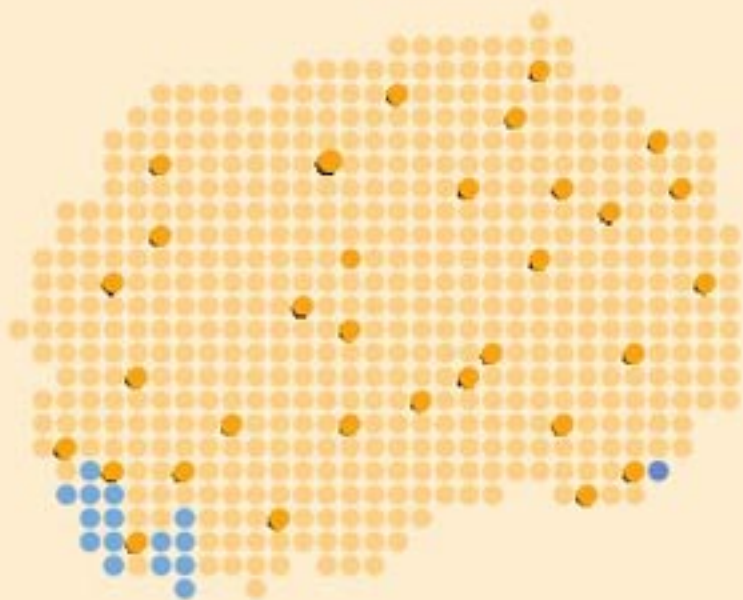


DECENTRALIZATION PROCESS: CITIZENS' VIEWS



Decentralization process: citizens' views

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Foreword

Local self-government, by its nature, symbolizes the easiest way of addressing the citizen's needs and finding out solutions for their problems. It can be defined through the 3 main components: coordination of policies, participation of the civil sector & business environment, efficiency of local programs.

Strengthening of the management and human resources capacity in local self-government has to result in coherent actions for solving of the local circumstances. The basic local self-governmental tool of improvement is the process of decentralization and citizen's participation. In general it is accepted that decentralized decision-making promotes finding of pragmatic solutions for the local problems.

In theory, decentralization has to provide more space for integrated programs. Such programs have to be combined with participation of the local government and the state it self, also the private sector, citizen's organizations or social groups that should support development strategies which will balance the possibilities for economic development, social involvement and improved quality of life.

With the set of laws legislated, Macedonia is already deeply in to the process of decentralization which is becoming a reality for the Macedonian citizen's. The solid determination of Republic of Macedonia to adhere in this process makes the hearing of the citizen's opinion to be its essential part.

In order to extract data that shows how citizens perceive this process, special questionnaire was created by which handling the citizens were directly asked about their opinion on the decentralization: how informed are they about the transfer of competences, what would they want to know, where and to what extent do they inform themselves, where would they like their local self government to be more engaged/active so that it will improve the services and life conditions, how much are the citizens prepared to participate?

The extracted data is of great significance for the makers and implementers of the local policy, especially in many areas of the management within the local self government i.e. in: creating priorities for sustainable local development, strategy defining, and action plans, improvement of the citizens'

participation and social involvement which will improve the quality of life.

The value of extracted data is even more enhanced by the moment in time chosen for this survey of public opinion, being conducted through the period from 20th till 26th of June, 2005, i.e. one week before the transfer of the competences that started on 1st of July 2005.

I hope that the acquired results will contribute in creating efficient policies on local level, and open possibilities for further surveys which will follow up the entire process and will present a referent point for correction or direction of the further local practice.

Project manager

Professor Mirjana Borota Popovska PhD

Sample

The sample is a representative and covers all citizens of republic of Macedonia on bases of gender, ethnicity, age, working status and NUTS regions. The size of the sample is 1200 interviewees.

All interviews were carried out face to face in interviewee's homes and in their native language.

The questionnaire is consisted of closed questions, upon which the persons interviewed can choose one answer. The interviewed were kindly asked to answer all questions, and also there was possibility given to them to choose "I don't know" for an answer.



CHAPTER 1

The decentralization process as a way of bringing government closer to the citizens and way of improvement of the local services

1.1.

What do citizens think about the performance of their local self government?

Evaluation of the self government running was provided through asking several questions. For each question opportunity was given to the citizens to evaluate by giving grades from 1 to 5 (where 1 is the lowest and 5 is the highest mark). Citizens were supposed to evaluate the following areas: understanding and fulfillment of the citizens needs; citizen's informing; active involvement-encouragement of the citizens; improvement of the local services aimed for the citizens.

An average evaluation for all surveyed municipalities, related to the distinctive activities is presented in table 1.

From the results gained it can be seen that the average success is very low i.e. 1.88, which on the scale from 1-5, isn't even a passing grade, where separately the highest grade is given for: „ understands and responds to the requests of the citizens” i.e. 1.96; and the lowest for „ active involvement-encouragement of citizens”, i.e. 1.78.

1.	understands and responds to the requests of the citizens	1.96
2.	informs the citizens	1.94
3.	improves the services for the citizens	1,85
4.	encourages the active citizen's participation	1,78
	Average grade in total	1,88

Local self government understands and fulfils the citizen's requests

Each decentralization process is aiming toward bringing the government closer to the citizens. The success of the decentralization is measured upon how really close is the government to the citizens, or more clearly, what is the level of understanding and fulfillment of their requests. The average grade that the local self government has got in this area is 1.96. As it can be seen from the table 2, fraction of 39.8% of the citizens evaluated the local self government with the grade 1 (one-unsatisfactory), and only 3.1% evaluated it with 5 (five-satisfactory).

From table 2, it can be seen that citizens from the rural areas, where the average grade is 2.03, are slightly more satisfied than the citizens in urban areas, where the average grade is 1.93.

Table 2. local self government understands and fulfils the requests of the citizens			
place of living	city	village	Total
1	40.10%	38.80%	39.80%
2	27.40%	22.20%	26.00%
3	17.70%	14.80%	16.90%
4	4.90%	5.80%	5.20%
5	2.30%	5.20%	3.10%
doesn't know	7.60%	13.20%	9.20%
Total	100.00%	100.00%	100.00%
average grade:	1.93	2.03	1.96

Local self government informs the citizens

Informing is a significant aspect to the local self government and a precondition for establishing and keeping relation with the citizens. It is one of the possibilities to bring closer the local government to the citizens. The average grade that the local self government got in this area is 1.94. As it can be seen from table 3, a fraction of 41% of the citizens responded with 1(unsatisfactory) and only 3.1% with 5(excellent). It can be noticed from the average grades that the citizens from the urban areas are slightly more informed as the average grade is 1.95, and less informed are feeling to be the citizens from the rural areas 1.92.

	place of living	city	village	Total
1		40.00%	44.90%	41.30%
2		27.80%	20.30%	25.80%
3		16.90%	16.60%	16.80%
4		5.50%	4.60%	5.20%
5		2.60%	4.00%	3.00%
doesn't know		7.20%	9.50%	7.80%
Total		100.00%	100.00%	100.00%
average grade:		1.95	1.92	1.94

Local self government improves the citizen's services

Besides bringing closer government to the citizens, the reason why a decentralization of the local self government is started also is, to better understand the actual needs of the local population.

By detecting the needs and the possibilities, activities should outcome for creating actual projects that will meet the defined needs, and will improve the t citizen's life. One of the aspects of improvement of the life quality of citizens is through improvement of the services. Consequently, citizens evaluation on "if there is improvement in the services?" was requested.

The average grade is 1.85, and there is no difference between the citizens from the urban and rural local self government areas. With grade 1 responded 45%, and with grade 5 - 2.5 % as it is presented in table 4.

place of living	city	village	Total
1	44.20%	47.10%	45.00%
2	28.20%	22.50%	26.60%
3	14.00%	12.90%	13.70%
4	5.20%	5.20%	5.20%
5	2.20%	3.40%	2.50%
doesn't know	6.20%	8.90%	6.90%
Total	100.00%	100.00%	100.00%
average grade:	1.85	1.85	1.85

Local self government encourages active citizen's participation

For executing appropriate functioning of the local self government it is necessary that it strives for greater involvement of the citizens in its work at additional levels; i.e. at the level of surveying the opinion of the citizens for priority needs, as well as for the decision making level and implementation of the decisions and projects.

Regarding the issue, "How much is the local self government encouraging citizen's participation?" in table 5, it can be seen that: the average grade is the lowest and it is 1.78. From which 49.6% of the citizens responded with 1(unsatisfactory) and only 2.6 % responded with 5(excellent).

It can be noticed that the citizens from the rural areas are a bit more encouraged for active participation; their average grade is 1.86, compared to the citizens from the urban areas where the average grade is 1.75.

place of living	city	village	Total
1	49.90%	48.60%	49.60%
2	22.50%	16.60%	20.90%
3	12.50%	15.40%	13.30%
4	4.60%	4.30%	4.50%
5	1.90%	4.30%	2.60%
doesn't know	8.60%	10.80%	9.20%
Total	100.00%	100.00%	100.00%
average grade:	1.75	1.86	1.78

1.2.

Is there any improvement regarding the performance of the local self government units since the beginning of the process of decentralization?

It is also interesting to analyze answers of the following question: "According to your opinion and experience since the beginning of the process of decentralization, is there any change in the local self government unit regarding the improvement of its work?" see table 6. Thus, 56.6% responded with no, and 28.7% doesn't know. Only 14.7% responded that things are improved since the process of decentralization has begun. In rural local self government areas slightly greater number of citizens thinks that there is improvement in the work - 20.3%, compared to the citizens from urban local self government areas - 12.7%. Beside the fact that it is normal and expected that with every change there are periods where there are difficulties for appropriate realization of activities and stagnation in results, this kind of answers lead to conclusion, that the entire process of decentralization is still separated from the citizens; they understand it like something distant and useless and they classify it within frames of the political abuse and segregation of power between the parties and not for the common wellbeing of the citizens.

Table 6. Do you think that the work of your local self government is improved since the beginning of the process of decentralization?			
place of living	city	village	total
yes	12.70%	20.30%	14.70%
no	58.30%	52.00%	56.60%
doesn't knows	29.10%	27.70%	28.70%
total	100.00%	100.00%	100.00%

Implications for the local policy makers and implementers

The results speak that:

- Citizens have high awareness, but also high expectations for the results that have to be accomplished by the local self government throughout the process of decentralization.
- There is a need of applying additional efforts on the part of the local self government so that they bring themselves closer to the citizens and to acquire confidence through improved decision making, based on better gathering of information from all societal agents that will result with better understanding of their requests and problems.
- The local self government has to improve the process of communication with the citizens, which has to become bidirectional, meaning that it has to enable feed back, and not only ad hock informing.
- Improvement of communication means initiating active participation of the citizens, or more clearly, activating the educational, technical, social capacity of the community.
- The improvement of services is basic principle through which efficiency of the local self government is currently viewed, and this is relevant expectation for the citizens.

CHAPTER 2

How well are the citizens informed about the whole process of decentralization?

2.1.

How well the citizens are informed about the transfer of competences in the respective areas

Surveyed citizens were also given the possibility to say how well they are informed about the transfer of competences in different areas, depicted in table 7. For each area the citizens could give 4 types of answers and they are respectively: 1- not informed at all, 2- partially informed, 3- sufficiently informed, 4- excellently informed. By calculating the medium value it can be concluded that larger number of citizens are not informed about the entire process.

thus, they are well informed in the area of education with medium value 1.86, and less informed in the area of transfer of competences and protection and life rescuing of citizens' and fire protection- 1.44.

Decentralization process: citizens' views

Table 7. Please evaluate how well you are informed about the entire process of decentralization of the local self government and transfer of the competences from central to local level.

1. not informed at all
2. partly informed
3. sufficiently informed
4. excellently informed

	medium value
transfer of competences in education	1,86
transfer of competences in communal affairs sector	1,71
transfer of competences in urban planning	1,66
financing of the municipalities	1,66
transfer of competences in local economic development	1,62
transfer of competences in culture	1,61
transfer of competences in environment protection	1,59
transfer of competences in welfare/social care and children's care & protection	1,55
transfer of competences in protecting and life rescuing of the citizens and fire protection	1,44

How well citizens are informed about the transfer of competences in education

In table 8, it can be noticed that citizens from the urban local self government areas are slightly better informed about the transfer of competences in education, then the citizens from the rural local self government areas, from which 36% of the citizens from urban and rural areas in total declared them selves as partially informed, 6.6% citizens in urban areas responded as excellently informed unlike 2.5% citizens in rural areas that respond with excellent as well. In total 41.2% of the citizens are totally uninformed.

Table 8. How well are the citizens informed about transfer of competences in education?			
place of living	city	village	total
not informed at all	39.80%	44.90%	41.20%
partly informed	36.10%	36.60%	36.30%
sufficiently informed	17.40%	16.00%	17.10%
excellently informed	6.60%	2.50%	5.50%
total	100.00%	100.00%	100.00%

Table 8.1. how well the citizens are informed about transfer of competences in educationbrazovaniето

	working status										total
	public sector employed	private sector employed	farmers	housewives	retired	student	unemployed				
not informed at all	27.00%	39.20%	52.30%	59.20%	50.40%	31.90%	46.60%				41.20%
partially informed	40.00%	37.40%	34.10%	28.90%	33.10%	38.10%	35.40%				36.30%
sufficiently informed	23.00%	18.30%	11.40%	9.20%	11.50%	23.00%	14.60%				17.10%
excellently informed	10.00%	5.00%	2.30%	2.60%	5.00%	7.10%	3.40%				5.50%
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%

Relating to the working status, see table 8.1., the best informed are public sector employees-10% responded as excellently informed, also the students can be included here too with 7.1%, while the rest of the polled, consisting of 59.2% housewives, 52.3% farmers, 50.4% retired and 46.6% unemployed, can be deemed as totally uninformed.

How well the citizens are informed about transfer of competences in communal affairs sector

From table 9 it can be seen that the citizens in rural communities are, again, less informed than the citizens in urban communities; 52% of the citizens in rural communities are not informed at all, and 47.5% of the urban citizens are as well not informed at all. Excellently informed are 4.2% of the urban citizens, and 1.5% of the rural citizens. There is no big difference regarding the partial informing. Thus 34.7% belongs to the city and 32% to the village, and sufficiently informed are 13.6% of the city population and 14.2% village population.

Table 9. how well the citizens are informed about transfer of competences in communal affairs sector				
	place of living	city	village	total
not informed at all		47.50%	52.30%	48.80%
partly informed		34.70%	32.00%	33.90%
sufficiently informed		13.60%	14.20%	13.70%
excellently informed		4.20%	1.50%	3.50%
	total	100.00%	100.00%	100.00%

Table 9.1. how well the citizens are informed about transfer of competences in communal affairs sector

	working status								total
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed		
not informed at all	38.70%	48.20%	54.50%	69.70%	52.50%	47.80%	49.70%	48.80%	
partly informed	40.00%	32.70%	38.60%	23.70%	32.40%	31.90%	33.90%	33.90%	
sufficiently informed	17.40%	12.90%	6.80%	6.60%	12.90%	17.70%	13.40%	13.70%	
excellently informed	3.90%	6.10%			2.20%	2.70%	3.10%	3.50%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Regarding the working status, table 9.1, not informed at all are 69.7% housewives, 54.4% farmers, 52.5% retired, 49.7% unemployed, 48.2% private sector employees, 47.8% students and 38.7% public sector.

Only 13% of the citizens are sufficiently informed. Excellently informed are only 6.1% of the employees in the private sector, 3.9% of the employees in public sector, 3.1% unemployed, 2.2% retired and 2.7% students. Not a single surveyed agricultural worker and neither any housewife stated that they are excellently informed.

How well the citizens are informed about transfer of competences in urban planning

In this area (table 10), less informed are, again, the citizens in rural areas, i.e. 59.1% are not informed at all, and 51.9% of the citizens in urban areas are as well totally uninformed. There is no big difference regarding the partial informing related to the place of living - 31% city and 28.3% village, and excellently informed are only 11.5% of the citizens.

place of living	city	village	total
not informed at all	51.90%	59.10%	53.80%
partly informed	31.00%	28.30%	30.30%
sufficiently informed	11.50%	11.40%	11.50%
excellent informed	5.60%	1.20%	4.40%
total	100.00%	100.00%	100.00%

Table 10.1. how well the citizens are informed about transfer of competences in urban planning

	working status								total
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed	total	
not informed at all	41.30%	54.00%	63.60%	76.30%	49.60%	48.70%	59.60%	53.80%	
partly informed	36.50%	27.70%	25.00%	18.40%	38.10%	30.10%	28.30%	30.30%	
sufficiently informed	16.50%	11.20%	11.40%	5.30%	7.20%	15.90%	9.90%	11.50%	
excellently informed	5.70%	7.20%			5.00%	5.30%	2.20%	4.40%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

With relation to the working status, table 10.1, again the least informed are the housewives 76.3%, 63.3% agricultural workers, 59.6% unemployed, 54% employed in private sector, 49.6% retired, 48.7% students and 41.3% employed in public sector. Excellently informed are only 7.2% employed in the private sector, 5.7% in public sector, 5.3% students, 5% retired and 2.2% unemployed. Not a single surveyed agricultural worker and neither any housewife stated that they are excellently informed.

How well are the citizens informed about financing of the local self government?

Concerning the issue about financing of the municipalities there is a big difference between the informing of the citizens in urban and rural municipalities, as it is presented in table 11. A fraction of 49.8% of the citizens from urban municipalities are not informed at all about how the municipalities are going to be financed, while 62.2% of the citizens in rural areas are not informed at all as well. Partly informed are 31.45% of the citizens, and sufficiently informed are only 12.1% of the citizens in urban areas and 7.1% from rural areas.

place of living	city	village	total
not informed at all	49.80%	62.20%	53.20%
partly informed	32.50%	28.60%	31.40%
sufficiently informed	12.10%	7.10%	10.70%
excellent informed	5.60%	2.20%	4.70%
total	100.00%	100.00%	100.00%

Table 11.1. How well the citizens are informed about financing of the local self government									
	working status								
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed	total	
not informed at all	39.10%	49.60%	65.90%	82.90%	60.40%	49.60%	55.60%	53.20%	
partly informed	37.00%	33.80%	27.30%	13.20%	24.50%	30.10%	33.90%	31.40%	
sufficiently informed	16.10%	10.10%	6.80%	3.90%	9.40%	15.90%	8.40%	10.70%	
excellently informed	7.80%	6.50%			5.80%	4.40%	2.20%	4.70%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Related to the working status, table 11.1, less informed or not informed are 82.9% housewives, 65.9% agricultural workers, 60.4% retired, 55.6% unemployed, 49.6% students and private sector employees and 39.1% public sector employees. Excellently informed are 7.8% public sector employees, 6.5% private sector employees, 5.5% retired, 4.4% students and 2.2% unemployed. Not a single surveyed agricultural worker and neither any housewife stated that they are excellently informed.

How well are the citizens informed about transfer of competences in local economic development?

In table 12, again there is big difference between the informing of the citizens in urban and rural municipalities. 63.7% of the citizens in rural local self government areas are not informed at all, and it is the same for 53.8% from the urban local self government areas regarding the issue of local economic development. Partially informed are 28.3%, and sufficiently informed are 11.7% in total.

Table12. How well are the citizens informed about transfer of competences in local economic development			
place of living	city	village	total
not informed at all	53.80%	63.70%	56.50%
partly informed	29.50%	24.90%	28.30%
sufficiently informed	12.40%	9.80%	11.70%
excellent informed	4.20%	1.50%	3.50%
total	100.00%	100.00%	100.00%

Table 12.1. How well the citizens are informed about transfer of competences for the local economic development

	working status								total
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed		
not informed at all	45.70%	53.60%	75.00%	80.30%	55.40%	59.30%	58.10%	56.50%	
partly informed	32.20%	29.10%	20.50%	11.80%	30.90%	25.70%	29.50%	28.30%	
sufficiently informed	18.30%	11.50%	4.50%	6.60%	10.10%	10.60%	10.60%	11.70%	
excellently informed	3.90%	5.80%		1.30%	3.60%	4.40%	1.90%	3.50%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Regarding the working status, see table 12.1, less or not informed are again the housewives represented by 80.3%, farmers-75%, students-59.3%, unemployed-58.1%, retired-55.4%, private sector employed-53.6% and 45.7% public sector employees. Excellently informed are 5.8% private sector employees, 4.4% students, 3.9% public sector employees, 3.6% retired, 1.9% unemployed and 1.3% housewives.

How well the citizens are informed about transfer of competences in culture

Regarding the informing about transfer of competences in culture, there is approximately equal distribution of responses between urban and rural areas. As depicted in table 13. A share of 54.7% responded as not informed at all, from which 53.1% of urban origin and 59.1% are from rural areas. In average 32.2% responded as partly informed and 9.7% responded as sufficiently informed. Only 3.4% are excellently informed.

Table 13. How well the citizens are informed about the transfer of competences in culture				
	place of living	city	village	total
not informed at all		53.10%	59.10%	54.70%
partly informed		33.00%	30.20%	32.20%
sufficiently informed		10.00%	8.60%	9.70%
excellent informed		3.90%	2.20%	3.40%
	total	100.00%	100.00%	100.00%

Table 13.1. How well the citizens are informed about transfer of competences in culture

	working status								total
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed	total	
not informed at all	39.10%	54.30%	63.60%	76.30%	56.80%	54.00%	59.30%	54.70%	
partly informed	42.20%	32.40%	27.30%	17.10%	28.80%	32.70%	30.40%	32.20%	
sufficiently informed	13.90%	8.60%	9.10%	5.30%	8.60%	11.50%	8.40%	9.70%	
excellently informed	4.80%	4.70%		1.30%	5.80%	1.80%	1.90%	3.40%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Related with the working status, see table 13.1, the least informed or not informed at all are 76.3% of the housewives, 63.6% agricultural workers, 59.9% unemployed, 56.8% retired, 54.3% private sector employees, 54% students and 39.1% public sector employees. Fractions of 5.8% retired citizens, 4.8% public and private sector employees, 1.8% students and unemployed, and only 1.3% housewives responded as excellently informed. Not a single farmer responded as excellent informed about the transfer of competences in culture.

How well the citizens are informed about transfer of competences in environmental protection

In table 14, it is presented how the citizen's are informed regarding the transfer of competences in environmental protection. A share of 57.4% of the citizens in total are not informed at all, from which 54.8% are of urban origin and 64.3% rural. A fraction of 28.3% citizens are partly informed and only 11.3% are sufficiently informed.

Table 14. How well the citizens are informed for transfer of competencies about environment protection				
	place of living	city	village	total
not informed at all		54.80%	64.30%	57.40%
partly informed		29.30%	25.50%	28.30%
sufficiently informed		12.10%	9.20%	11.30%
excellent informed		3.80%	0.90%	3.00%
	total	100.00%	100.00%	100.00%

	working status								total
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed		
not informed at all	43.50%	55.40%	68.20%	89.50%	54.00%	52.20%	63.40%	57.40%	
partly informed	39.60%	27.30%	22.70%	7.90%	31.70%	28.30%	25.20%	28.30%	
sufficiently informed	13.00%	12.90%	6.80%	2.60%	11.50%	16.80%	9.30%	11.30%	
excellently informed	3.90%	4.30%	2.30%		2.90%	2.70%	2.20%	3.00%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Regarding the working status, see table 14.1, less or not informed are again the housewives-89.5%, the farmers-68.2%, the unemployed-63.4%, private sector employees-55.4%, retired-54%, student-52.2%, 43.5% public sector employees. Excellently informed are only 4.3% private sector employees, 3.9% public sector employees, around 2% consisting of retired, students, farmers, unemployed, and not a single housewife is excellently informed about this issue.

How well the citizens are informed about transfer of competences in social welfare care and child protection

As it is presented in table 15, a share of 58.6% of the citizens in total, are not informed at all about the transfer of competences in this area, and more of them are living in the rural areas i.e. 65.2%. Partially informed are 30%, and sufficiently informed are 8%.

Table 15. How well the citizens are informed about transfer of competences in social care and child protection				
	place of living	city	village	total
not informed at all		56.10%	65.20%	58.60%
partly informed		31.80%	27.10%	30.50%
sufficiently informed		8.40%	6.80%	8.00%
excellent informed		3.60%	0.90%	2.90%
	total	100.00%	100.00%	100.00%

	working status								total
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed	total	
not informed at all	39.10%	62.60%	70.50%	84.20%	54.70%	58.40%	63.00%	58.60%	
partly informed	43.50%	23.70%	22.70%	11.80%	33.10%	32.70%	30.70%	30.50%	
sufficiently informed	13.90%	9.40%	4.50%	2.60%	9.40%	6.20%	4.30%	8.00%	
excellently informed	3.50%	4.30%	2.30%	1.30%	2.90%	2.70%	1.90%	2.90%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Regarding the working status, see table 15.1, housewives responded as not informed at all with 84.2%, farmers with 70.5%, unemployed with 63%. Private sector employees are leading on the list of uninformed, and then there are the students represented with 58%, and public sector employees with 39.1%.

Excellently informed are only 4.3% employed in the private sector, 3.5% public sector employees, 2.9% retired, 2.7% students, 2.3% farmers, 1.9% unemployed and 1.3% housewives.

How well the citizens are informed about transfer of competences in life rescuing and fire protection

Concerning this area, presented in table 16, the level of citizen's informing is at its lowest, or there are 67% of the citizens that are not informed at all, and 23% are partly informed, and sufficiently informed are only 7.7%.

Table 16. How well the citizens are informed about transfer of competences in life rescuing and fire protection				
	place of living	city	village	total
not informed at all		65.70%	71.40%	67.20%
partly informed		23.70%	20.90%	23.00%
sufficiently informed		8.00%	7.10%	7.70%
excellent informed		2.60%	0.60%	2.10%
	total	100.00%	100.00%	100.00%

Table 16.1. How well the citizens are informed about transfer of competences in life rescuing and fire protection									
	working status								
	public sector employed	private sector employed	farmer	housewives	retired	student	unemployed	total	
not informed at all	60.90%	66.20%	63.60%	78.90%	65.50%	72.60%	69.30%	67.20%	
partly informed	28.30%	21.90%	34.10%	19.70%	21.60%	23.00%	19.90%	23.00%	
sufficiently informed	9.60%	7.20%	2.30%	1.30%	9.40%	2.70%	10.20%	7.70%	
excellently informed	1.30%	4.70%			3.60%	1.80%	0.60%	2.10%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Regarding the working status, see table 16.1, again the housewives-78.9%, along with the students- 72.6%, unemployed-69.3% are leading on the list of not informed at all and they are followed by: 66.2% private sector employees, 65.5%retired 63.6% farmers and 60.9% public sector employees. Excellently informed are only 4.7% employed in the private sector, 3.6% retired and 1% consisting of unemployed, students, public sector employees. Not a single farmer neither any housewives are excellently informed about this area of discussion

2.2.

How citizens evaluate the informational Medias concerning the process of decentralization

Surveyed citizens were given a possibility to evaluate the sources of informing concerning the entire process of decentralization and transfer of competences from central to local level, see table 17. For each of the mediums, a possibility was given to the citizens to choose 4 types of answers, and those were: 1 not informed at all, 2 partially informed, 3 sufficiently informed, 4 excellently informed. By calculating the median value it can be concluded, that the informing of the citizens can be located in the range between 1 - not informed at all and 3 - sufficiently informed. It is significant that there is noticeable difference between the pointed sources in relation to the informing. Thus, in the first group there are the sources that inform in the range between 2- partly and 3- sufficiently. In this group there are: the TV with average highest grade 2.49 and the radio with 2.19. The second group of sources evaluated by the surveyed is located in the range between 1- not informed at all and 2- partially informed. NGOs got the highest grade (1.52), in this group then the local self government -1.49 and the ministry for local self government- 1.43.

There is no significant difference between the answers from rural and urban local self government/municipalities; neither there is any big difference between the surveyed citizens of different ethnicity or different working status.

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Table 17 Evaluate how much each of the mentioned sources is informing you about the process of decentralization and transfer of the competences from central to local level.

1.not informed at all	3.sufficiently informed
2.partially informed	4.excellently informed
TV	2.74
press	2.49
radio	2.19
NGO	1.52
local self government	1.49
ministry for local self government	1.43
median value	1.97

Implications for the local policy makers and implementers

The results speak that:

- Citizens are relatively uninformed, i.e. large numbers of them are not informed at all or they are partly informed about the process of decentralization and transfer of the competences. Such poor informing can lead to: reduced citizens' support to the local self government, which can cause reduced payment of the local taxes or nonparticipation in municipality projects.
- Citizens from the urban local self government are better informed than the rural local self government citizens. In general, the level of informing should be raised both in urban and rural local self government areas. Nevertheless, more efforts should be made in the rural local self government areas.
- The most informed are public sector employed citizens, and less informed about all areas of discussion are the housewives, the farmers, the unemployed. This is a serious data which points that efforts should be made toward social inclusion of these groups, which is in fact an aim of every local self government. Improvement of the quality of life and social inclusion, particularly of the marginalized groups, should be one of the priority goals of every local self government.

- The level of informing should be raised within all areas. As especially critical, in certain directly concerned groups of citizens, were found to be the following areas: financing of the municipalities, local economic development, environment protection and social welfare care and child protection.
- All the municipalities, especially the rural ones, should raise their level of informing regarding the entire process.

CHAPTER 3

What are citizen's expectations from the local self government?

3.1.

What would citizens like to see improved in their local self government?

At a question: „How would you like to see improved the following segments in your local self government?“, the citizens had possibility to choose among the following answers: 1- it is necessary to keep the present level of quality of the services and performance, 2- there is a need of partial improvement in services and quality of performance, 3 there is need of big improvement of the services and the performance.

By screening the median value it can be noticed, that for all segments the answers are in the range between 2 -need of partial improvement and 3- need of big improvement of services and performance. As it can be seen from the table 18, most of the citizens responded that the priority segments, where big improvement is needed, are:

Local economic development, which assumes establishing development priorities and administering local economic policy as well as entrepreneurial development 2.73;

Communal activities, which assumes public sanitation, technical water, water supply for drinking and fecal waters, maintenance and cleaning of public spaces and public transportation 2.72;

Education which assumes establishing, financing and administration of elementary and high schools, transport and food supply for the students 2.71;

The same median value of responds applies to the social care and child protection and care for elderly people, which assumes ownership, financing and maintenance of kinder gardens and nursing homes for elderly people 2.71;

Further more there are:

Environment protection which assumes protection of nature, water

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and waist management 2.69;

Urbanism, which assumes spatial and urban planning 2.66;

Cultural programs development which assumes institutional and financial support to cultural institutions and projects 2.59;

Citizens and material goods rescue and protection, and fire protection 2.57.

Table 18. How improved would you like to see the following segments of your local self government?	
1. the present quality of the service and performance should be kept;	
2. partial improvement of the quality of services and performance is necessary	
3. great improvement of the services and performance is necessary	
	median value
local economic development	2.73
communal activities	2.72
education	2.71
social welfare care and care for children and elderly people	2.71
environment protection	2.69
urbanism	2.66
culture	2.59
protection and life rescue of the citizens and material goods, and fire protection	2.57

It is interesting to be mentioned that there is no big difference between answers of the citizens regarding their ethnicity, urban-rural local self government, education, working status, or years of age.

Pertaining to the percentage of the citizens who responded that it is necessary that current level of quality of the services and performance

should be preserved, it can be realized that the current quality of the services in all segments has been evaluated as very weak, and the corresponding numbers are shown in table 19.

Only 8% of the citizens think that the present quality of the services and performance should be kept in the area of culture, and protection & life rescue and protection of goods and fire protection, and only 4-5% responded that the present quality of the services should be kept in all other areas.

3.2.

Does the local self government have organizational and human resources capacity to apply new competences in practice?

Regarding the issue of organizational and human resources capacity in applying the new competences, presented in table 20, in average 44.4% of citizens responded that the local self government has got the capacity. However, 29.9% responded that they don't know, and 25.7% think that the local self government has no institutional capacity to implement the new competences.

Table 19. According your opinion, does your municipality have organizational and human resources capacity to apply the new competences			
place of living	city	village	total
yes	43.20%	47.70%	44.40%
No	26.10%	24.60%	25.70%
don't know	30.70%	27.70%	29.90%
total	100.00%	100.00%	100.00%

Implications for the local policy makers and implementers

The results speak that:

- citizens' have great expectations from the local self government
- There is great deal of discontent among citizens regarding the quality of the services within all areas of the competences which are being transferred to the local self government.
- Equal attention and efforts have to be devoted by the local self government for raising the quality of the services in all the areas that are being transferred within their competency. Implementing new practices of constant measurement of the quality of services as well as establishment of standards and efficiency improvement is imperative.
- Priority areas where extensive improvements are required are: local economic development, education, and social welfare care, although the others should not be neglected too.
- It is positive that 44% of the citizens think that their local self government has got capacity to deal with the new competences. It is necessary that the local self government works, through informing, on gaining the rest of the percentage of citizens that is 29%, that doesn't know of the kind of capacities their local self government possess.

CHAPTER 4

Citizen's participation

4.1.

Citizen's readiness to participate in local self government projects

At the question: "If possible, would you personally like to take active role in self government projects on voluntary basis?", the answers are pointing out that the rural local self government citizens represented with 51.7% are in better mood to be voluntary involved in local self government projects, and only 39.9% of the urban local self government citizens are willing to do the same (see table 20).

place of living	city	village	total
yes	39.90%	51.70%	43.10%
No	46.10%	37.80%	43.80%
don't know	14.00%	10.50%	13.10%
total	100.00%	100.00%	100.00%

Table 20.1.
Could you personally take active role in local self government projects on voluntary basis

	working status									
	public sector employed	private sector employed	farmers	housewives	retired	student	unemployed	total		
yes	47.00%	42.10%	43.20%	13.20%	28.10%	62.80%	47.80%	43.10%		
No	40.90%	44.20%	40.90%	68.40%	65.50%	23.90%	37.90%	43.80%		
don't know	12.20%	13.70%	15.90%	18.40%	6.50%	13.30%	14.30%	13.10%		
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		

Table 20.2.
Could you personally take active role in local self government projects on voluntary basis

	age							Total
	18-25 yrs.	26-30 yrs.	31-40 yrs.	41-50 yrs.	51-65 yrs.	over 65 yrs.		
yes	49.40%	53.10%	44.30%	40.60%	37.30%	14.30%	43.10%	
No	36.00%	32.00%	42.10%	46.50%	51.30%	80.00%	43.80%	
don't know	14.60%	14.90%	13.60%	13.00%	11.40%	5.70%	13.10%	
total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

Regarding the working status, table 21.1, 62.8% of the students would take active roll, 47% unemployed and public sector employees, 43% farmers, 42% private sector employees, 28% retired and only 13% housewives.

Regarding the age, table 21.1, 53% at the age 26-30 yrs. and 49% at the age 18-25 yrs would take active roll on voluntary basis in the local self government.

4.2.

How much time are citizens prepared to volunteer in their local self government?

From those who answered that they are prepared to participate as volunteers i.e. 43% of the surveyed citizens, it is interesting that 28% from rural and 23% from urban local self government areas would participate for undefined period of time, or as much as needed (table 22).

Table 21. How much time are the citizens prepared to volunteer in their local self government?

	place of living		
	Grad	Selo	Vkupno
1 - 2 days	9.90%	9.50%	9.80%
one week	6.30%	8.90%	7.00%
1 - 2 weeks	3.30%	5.80%	4.00%
more then 2 weeks	7.20%	4.90%	6.60%
as much as needed	23.00%	28.60%	24.50%

Table 21.1. How much time are citizens prepared to volunteer in their local self government?

	working status										total
	public sector employed	private sector employed	farmers	housewives	retired	student	unemployed				
1 - 2 days	10.00%	12.20%	4.50%	6.60%	5.80%	10.60%	10.60%	9.80%			
one week	8.70%	5.40%	9.10%	7.90%	2.90%	11.50%	6.80%	7.00%			
1 - 2 weeks	2.20%	5.80%	9.10%		2.90%	4.40%	4.30%	4.00%			
more than 2 weeks	8.30%	4.70%	9.10%	2.60%	7.90%	13.30%	4.70%	6.60%			
as much as needed	24.80%	24.80%	27.30%	5.30%	14.40%	32.70%	29.80%	24.50%			

Table 21.2. How much time are citizens prepared to volunteer in their local self government?

	age								Total
	18-25 yrs.	26-30 yrs.	31-40 yrs.	41-50 yrs.	51-65 yrs.	over 65 yrs.			
1 - 2 days	6.70%	15.40%	13.60%	6.70%	7.30%	1.40%	9.80%		
one week	10.40%	5.00%	6.10%	11.80%	2.60%	4.30%	7.00%		
1 - 2 weeks	4.30%	5.00%	2.90%	3.90%	5.20%	1.40%	4.00%		
more than 2 weeks	6.70%	7.50%	6.40%	5.90%	7.80%	2.90%	6.60%		
as much as needed	28.00%	29.90%	24.60%	22.80%	22.80%	8.60%	24.50%		

Regarding the working status, table 22.1, the most enthusiastic to volunteer as much as needed are the students- 32.7%, then the unemployed- 29.8%, the farmers-27.3%, 24% private and public sector employees , and least prepared to participate are the housewives-5.3% and retired persons-14.4%.

Regarding the age, table 22.2, citizens at the age 18-30 responded with 28% that they will participate as much as needed, but not less significant is the age group 31- 40 yrs that responded with 24.6%, and the age group ranging between 41- 65 yrs that responded with 22.8%. The age category over 65 responded positively with 8.5%.

Implications for the local policy makers and implementers:

- There is a good mood among citizens for participation at local self government projects on voluntary bases. This is noteworthy information, since it opens the possibility and inclination for activation of the intellectual potential within the local self government.
- Citizens from rural areas are more interested in voluntary participation at the local self government projects than the citizens from urban local self government areas.
- The target group that is most willing to participate voluntarily as much as needed into the local self government projects consists of students, unemployed and farmers at the age among 18-30 yrs old.
- Public and private sector employees are groups that showed good interest for voluntary participation at the local self government projects, but with observation that they would commit less time from their free hours. Thus efforts should be made to activate this group, respecting their attitude regarding the time they can commit.
- The housewives and the retired, as well as the age group over 65 show a lesser amount of interest.

