

CITIZENS' SATISFACTION

WITH THE QUALITY OF LIFE IN THE LOCAL COMMUNITY AND SERVICES RENDERED BY LOCAL SELF-GOVERNMENT

EXCERPT FROM THE PUBLIC OPINION POLL REPORT swisspro.org.rs

Results of the public opinion poll implemented by CeSID within the Swiss PRO programme in 50 towns and municipalities in Central Serbia demonstrate that almost one in two citizens feels that local self-governments are taking care of their citizens and providing them with services adequate to their needs.

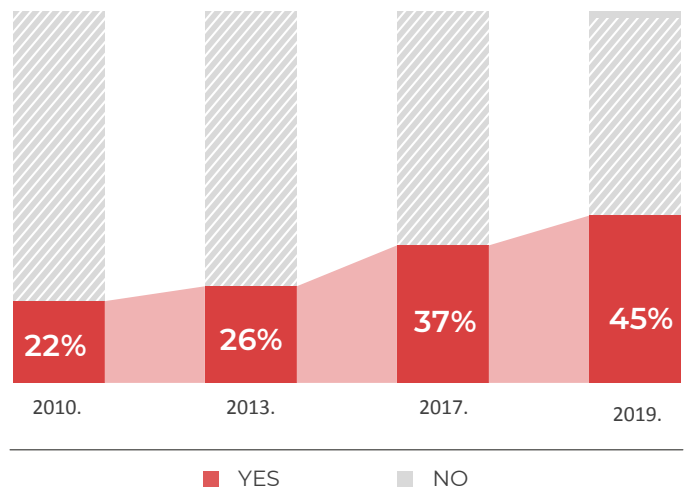
However, one in three respondents feels that they do not have enough information about the functioning of the municipality they live in, while one in three respondents has no opinion on that topic as they rarely visited the local government's offices. The citizens that have recently contacted their local self-government evaluate its performance better than those that have not had direct experiences.



29% CITIZENS

FEEL THE HIGHEST PROGRESS IN THE PERFORMANCE OF MUNICIPAL SERVICES IS IN RELATION TO TIME SAVINGS

DOES THE LOCAL AUTHORITY TAKE CARE OF CITIZENS?



25% RESPONDENTS

DEMONSTRATE THE HIGHEST LEVEL OF TRUST IN THE MAYOR

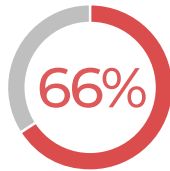
To the question on what functions best within the municipal administration, over one-half of citizens mentioned the general administration, in charge of issuing certificates based on citizens' registries, other certificates, proofs and similar documents.

Trends in comparison with previous survey cycles implemented in 2010, 2013 and 2017 indicate a gradual increase in the percentage of citizens satisfied with the elements of daily life in the local community.

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



AVAILABILITY OF PLACES FOR SHOPPING AND PURCHASE



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



YOUTH POLICY & OPPORTUNITIES FOR YOUNG PEOPLE



In addition to satisfaction with the performance of local authorities, the opinions on directions of development in cities and municipalities were also examined.



33% TOTAL SAMPLE

THINKS THAT THE FUTURE OF CITY/MUNICIPALITY SHOULD BE BASED ON AGRICULTURE



13% CITIZENS

CONSIDER YOUTH POLICY TO BE A PRIORITY FIELD FOR INVESTMENT IN THE LOCAL COMMUNITY

The survey also covered perceptions of the extent of corruption in municipal administration, sense of security in the city and public participation.



88% POLLED

CLAIM THEY HAVE NEVER GIVEN A BRIBE TO A CIVIL SERVANT



79% SURVEYED

CITIZENS FEEL SAFE IN THEIR TOWN OR MUNICIPALITY

The direct participation of citizens in the work of local self-government is at a very low level. Only one to two percent of respondents have actively participated in decision-making processes at the local level, such as referenda, public hearings and similar. One in ten citizens have heard of such activities but have not participated in them, and over 85 percent of respondents have not even heard of something like that happening in their municipality.

The public opinion poll report is available on the Swiss PRO website:



swisspro.org.rs