



**PEOPLE'S VOICE**  
WORLD BANK/PADCO/ICPS PROJECT

*Financed by the Canadian International  
Development Agency*

*Analytical Paper #2*

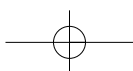
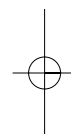
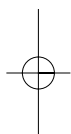
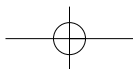
***G***ender Analysis  
***of the Results of a Municipal  
Service Delivery  
Satisfaction Survey***

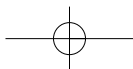
*Analytical report on the results of a sociological  
survey conducted by  
Kiev International Institute of Sociology*

***Prepared by:***

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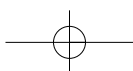
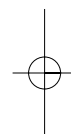
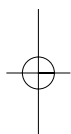
Kyiv, Ukraine - 2005





## CONTENTS

I. INTRODUCTION .....	4
II. SAMPLE AND METHODOLOGY OF THE SURVEY .....	6
III. ALCHEVSK.....	8
IV. KOLOMYIA.....	10
V. KOMSOMOLSK.....	14
VI. LUTSK.....	16
VII. MAKIYIVKA .....	19
VIII.CHERNIHIV .....	21
IX. CONCLUSION .....	22
X. APPENDICES .....	24



## Gender Analysis

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# I. INTRODUCTION

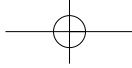
The People's Voice project supports the development and facilitation of various citizen engagement activities throughout Ukraine as a means of improving municipal service delivery. It is financed primarily by the Canadian International Development Agency (CIDA) and is managed by the World Bank in association with a number of key local partners, including PADCO and the International Centre for Policy Studies (ICPS). The project began in February 2004 and will be completed by June 2007.

In general, the project seeks to provide support for NGOs which monitor service delivery and work cooperatively with local governments to increase their capacity to provide quality services to local citizens. Based upon a review and competition amongst potential project cities in Ukraine, six (6) cities (Alchevsk, Chernihiv, Kolomyia, Komsomolsk, Lutsk and Makiyivka) were selected and now represent the main network of cities under the auspices of the People's Voice project. Each city has demonstrated a willingness to participate in the project and brings a number of positive experiences (in either the civil society or governance sphere) as well as interesting challenges to the project.

This report presents a gender analysis of the results of the municipal service delivery satisfaction survey conducted in all six (6) project cities. For each of the project cities, the results of the sociological survey, conducted by the Kiev International Institute of Sociology, were examined by the People's Voice project coordination team to determine the opinions of men and women on the provision of municipal services by their local government. Further information regarding the complete survey results can be found in the individual city reports, available online at [www.pvp.org.ua](http://www.pvp.org.ua).

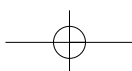
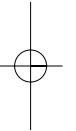
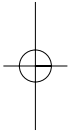
The impetus for this report was a desire to further understand the results of the survey and the opinions of the residents of the six (6) project cities. People are exposed to different services and problems throughout their day based on a variety of factors - where they work, where they live, how they move about their city, what their income is, and what their gender is. In terms of gender, men and women evaluate services with different reference points, conditions, or expectations in mind. If women are more prone to using a particular service than men (or vice versa), they are more likely to have an all-encompassing perspective of the effectiveness of the delivery of that service. Furthermore, if women are affected by a particular service or condition in the city more frequently (such as safety for example), they are likely to evaluate this service differently than men (and vice versa).

If a significant gender difference in the perception of the quality of these services were found, this could imply that the city administration is not reaching one gender with its services and information campaigns as well as it



could be. This gender analysis of the results of the People's Voice survey intends to a) determine whether these differences exist and b) make specific policy recommendations on how to rectify any problems.

In general, a significant trend in terms of gender-based variance was not found from this analysis. While in each city a few differences were recorded, men and women on the whole evaluate the services provided by their municipality in the same manner. Therefore, this analysis will best serve as a benchmark for future surveys conducted under the auspices of People's Voice to determine whether any improvements to service provision are viewed differently by men and women. Moreover, city officials might consider hosting focus groups or conducting report cards to better establish the opinions of women on the quality of service provision in their cities.



## **II. SAMPLE AND METHODOLOGY OF THE SURVEY**

### ***Introduction***

The service delivery satisfaction surveys were conducted during the period from May until August 2004 by the Kiev International Institute of Sociology for its client, the People's Voice project. Within the framework of this study, surveys of residents were prepared and then held in the six (6) cities of Alchevsk (Luhansk oblast), Kolomyia (Ivano-Frankivsk oblast), Komsomolsk (Poltava oblast), Lutsk (Volyn oblast), Makiyivka (Donetsk oblast) and Chernihiv (Chernihiv oblast).

Focus group discussions were held prior to the survey to develop the questionnaire and also after the survey to better understand particular aspects of the issues and to interpret the obtained results. City residents and representatives of both local government and non-governmental organizations operating in the project cities participated in these focus groups.

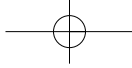
### ***Study Objectives***

The main objective of the study was to collect quantitative information about the quality, effectiveness and completeness of municipal service delivery and to develop recommendations for the local government to improve the services which they provide to local residents. Implementation of the main objective depended upon the following tasks:

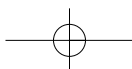
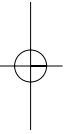
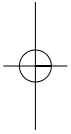
- Evaluation of services delivered to local residents;
- Determination of key areas of concern, i.e. groups of services that are delivered in the least satisfactory manner, according to respondents;
- Discovering residents' opinions of the possible ways to improve services.

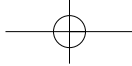
### ***Study Methodology***

Approximately 500 citizens in each of the six (6) cities, aged 18 and older, were questioned during the survey, which was conducted through face-to-face interviews based upon a random multistage sample. During the first stage of sampling, election districts or post offices were randomly selected. Next, addresses (i.e. streets, houses and flats) were randomly selected within the territory of each election district or post office. During the last stage, within the chosen household, a specific respondent was selected and personally interviewed. If the selected respondent appeared not to be at



home, two more visits were made by the interviewer in order to find him or her at home. The obtained sampling data was compared to the data of the national census of 2001. The questionnaire used in the survey contained chapters concerning housing and communal services, water supply, road maintenance, public transportation, cleanliness and general appearance of the city, parks and green areas, education, social services, public safety, local government interaction, and non-governmental organizations in the city. The main report, and this analysis, do not cover the results of the social services questions because the respondents' imprecise understanding of these kinds of services led to a significant shortage of data.





## Gender Analysis

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### **III. ALCHEVSK**

Upon examining the Alchevsk survey results, the smallest variance between men and women's opinions was found. Only thirteen (13) variables demonstrated statistically significant variance, most of which ranged between 8 and 10%. Interestingly, women are 10% more likely to be over 60 years old than men are, possibly indicating that a respondent's age and gender are interacting to produce the variance found. However, upon further statistical examination, it was determined that a respondent's age does not play a significant role in explaining the variance; gender is clearly the more explanatory factor.

#### ***Housing and Communal services***

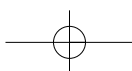
About two thirds of city residents (64.2%) are generally not satisfied with the quality of municipal housing service delivery. In general, in terms of housing and communal services, a large gender-based difference was not found. Overall, women are 7% more likely to claim they do not know how to improve communal housing services, despite their closer and more regular interaction with most of these services, perhaps indicating that women are less likely to question the judgment and work of the authorities than men are.

#### ***Road Conditions***

Alchevsk residents generally evaluated the city roads as being in poor condition. However, women are 10% less likely to claim that the lack of road markings is a problem. Transportation services are frequently used by both men and women in Alchevsk. Nevertheless, women more positively evaluate these services than men do as they are 10% more likely to consider the skills and safety of the transportation industry's drivers to be good.

#### ***Cleanliness and General Appearance of the City***

Both men and women are in favour of keeping their city clean. However, men are 9% more likely to refrain from littering and to keep their city clean and women are 10% more likely to want the municipality to pay more attention to educating youth and children about the importance of cleanliness in the city. This result implies that, while men and women believe there are different causes of the dirtiness in the city, both are only willing to take passive measures to improve the situation.



## ***Education***

The overall evaluation of the education system, by both genders, is positive. However, women are 9% more likely to believe the curriculum can be best improved by raising the prestige level of the teaching profession. By this we can perhaps assume that more women are working in educational institutions and/or that women are more likely to interact regularly with their children's teachers.

## ***Public Safety***

The issue of public safety, according to the survey, appears to be one of the most significant problems for the residents of Alchevsk. Only 8.4% of city residents rate the activities and behaviour of the local police as being rather good, while 36.3% of respondents rate them as being poor. This gender analysis did not discover many differences between men and women in this area, with the exception that men are 9% more likely to believe the police are responsible for preventing violence in their city.

## ***Local Government Interaction***

About 83% of Alchevsk citizens have not had any experience in contacting their local authorities. In general, men seem to be less satisfied with the quality of services provided by the municipality as they are 6% more likely to believe garbage collection services and 9% more likely to believe the provision of traffic-related signs and lighting need to be improved, perhaps signifying that men encounter these services more often than women do.

## IV. KOLOMYIA

Based on the results of the survey in Kolomyia, over 50 variables demonstrate at least some gender-based variance, the most of any of the six (6) cities. As in Alchevsk, age and gender are statistically correlated (women are 8% more likely to be over 60 years old); however, gender proved to be the more explanatory factor.

### *Housing and Communal Services*

Communal housing services seem to be the sector in which both men and women are most interested and engaged. About two thirds (64%) of Kolomyia citizens are generally dissatisfied with the quality of communal housing service delivery. Even though these services are provided equally to both women and men, they have different perceptions of their quality. Specifically, women are 13% less likely to believe water services need to be improved; 8% less likely to believe maintenance of the areas surrounding the building needs to be improved; and 10% less likely to believe building maintenance needs to be improved. Since women are traditionally more likely to be responsible for their family's household chores, their better evaluation of these services perhaps suggests that these are of better quality than the combined result indicates. Surprisingly, despite their better evaluation of water services, women are 18% more likely than men to be willing to pay more for a better quality water supply.

Men are 10% more likely to think privatizing Zheks (communal housing authorities) will be beneficial and 10% less likely to state that they do not know how to improve communal housing services. The latter possibly signifies that women are less likely to question the decision of the authorities in this matter.

Women are 11% more likely to complain about receiving bad services from the municipality and 7% more likely to contact a representative of the executive council of their city council under these circumstances. This result is surprising given women's tendency across the cities to be less likely to report that they know how the municipality should improve services.

### *Water Supply*

Women are 33% less likely to claim their water had a bad taste and 14% less likely to claim their water was discoloured or contained deposits, over the previous twelve (12) months. Consequently, they are 11% more likely to believe the actions undertaken by the municipality to solve water supply

problems are effective. Women seem to be more satisfied with the water supply provided by the municipality and they also seem to be less skeptical of the effectiveness of the municipality's activities to improve the provision of water services.

### ***Road Conditions***

The condition of city roads was an issue raised by both men and women; however, they are concerned with different aspects of this issue. Men are 8% more likely to report that there are no road markings and 7% more likely to report that there are no road signs but women are 9% more likely to report that there are no sidewalks. It can be suggested that since men are more dissatisfied with the actual roads whereas women are concerned about the sidewalks, men are more likely to be drivers in Kolomyia than women are.

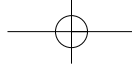
### ***Transportation***

Despite the fact that 32.5% of the population is not using public transportation, women appear to be more conscious of the problems with this service. Specifically, women are 25% less likely to consider drivers and conductors of city transportation vehicles to be polite and/or helpful and are 13% less likely to say the transportation fleet is in good condition. These results may suggest that women spend more time using public transportation throughout their day and therefore, are more likely to be affected by the problems with this service and are more capable of accurately evaluating the condition of the transportation service provided by the municipality.

### ***Cleanliness and General Appearance of the City***

According to the survey, more than half of the city population (53.5%) reports that their city is generally clean. One of the main problems, according to respondents, is the ineffective operations of those responsible for garbage collection and street cleaning. When complaining about the garbage problem, women are 12% more likely to complain to their Zhek (housing authority) but 9% less likely to complain to their city council, perhaps implying that women are more knowledgeable about where to see answers to their service delivery problems.

Another key problem is the lack of punitive sanctions for people who litter. However, in this case, men are 9% more likely to believe that providing sanctions for violations of street cleanliness laws will be effective. On the other hand, women are 4% more likely to state that they do not know how to solve the city's cleanliness issue but they are 8% more likely to be willing to



## **Gender Analysis**

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refrain from littering and to keep their city clean. Interestingly, this suggests that women in Kolomyia are more willing to take direct action themselves to solve the city's cleanliness problem whereas men believe a penalty is required to encourage people to take these actions.

## ***Parks and Green Areas***

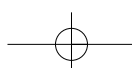
Supporting previous conclusions about city cleanliness, the data shows that men are 10% more likely to rate the parks well but are 10% more likely to desire more sports equipment in the parks. The latter result largely follows the traditional interpretation that men are more likely to use sports equipment in a park than women are.

## ***Education***

Generally, it can be assumed that women are traditionally more concerned about educational issues than men are and that women have greater expectations of educational institutions than men do. Thus in Kolomyia, women are 6% less likely to consider the knowledge level of the city's high school graduates to be sufficient to continue their education at the university level. In terms of improving the curriculum, women are 9% less likely to believe that improving teachers' qualifications will be effective and 8% less likely to believe that raising the prestige of the teaching profession or that implementing new qualitative knowledge controls will be effective. Not surprisingly, given that women are often more involved in their children's education than, women and men have different opinions of how well the education system is working and how to best improve it.

## ***Public Safety***

Despite the fact that Kolomyia citizens are generally not satisfied with the activities and behaviour of the local police, women are 6% less likely to believe the police are responsible for assisting in implementing martial law or a state of emergency but they are 16.5% more likely to believe they implement this well. Additionally, women are 14% less likely to believe the police are responsible for providing medical assistance to crime or disaster victims but they are 10% more likely to believe they implement this well. Seemingly, this implies that women believe the police are conducting tasks for which they are not responsible, but they nevertheless are succeeding at fulfilling these roles.



## ***Local Government Interaction***

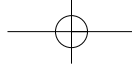
The awareness level of local government activities in the city is rather low as 79.8% of all respondents consider themselves poorly or hardly informed. Despite this, men are 3% more likely to report that they receive information about the local government through government promotional activities and 8% more likely to receive it from discussions with neighbours and colleagues. This difference perhaps indicates that men in Kolomyia are more likely to discuss local government activities than women are.

Women and men in Kolomyia have significantly different ideas about which services most urgently need improvement. Women are:

- 14% less likely to desire improved road and sidewalk maintenance;
- 11% more likely to desire better provision of traffic-related signs and lighting;
- 19% more likely to desire better garbage collection services;
- 13% less likely to desire improved city parks;
- 14.5% more likely to desire improved social assistance benefits; and
- 16% less likely to report they do not know which services need improvement.

The above section demonstrates some of the most gender-based variance of any section from any city. Clearly, men and women in Kolomyia evaluate the effectiveness of some of their local government's services differently, perhaps implying that they use these services more or less frequently (depending on the service) and hence the importance and relevance of these services varies between the genders.

Finally, women are 11.5% more likely to believe that providing additional information about Kolomyia's role as a cultural and historical centre will attract more tourists, indicating that women are more actively engaged in the public life of the city.



## Gender Analysis

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### **V. KOMSOMOLSK**

Komsomolsk exhibits very little gender-based variance as only 14 variables were statistically different. The age variable is not statistically correlated to the gender variable and therefore the variance found in these 14 questions is most likely caused by a difference in the opinions of men and women, rather than by a difference in those of varying age groups.

#### ***Housing and Communal Services***

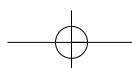
Komsomolsk residents are generally satisfied with the quality of housing and communal services as 76.8% rate them well. Few variables exhibit differences between men and women in this section; however, women are 4% more likely to believe the gas supply needs to be improved and are 5% more likely to complain of problems with communal housing services to their local Zhek (housing authority), if they complain at all. Overall, both genders largely evaluate housing and communal services as being of the same quality.

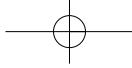
#### ***Cleanliness and General Appearance of the City***

Amazingly, 97.1% of citizens in Komsomolsk consider their city to be clean. Most respondents expect the local government to introduce measures to improve public awareness of the importance of maintaining cleanliness in the city and to impose sanctions on those who violate cleanliness laws. However, in Komsomolsk, women are 10% more likely to believe that providing the appropriate sanctions for violations of street cleanliness laws will prove effective, implying that women believe the municipality needs to actively encourage citizens to keep their city clean rather than relying on citizens to do this on their own initiative.

#### ***Education***

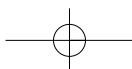
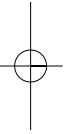
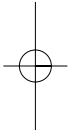
Intriguingly, women are 6% more likely to have pre-school age children and 11% more likely to have school age children whereas men are 14% more likely to have no children at all. This may imply that there are more single women in Komsomolsk; however, this difference has not produced any variance in people's responses to other education-related questions.





### ***Local Government Interaction***

Women are 10% more likely to have had complaints about city services but to have not complained to a city official. This reinforces the general trend that women are less likely to desire to question the work of city officials than men are.



## VI. LUTSK

Twenty-nine (29) variables exhibit gender-based variance in Lutsk. As in Komsomolsk, the age variable for Lutsk is not statistically significant; indicating that the variance found in these 29 questions is most likely caused by a difference in the opinions of men and women.

### *Housing and Communal Services*

In Lutsk, one half of the population is not satisfied with the quality of communal services which are provided by the municipality. In terms of the provision of communal housing services, gender is not a major factor. Despite this general trend, women are 25% less likely to believe the elevators function well in their apartment buildings, suggesting that women need to use the elevators more frequently than men do, perhaps because they are in their homes more often during the day.

However, gender is a key factor in terms of which services need improvements. Women are:

- 8% less likely to desire an improved water supply;
- 7% more likely to desire improved elevators;
- 10% less likely to desire improved garbage collection services;
- 9% more likely to desire improved maintenance of common exterior areas; and
- 11% more likely to desire improved maintenance of areas surrounding their apartment buildings.

Men and women also exhibit different opinions in terms of what is the best method of improving communal housing services as they are 10% more likely to believe creating competition in this market will be effective. Finally, women are 7% more likely to complain about communal housing problems to their local Zhek (housing authority), if they complain at all. Therefore, it can be concluded that men are more concerned about water supply and garbage collection services whereas women are more concerned about elevators and maintenance of common exterior areas and areas surrounding their apartment buildings, but men are more convinced that a market solution to this problem is best.

### *Road Conditions*

Men are 6% more likely to believe city roads are too narrow and to use public transportation, but they are 11% less likely to consider the skills and safety of drivers of public transportation vehicles to be good.

## ***Parks and Green Areas***

Over 90% of Lutsk citizens are satisfied with the condition of the central park; however, men are 11% less likely to believe the amount of equipment in the central park is sufficient and to believe the condition of the grass in the central park is good. Moreover, women are 9% less likely to desire more street lamps in city parks. Consequently, it appears that men are more preoccupied with the condition of the park. However, since women are likely using the city parks more frequently with their children, these results may indicate that the parks are in better condition than the overall survey results report.

## ***Education***

In terms of education, women are 7% more likely to believe that simplifying the curriculum for senior students will improve the education process; however, they are 9% less likely to believe raising the prestige of the teaching profession will have this same impact. As in other cities, women appear to be more concerned about the quality of educational services as well as about the curriculum. They are also more critical of the possible methods for improving educational services.

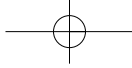
## ***Public Safety***

Men are 8% more likely than women to believe the police are responsible for notifying the public about accidents, fires, disasters, and other extraordinary events and they are 5% more likely to hold the police responsible for assisting during martial law or a state of emergency.

## ***Local Government Interaction***

In general, 89% of Lutsk residents have not interacted with the local government. More than half of all respondents (54.9%) consider themselves to be poorly informed about local government activities and some 16.2% do not receive any relevant information at all. While the general sources of information are the local mass media, friends, colleagues, etc., women are 10% and 12% less likely to receive information about local government activities through local newspapers and local radio, respectively. This perhaps indicates that men receive their information from the mass media whereas women receive it from friends, colleagues, neighbours, etc.

Finally, women seem to hold very different opinions than men do on which services should be improved in Lutsk. Women are:

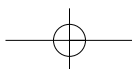
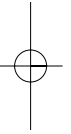
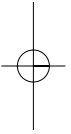


### **Gender Analysis**

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- 11% less likely to believe more roads need to be built;
- 16% less likely to believe garbage collection services should be improved;
- 7% less likely to believe city parks need improvement;
- 15.5% less likely to believe the police force should be improved; and
- 10% less likely to believe building permits need improvement.

Therefore, overall, women tend to better evaluate the services provided by the city and to believe they require fewer improvements than men do.



## VII. MAKIYIVKA

Makiyivka, along with Chernihiv, exhibits intermediary gender-based variance in comparison with the other project cities. While women are 9% more likely to be more than 60 years old, upon further analysis, a respondent's gender is more likely to explain this variance than his or her age is.

### *Housing and Communal Services*

Most of the population of Makiyivka (81.25%) is completely dissatisfied with the quality of communal services provided to them. The most problematic areas are building maintenance, water supply, and garbage collection. Women appear to be more tolerant of the poor quality of some of the services as they are 15% more likely to believe the quality of maintenance in the areas their apartment buildings is good and 10% more likely to believe the quality of the maintenance of the actual buildings is good. This result may indicate that the quality of building and surrounding areas maintenance is better than the full survey indicates as women more frequently come into contact with these services since they traditionally tend to be at home more often than men are.

Additionally, men evaluate some of the services differently as they are 9% more likely to want better electricity supply services. It can be seen from this analysis that men and women notice problems in different aspects of communal housing services, allowing us to view the entire scope of the problem in the delivery of these services in Makiyivka.

### *Transportation*

Transportation services are positively evaluated in Makiyivka although women tend to be even more positive than men are. Women are 10.5% more likely to consider the drivers of city transportation vehicles to be polite and helpful and 17% more likely to believe the stops are of good quality. Finally, they are 10% more likely to believe the municipality's actions are effective in solving transportation problems in the city. Perhaps these results indicate that women use transportation services (such as buses, trolleybuses, etc.) more frequently and since they are more satisfied, these services may be of better quality than the full survey indicates.

## Gender Analysis

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### ***Cleanliness and General Appearance of the City***

In Makiyivka, 61.6% of the population reports that their city is dirty. Both men and women believe the local government is responsible for garbage collection and street cleaning and, while both are willing to take passive measures to improve the situation, women are 15% more likely to be willing to teach their children or grandchildren not to litter and to keep their city clean. Finally, men are 9% more likely to rate well the quality and amount of trees and 14% more likely to desire more sports equipment in the central city park.

### ***Education***

Similar to Komsomolsk, men are 12% more likely to not be the primary caregiver in a family, perhaps indicating that they are not as concerned about the quality of education as women are. This conclusion is supported by the fact that women's opinions on education vary significantly from those of men. Women are 16% more likely to believe extracurricular institutions are of high quality and, in terms of improving the curriculum, they are:

- 9% more likely to believe simplifying the curriculum will be effective;
- 2% more likely to believe introducing official payment for education will be effective;
- 11% more likely to believe improving the moral and psychological climate in schools will be effective; and
- 8% more likely to believe relating course content to real life scenarios and explaining how theoretical knowledge can be used practically will be effective.

## VIII.CHERNIHIV

Twenty-two (22) variables in the survey of Chernihiv demonstrate gender-based variance. In contrast to Alchevsk, Kolomyia, and Makiyivka, gender and age are not correlated in Chernihiv and consequently, most of the variance can be explained from a gender perspective.

### *Cleanliness and General Appearance of the City*

Despite the fact that a majority of the city's population (62.8%) consider their city to be clean, 34.2% still consider it to be dirty. To improve the situation, men are 10% more likely to encourage the provision of sanctions for violations of street cleanliness laws. Moreover, they are 9% more likely to be willing to take their household garbage (in plastic bags) to a designated area.

### *Parks and Green Areas*

An overwhelming majority of Chernihiv respondents (84.2%) express satisfaction with the condition of the central park. The main differences are that men are 15.5% more likely to desire more sports equipment while women are 13% more likely to desire more street lamps in the city parks. This result adheres to the traditional idea that women are more concerned about safety and men about recreation/sports in the city parks.

### *Education*

Women are 6% and 9% less likely to believe the curriculum can be improved by simplifying it for senior students and by implementing new qualitative knowledge controls, respectively. This perhaps suggests that women place greater demands on the education system as they are more engaged in their children's education.

## IX. CONCLUSION

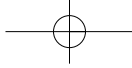
In general, women and men for the most part do not express vastly different opinions regarding their satisfaction with municipal service delivery in their city. In each city, only a fraction of the total variables show a statistically-significant difference based on gender. Moreover, where variance is found, there is no discernable trend in terms of which topics men and women express different opinions. For example, women's opinions may be dissimilar from men's in a number of variables overall, but these variables are not contained within one subject area.

Some key exceptions to this general trend include: communal housing services, education, safety, and desired improvements in Kolomyia; communal housing services and desired improvements in Lutsk; and transportation and education in Makiyivka. In these areas, men and women do express statistically different opinions in a number of questions. Most importantly, across all cities, women appear to be less likely to express their opinion on how the city should improve service delivery. Therefore, while, in general, the six (6) People's Voice project cities are providing men and women with the same quality of services, this conclusion is not meant to imply that the variance found is insignificant or unimportant. Men and women do view services differently in all six (6) cities; but a serious problem does not seem to exist.

This analysis can now serve as a bench mark for future analyses. When the full survey is repeated to assess the progress made in improving service delivery in each city, a gender analysis can also be prepared to judge whether a change in this aspect has occurred. This analysis will allow the project coordination team to assess whether any future improvements are being equally provided to women and men and whether women and men similarly evaluate these changes.

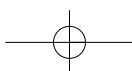
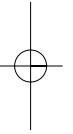
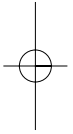
To make this future gender analysis more useful to the project implementation team and its local partners, a key additional question should be included in the future full survey. Participants should be asked to report how frequently they use each service. If this question is included, it will be easier to discern whether any variance found is caused by a gender difference or by a difference based on the amount of time a respondent uses a service. This particular analysis could not be conducted in this report as the frequency of use was not generally known for most services.

Finally, the appropriate local governments or non-governmental organizations might consider producing report cards or conducting focus groups on communal housing services, education, safety, and desired improvements in Kolomyia; on communal housing services and desired improvements in Lutsk; and on transportation and education in Makiyivka. Since a fair degree of gender-based variance was found in the provision of these services in these



cities, further investigation through report cards and focus groups may be useful in establishing the root cause of this variance.

Most importantly, each of the cities might consider hosting a focus group with only women as participants. Since women appear to be less willing to express their opinion on how the city should improve service delivery, a gender-based focus group might make women feel more comfortable in expressing their opinions to the authorities. The results of such a focus group could prove useful to the local government as women often more closely interact on a daily basis with most municipal services, given that they are traditionally responsible for household chores and caring for the family.



## Gender Analysis

**X. APPENDICES*****Alchevsk***

<b>Variable #</b>	<b>Variable Name</b>	<b>Women</b>	<b>Men</b>	<b>Difference</b>
Age	4 age groups	31.9% likely to be 60+	21.7% likely to be 60+	10.2
B6 DNK	B6. To improve communal_Don't know	17.5% likely to say yes	10.5% likely to say yes	7.0
D2 NRM	D2. Problems of city roads_No road markings	11.6% likely to say yes	21.3% likely to say yes	-9.7
E2.11	E2.11. How would you rate drivers' skills / safety?	76% likely to say good	66.4% likely to say good	9.6
F10 not litter	F10. What are you personally_Not to litter and keep city clean	82% likely to say yes	90.5% likely to say yes	-8.5
F2 other	F2. Reason for dirtiness_Other	2.3% likely to say yes	6.2% likely to say yes	-3.9
F9 educ	F9. Municipality cleanliness_Pay more attention to educational work with youth and children	55.4% likely to say yes	45.5% likely to say yes	9.9
G3 other	G3. To see more in city park_Other	4.7% likely to say yes	1.2% likely to say yes	3.5
H4 prestige	H4. To improve curriculum_Increase prestige of teaching profession	34.2% likely to say yes	25.4% likely to say yes	8.8
J2 D/P	J 2. Functions of municipal police_ Identify, prevent, and stop offences (prevention of violence)	47.8% likely to say yes	56.4% likely to say yes	-8.6
L3 other	L3. Sources of information_Other	0% likely to say yes	1.7% likely to say yes	-1.7
L7 garbage	L7. Services to be improved_Garbage collection	11% likely to say yes	17.3% likely to say yes	-6.3
L7 signs	L7. Services to be improved_Traffic-related signs and lighting	22.5% likely to say yes	31.4% likely to say yes	-8.9

***Kolomyia***

<b>Variable #</b>	<b>Variable Name</b>	<b>Women</b>	<b>Men</b>	<b>Difference</b>
B3 water	B3. Services to be improved_ Water supply	27.5% likely to say yes	40.1% likely to say yes	-12.6
B3 near	B3. Services to be improved_ Maintenance of areas surrounding building	26.1% likely to say yes	33.9% likely to say yes	-7.8
B3 house	B3. Services to be improved_ Maintenance of buildings	20.8% likely to say yes	30.7% likely to say yes	-9.9
B5.3	B5.3. How much are you willing to pay for better quality water supply?	91.8% likely to pay more	73.5% likely to pay more	18.3
B6 private	B6. To improve communal_ Zheks' privatization	10.5% likely to say yes	20.1% likely to say yes	-9.6
B6 price	B6. To improve communal_ Increasing the price for services	0.5% likely to say yes	3.0% likely to say yes	-2.5
B6 DNK	B6. To improve communal_ Don't know	19.9% likely to say yes	9.8% likely to say yes	10.1
B7	B7. Have you ever complained about receiving poor quality services within the past 12 months?	26.9% likely to say yes	15.4% likely to say yes	11.5
B9 Zhek	B9. Where did you complain?_ To Zhek	18.9% likely to say yes	12.3% likely to say yes	6.6
B9 exec	B9. Where did you complain?_ To a representative of the executive committee of the city council	3.7% likely to say yes	0% likely to say yes	3.7
C3.1	C3.1. How often did you have water with a bad taste in the past 12 months?	40.1% likely to have this problem at all	73.2% likely to have this problem at all	-33.1
C3.5	C3.5. How often did you have discolouration of / deposits in your water in the past 12 months?	33.5% likely to say you have this problem at all	47.4% likely to say you have this problem at all	-13.9
C4	C4. How would you evaluate the efficiency of municipal agencies' activities in solving water supply problems?	23.3% likely to say effective	12.6% likely to say effective	10.7
D2 mark	D2. Problems of city roads_ No road markings	15.3% likely to say yes	23.2% likely to say yes	-7.9
D2 signs	D2. Problems of city roads_ No road signs	6.4% likely to say yes	13.3% likely to say yes	-6.9
D2 sidewalk	D2. Problems of city roads_ No sidewalks	26.8% likely to say yes	18.0% likely to say yes	8.8

### Gender Analysis

D2 DNK	D2. Problems of city roads_Don't know	3.3% likely to say yes	0% likely to say yes	3.3
D7	D7. Do you have enough lighting on your street at night?	1.4% likely to say yes	11.1% likely to say yes	-9.7
E2.4	E2.4. How would you rate the politeness and helpfulness of the drivers/conductors?	50.3% likely to say good	75% likely to say good	-24.7
E2.7	E2.7. How would you rate the quality and condition of the transportation fleet?	44.3% likely to say good	57.9% likely to say good	-13.6
F8.1 Zhek	F8.1. Complain about garbage_Zhek	38.4% likely to say yes	26.7% likely to say yes	11.7
F8.1 council	F8.1. Complain about garbage_City council	2.6% likely to say yes	11.6% likely to say yes	-9.0
F9 sanctions	F9. Municipality cleanliness_Provide appropriate sanctions for violations of street cleanliness laws	28.6% likely to say yes	37.2% likely to say yes	-8.6
F9 DNK	F9. Municipality cleanliness_Don't know	4.9% likely to say yes	0.9% likely to say yes	4.0
F10 no litter	F10. What are you personally_Not to litter and keep city clean	88.3% likely to say yes	80.3% likely to say yes	8.0
G2.8	G2.8. Overall rating of the park?	19.2% likely to say good	29.7% likely to say good	-10.5
G3 sports	G3. To see more in city park_Sports equipment	18.2% likely to say yes	28.1% likely to say yes	-9.9
H3	H3. How does the knowledge level of city high school graduates correspond to today's demands for continuing education at the university level?	2.9% likely to say it corresponds	8.9% likely to say it corresponds	-6
H4 teacher	H4. To improve curriculum_Improve teachers' qualifications	23.3% likely to say yes	31.9% likely to say yes	-8.6
H4 control	H4. To improve curriculum_Implement new qualitative knowledge controls	21.9% likely to say yes	29.9% likely to say yes	-8.0
H4 prestige	H4. To improve curriculum_Increase prestige of teaching profession	33.8% likely to say yes	25.8% likely to say yes	8.0
H4 other	H4. To improve curriculum_Other	0.6% likely to say yes	3.7% likely to say yes	-3.1
J2 martial	J 2. Functions of municipal police_Assistance during martial law or state of emergency	6.3% likely to say yes	12.3% likely to say yes	-6.0
J2 first aid	J 2. Functions of municipal police_Provide first aid to victims of crime or disaster	31.3% likely to say yes	45.7% likely to say yes	-14.4

## Analytical Paper #2

J2 refused	J 2. Functions of municipal police_Refused	0% likely to say yes	1.7% likely to say yes	-1.7
J3.6	J3.6. How would you rate the quality of assistance during martial law or state of emergency provided by municipal police?	46.1% likely to say good	29.6% likely to say good	16.5
J3.7	J3.7. How would you rate the quality of first aid to victims of crime or disaster provided by municipal police?	29.7% likely to say good	19.4% likely to say good	10.3
K3 DNK	K3. Whom did you contact?_Don't know	0.2% likely to say yes	2.7% likely to say yes	-2.5
L3 govt	L3. Sources of information_Local government self-promotional activity	1.1% likely to say yes	4.2% likely to say yes	-3.1
L3 disc neigh	L3. Sources of information_Through informal discussion with neighbours /colleagues	8.1% likely to say yes	15.7% likely to say yes	-7.6
L3 refused	L3. Sources of information_Refused	1.7% likely to say yes	0% likely to say yes	1.7
L7 maint	L7. Services to be improved_Road / sidewalk maintenance	48.4% likely to say yes	62.9% likely to say yes	-14.5
L7 signs	L7. Services to be improved_Traffic-related signs and lighting	51.9% likely to say yes	40.5% likely to say yes	11.4
L7 garbage	L7. Services to be improved_Garbage collection	51.2% likely to say yes	31.9% likely to say yes	19.3
L7 parks	L7. Services to be improved_City parks	27.5% likely to say yes	40.3% likely to say yes	-12.8
L7 social	L7. Services to be improved_Social assistance benefit	44.4% likely to say yes	29.9% likely to say yes	14.5
L11 DNK	Services NGOs provide_Don't know	14.9% likely to say yes	30.5% likely to say yes	-15.6
age	4 age groups	18.8% to be 60+	10.9% to be 60+	7.9
O1 info	O1. To draw tourists_Provide additional information about Kolomyia's role as a cultural and historical centre	48.1% likely to say yes	36.6% likely to say yes	11.5%
O1 other	O1. To draw tourists_Other	9.4% likely to say yes	20.9% likely to say yes	-11.5

## Gender Analysis

**Komsomolsk**

<b>Variable #</b>	<b>Variable Name</b>	<b>Women</b>	<b>Men</b>	<b>Difference</b>
B3 gas	B3. Services to be improved_Gas supply	5.2% likely to say yes	1.1% likely to say yes	4.1
B9 Zhek	B9. Where did you complain?_To Zhek	9.4% likely to say yes	4.1% likely to say yes	5.3
D2 signs	D2. Problems of city roads_No road signs	0.2% likely to say yes	2.3% likely to say yes	-2.1
D2 other	D2. Problems of city roads_Other	1.0% likely to say yes	8.1% likely to say yes	-7.1
F9 sanctions	F9. Municipality cleanliness_Provide appropriate sanctions for violations of street cleanliness laws	59.0% likely to say yes	49.4% likely to say yes	9.6
F9 police	F9. Municipality cleanliness_Increase municipal police's ability to apply sanctions	59.9% likely to say yes	49.0% likely to say yes	10.9
F9 other	F9. Municipality cleanliness_Other	3.6% likely to say yes	9.1% likely to say yes	-5.5
G3 other	G3. To see more in city park_Other	0% likely to say yes	2.3% likely to say yes	-2.3
G3 DNK	G3. To see more in city park_Don't know	14.8% likely to say yes	8.9% likely to say yes	5.9
H0 pre	H0. Do you have children_Pre-school age	15.6% likely to say yes	9.5% likely to say yes	6.1
H0 school	H0. Do you have children_School age	33.7% likely to say yes	22.4% likely to say yes	11.3
H0 none	H0. Do you have children_No children	57.1% likely to say yes	70.7% likely to say yes	-13.6
K2 police	K2. Matter of contact_Police/safety issue	1.7% likely to say yes	0% likely to say yes	1.7
L7 social	K7. Were there any complaints about city services that you would have liked to make to city officials but didn't?	58.4% likely to say yes	48.4% likely to say yes	10.0

**Lutsk**

<b>Variable #</b>	<b>Variable Name</b>	<b>Women</b>	<b>Men</b>	<b>Difference</b>
B2.6	B2.6. How would you rate the quality of elevators in the buildings in your city?	34.3% likely to say good	59.0% likely to say good	-24.7
B3 water	B3. Services to be improved_Water supply	21.4% likely to say yes	29.7% likely to say yes	-8.3
B3 elevator	B3. Services to be improved_Elevators in buildings	12.4% likely to say yes	5.5% likely to say yes	6.9
B3 garbage	B3. Services to be improved_Garbage collection	36.2% likely to say yes	46.2% likely to say yes	-10.0

## Analytical Paper #2

B3 common	B3. Services to be improved_ Exterior common areas maintenance	41.0% likely to say yes	32.4% likely to say yes	8.6
B3 near	B3. Services to be improved_Areas surrounding buildings maintenance	35.0% likely to say yes	24.3% likely to say yes	10.7
B6 market	B6. To improve communal Evolution of competition in the market for communal housing services	15.3% likely to say yes	24.4% likely to say yes	-9.1
B9 Zhek	B9. Where did you complain?_ To Zhek	21.0% likely to say yes	14.3% likely to say yes	6.7
D2 narrow	D2. Problems of city roads Too narrow	9.7% likely to say yes	15.9% likely to say yes	-6.2
E1 not use	E1. Public transportation used?_ Do not use public transportation	3.8% likely to say yes	9.6% likely to say yes	-5.8
E2.11	E2.11. How would you rate drivers' skills / safety?	73.4% likely to say good	62.0% likely to say good	11.4
G2.1	G2.1. How would you rate amount of equipment (benches, playgrounds) in the central city park?	50.3% likely to say good	39.6% likely to say good	10.7
G2.3	G2.3. How would you rate the condition of the grass in the central city park?	73.9% likely to say good	62.8% likely to say good	11.1
G3 lamps	G3. To see more in city park_ Street lamps	42.8% likely to say yes	51.5% likely to say yes	-8.7
G3 DNK	G3. To see more in city park_ Don't know	25.1% likely to say yes	17.8% likely to say yes	7.3
H4 simplify	H4. To improve curriculum_ Simplify the curriculum for senior pupils	19.8% likely to say yes	13.1% likely to say yes	6.7
H4 prestige	H4. To improve curriculum_ Increase prestige of teaching profession	18.3% likely to say yes	27.3% likely to say yes	-9.0
H4 other	H4. To improve curriculum_ Other	3.5% likely to say yes	0% likely to say yes	3.5
J2 notify	J 2. Functions of municipal police_ Notify public about accidents, fires, disasters, and other extraordinary events	10.7% likely to say yes	19.0% likely to say yes	-8.3
J2 martial	J 2. Functions of municipal police_ Assistance during martial law or state of emergency	2.3% likely to say yes	7.3% likely to say yes	-5.0
K5 never	K5. You were dissatisfied with_ Never responded / never provided with the requested information	0.6% likely to say yes	2.9% likely to say yes	-2.3

### Gender Analysis

L3 LN	L3. Sources of information_Local newspaper	65.8% likely to say yes	76.0% likely to say yes	-10.2
L3 LR	L3. Sources of information_Local radio	49.7% likely to say yes	62.0% likely to say yes	-12.3
L7 roads	L7. Services to be improved_Road building	44.8% likely to say yes	55.7% likely to say yes	-10.9
L7 garbage	L7. Services to be improved_Garbage collection	30.5% likely to say yes	46.8% likely to say yes	-16.3
L7 parks	L7. Services to be improved_City parks	15.4% likely to say yes	22.4% likely to say yes	-7.0
L7 police	L7. Services to be improved_Police	21.8% likely to say yes	37.3% likely to say yes	-15.5
L7 permits	L7. Services to be improved_Building permits	8.2% likely to say yes	18.1% likely to say yes	-9.9
L11 educ	L11. Services NGOs provide_Educational services	2.0% likely to say yes	2.0% likely to say yes	2.0

### Makiyivka

Variable #	Variable Name	Women	Men	Difference
B2.9	B2.9. How would you rate the quality of maintenance of the areas surrounding buildings in your city?	55.8% likely to say good	41.2% likely to say good	14.6
B2.10	B2.10. How would you rate the quality of building maintenance in your city?	75.8% likely to say good	65.9% likely to say good	9.9
B3 elect	B3. Services to be improved_Electricity supply	27.9% likely to say yes	37.2% likely to say yes	-9.3
B4a	B4a. Can you control the intensity of heating in your home?	27.3% likely to say yes	38.3% likely to say yes	-11.0
B6 other	B6. To improve communal_Other	3.0% likely to say yes	2.3% likely to say yes	-2.0
C1a heater	C1a. Receive hot water?_Heater for running water	3.0% likely to say yes	2.9% likely to say yes	-2.6
D2 asphalt	D2. Problems of city roads_Lack of asphalt	53.3% likely to say yes	62.8% likely to say yes	-9.5
E2.4	E2.4. How would you rate politeness and helpfulness of the drivers/conductors?	58.5% likely to say good	48.0% likely to say good	10.5
E2.6	E2.6. How would you rate quality of the stops?	44.0% likely to say good	27.1% likely to say good	16.9
E3	E3. How would you evaluate the efficiency of municipal agencies' activities in solving transportation problems in the city?	54.8% likely to say effective	44.8% likely to say effective	10.0
F9 DNK	F9. Municipality cleanliness_Don't know	17.7% likely to say yes	10.5% likely to say yes	7.2

## Analytical Paper #2

F10 teach	F10. What are you personally_Teach my children / grandchildren not to litter	56.1% likely to say yes	40.9% likely to say yes	15.2
G2.4	G2.4. How would you rate quality and amount of trees in the central city park?	69.8% likely to say good	79.0% likely to say good	-9.2
G3 sports	G3. To see more in city park_Sports equipment	19.2% likely to say yes	32.8% likely to say yes	-13.6
G3 other	G3. To see more in city park_Other	20.0% likely to say yes	5.2% likely to say yes	-3.2
H0 none	H0. Do you have children_No children	58.7% likely to say yes	70.8% likely to say yes	-12.1
H1.3	H1.3. How would you rate the quality of educational services in extracurricular institutions?	72.7% likely to say good	57.1% likely to say good	15.6
H4 simplify	H4. To improve curriculum_Simplify the curriculum for senior pupils	16.9% likely to say yes	7.9% likely to say yes	9.0
H4 payment	H4. To improve curriculum_Introduce official payment for education	1.9% likely to say yes	0% likely to say yes	1.9
H4 moral	H4. To improve curriculum_Improve the moral and psychological climate in schools	35.8% likely to say yes	24.9% likely to say yes	10.9
H4 real	H4. To improve curriculum_Relate course content to real life and explain how to practically use theoretical knowledge	21.7% likely to say yes	13.4% likely to say yes	8.3
L11 DNK	L11. Services NGO provide_Don't know	3.7% likely to say yes	7.7% likely to say yes	-4.0
age	4 age groups	32.7% likely to be 60+	24.0% likely to be 60+	8.7

***Chernibiv***

<b>Variable #</b>	<b>Variable Name</b>	<b>Women</b>	<b>Men</b>	<b>Difference</b>
B3 gas	B3. Services to be improved_Gas supply	4.1% likely to say yes	1.1% likely to say yes	3
B5.3	B5.3. How much are you willing to pay for better quality water supply?	6.2% likely to be willing to pay more	12% likely to be willing to pay more	-5.8
B5.5	B5.5. How much are you willing to pay for better quality gas supply?	3.3% likely to be willing to pay more	7.6% likely to be willing to pay more	-4.3
B9 hotline	B9. Where did you complain?_By telephone hotline	0% likely to say yes	1.5% likely to say yes	-1.5

### Gender Analysis

E1 marshout	E1. Public transportation used? _Marshrout taxi (mini-bus)	35.8% likely to say yes	48.4% likely to say yes	-12.6
F2 other	F2. Reason for dirtiness_ Other	0% likely to say yes	2% likely to say yes	-2
F9 sanctions	F9. Municipality cleanliness _Pro-vide appropriate sanctions for violations of street cleanliness laws	44.1% likely to say yes	53.7% likely to say yes	-9.6
F9 DNK	F9. Municipality cleanliness_ Don't know	8% likely to say yes	3% likely to say yes	5
F10 plastic	F10. What are you personally_ Place garbage in plastic bags at a designated place	24.1% likely to say yes	32.8% likely to say yes	-8.7
F10 DNK	F10. What are you personally_ Don't know	7.2% likely to say yes	2.1% likely to say yes	5.1
F10 refused	F10. What are you personally_ Refused	0% likely to say yes	1.5% likely to say yes	-1.5
G3 sports	G3. To see more in city park_ Sports equipment	21% likely to say yes	36.5% likely to say yes	-15.5
G3 lamps	G3. To see more in city park_ Street lamps	78% likely to say yes	65.3% likely to say yes	12.7
H4 simplify	H4. To improve curriculum _Simplify the curriculum for senior pupils	8% likely to say yes	13.9% likely to say yes	-5.9
H4 knowledge	H4. To improve curriculum_ Implement new qualitative knowledge controls	10.6% likely to say yes	19.8% likely to say yes	-9.2
H4 DNK	H4. To improve curriculum_ Don't know	21.7% likely to say yes	13.3% likely to say yes	8.4
J2 DNK	J 2. Functions of municipal police_ Don't know	8% likely to say yes	2.6% likely to say yes	5.4
J3.8	J3.8. How would you rate the municipal police's ability to assure traffic order?	67.4% likely to say good	53.1% likely to say good	14.3
K3 refused	K3. Whom do you contact?_ Refused	0% likely to say yes	2.1% likely to say yes	-2.1
L3 local TV	L3. Sources of information_ Local TV	60.6% likely to say yes	50.4% likely to say yes	10.2
L7 DNK	L7. Services to be improved_ Don't know	4.4% likely to say yes	1% likely to say yes	3.4
L11 DNK	L11. Services NGO provide_ Don't know	3.5% likely to say yes	8.9% likely to say yes	-5.4