

ICPS newsletter[®]

Urban Ukrainians are unhappy with the quality of local government services

The Kyiv International Institute of Sociology carried out a business survey for the People's Voice project among residents of Alchevsk, Kolomyia, Komsomolsk, Lutsk, Makiyivka, and Chernihiv to see how satisfied they are with the quality of local government services. The survey covered public utilities, water supplies, road maintenance, public transit, the cleanliness and overall condition of their cities, the state of parklands and green spaces, education, public safety, and the activities of local government bodies

Opinion polls among urban residents are among the tools that can help establish better communication between a government and civil society, as well as between civic organizations and citizens. They make it possible to track the implementation of Government programs at the local level by measuring how effective and appropriate they are, by giving voice to public opinion and taking it into account.¹

Carried out in six cities where the People's Voice project is being implemented, the aim of this survey was not to reveal drawbacks or identify specific negative trends in local government activities. Its primary task

was to present a public evaluation of the quality of government services, to determine those services with which the public is most unsatisfied, and to identify possible ways to improve the service situation by taking opinions provided by local residents and specialists into account.

The People's Voice team will use the results as a baseline for a repeat survey to be carried out after the pilot project has been implemented for two years in these cities. These baseline indicators should help identify where positive changes have taken place. On the other hand, comparing across different cities should help show general trends in local government

services in Ukraine, by allowing cross-regional analysis and identifying key areas that need immediate reform.

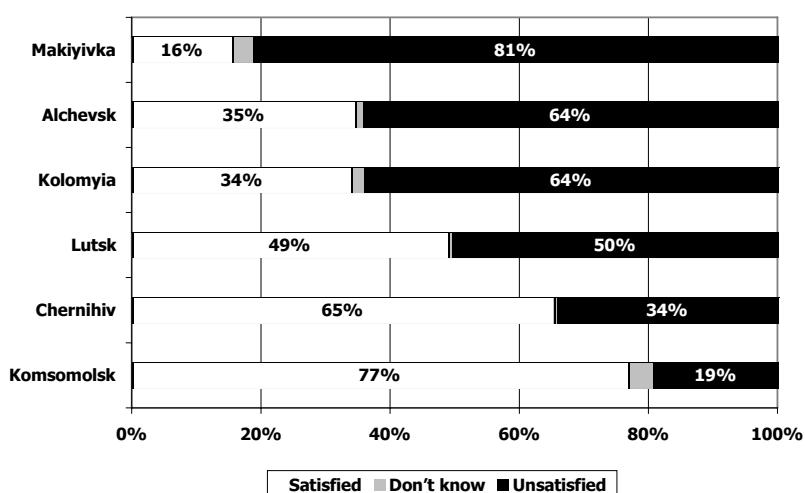
The People's Voice project supports the development and facilitation of various citizen engagement activities throughout Ukraine as a means of improving municipal service delivery. It is financed primarily by the Canadian International Development Agency (CIDA) and managed by the World Bank in association with a number of key local partners, including PADCO and the International Centre for Policy Studies. The project entered its second three-year cycle in February 2004. During the first cycle, a similar study was carried out in Ivano-Frankivsk and Ternopil.

Alchevsk

Alchevsk is an industrial center in Eastern Ukraine with a population of about 120,000. About two thirds (64%) of the local population are generally dissatisfied with the quality of residential services, while nearly 35% are satisfied. The great majority of respondents (nearly 83%) have unlimited access to cold running water. However, the city's hot water system has not been functional for several years now. More than 71% of respondents consider the condition of road surfaces in their city to be poor. More than 92% use public transit. Only a small share (8%) of local residents believe that the activities and behavior of the local police force are beneficial and more than a third (36%) find them detrimental. Nearly half (47%) of the survey participants do not feel safe in their own city, while only 25% feel safe.

Over 60% of respondents expressed confidence in the local mayor, whereas 11% do not trust him. Overall, the efforts of the local government to improve services were considered effective by 48% of respondents while 18% disagreed. Some 93% of those surveyed think that residential services urgently need improvement, and 74% said the city roads needed serious work.

Figure 1. Resident satisfaction with local services



¹ For more information on this and other methods of strengthening public participation in local government, read the Citizen Participation Handbook available at: <http://www.icps.kiev.ua/eng/library.html?13>.

Kolomyia

Kolomyia is a regional center in Ivano-Frankivsk oblast with a population of 62,000. Nearly two thirds (64%) of the local population are generally dissatisfied with the quality of residential services, while 34% are happy. Over 34% of Kolomyia residents do not use the municipal water supply system. 64.4% have unlimited access to drinking water, but nearly 51% currently have no hot water at all. About one third (33%) of Kolomyia residents do not use public transit. Kolomyians are not satisfied with the activity or the behavior of the local police force. Some 41% of those surveyed rated police performance as fairly bad, while only 11% rated it as quite good. Moreover, more than one third (36%) feel somewhat unsafe in Kolomyia, while 16% don't feel safe at all.

Nearly 32% of respondents expressed no confidence in the mayor, while 15% trust him. 39% of those polled said the local government was ineffective, while 10% considered it effective enough. When asked which municipal services are most in need of improvement, survey participants predominantly (over 93%) mentioned road maintenance, including all aspects of local roadways, and residential services (82%), including water supply and garbage collection.

Komsomolsk

Founded in 1960, Komsomolsk is a new town in Poltava oblast with a population of 54,000. The majority (nearly 77%) of the local population is generally satisfied with the quality of residential services and another fifth find the quality to be very satisfactory. The overwhelming majority of respondents (93%) have unlimited access to cold water, but 8% have no hot water at all. A total of 63% negatively evaluated the condition of road surfaces in their city. More than 41% of respondents do not use public transit. 58% of local citizens consider the activities and behavior of the local police to be harmful, with only 7% describing them as helpful. Unsurprisingly, nearly 67% of those surveyed do not feel safe in their own city, and barely 12% feel safe.

Nearly 75% of respondents expressed confidence in the city mayor whereas 7% do not trust him. The overall activity of

the local government is seen as effective by 78% of residents and ineffective by 4%. When asked what municipal services are most in need of improvement, survey participants predominantly mentioned road maintenance (92%), residential services (90%) and public safety (85%).

Lutsk

Lutsk is the center of Volyn oblast, with a population of 215,000. Half of the local population is generally dissatisfied with the quality of residential services, while the rest feels fairly positive about the quality of these services. A large majority of respondents (75%) have unlimited access to cold running water, but nearly 25% have no hot water supply at all. More than 84% of those surveyed negatively evaluated the condition of road surfaces in their city. More than 93% use public transit. Only 16% of local citizens see the activity and behavior of the local police as beneficial, with 35% consider them harmful. As a result, about a quarter of those surveyed do not feel safe in their own city, and only 34% feel safe.

Some 42% of respondents expressed confidence in the city mayor whereas 17% of respondents do not trust him. Overall, the activities of the city government were evaluated as effective by 35% of respondents, while 15% deemed these efforts ineffective. When asked which municipal services are most in need of improvement, survey participants predominantly mentioned road maintenance (90%) and residential services (75%).

Makiyivka

Makiyivka is a major steel and mining center in Donetsk oblast with a population of 430,000. The survey data shows that as many as 81% of citizens find municipal services unsatisfactory. More than half of the city's residents (53%) have no hot water at all. A total of 72% of survey participants negatively evaluated road surfaces in their city, while 17% deemed them very bad. A total of 86% use public transit. Only 13% of local citizens consider the activity and behavior of the local police good, while 36% consider them bad. Furthermore, a total of 47% of survey participants do not feel safe in their own city, while only one third as many feel safe.

Barely 19% of respondents expressed confidence in the city mayor, whereas 12% of residents do not trust him. Overall, the activities of the city government were evaluated as effective by only 10% of residents, while some 43% find these efforts ineffective. When asked which municipal services are most in need of improvement, almost all survey participants (close to 99%) mentioned residential services and 77% mentioned road maintenance.

Chernihiv

Chernihiv is a northern oblast center with a population of about 310,000. About two thirds (65%) of the local population are generally satisfied with the quality of residential services, while one third (35%) is not satisfied. The vast majority of respondents (87%) have unlimited access to cold running water, but 7% still have no hot water at all. Some 76% of survey respondents were critical of the condition of road surfaces in their city. More than 93% of them use public transit. Nearly 31% of local residents consider the activity and behavior of the local police good, while 19% find them bad. Still, about 40% of residents feel safe in their own city, and only 20% said they do not feel so.

Some 32% of survey respondents expressed confidence in the city mayor, but 25% do not trust him. Overall, the activities of the local government were evaluated as effective by 31% of respondents, while 22% found them ineffective. When asked which municipal services were most in need of improvement, survey participants predominantly mentioned road maintenance (80%) and residential services (68%).■

More detailed reports on the results of this survey in each of the cities will be available on the People's Voice project website at: <http://www.icps.kiev.ua/eng/project.html?pid=37> and at the project's official website: <http://www.pvp.org.ua>. To be informed about the presentation of these and other materials, you can leave your e-mail address at <http://www.icps.com.ua/eng/news/>.

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