the level of information on municipal budget spending the higher the percentage of citizens who trust the local government.

Table 8: Cross tab level of trust in the local government and information municipal budget spending

		Level of trust in the local government				
		No trust at all	No trust	Neutral	To some extent	A lot of trust
Information level on municipal budget spending	Not at all informed	19.6%	29.6%	38.6%	10.7%	1.4%
	Very little informed	6.9%	27.1%	48.4%	15.9%	1.8%
	Moderately	4.8%	15.2%	47.8%	28.5%	3.7%
	Informed	4.0%	6.9%	24.8%	48.5%	15.8%
	Well informed	7.7%	5.8%	7.7%	15.4%	63.5%

Source: *Authors' work based on the results of the survey*

We have also cross tabulated satisfaction level with Local Administration with the extent to which civil servants have the necessary competencies to fulfill their function and the results (see Table 9) show that the higher the level of competencies of civil servants are the higher the percentage of satisfied citizens with Local Administration.

Table 9: Cross tab the extent to which civil servants have the necessary competencies to fulfill their function with Satisfaction level with Local Administration

		Satisfaction level with Local Administration				
		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
The extent to which civil servants have the necessary competencies to fulfill their function	Not at all	36.0%	28.0%	26.0%	8.0%	2.0%
	They do not have the competencies	17.0%	30.4%	34.8%	10.4%	7.4%
	Neutral	7.7%	12.4%	44.5%	28.0%	7.5%
	To some extent	3.8%	10.0%	30.8%	39.2%	16.2%
	To a large extent	6.1%	12.1%	27.3%	20.2%	34.3%

Source: Authors' work based on the results of the survey

In order to calculate the satisfaction level with municipal services, authorities and trust in local authorities, Riinvest team has calculated the intensity values for satisfaction and trust. For every service, the satisfaction level or trust level given by each citizen (from 1-5) is multiplied by a weight equal to the satisfaction level or trust level (also 1 to 5), i.e., services with which citizens are more satisfied with get a higher weighting and institutions in which citizens have higher trust get a higher weighting). The weighted average is then divided by 5 (the maximum satisfaction or maximum trust) and multiplied by 100 in order to convert the score into a percentage showing how close to the maximum satisfaction or trust the average satisfaction or trust is. In other words, the score s was calculated as: $s = (\sum w_i x_i / n) * 100 / 5$, with $w_i = x_i$; s is the score for the satisfaction with each service or trust, w is the weight, x is the ranking given by each respondent and $i = 1, 2, \dots, n$ stands for each respondent. Higher intensity means higher satisfaction level or higher trust. The maximum value is 100. Tables A, B C present the intensity scores.

Table A: Intensity scores for satisfaction with authorities, management of municipal budget, municipal services in general and response to citizens' requests

	Intensity level
Level of satisfaction with the mayor	64.7
Level of satisfaction with Municipal Assembly	59.9
Level of satisfaction with Local Administration	63.4
Level of satisfaction with the management of municipal funds	59.3
Level of satisfaction with municipal services in general?	65.0
Level of satisfaction with municipality's response citizens' requests	60.2
Level of satisfaction with the management of the pandemic situation	62.7

Source: Authors' work based on the results of the survey

Table B: Intensity scores for satisfaction with municipal services

Level of satisfaction with municipal services	Intensity level
Administrative services	68.2
Health services	65.5
Pre-university Education	59.8
Infrastructure (roads, sidewalks, public lighting and signaling)	66.3
Public transport services	57.1
Spatial planning	53.8
Public spaces	57.3
Waste management	69.3

Source: *Authors' work based on the results of the survey*

Table C: Level of trust

	Intensity level
Local government	59.1
Political Parties	46.1
National Government	46.0
Courts	57.0
Police	69.8
Media	52.5

Source: *Authors' work based on the results of the survey*