

ICPS newsletter[®]

Kyiv residents grade city services

Over October 2008, the International Centre for Policy Studies carried out the latest survey under the "An evaluation of municipal services in Kyiv: Selecting the Best District" project. This is the only regular survey of this type in the nation's capital. ICPS Director Olha Shumylo and Project Manager Ihor Shevliakov, one of the Centre's economists, announced the results and the main conclusions of this poll at a UNIAN press conference on 28 October

In 2007, ICPS carried out the first independent survey of public opinion regarding the quality of public services being provided. The results of the poll and enormous interest in the press showed that studying public opinion on the quality of public services needs to continue. The position of the local community is critically important for municipal policy to be successful and effective. This means that the practice of polling residents needs to be continued and the results used to develop workable mechanisms for cooperation between the government and city residents.

How the study was undertaken

The purpose of this study is to tap community opinion in each of the capital's 10 districts regarding the quality of services being provided to Kyivites in order to determine which district is the best according to this criterion; to compare the results with the previous year's results; and to disseminate them to the city's communities.

The opinion of residents of Kyiv regarding the quality of services the city provides was surveyed using questionnaires. From 1 to 27 October 2008, these surveys were completed by 4,000 Kyivites, that is, 400 individuals from each of the city's 10 districts.

Respondents were asked to rate eight areas:

- the delivery of residential and basic services;
- the operation of municipal public transit;
- the work of medical facilities;

- the provision of educational services at schools, lyceums and gymnasia;*
- the provision of administrative services to residents by local governments;
- the distance to grocery stores, markets and pharmacies from local residences;
- providing conditions for raising children and providing them with recreation;
- establishing conditions enjoying cultural and sports activities.

Compared to 2007, the list of services being rated was changed somewhat. Three areas were removed: business development conditions, conditions for borrowing, and the state of streets and roadways. Most respondents had problems assessing the first two in the 2007 poll, while the third question is the responsibility of City Hall, not the districts. Instead, providing conditions for raising children and providing them with recreation was introduced as a new area, since this is one of the main items of concern to district governments.

Respondents rated each particular type of service on a 5-point scale, with 5=100%. Afterwards, the point ratings were converted to percentages to indicate the level of satisfaction with the quality of the given service.

Service quality has gone up

According to the research, the integral quality indicator for services provided to residents of Kyiv was 3.57 points, which is equivalent to 71.4% of the 100% ideal. This integral indicator grew 0.8pp over 2007.

* Lycees are academically specialized secondary schools and gymnasia are prep schools.

Of the eight types of municipal services surveyed, Kyiv residents only gave two better-than-average points: education, at 3.96 points or 79.1% (down from 80.6% in 2007) and the distance to grocery stores, markets and pharmacies from their places of residence, at 3.82 points or 76.3% (up from 77.4% in 2007).

The most problematic areas were:

- conditions for satisfying demand among residents for cultural and sports activities – 3.36 points or 67.2% (down slightly from 67.2% in 2007);
- public transit services – 3.42 points or 68.3% (up from 67.6% in 2007);
- medical services – 3.49 points or 69.7% (slightly up from 68.6% in 2007).

Ratings by district:

Leaders and outsiders

Like last year, the evaluations of Kyiv residents regarding the quality of services provided divided the city's districts into two groups.

The first group is districts whose rating is higher than the average integral indicator for Kyiv: Shevchenkivskiy, Solomianskiy, Pecherskiy, Obolonskiy, and Darnytskiy districts. The integral indicator for the quality of services provided in these districts ranged from 71.5% to 76.1%.

The second group is those districts whose rating was below the average integral indicator for Kyiv: Podilskiy, Desnianskiy, Holosiyivskiy, Dniprovskiy, and Sviatoshynskiy districts. Residents in these districts rated the quality of services provided in the range of 68.0% to 69.8%.

The lowest marks went to the provision for cultural and sports activities in Darnytskiy district (60.0%) and to public transit in Desnianskiy and Holosiyivskiy districts (60.2% and 60.5%).

Top marks were given by Kyiv residents to educational services in Shevchenkivskiy

Comparative rating of service quality by residents of Kyiv districts, 2007 and 2008

№	District	Service quality rating, by year, %																	
		Residential and basic		Transit		Medical		Educational		Administrative		Retail		Children's activities		Culture and sports		Overall	
		2007	2008	2007	2008	2007	2008	2007	2008	2007	2008	2007	2008	2007	2008	2007	2008	2007	2008
1	Holosiyivskiy	64.0	69.8	54.2	60.5	60.0	67.7	77.6	78.0	66.0	70.8	75.4	76.0	—	71.0	65.4	67.5	63.8	69.3
2	Darnytskyi	71.6	70.4	65.0	67.2	72.0	70.6	83.2	81.4	72.0	72.4	82.4	80.0	—	70.0	64.2	60.0	71.8	71.5
3	Desnianskiy	71.6	70.0	50.2	60.2	65.8	70.4	67.8	75.2	62.0	67.8	75.6	75.0	—	71.6	62.6	66.2	67.2	69.6
4	Dniprovskiy	69.2	67.0	63.4	62.2	71.4	68.0	85.6	80.2	76.0	66.3	85.6	82.7	—	63.0	61.4	59.1	70.0	68.0
5	Obolonskiy	60.2	68.3	79.6	75.0	68.0	70.0	79.4	78.2	70.0	71.2	86.8	83.3	—	70.2	66.4	67.1	69.6	71.8
6	Pecherskiy	76.4	72.0	66.4	69.6	73.8	72.1	86.0	80.0	78.6	75.5	68.8	69.9	—	70.0	76.4	73.0	74.0	72.8
7	Podilskiy	65.0	69.5	79.0	75.0	65.8	68.5	81.4	80.0	64.0	69.1	77.4	77.0	—	67.9	60.2	70.1	69.4	69.8
8	Sviatoshynskiy	67.0	65.4	75.5	69.0	64.2	64.0	76.0	73.0	65.0	64.0	74.5	72.0	—	64.4	71.2	63.2	71.2	68.0
9	Solomianskiy	68.6	72.3	68.4	72.6	70.4	74.0	80.0	78.5	63.4	69.0	85.6	80.4	—	72.0	76.4	70.1	72.0	72.9
10	Shevchenkivskiy	76.0	76.2	74.0	72.1	76.4	72.0	86.4	86.0	80.0	81.4	65.4	66.2	—	75.0	75.8	76.1	74.6	76.1
	Kyiv total	68.8	70.1	67.6	68.5	68.6	69.9	80.6	79.2	69.6	70.9	77.4	76.5	—	70.2	68.0	67.2	70.4	71.4

and Darnytskyi districts (86.0% and 81.4%), to the proximity of grocery stores, markets and pharmacies to places of residence in Obolonskiy and Dniprovskiy districts (83.3% and 82.7%), and to administrative services provided by the district council in Shevchenkivskiy district (81.4%).

Shevchenkivskiy district #1 again

Compared to last year, Shevchenkivskiy district strengthened its positions even more and took first place for the second time among the 10 districts of Kyiv for the quality of services provided. Of the eight types of services surveyed, this district had the highest ratings in five separate areas:

- educational services with 4.3 points or 86.0%;
- administrative services from the district government with 4.07% or 81.4%;

- cultural and sports services with 3.81 points or 76.1%;
- residential and basic services with 3.81 points or 76.2%;
- and conditions for raising children and providing them with recreation with 3.7 points or 75.0%.

Second and third place in the rating went to Solomianskiy and Pecherskiy districts, which had almost identical indicators at nearly 73.0%.

The ratings for Dniprovskiy and Sviatoshynskiy districts slipped slightly.

Residents don't want districts to merge

The expectations of Kyiv residents regarding a possible consolidation of city districts proposed by the Mayor to reduce them from 10 to 5 were also polled at this time. The responses of 4,000 city residents indicated that:

- 64.2% said that the quality of service would grow worse if districts were merged;
- 15.5% were of the opinion that the proposed changes would not have any impact on the quality of services provided;
- 15.4% expected services to improve as a result of consolidation;
- 5.0% had no opinion.

Thus, more than 75% of Kyiv residents do not support the proposed approach to administrative-territorial reforms in the city. ■

For more details, visit the project "An evaluation of municipal services in Kyiv: Selecting the Best District" site at <http://icps.com.ua/project.html?pid=149>.

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