

LABEL FOR INNOVATION AND GOOD GOVERNANCE AT LOCAL LEVEL

QUESTIONNAIRE FOR CITIZENS

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ЕЛЕМЕНТИ ЗА ОЦЕНЯВАНЕ НА КАНДИДАТУРИТЕ НА ОБЩИНИТЕ

- Benchmark Label of Innovation and Good Governance;;
- Questionnaire for municipal councilors;
- **Questionnaire for citizens.**

CITEZENS SURVEYS

- **Complementary element** - when there is a substantial difference between the estimates we apply the methodology;
- **Changes in the questionnaire** - synchronized with changes in the questionnaire of municipal councilors;
- **Information on the award of study** - concluded a contract;
- **Scope of the study** - a representative survey of the adult population of the municipalities;
- **Summarizing the results of research** - report data and results submitted to independent experts..

Conducting inquiries

- Awarded a contract to carry out a survey among the citizens of the municipalities applied for participation in the procedure for awarding the Label;
- Determined is the executor;
- Survey completed one month prior to the assessment of independent experts.

Findings of the conducted surveys

- Regular conducting such surveys as a form of democratic control over the work of the municipalities, as well as optimization of municipal policies;
- Municipalities need to better communicate and promote their achievements and innovations;
- The 12 principles of good democratic governance and competition for service label for good governance at the local level should be promoted among all citizens of Bulgaria - through the media, through social networks and appropriate public events.

Questionnaire for citizens, made according to the 12 principles of good democratic governance

Interview with local residents - in person

Introduction

Hello! (Name of organization) made a poll for the evaluation of municipal policies and services in your community. We would like to know what you think about the activities and services of the municipality in which you have your personal impressions and experiences. Your opinion can contribute to the improvement of local democracy. Rest assured that participation in the study is voluntary and that any information you give us will be used only in anonymous form. It is not possible to identify individual responses. The results will be announced in the month after completion of the competition for the award of a European label of innovation and good governance at local level, in which your municipality involved.

We will ask you a few short questions to assess the performance of your municipality in connection with its participation in the competition for the award of the European label for good governance. Do not need your name, we are interested only your assessment of the work of the municipality.

The results will be announced in the month after completion of the competition for the award of a European label of innovation and good governance at local level, in which your municipality involved.

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Interview with local residents - in person

Note whether the requesting person refuses to participate, wishes to participate at a later stage or wishes to be interviewed

- 1. Refusal to participate
- 2. Wishes at a later stage (when the note)
- 3. Asks to be interviewed now

Other information about Notes

- Gender: The question is not asked
- When interviewing face to face the gender is clear.
- Name of the municipality _____
- Date of interview _____

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Interview with local residents - in person

Login:

People have different opinions about local governments and their actions. Claims you hear during the interview are related to the implementation of the 12 principles of good governance at the local level. Please indicate one of the possible answers ("very good", "good", "weak", "very weak" or "no opinion / not applicable").





For interviewer: If necessary, once again reiterated that the interviewee must choose one of the possible answers: "very good", "good", "weak", "very weak" or "no opinion / not applicable" .".

		I do not know, have no opinion / not applicable (0)	Applies only slightly (1)	Applies Low (2)	Applies good (3)	Applies very well (4)
1.	Fair conduct of elections, representation and participation - to provide real opportunities for all citizens to exercise their right out loud and have a say on issues of local public interest					
	Citizens' views influence the decisions of local authorities, including through their vote in elections.	0	1	2	3	4



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2.	Responsiveness - To ensure coverage of the needs and legitimate expectations of citizens by local authorities.					
	Local authorities are responsive. Consider complaints and signals of citizens professionally and responsibly. 	0	1	2	3	4
3.	Efficiency and effectiveness - to ensure that the objectives through the optimal use of available resources.					
	Overall I am satisfied with the services offered by the municipality.	0	1	2	3	4
4.	Openness and transparency - to ensure public access to information and facilitate understanding of how local public affairs are decided.					
	Municipality inform citizens in a good way about important community issues. 	0	1	2	3	4
5.	The rule of law - to ensure fairness, impartiality and predictability in the decisions and actions of those in power					
	In the activities of the municipality the most important are the common interests of the citizens and  not personal.	0	1	2	3	4

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6.	Ethics - to ensure that the public interest is placed above personal interests.					
	In the municipality all people are treated in the same way, regardless of their connections with municipal officials and councilors.	0	1	2	3	4
7.	Competence and capacity - to ensure that local elected representatives and appointed officials are able to perform their duties.					
	Employees in the municipality are competent people who know their obligations and fulfill them professionally.	0	1	2	3	4
8.	Innovation and openness to change - to ensure that practical benefits derived from the introduction of new solutions and best practices.					
	The municipality appreciate citizens proposals to introduce new practices and services or modify existing and comply with them.	0	1	2	3	4

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Interview with local residents - in person

9.	Sustainability and long-term orientation - to take into account the interests of future generations.					
	Municipal policies that the basis of which the interests of future generations and which is formed with the participation of citizens.	0	1	2	3	4
10.	Sound financial management - to ensure prudent and productive use of public funds.					
	Municipal finance plan and spent wisely and municipal administration accountable to the public revenue and expenditure. 	0	1	2	3	4
11.	Human rights, cultural diversity and social cohesion - to ensure that all citizens are protected and respected human dignity, and that none of them is discriminated against or excluded from public life.					
	The municipality provides equal rights to all ethnic, religious and other groups living on its territory.	0	1	2	3	4
12.	Accountability - to ensure that persons elected and municipal officials and take responsibility for their actions.					
	The local authorities properly inform citizens of their decisions and are accountable to them for their actions. 	0	1	2	3	4

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Interview with local residents - in person

What is your occupation?

(For interviewer: Read aloud)

1. Employed in public sector- (state institutions, municipal
2. Employed in the private sector-wage earner
3. Own business
4. Student
5. welfare recipients
6. Retired
7. Unemployed
8. NGOs, other

Next question is asked only of respondents that are employed in the public and private sector (1 and 2 in question 13a)

13b: **We`d like to to have your opinion on the following statement:**

Can influence working conditions and career in my work.

Please indicate whether this statement applies very good, good, poor or very poor or have no opinion on the matter?

0 I do not know, have no opinion / not applicable

- 1) Applies only slightly
- 2) Applies low
- 3) Applies well
- 4) Applies very well

14. In politics people often talk about "left" and "right". On a scale where 0 represents those who are entirely political left and 10 those are all political right, where usually you would describe it?

For interviewer: Please. record number indicated here ____

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Basic information.

15. Age in years. (*Please write the age here*___)

16. Your level of education is:

- 1) Primary and lower
- 2) Medium School
- 3) secondary education
- 4) High (bachelor degree, master's degree)
- 5) Higher (postgraduate degree), doctor

17 The average monthly income of a member of your household. *Please indicate the approximate amount lev* _____

18. How many years living in this municipality? *Please indicate the number of years* _____

19. Are you responsible for the, health and lives of children or other members of the household / family?

- 0)
- 1) Yes

Significance of the results of the survey

- Assessment of citizens included in the final evaluation of the municipality;
- Calculate the average score of the evaluations of citizens and councilors;
- Compare the mean score for self-assessment of the municipality;
- Perform correction towards reduction or increase of the self-assessment of the municipality received in the benchmark, according to the scale methodology.



***Thank you
for your attention!***