

CITIZENS' SATISFACTION

WITH QUALITY OF LIFE IN LOCAL COMMUNITIES AND THE SERVICES OF LOCAL SELF-GOVERNMENTS

PUBLIC OPINION SURVEY FINDINGS

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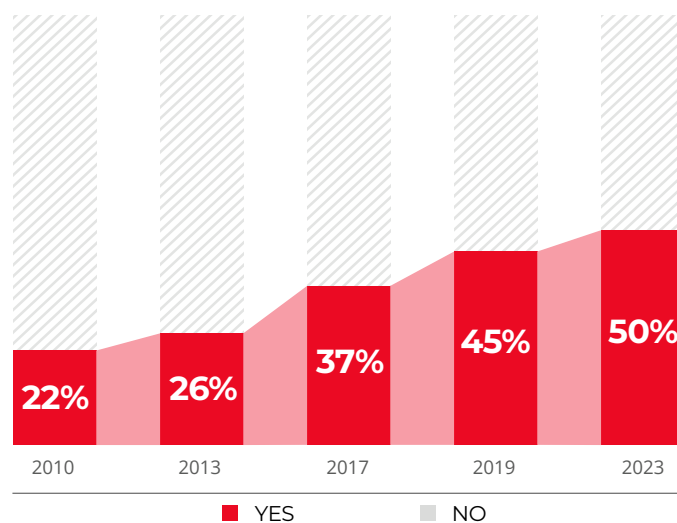
The results of the public opinion survey CeSID conducted within the Programme "PRO-Local Governance for People and Nature" in 50 cities and municipalities in Serbia show that one out of two Serbian citizens are satisfied with the services extended by local self-governments. They are satisfied the most with the work of the general administration service and the administration.

One out of five respondents list lack of information about the procedures and documentation they need in order to exercise their rights and the complexity of the procedures they have to undergo among the greatest obstacles to their communication with city/municipal administrations.

 **50%** OF THE CITIZENS

THINK THAT THE LOCAL SELF-GOVERNMENTS ARE EXTENDING SERVICES RESPONDING TO THEIR NEEDS

ARE THE LOCAL AUTHORITIES LOOKING AFTER THE CITIZENS?



 **45%** OF THE CITIZENS

ARE SATISFIED WITH THE ADMINISTRATIVE SERVICES EXTENDED BY THEIR LOCAL SELF-GOVERNMENTS

The survey results show an increase in the number of citizens satisfied with various aspects of the public officials' work.



ARE SATISFIED WITH THE COURTESY OF PUBLIC OFFICIALS



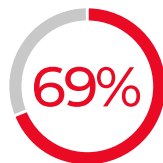
ARE SATISFIED WITH THE PROFESSIONALISM OF THE PUBLIC OFFICIALS

The survey also covered the respondents' subjective perceptions of the quality of their lives and the elements of their everyday lives.

WHICH ELEMENT OF LIFE IN THE CITY ARE YOU THE MOST SATISFIED WITH?



AVAILABILITY OF SHOPS

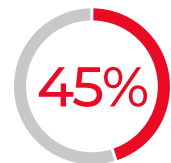


The respondents are also satisfied with the state of the green markets, the quality of educational institutions, the availability of sports and recreational facilities and safety.

WHICH ELEMENT OF LIFE IN THE CITY ARE YOU THE LEAST SATISFIED WITH?



LACK OF PARKING



The other elements the respondents are dissatisfied with include the state of urbanism, equal exercise of rights, youth policies and opportunities for youth.

In addition to gauging their satisfaction with the work of the local self-governments and perceptions of the quality of their lives, the survey respondents were asked to share their views on the impact of civil society organisations on their local communities.



SAID THEY WERE UNFAMILIAR WITH THE WORK OF CIVIL SOCIETY ORGANISATIONS



HAVE BEEN TAKING PART IN ACTIVITIES IMPLEMENTED BY CIVIL SOCIETY ORGANISATIONS

Low direct public participation in decision-making persists, with 73% of the respondents saying that the **local authorities rarely ask them** what they thought of their decisions. A third of the respondents say that their city/municipality did not discuss the local budget with them over the past two years.

The respondents mainly familiarised themselves with the work of their local governments via **local TV stations** (41%) and **local Internet portals and websites** (38%).

The report on the public opinion survey is available in Serbian at:

