

# Provision of Public Services and Effectiveness of Ethnic Minority (Azerbaijani) Engagement in Georgia



ბრიტანეთის საელჩო  
თბილისი



ბთკკ – პოლიტიკის კვლევის ჯგუფი  
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# **Provision of Public Services and Effectiveness of Ethnic Minority (Azerbaijani) Engagement in Georgia**

This publication was prepared and published by BTKK-Policy Research Group with the assistance from the United Nations Development Programme (UNDP) and UK aid from the UK Government. Its contents are those of the authors and do not necessarily reflect the views of UNDP and UK aid from the UK Government.

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Tbilisi  
2018

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## Introduction

In recent years the quality of the service provided by public institutions has been improved. Through the Justice House and the Community Centers, the 'single window' principle has been effectively implemented, which presented an opportunity to the inhabitants of the city and the villages to receive the necessary service quickly, without extra bureaucracy, which previously was related to the additional cost and time). Every year, the working area of the Justice Houses and the Community Centers increases, including municipalities with an ethnic minority population, that guarantees access to the public services to the ethnic minority population as well.

In ethnic population compact settlements (urban and rural areas), the functioning of the Justice Houses and the Community Centers is a significant step towards the civil integration of the ethnic minority population in Georgia, which supports the increased level of trust towards state institutions among the representatives of ethnic minority groups. However, despite the positive dynamics, there are a number of fields where the improvement of service quality in ethnic minority populated areas is still possible.

The improvement of the quality of the service is related one of the important components of the civic integration – knowledge and application of the state language. In recent years, the level of knowledge of the state language has been increased in the younger generation of the compact ethnic minority settlements, however the majority of the population (especially the elderly generation) either does not speak or has limited skills of the state language.<sup>1</sup> This factor negatively affects the quality level of provided service to the municipalities with ethnic minority compact settlements.

## The Research Goal

This research has been prepared by the BTKK Policy Research Group, within the financial support of the UNDP project "support to public administration reform in Georgia". The project addresses one of the directions of the public administration reform guidelines – the provisioning of public services. The project aims to improve the public service quality with analysis of the existing tendencies and feedback of the service users.

The research carried out within this project aimed to analyze how well and how effectively do Azerbaijani compact settlement inhabitants use the services provided by the Justice House and the Community Centers, and how satisfied the local population is with the quality of the provided service. With the research we have also studied the state policy of the Justice House and the Community Centers in the given municipalities. and what the strategy of informing the population about the existing services is. Based on the received information, we have developed a set of recommendations for improving communication channels and better addressing the needs of local Azerbaijanis.

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<sup>1</sup> Ombudsman of Georgia, "report of the ombudsman of Georgia on the human rights and protection of freedoms 2017, <https://bit.ly/2GqITW7> (visited September 17, 2018).

For the purposes of the research, we have selected four places, where the ethnic Azerbaijani population represents the majority in Georgia. These places are: city Marneuli, where the Justice House is located, village Sadakhlo, located in Marneuli municipality of Kvemo Kartli region, village Iormughanlo, located in Sagarejo municipality and village Kabali of Lagodekhi municipality both located in Kakheti region, where the Community Centers operate. We have selected the ethnic Azerbaijani population as they are the largest ethnic minority present in Georgia.

The results of this project's research will be used by the Ministry of Justice and the respectful Legal Entities of Public Law (LEPL) of the ministry in order to prioritize their activities, and to develop channels of communication in the given municipalities. The research will give decision makers the opportunity to check the level of satisfaction of local ethnic Azerbaijani population with the public service institutions and to improve the means of service provision in the city of Marneuli and villages of Sadakhlo, Iormughanlo and Kabali.

## Research Methodology

This research applies the following methodologies: interviews, desk research, quantitative research (survey) and qualitative research (focus groups).

The interviews have been carried out with representatives of the Ministry of Justice and the State Minister's office for Reconciliation and Civic Equality, as well as with civil society organizations working on the ethnic Azerbaijani population in Georgia and with a number of researchers in the field (for full list, please check annex #1 of the document). The purpose of the interviews was to find out the ideas of the respondents on provision of public services in Azerbaijani populated areas.

The desk research aimed to study and analyze the existing research in the field of the provision of public services and the documents of state institutions in regards to how they perceive the ethnic minority. This method aimed to find out the ways ethnic minority topics are addressed in the documents on the provision of state services and the specifications which might exist in the municipalities populated by ethnic minorities in Georgia.

With the assistance of a team of junior researchers, the senior researchers have carried out a survey and focus groups in targeted areas, which aimed to reveal the needs of the local Azerbaijanis with regards to public services. Based on the 2014 state census, we have determined the following number of the survey participants per each target area: city Marneuli – 85 inhabitants; village Sadakhlo – 65, village Iormughanlo – 50 and village Kabali - 70. For the survey the participants answered the closed-ended questions to reveal the number of the public service users and determine the level of their satisfaction.

For the qualitative research, we have facilitated one focus group per target area. In total, four focus groups have been carried out in four places of interest. The participants of the focus groups were the inhabitants of the target areas of various age and gender. Each group consisted of a minimum of 11 and a maximum of 14 participants. Each focus group lasted for two hours

maximum. Received answers have been analyzed thoroughly and used in the research. The focus groups have been carried out in Georgian language, as the majority of the participants spoke Georgian. We have used the assistance of the translator only for the focus group in Sadakhlo, and even then, with a few question/answers only. The focus groups aimed to reveal the quality of the existing services and identify the ways of improving the quality of these services.

## Azerbaijani Settlements in Georgia<sup>2</sup>

According to the state census of 2014, 86,8% of the population of Georgia are ethnic Georgians, whereas the biggest minority group are the 233,000 Azerbaijanis, with 6.3% of the total population, and Armenians with 168,100, which is 4.5% of the population.

Azerbaijanis in compact settlements mainly live in Kvemo Kartli, Kekheti and Shida Kartli. Among these settlements Marneuli, Dmanisi, Bolnisi, Gardabani, Tsalka and Tetrtskaro municipalities are more significant. There are large Azerbaijani villages are in Sagarejo and Lagodekhi municipalities. Azerbaijanis also reside in Tbilisi and in Rustavi.

For the survey within this project, we have selected the city of Marneuli, where according to the 2014 census there are 20,111 residents, among which 84,12% are Azerbaijanis. In total out of the 104,300 residents of the Marneuli municipality, 87,371 are Azerbaijanis (83% of the total residents of the municipality), who are potentially users of the services provided by the Marneuli Justice House.

The research also included the villages of Sadakhlo, Iormughanlo and Kabali, where the absolute majority of the population are ethnic Azerbaijanis. In the village Sadakhlo of Marneuli Municipality 7337 residents are registered, however the community center located in the village, potentially also serves the Azerbaijani populated villages close by, such as Khuldara (915 residents), Malaoghli (1091), Tazakenda (478) and Burma (148).

In the village of Iormughanlo of the Sagarejo Municipality 2169 residents are registered, however the community center located in this village also provides the services to the neighboring village Keshalo (with 2438 residents) where Azerbaijanis reside. Village Kabali of Lagodekhi Municipality is also inhabited by the Azerbaijanis, where 3238 people are registered. The Community center located in the village also serves the neighboring villages where Azerbaijanis are located, such as Ganjala (2243), Uzuntala (1786) and Karajala (2012).<sup>3</sup>

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<sup>2</sup> The results of the state census of 2014, <https://bit.ly/2Nf0lwG> (visited May 13, 2018)

<sup>3</sup> Center for Studying Ethnicity and Multiculturalism, interactive map, <http://csem.ge/interactivemap/> (visited May 13, 2018)

## The Justice House and the Community Centers in the Municipalities of Azerbaijani Compact Settlements

In order to improve access to public services, every year the number of places where the Justice Houses and the Community Centers operate increases, this also includes the municipalities with compact settlements of ethnic minorities.

### *The Justice House*

Since 2011, the ideal of how the Justice House operates in Georgia has been to simplify the access of citizens to public service. With the Justice Houses, citizens can receive more than 300 services in one venue in a timely manner and in a comfortable environment.

The Justice House is a Legal Entity of Public Law (LEPL) and works under the Ministry of Justice of Georgia, under which most of the public services operate. The Justice House provides multiple services of various public institutions and of the private sector to citizens. According to the NDI survey of 2017, the Justice House takes second place in an evaluation of the institutions in Georgia.<sup>4</sup>

In the 19 buildings of the Justice Houses around Georgia, more than 20,000 citizens receive public service daily.<sup>5</sup> At this stage, in the municipalities of compact settlements of ethnic minorities, the Justice House operates only in Marneuli, which has been opened since September 2012<sup>6</sup>.

### *The Community Centers*

Since 2012, the LEPL Public Service Development Agency has been determined to support the development of public services, as one of the priorities of the Agency. In this regard, the project on developing the community centers has a significant role, within which the multifunctional centers will be constructed across Georgia. The project aims to provide the public and private services locally to the village inhabitants and to support the engagement of the society at a local level with the venues existing in the centers.

According to data from 2018, there are 56 Community Centers operating across Georgia, including the villages where ethnic Azerbaijanis comprise the majority of the population. In Kabali of the Lagodekhi Municipality the Community Center has been operating since November 13, 2015, in the village Sadakhlo of the Marneuli Municipality, the Community Center has been open as of February 16, 2016 and in the village Iormughanlo of the Sagarejo municipality, the Community Center has been functioning since June 8, 2016.<sup>7</sup>

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<sup>4</sup> Justice House website, <http://psh.gov.ge/main/page/7/405> (visited July 1, 2018)

<sup>5</sup> Justice House website, <http://psh.gov.ge/main/page/7/405> (visited July 1, 2018)

<sup>6</sup> Justice House website, Marneuli Justice House Opens, <https://bit.ly/2tTXG2E> (visited July 1, 2018), currently Justice House constructions take place in Armenian populated Akhalkalaki Municipality.

<sup>7</sup> Agency of Public Service Development website, <https://bit.ly/21NUkdW> (visited July 1, 2018)

The Community Centers located in the villages populated by ethnic Azerbaijanis are some of the busiest in service provision, for example in 2016, the Sadakhlo Community Center has provided more services than any other community center (9462). Some of the most utilized Community Centers in 2016 were also the Kabali (6093) and Iormughanlo (4603) Community Centers. More or less this is the same in 2017.<sup>8</sup>

Through the Community Centers, the residents can receive the services of more than 200 services of public and private institutions. The center is a venue equipped with modern infrastructure and the latest technologies, where free of charge internet, computers, video conference equipment, and modern libraries with electronic and paper books' are located. The centers also serve as the office of the municipality Gamgebeli representative. The notary representative also arrives there based on the needs of local inhabitants and uses the venue for meetings with them.

## **Analysis of the Policy Documents in the Field of Public Service Provision**

Within the survey, we have analyzed various state institution documents, such as the strategies, action plans, and other related documents, with regards to ethnic minorities and the policy of provision of public service.

### *The roadmap of the public management reform of Georgia*

With the coordination from the administration of the government of Georgia, within the framework of the public administration reform in 2015, 'the roadmap of the public management reform' has been developed, to increase the efficiency of providing such services.<sup>9</sup> The provision of the service to the public interests and citizen engagement was identified as a major idea of this reform. With 'the roadmap' the government of Georgia has developed the midterm policy, until 2020, in the given fields, including, provision of public services.

'The roadmap' combines various fields of public administration, in order to guarantee a united and coordinated approach. One priority out of the six directions in the reform of the public administration in Georgia is to provide services. 'The roadmap' is also accompanied with the 2015-2016 Action Plan, where the necessary activities to reach the goals are set.<sup>10</sup>

One of the fields of public administration reform includes the provision of public services. The goal of the reform, in the given field, is to create a system of provision of service in Georgia, which is directed towards the residents and is well managed, in order to guarantee quality and accessible service to every citizen of Georgia.

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<sup>8</sup> Statistical data of Agency of Public Service Development, <https://bit.ly/2tKr2Bi> (visited July 1, 2018)

<sup>9</sup> The administration of the government of Georgia, governmental plans and innovations department, 'the roadmap of the public management in Georgia 2020', May 25, 2015, <https://bit.ly/2KqLy47> (visited July 1, 2018);

<sup>10</sup> The new action plan was supposed to be developed for 2017-2020, which at this stage is not accessible.

In the Roadmap document, regarding the provision of service, one of the aims (4.1) is the ‘development of a united policy for provision of high quality service, guaranteeing, that government’s services address the needs of the customers’. In this aim, the challenges that ethnic minorities face are not considered, especially ethnic minority groups in compact settlements, who due to the total not knowing or insufficient knowledge of the state language, might face certain barriers in receiving such services. The document does not provide what the state plans regarding these barriers in municipalities populated by ethnic minorities are. However, in this aim (4.1) it is indicated that in order to provide equal access to the public services, according to need, the territorial network of service providers must be extended. It noteworthy that the Justice House and the Community Centers already operate in some of the municipalities of compact ethnic minority settlements.

#### *Midterm action plan for 2017-2020 of the Ministry of Justice of Georgia<sup>11</sup>*

In the midterm action plan for 2017-2020 of the Ministry of Justice of Georgia there are a number of programs that aim to improve the provisioning of public services to the citizens.

Implementation of one of the programs – ‘development and accessibility of the Justice House services’ - is considered for the period of 2016-2019. The LEPL Justice House is responsible for the implementation of this program. The program aims to retain the high quality of public service provision and its further improvement, planting of new products/services, and guaranteeing of the access to the interested individuals. Within this program for the ethnic minorities, it is planned to build Justice Houses in their compact settlements. In the action plan, within the program, one of the sub programs ‘construction and equipment of Akhalkalaki Justice House’ – the construction of the Justice House in Akhalkalaki in 2017 was considered, however the construction has not been complete until now. Another subprogram is planning to construct and equip the Justice House in Akhmeta (where compact settlements of Kists are).

The aims of the other subprograms (development of the service quality, popularizing the services of the Justice House, improvement of the Justice House infrastructure, erasing the infrastructure related problems in the Justice House) are to set new services and improve access to the public services, to popularize Justice House services, and arrange and improve the infrastructure. This program also considered the municipalities with ethnic minorities, however within the program the existing needs of ethnic minority compact settlements are not considered separately.

The second program ‘the development of and accessibility to the services provided by the public service development agency’, which is to be implemented by the LEPL “Public Service Development Agency” aims to increase the access to services on the local level, and support the further development of other public and private services. Within this program, in order to improve the access to the public and private services on the local level within the country, the

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<sup>11</sup> The Ministry of Justice of Georgia, “midterm action plan for 2017-2020 of the Ministry of Justice of Georgia”, <http://www.justice.gov.ge/Ministry/Index/491> (visited July 7, 2018).

construction of the Community Centers, in large settlements and in the villages far from the municipal centers, is considered.

The goal of this subprogram—to increase access to services on the local level- is to open up to 55 Community Centers by 2019. Within this subprogram it is planned to increase access to services on the whole territory of the country for the village population. The subprogram has the following activities: development of the Community Centers and implementation of electronic management in the local self-governing bodies. However, in this program, the needs of the ethnic minority compact settlements are not considered separately.

#### *The activity strategy 2017-2019 of the Public Service Development Agency*

In 2016, the Public Service Development Agency has developed a document –Activity Strategy 2017-2020’, where there is an article on the development of the Community Centers.<sup>12</sup> This document represents the strategic plan of the Agency and is considered for three years of 2017-2019. The Agency sets four strategic goals with 11 strategic aims respectively within this period. From the strategic goals of the document, we need to pay attention to strategic goal 2 – the development of and guaranteeing accessibility to the Agency services based on the needs of the customers. Within this goal one of the aims (2.2) is to increase the access to the services in local municipalities. Within the given aim, the Agency operates the project of developing the Community Centers, through which the access of the services of the central government and the public sector became accessible not only on the central, but on the local levels as well.

Despite the fact that the document and the given aim, does not state the vision of the Agency with regards to ethnic minorities, one of the criteria for selecting the place for the Community Centers is whether the village is populated by ethnic minorities. However, this is not declared in the official document and this selection criterion is only noted in the FAQ section of the Agency’s website, as the answer to the question: what are the criteria for selecting the place for the Community Centers?<sup>13</sup>

#### *State Strategy on civic equality and integration and Action Plan for 2015-2020*

The August 17, 2015 ordinance of the government of Georgia, approved the state strategy of civic equality and integration<sup>14</sup> and the Action Plan for 2015-2020.<sup>15</sup> These documents have been developed with the supervision of the Office of the State Minister on Reconciliation and Civic Equality to strengthen ethnic minorities in order to fulfill the positive responsibilities taken by the state.

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<sup>12</sup> The agency of public service development, activity strategy 2017-2020, Tbilisi, 2016, <https://bit.ly/2IhIfr1> (visited July 7, 2018)

<sup>13</sup> Visit the community center’s website: <http://www.centri.gov.ge/ge/faq> (visited July 2, 2018)

<sup>14</sup> Visit state strategy on civic equality and integration [http://smr.gov.ge/Uploads/esge\\_402dd469.pdf](http://smr.gov.ge/Uploads/esge_402dd469.pdf) (visited July 7, 2018)

<sup>15</sup> Visit action plan for 2015-2020, [http://smr.gov.ge/Uploads/20152020\\_\\_b9886b45.pdf](http://smr.gov.ge/Uploads/20152020__b9886b45.pdf) (visited July 7, 2018)

The aim of the given document is to support the activities planned by the public institutions to protect ethnic minorities, to provide interagency coordination and the setting and realization of a unified, consistent policy on improving the inclusion of ethnic minorities in various fields of social life.

The strategy document sets the strategy and the midterm goals for the protection of ethnic minority rights and guaranteeing their civic integration and it also sets the activities of the governmental institutions for the implementation of these goals.

One of the four main strategic aims is the guaranteeing of equal and full-fledged participation of representatives of ethnic minorities in civil and political life. In order to reach this strategic goal there are a few midterm aims set, one (1.3) of them considers increasing the access to public administration and law enforcement bodies and mechanisms for ethnic minorities. In order to reach this goal, one of the important aims is to: improve the access to public services for ethnic minority representatives.

Together with the Strategy document, the Action Plan, with concrete aims, programs and general activities for the period of 2015-2020, has been approved. The midterm goal 1.3. sets the 1.3.3. aim (to improve the public services to the ethnic minority representatives), among which (1.3.3.1) various activities are planned, among them to prepare information materials and media products on the languages of ethnic minorities on public services and ongoing state programs (psychosocial rehabilitation programs, education programs, latest legal regulations) and their distribution amongst the regions and to organize the informational meetings. As an indicator of this activity (1.3.3.1) the data of public services and programs usage, the beneficiary numbers of the ethnic minorities is set. There are a number of institutions responsible for this activity, among them the Ministry of Justice. The years for the implementation of this activity is set as 2015-2017.

According to this Strategy each responsible agency will develop an action plan for upcoming years, where the concrete project and programs will be set based on the goals and aims set by the Strategy. Up to now there have been Action Plans developed for 2015, 2016, 2017 and 2018.

In the report on the implementation of the 2015 action plan,<sup>16</sup> there is no information on how the 1.3.3. aim was reached – to improve the access to public services for ethnic minority representatives. However, in the different aim (to improve knowledge of the state language) the initiative of the Ministry of Justice is mentioned, which noted about the Georgian language learning courses held in Poka, Kabali, Kvareltskali and Sartichala Community Centers.

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<sup>16</sup> The office of the state minister on reconciliation and civic equality, the report on implementation of state strategy on civic equality and integration and the action plan for 2015 <http://smr.gov.ge/FileList.aspx?ID=34> (visited July 7, 2018)

In the Activity Plan of 2016<sup>17</sup>, within the aim of 1.3.3. (the improvement of access to public services for ethnic minority representatives) there is no information about the Justice House and the Community Centers' related activities.

The Community Centers are mentioned in the activities to be carried out within the aim of 1.3.4. (to increase the inclusion of ethnic minorities in public administration and public service and their professional development). Namely, in 2016, the LEPL Public Service Development Agency of the Ministry of Justice was responsible for announcing the internship programs in Community Centers within ethnic minority populated regions for young representatives of ethnic minorities with state language skills who resided in these regions.

In the 2016 report<sup>18</sup> on the implementation of the action plan, the Community Centers are noted in various aspects. For instance, in regards to achieving the midterm goal of 1.2. the gender mainstreaming activity of the Ministry of Justice is mentioned, according to which a meeting was held with local population on human trafficking, family violence and ethnic minority protection in the Sadakhlo Community Center of the Marneuli Municipality.

Within the 1.3.3.1. activity on spreading informational materials on public services and the ongoing state program to improve access to public services for ethnic minorities, in 2016, the Ministry of Justice, via the Community Centers and the Justice Houses, was providing the informational materials on public services and ongoing state programs to ethnic minority regions.

In 2016, in 33 Community Centers, among them in the ones located in the villages with compact ethnic minority settlements, free of charge trainings on legal and social issues for local population were held.

In addition to that, in order to increase state language skills, various agencies have carried out the following activities: within the civil society empowerment project, LEPL Training Center of Justice of Georgia, in 2016, has offered free of charge Georgian language courses to the nonnative Georgian language speaker citizens of Georgia. In 2016, the Georgian language course was attended by 97 participants in four Community Centers, among them Kabali, Poka and Sadakhlo.

In the 2017 Action Plan,<sup>19</sup> for the aim of 1.3.3. (to improve access to public services for ethnic minority representatives) within the activity 1.3.3.10 the Ministry of Justice is noted as a supporting agency for spreading informational materials prepared on the minority languages for public services and ongoing state programs.

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<sup>17</sup> Office of the state minister on reconciliation and civic equality, the state strategy and civil equality and integration and 2016 action plan, [http://smr.gov.ge/Uploads/2016\\_.\\_\\_e8e32ec1.pdf](http://smr.gov.ge/Uploads/2016_.__e8e32ec1.pdf) (visited July 7, 2018)

<sup>18</sup> The office of the state minister on reconciliation and civic equality, the report on implementation of state strategy on civic equality and integration and the action plan for 2017, February, 2017, [http://smr.gov.ge/Uploads/Report\\_2016\\_c42e4c7a.pdf](http://smr.gov.ge/Uploads/Report_2016_c42e4c7a.pdf), (visited July 7, 2018)

<sup>19</sup> The office of the state minister on reconciliation and civic equality, the state strategy on civil equality and integration and 2017 action plan, [http://smr.gov.ge/Uploads/Action\\_Pla\\_74390baa.pdf](http://smr.gov.ge/Uploads/Action_Pla_74390baa.pdf) (visited July 7, 2018)

For the aim 1.3.4 (to increase ethnic minority inclusion in public administration and the public sector and aid their professional development) in the activity 1.3.4.9 the Public Service Development Agency is responsible for internships of young representatives of ethnic minorities in the Community Centers.

In the report on the implementation of the 2017 Action Plan<sup>20</sup> the Community Centers are noted in various aspects, for instance, in the gender mainstreaming midterm aim (1.2) there is an example where since 2017 the Ministry of Justice, in addition to initiating a legislative package, has started the social campaign #imokmede. The trainings were planned throughout Georgia in every city and village where either the Justice Houses or the Community Centers operate. In 2017, with the initiative of the Kakheti regional administration, the trainings on Gender and diversity – stereotypes, ethnocentrism and identity in Kabali were held.

Within the activities regarding implementation of aim 1.3.3, the improvement of access to public services for ethnic minority representatives, throughout 2017, in the meetings rooms of the Community Centers there have been various training, cultural events, seminars, and informational meetings held. Among them there have been meetings on the following topics: ethnic minority rights, gender equality, early marriage, violence against women and family violence, migration, trafficking, Euro-integration, visa free regime, and topics related to agriculture and environmental protection were held.

Within the aim to support learning of the state language, the Training Center of Justice of Georgia has offered a free of charge course in the Georgian language to nonnative speakers of Georgian. In 2017, this course was held in the Community Centers of village Sadakhlo of Marneuli Municipality and the village Iormughanlo of Sagarejo Municipality.

In the Action Plan of 2018<sup>21</sup> the aim of 1.3.3 on the improvement of public services to the ethnic minority representatives, two events are planned: the first event (1.3.3.1) the Ministry of Justice is responsible, as a supporting institution, to spread the informational materials in the ethnically concentrated regions of Georgia, which have been developed in ethnic minority languages on public services and ongoing state programs.

With the second activity (1.3.3.1) the administration of Samtskhe-Javakheti Governor and the Mayors of the municipalities are responsible for supporting the increase of the number of Justice Houses in ethnic minority populated municipalities.

With aim 1.3.4 (to increase the inclusion of ethnic minority participation in public administration in the public sphere and to aid their professional development) the Public Service Development

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<sup>20</sup> The office of the state minister on reconciliation and civic equality, report on state strategy on civil equality and integration and 2017 action plan, January 2018, [http://smr.gov.ge/Uploads/report\\_864b8967.pdf](http://smr.gov.ge/Uploads/report_864b8967.pdf) (visited July 7, 2018).

<sup>21</sup> The office of the state minister on reconciliation and civic equality, state strategy on civil equality and integration and 2018 action plan, [http://smr.gov.ge/Uploads/2018\\_\\_79c89d24.pdf](http://smr.gov.ge/Uploads/2018__79c89d24.pdf) (visited July 7, 2018)

Agency of the Ministry of Justice is responsible for taking interns in the regional offices/Community Centers.

With the state strategy on civic equality and integration and the yearly reports on the action plan of 2015-2020, the positive role of the Justice Houses and the Community Centers located in the ethnic minority compact settlement Municipalities for supporting the civil integration of ethnic minorities is noted. These entities of the Ministry of Justice do not only provide public services, but they also became meeting places between various public institutions and the local population. These venues are easy to access and provide a comfortable meeting place, which supports information provision and educating ethnic minorities, which in the end increases the level of trust towards public institutions.

Despite the fact that in the state strategy on civic equality and integration, the improvement of access to public services for ethnic minority representatives is one of the goals of the document, this goal is not adequately represented in the Action Plan of 2015-2020 and the follow up yearly Action Plans. This is especially important given the fact that the area of activities of the Justice House and the Community Centers increases every year and the demand on the service from the ethnic minority side is consistently high.

In multiple cases there is no correlation between the yearly action plans and the reports on their implementation, which creates a problem for evaluating the activities related to improvement of access to the Community Centers. In the implementation reports, the information on the activities related to the Justice Houses and the Community Centers are divided among various aims, and even then, it is not complete, where in reality the activities of the ethnic minority populated municipalities are much more diverse.

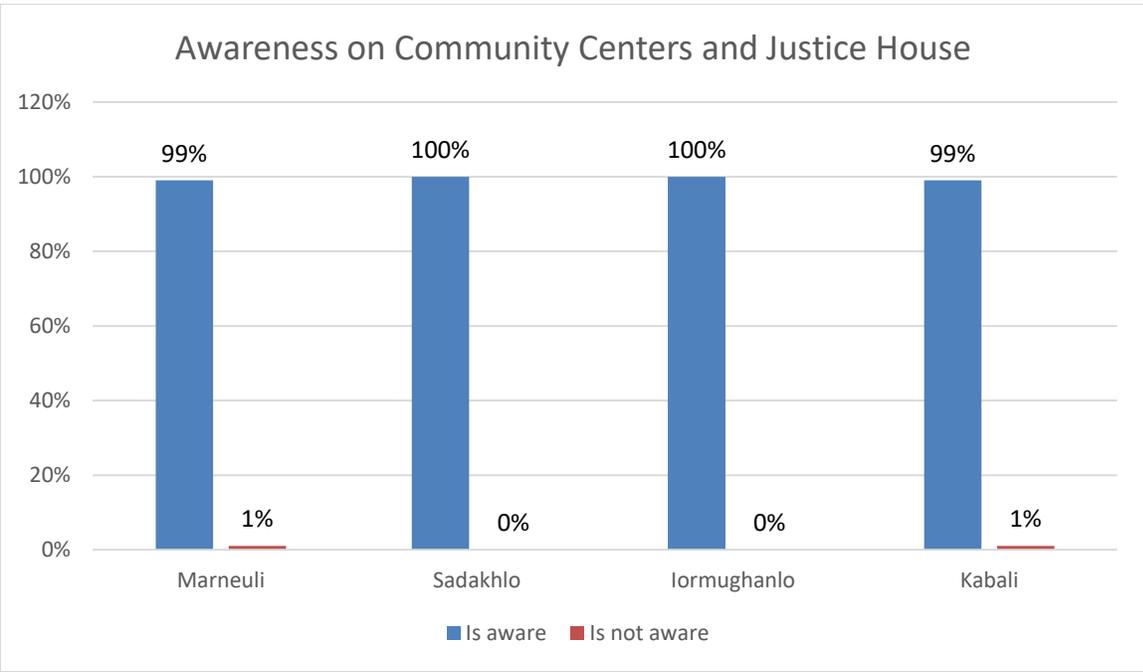
## Survey Results

This chapter presents the data and information revealed through the quantitative (direct interviews) and qualitative (focus groups) research methods used in the survey.

### ***Awareness on the Community Centers and the Justice House***

In ethnic Azerbaijani populated villages (Sadakhlo, Iormughanlo and Kabali) and in city of Marneuli the awareness rate on the Community Centers and the Justice house is significantly high. According to the results of the interviews 99,9% of the respondents are aware of the Justice House and the Community centers, only one man in Marneuli and another one in village Kabali did not know about these public entities (Diagram #1).

Diagram #1



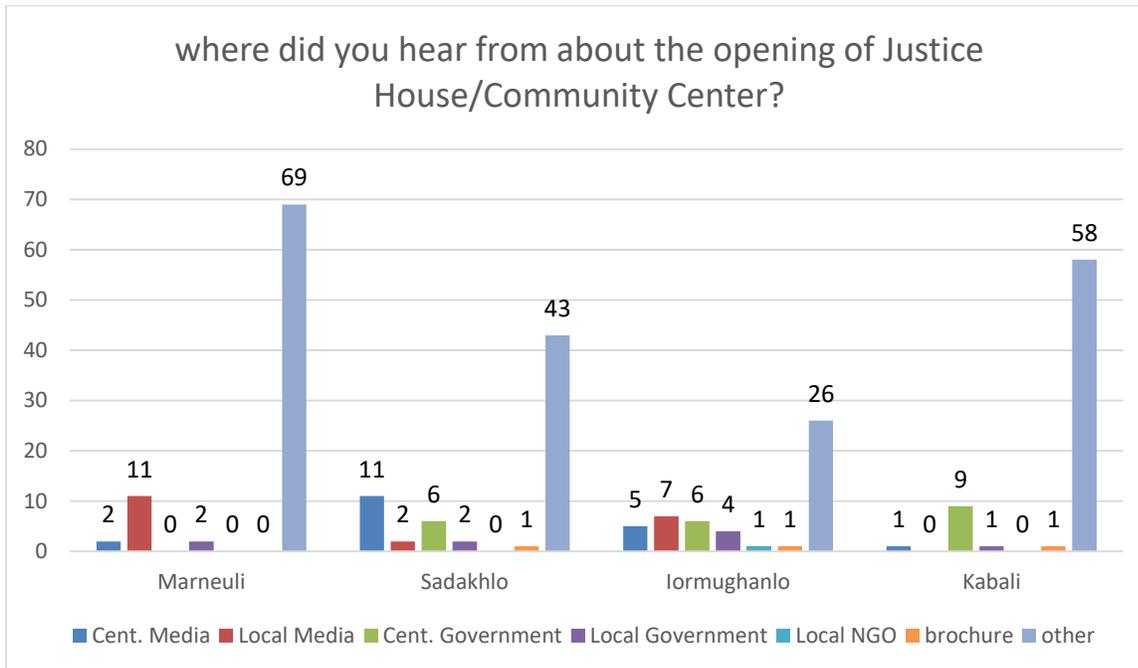
All the participants of the focus groups were aware of the activities of the Justice House and the Community Centers. The village population considers it important that they ‘do not have to go to Marneuli (regional center) for every single minor issue’ and can receive the public services at their local place.

The source of information about the operation of Community Centers in Sadakhlo, Iormughanlo and Kabali are the village inhabitants themselves. The places for sharing the information are community gathering venues in the villages so called ‘Birzhas’ (street gathering) and tea houses (chaikhanes). According to the focus group participants, ‘these kinds of news are quickly spread in the village and people get them very soon’. A part of the participants said that they were aware of information on the opening of the Community Centers from the moment the construction process started. The least prolific source of information on the opening of the Centers local population has received from the central or local media sources, social media, central government and the local NGOs, as well as promotional brochures.

Contrary to the villages the picture is different in the city of Marneuli. The source of information on opening the Justice House in Marneuli was much more diverse. In addition to the local population spreading info on this news, Marneuli inhabitants also have heard about this news during the construction works, from local TV news programs, online media sources (Sputnik), and from the need to get a new passport, etc. The least prolific source of information on spreading this news was local NGOs and info brochures.

Similar results were revealed through the interviews, where the major source of information was identified as ‘the other source’ (diagram #2), which included word of mouth, information received during the construction, and local ‘birzhas’ (gathering place).

Diagram #2<sup>22</sup>

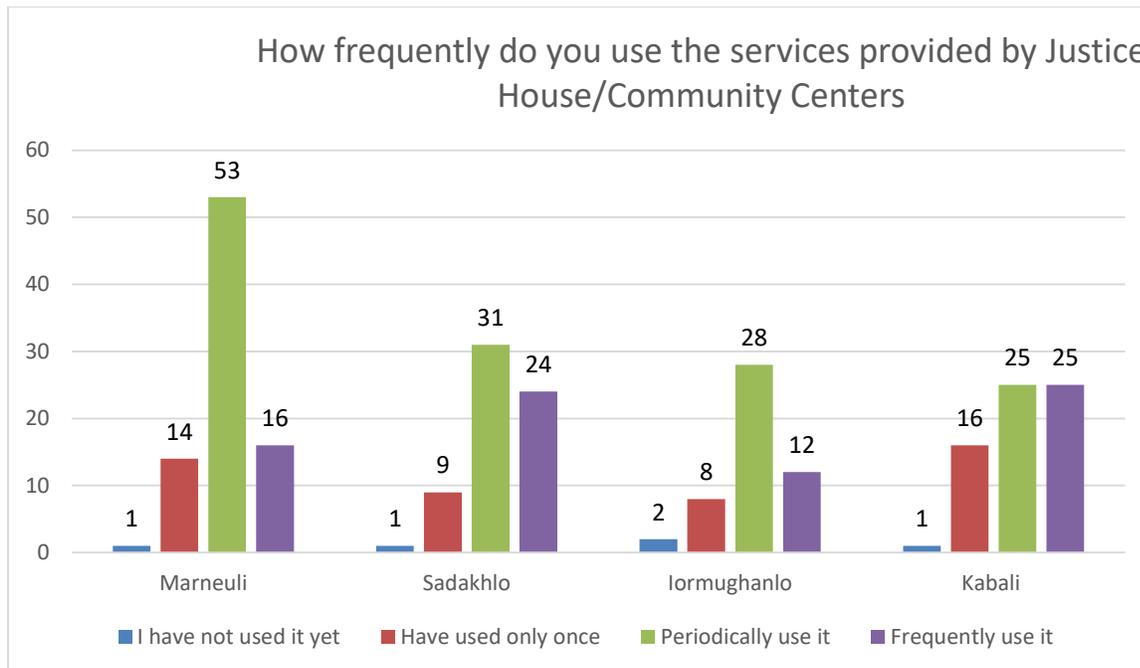


### Using Public Services

The level of service usage in the city of Marneuli and ethnic Azerbaijani populated villages are significantly high provided by the Justice House and the Community Centers is significantly high. The absolute majority of the respondents in this research have used the given services at least once (Diagram #3). According to the official information from the Ministry of Justice, usage of the Justice House and Community Centers in the municipalities populated by ethnic Azerbaijanis is one of the highest in Georgia, which is supported through our research as well.

<sup>22</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #3<sup>23</sup>



The absolute majority of the interview respondents use the services of the Justice House and Community Centers periodically or frequently. In this regard, the residents of the villages and the city of Marneuli are equally active.

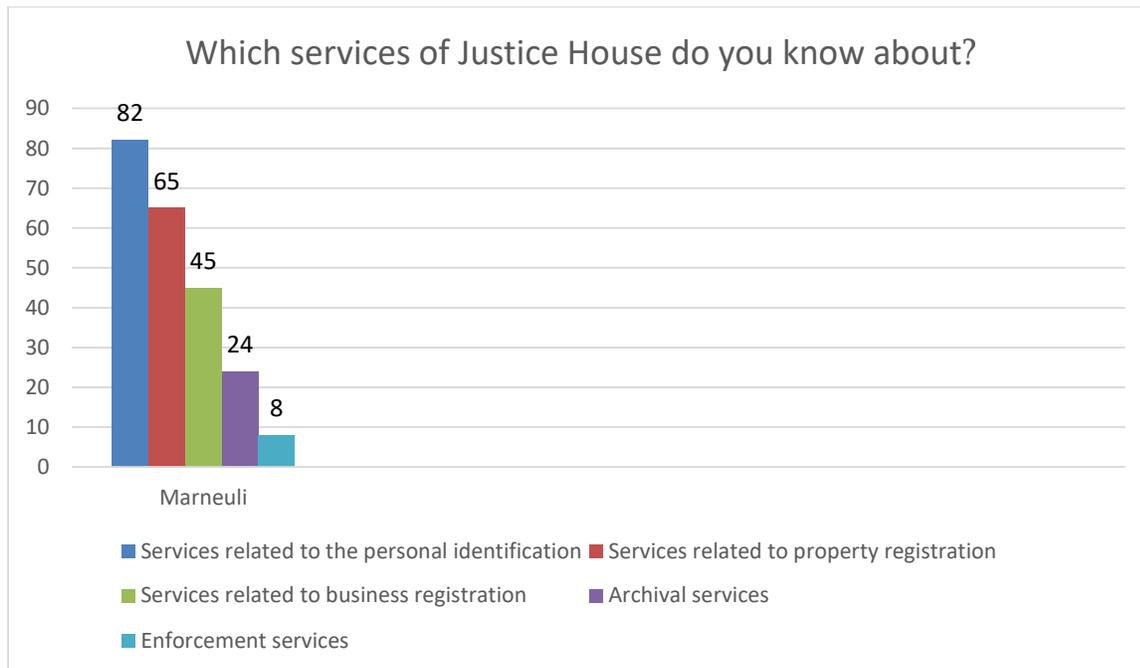
For the purpose of using the particular services, the majority of the citizens of Georgia use the service of getting the ID and biometric passport.<sup>24</sup> In this sense, the ethnic Azerbaijani populated municipalities are not exceptions; here the most popular requests are the ID and biometric passports. In the Community Centers, a relatively smaller part of the population has used the other services, among which are getting the school diploma, the services related to the property registration, real estate registration, social services, business registration, and agriculture related matters. None of the members of the focus groups have used the service related to the archive.

On the question “which services provided by the Justice House in Marneuli do you know about?” we have received the following answers:

<sup>23</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

<sup>24</sup> ACT, Survey measuring the level of satisfaction of the population of Georgia regarding the public services, survey report, 2017, the third edition.

Diagram #4<sup>25</sup>



According to the interviews carried out in focus groups, in the Marneuli Justice House the population has most frequently used the services related to personal identification (took the electronic ID, biometric passport, birth certificate, marriage certificate), services related to the property (registration of the property right), registered NGO, relatively fewer participants have used enforcement services.

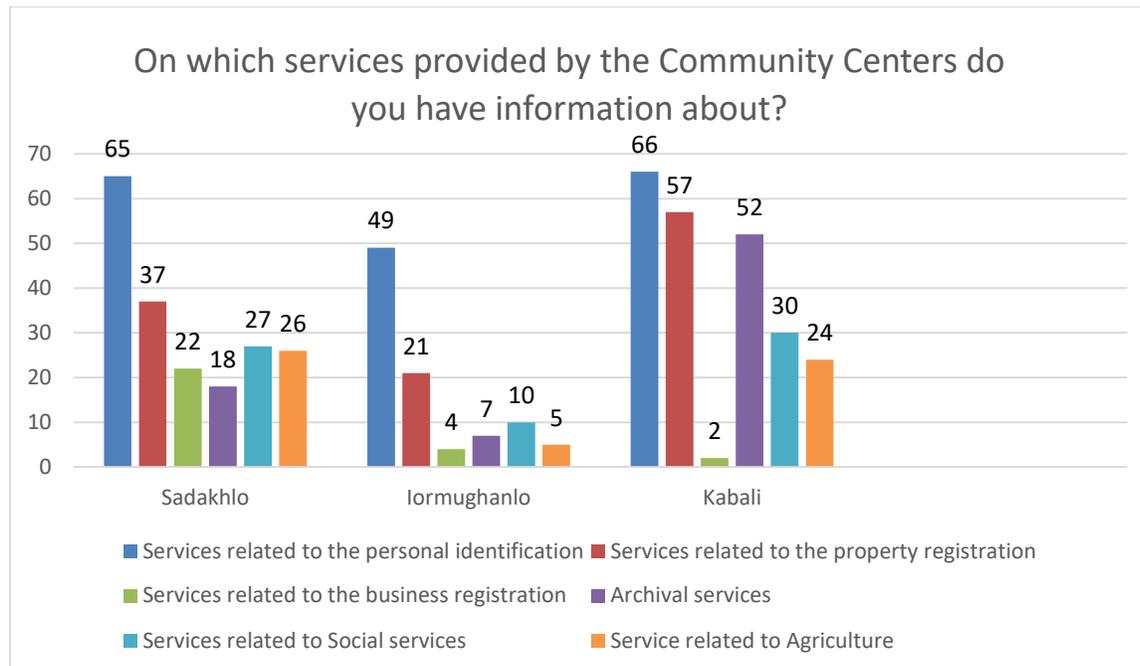
At the same time, the majority of the focus group participants did not have information about all the services provided by the Justice House and the Community Centers.

In the rest of the places, the results of the interviews are as follows:

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<sup>25</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #5<sup>26</sup>



The prices of the services provided by the Justice House and the Community Centers are acceptable for the majority of the focus group participants. However the services related to the biometric passport are considered relatively expensive.

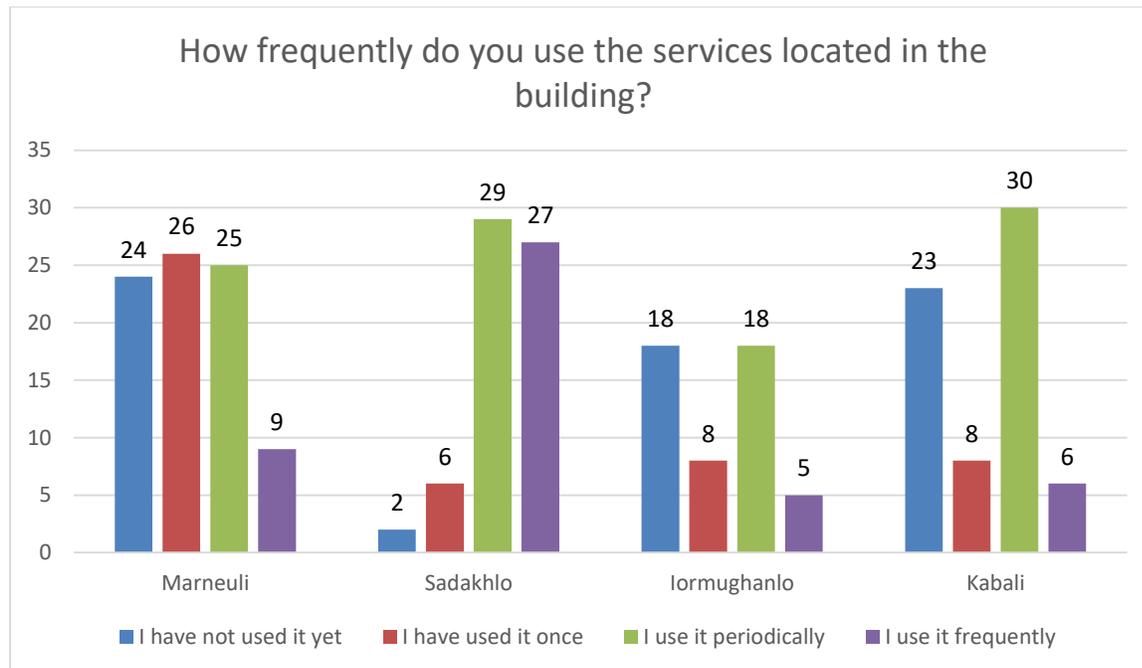
### Using private service

The local population frequently uses the private services (telecommunication and banking) located in the Community Centers, especially during the days of receiving pensions, in the Marneuli Justice House the local population mainly uses the banking services. However, the interview results have showed that in Marneuli city, the population uses the private services located in the Justice House less, than in the rest of the three locations. The reason for that is that there are many places in the city of Marneuli where the citizens can get the similar private services, whereas in Sadakhlo, Iormughanlo and Kabali the citizens mostly use private services located in the Community Centers periodically (minimum once in six months) or frequently (a few times in six months) (diagram #6).

Focus group members have expressed their will to have more banking services in the community centers, for example taking the loans, etc.

<sup>26</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #6 <sup>27</sup>



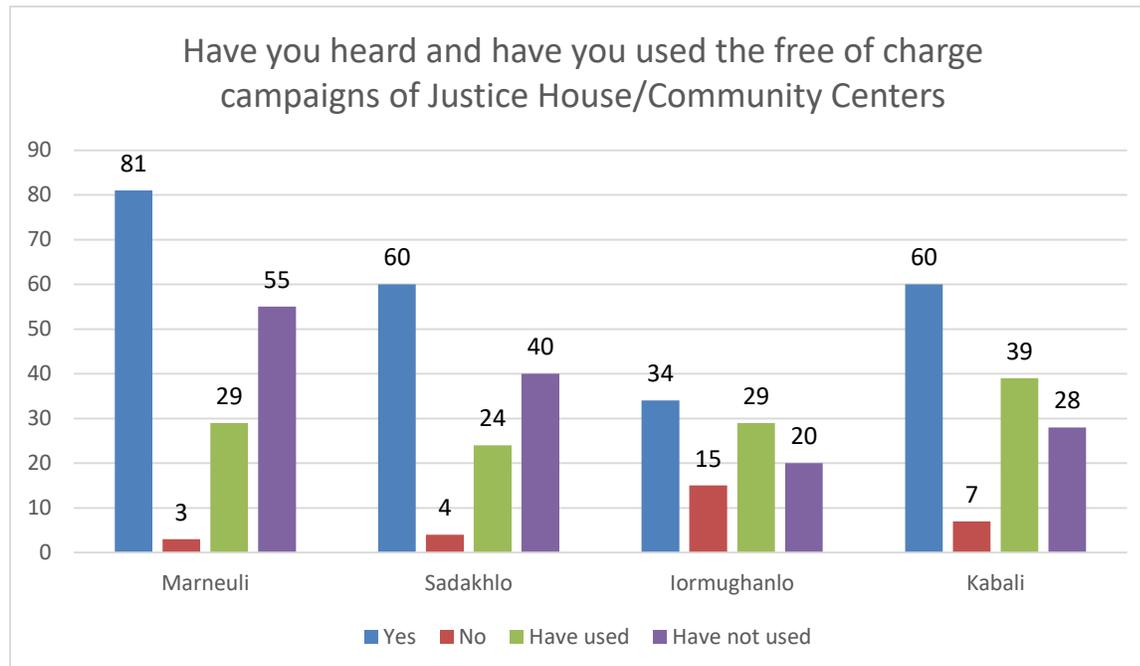
## Campaigns

The majority of the focus group participants were informed about the campaigns of providing electronic ID cards free of charge to the citizens of Georgia. This type of information is easily spread through the local population and less easily spread with media or printed brochures. Parts of the focus group participants and/or their family members have used these campaigns to get the ID cards. In this regard, in the Community Centers, during the periods of issuing the ID cards free of charge, there is a problem of long lines (from 30 minutes to one hour waiting time). In any other case the lines are not a problem and the waiting period for the citizens is acceptable.

The interviews have demonstrated, that the information on such campaigns is spread equally in villages and in the city. Population is also equally using the campaigns in Marneuli and the target villages (Diagram #7). It is interesting to note that through the interviews we have revealed 15 individuals in Iormughanlo who did not possess information on this type of campaigns. The reason behind this fact is unknown as it was revealed through the predetermined questionnaire.

<sup>27</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #7 <sup>28</sup>



### Language of communication

In regards to the issue of the language of communication while receiving service, there is a different situation in Marneuli Justice House and in Community centers, which is directly linked to the human resources and the knowledge of the state language.

In all three Community Centers at least one staff member is a local ethnic Azerbaijani (in Sadakhlo both staff members are Azerbaijanis, in Iormughanlo one is Georgian another one is Azerbaijani, and the same situation is in Kabali), who in addition to Azerbaijani language, speak the Georgian language. In Community Centers the population has the possibility of receiving service in both Georgian and Azerbaijani languages. Taking into consideration the fact that the state language knowledge of the village inhabitants of ethnic Azerbaijanis is not very high, bilingual communication practically eradicates the barrier during the service provision. As the focus group participants noted, they have not encountered language problems in the Community Centers.

It is also worth to note that the Georgian staff members at the Community Centers do not speak Azerbaijani and that sometimes creates a problem in communication with the customers. In such cases, the Georgian staff member has to use the assistance of the Azerbaijani colleague and that increases the waiting time for receiving service for the customers. In Community Centers, local inhabitants frequently possess Georgian language skills, and accompany the ethnic Azerbaijani

<sup>28</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

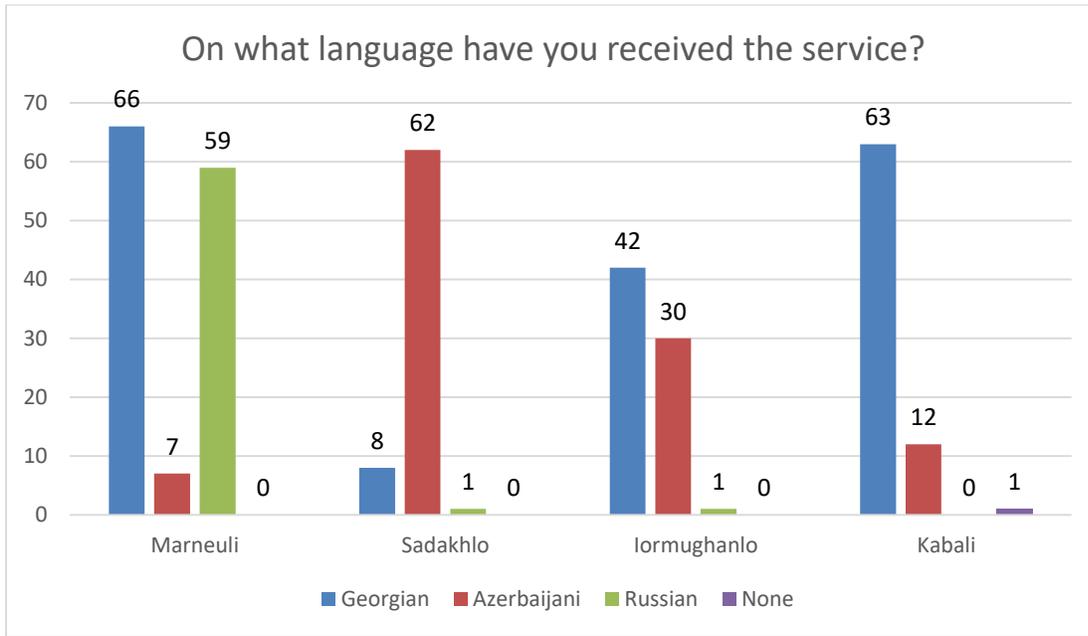
citizens to assist them with translation that decreases the language barrier during the service provision. This type of assistance is widespread in ethnic Azerbaijani populated villages.

There is a different situation in Marneuli Justice House where the major language of communication is Georgian. The majority of the staff members of the Justice House do not speak Azerbaijani language, and as the focus group participants have noted, only Azerbaijani population face the language barrier, especially the elderly citizens who arrive from neighboring villages. It is also a common practice to use the assistance of the citizen who speaks Georgian language in Marneuli Justice House in case of service provision, if such assistance cannot be used, the citizen has to wait for the Justice House staff member who speaks Azerbaijani language. Due to the fact that these types of staff members are limited in Marneuli Justice House, the waiting time for receiving service is longer there.

According to the evaluation of the focus group participants, the reason for the language barrier that exists in the Marneuli Justice House is linked to the fact that the majority of the staff members are from Rustavi and Tbilisi and only few local inhabitants are employed there.

As the interviews have demonstrated in Sadakhlo, the major language of communication is Azerbaijani whereas in other places in addition to Azerbaijani it is also Georgian. Only in Marneuli 59 respondents have noted that in addition to Georgian, they have also used the Russian language (Diagram #8) for communication. The details of this section are given in the diagram below.

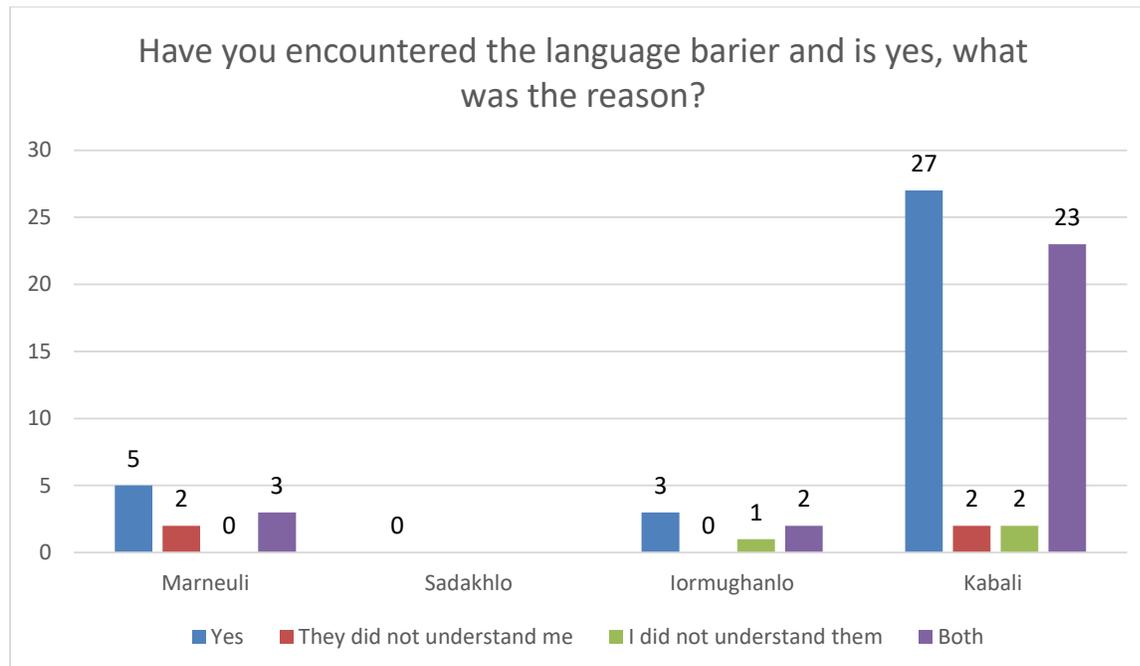
Diagram #8 <sup>29</sup>



Through the interview process we have also researched reasons for the language barrier during service. We have identified 27 respondents in Kabali, noting that they have encountered the language barrier in communication with the major reason (23 respondents) being that the service providers and the population did not understand each other. In Sadakhlo none of the citizens have encountered the language problem in communication, that might be due to the fact that both operators working at the Community Centers are Azerbaijanis. In other places the problem is insignificant, and the results are as follows:

<sup>29</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #9<sup>30</sup>



### The quality of service

In general, the local inhabitants are satisfied with the service offered at the Community Centers. According to them, they receive timely and adequate answers to their questions and the staff assists them in understanding the different nuances of the services. According to the evaluation of the focus group participants, if there was a problem in that regard in the past, now this issue is resolved.

With regards to providing timely service in the Community Centers, one of the mentioned problems are the lines during the free of charge issuing of the ID cards campaigns and while pensions are being received. The request came from the focus group participants to increase the staff members with one or two individuals. As Sadakhlo focus group members noted “2 staff members for 15,000 inhabitants are not enough”.

It is also worth noting that the long lines were named as the problem during the days when the notary arrives in the villages. “Once a week notary arrives in here and because of that there are long lines. It would be much better if the service could be provided twice a week” – one of the focus group participants mentioned.

<sup>30</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Marneuli Justice House customers are also happy with the offered service. At the focus group carried out in the city of Marneuli, the participants noted that they receive adequate and timely responses to their questions and also get confirmation of the completion of requested service via text message on the phone. Focus group participants also said that they get assistance from staff members while taking the biometric photos. As one of the participants said: “the staff gets aggressive, when they cannot explain something to the citizen properly. In this sense, not local staff members are usually unfriendly, while local staff is generally friendlier”.

The satisfaction with the service was also demonstrated through the interviews. The survey showed that only in Kabali the citizens are not happy with the timely reception of service, in other regions the level of customer satisfaction is either high or very high.

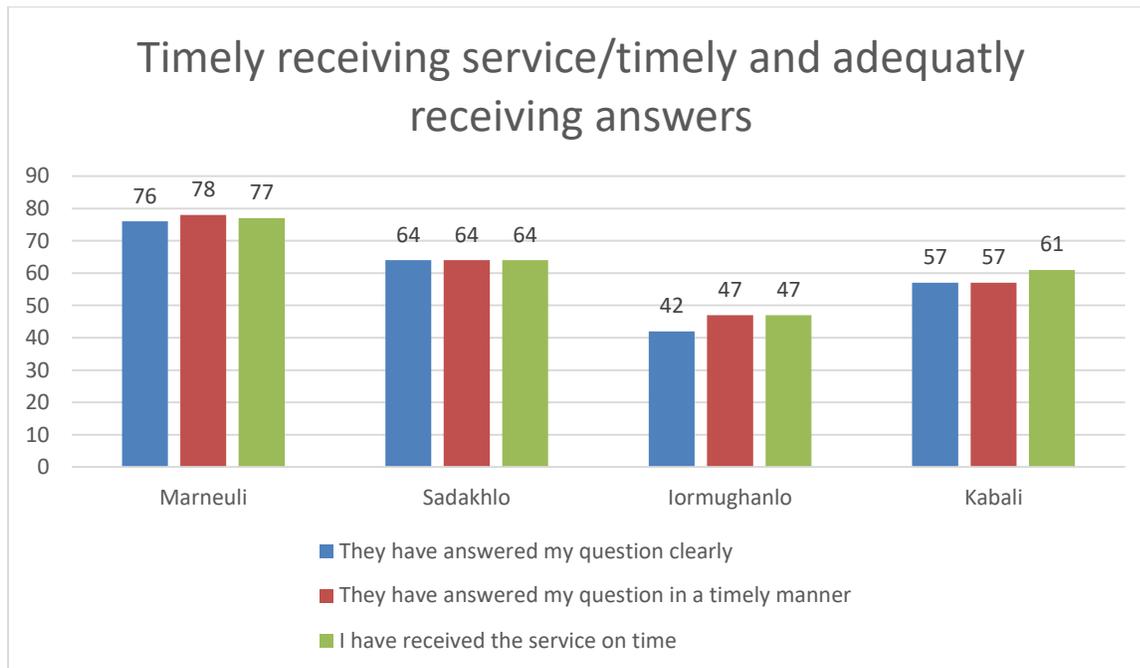
Diagram #10 <sup>31</sup>



The interviews also revealed that the citizens receive timely service from the Justice House and the Community Centers. Additionally, they are also satisfied with the way the answers are explained to them (Diagram #11).

<sup>31</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #11<sup>32</sup>

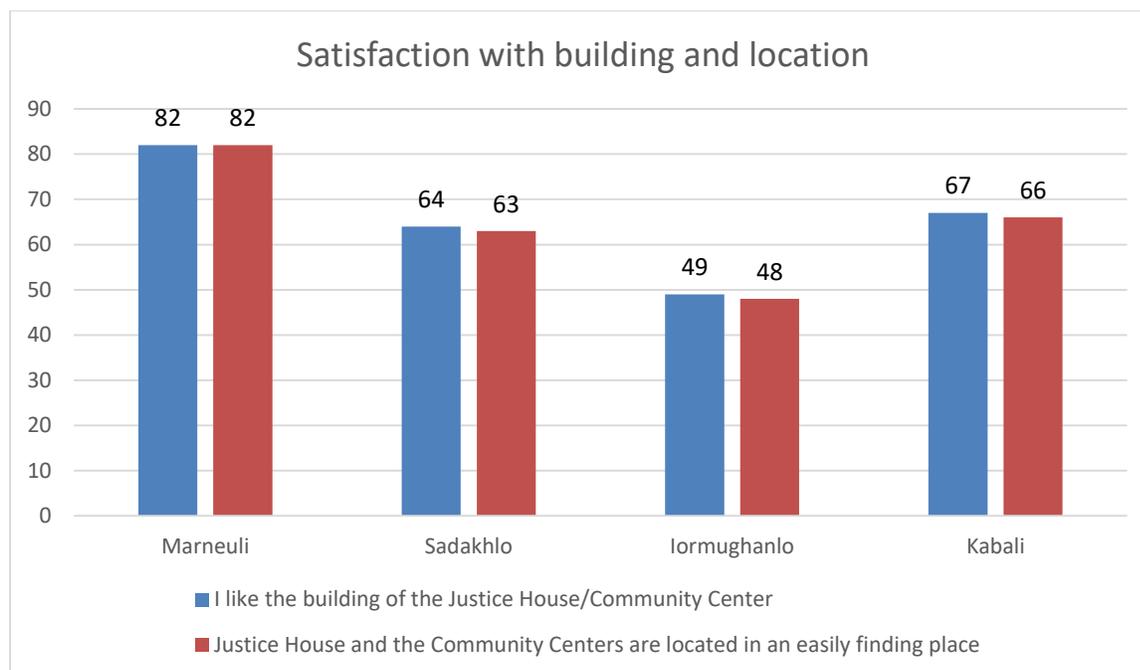


### The buildings of the Community Centers and the Justice House

The majority of the focus group and the interview participants like the buildings of the Community Centers and the Justice House (Diagram #12). According to them, the service centers are 'located in good and easy to find places, in the central part of the residence and represents something like a meeting place and a sightseeing location'. The focus group participants have expressed their wish to take care of the territories outside the community centers and make it more green and friendly: 'in Iormughanlo it is too hot outside and it will be wonderful if the (Community Center's) yard can provide some shadow'.

<sup>32</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #12<sup>33</sup>



### Using other services

The Community Centers in addition to the provision of quality public and private services to the population, also envisages creating other opportunities for inhabitants, including access to information technologies (e.g. using computer and internet), stimulation of civic engagement (e.g. organizing meetings, using library), etc. Despite the fact that there are all the preconditions are met in the community centers for using these services, for the absolute majority of the population these opportunities are left unused.

The majority of the focus group participants, have not heard of the opportunities of using the various services (computer/internet, video conference gadget, electronic library) and the possibility of organizing various meetings in the Community Centers. A small part of the participants has heard of them but have never used them. Only a small part of the group has attended various meetings (trainings, information meetings, educational meetings, etc.) organized by different organizations in the Community Centers. It is worth mentioning that according to the focus group participants ‘these types of meetings are usually organized and attended by the same people’.

Mainly the younger generation is aware of the possibility of using the other services (library, internet), but even they use these opportunities in a limited manner. The participants of the focus

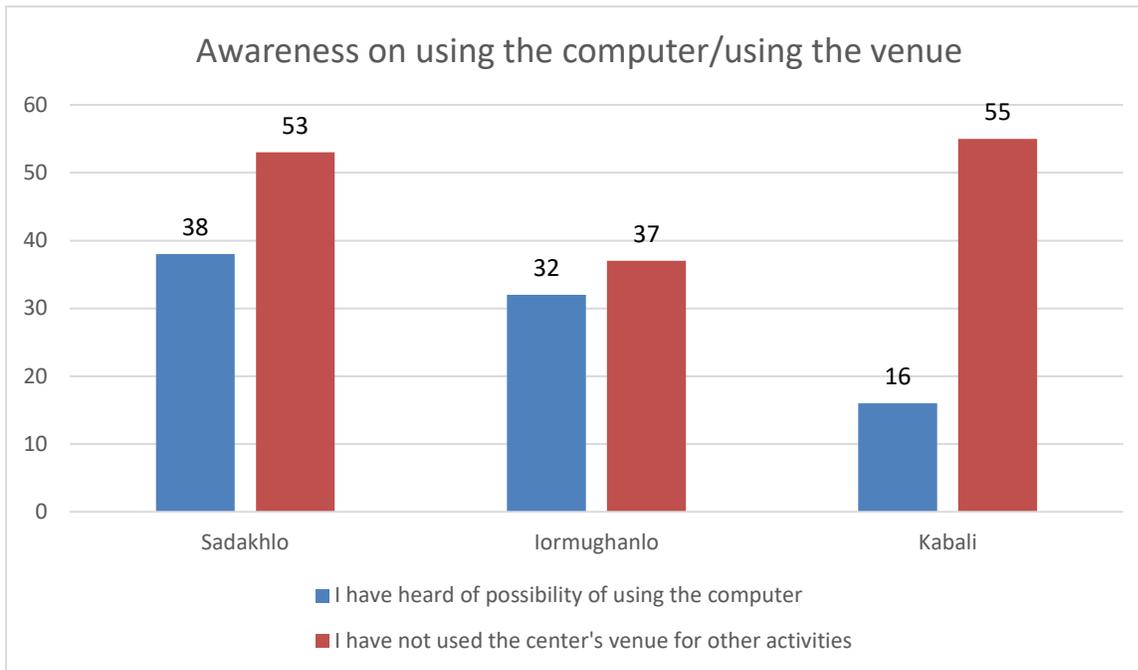
<sup>33</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

groups could not name a situation, where the local staff has denied them the opportunity to use the venue. However, those, who have used the venue, have indicated the following problems:

- 'library and internet are located in the same space, and that does not give a possibility to read the book there';
- There are only Georgian books in the library, which local population reads less, it would be much better to have Azerbaijani books as well;
- You cannot take the books out of the library;
- If the technical problem arises during using of the computers, no assistance can be received. A similar problem is present during the using of printer. It is worth noting, that in the limited staff resources in the Community Centers, the user has to use the library and the internet him/herself and the timely assistance in case of need is limited. At the same time, there is no human resource at place, which in case of a technical problem can provide assistance to the user and due to this reason, the user might not be able to use the given service.

Interesting results have been received through the interviews as well. The results of Sadakhlo, Iormughanlo and Kabali show that the population either does not have information about the existing services or does not use these services at all. This is related to the usage of computer and internet, as well as the rest of the services. (Diagram #13). The number of people who use the given Centers in these regions is very low. In this regard, more active are the Sadakhlo inhabitants, where the highest number of service users have been identified. However, if we compare this number to the number of the population there, we get a minimal number (for example, there are only 11 people who have used the computer services there) (diagram #14).

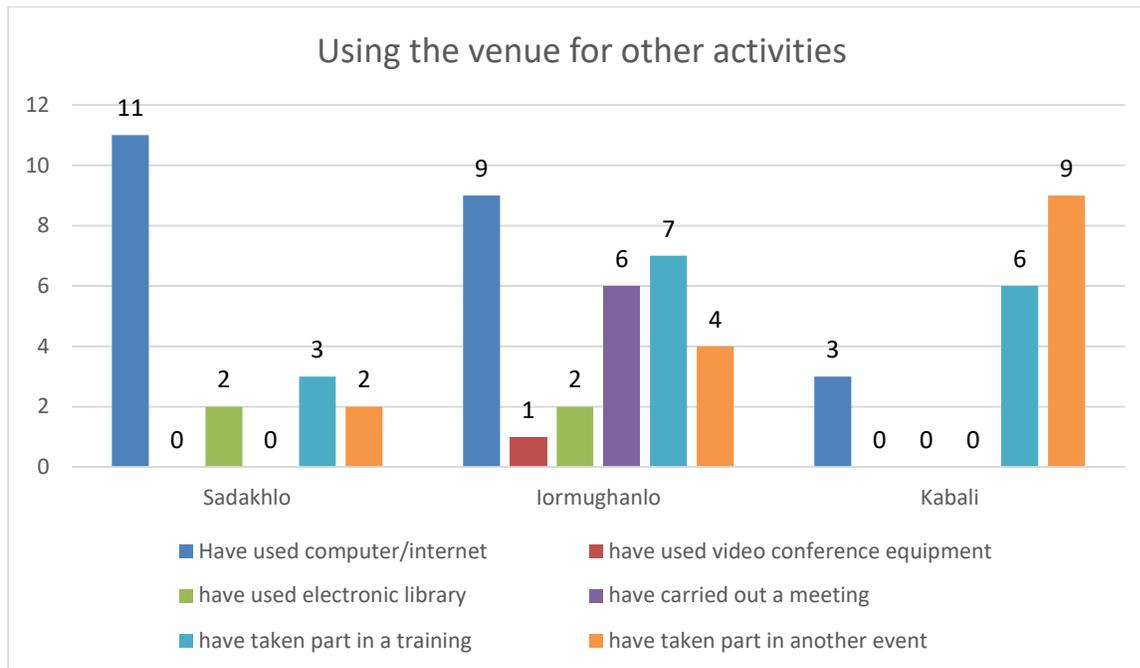
Diagram #13 <sup>34</sup>



The citizens who have used the Center's venue for additional activities, have mentioned the following services:

<sup>34</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #14<sup>35</sup>



It is worth noting, that only one case (in Iormughanlo) was registered at the interviews, where the possibility of using the venue was denied.

### Website and social media

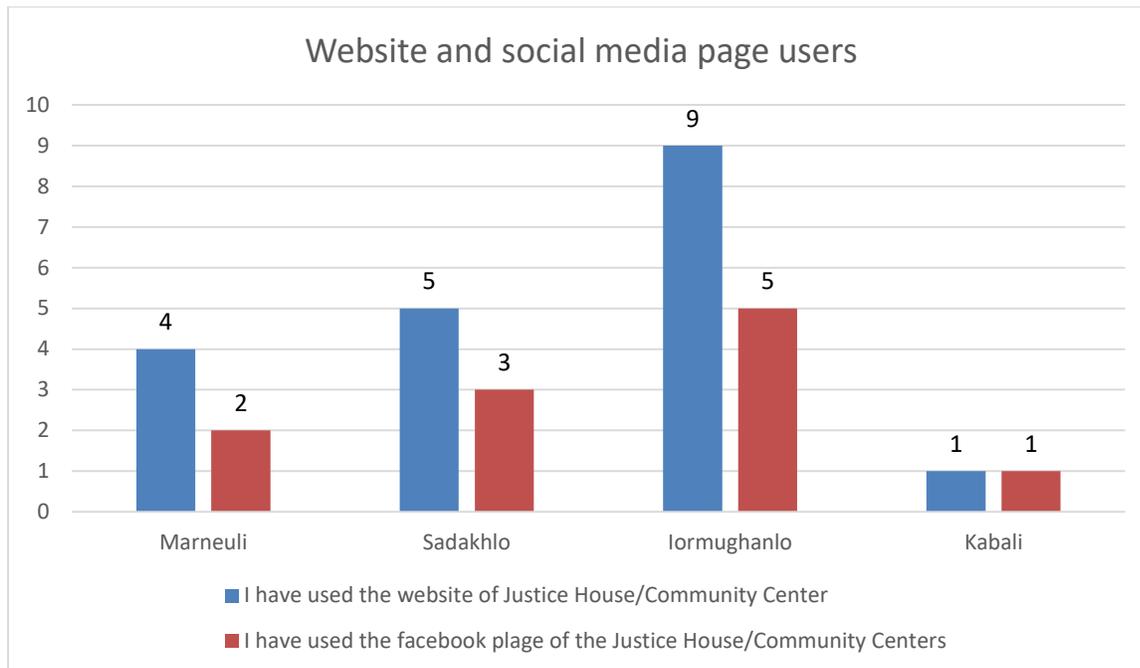
Practically no one from our survey had any information about the website of the Community Centers and respectively they have not used it. Only a limited number of younger generation members had information on the Center's social media page.

About the Justice House website, the participants of the focus group have been informed about it but did not use it much. Those, who have used it, were interested in the prices of the services. As for the social media page, the half of the participants of the focus group have used it and they like the fact that the information provided there is more detailed. According to the participants, the answers to the questions sent via web-sites have been received within 1-2 days, whereas the social media page is much faster in that regard.

We have received a similar picture on this topic from the interviews. The highest number of citizens who have used the online services is registered in Iormughanlo (9 citizens have used the website of the Community Center) and in other locations the number of the web and social media users are even lower. (Diagram #15).

<sup>35</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

Diagram #15<sup>36</sup>



## Main Conclusions in brief

### ***Awareness on the Community Centers and the Justice House***

- In villages (Sadakhlo, Iormughanlo, Kabali) populated by ethnic Azerbaijanis and city of Marneuli, the level of awareness of the Community Centers and the Justice House is high.
- The major source of information on the functioning of the Justice House and the Community Centers is the local population.
- The most popular place for receiving the information on the Community Centers are the public gathering places in the villages (so called village birzhas) and the Chaikhanes.
- The least prolific source of information on the Justice House and the Community Centers operation is through the local NGOs and the informational brochures;
- There is a limited role in spreading the information about these public institutions for the central and local media, and central and local public servants.

<sup>36</sup> Based on the results of State Census 2014, the following number of survey participants was selected per each target area: city Marneuli – 85, village Sadakhlo – 65, village Iormughanlo – 50, village Kabali – 70. This diagram shows the quantitative (numerical) data.

### ***Using of Public Services***

- The usage level of the services provided by the Marneuli Justice House and the Community Centers is high. The absolute majority of the local population uses these services frequently or periodically.
- In all targeted locations, the local population most frequently use the electronic ID card and biometric passport related services.
- The majority of the local population is not aware of all the services provided by the Justice House and the Community Centers.
- The existing prices on the services provided by the Justice House and the Community Centers are acceptable for the majority of the local population. They consider the price for the biometric passport to be slightly expensive.

### ***Using the private services***

- The majority of the population frequently uses the private services (banking and telecommunication) operating in the Community Centers, especially during the period when the population receives pensions.

### ***Campaigns***

- The majority of the local population has been informed about the campaigns on issuing the electronic ID cards free of charge.
- During the period of issuing the ID cards free of charge, there are problems related to the waiting lines (from 30 minutes to an hour of waiting time). In other cases, the matter of lines is not as significant and the waiting time for the population is acceptable.

### ***Language of Communication***

- The language problem when providing tservice to the customers is related to the issue of staff selection and the knowledge of the state language.
- In all Community Centers, local Azerbaijanis are employed, where the service provision is bilingual, thus the language barrier during the service provision does not exist in the Community Centers.
- In the Marneuli Justice House, there are a few local employees, and the majority of the staff does not speak Azerbaijani language, which creates language barriers for the Azerbaijani population, especially for the elderly generation representatives arriving from the neighboring villages.
- According to the population, the language barrier in Marneuli Justice House is created due to the fact that the majority of the staff are from Rustavi and Tbilisi and only a small number of them are locals.

### ***Service quality***

- The local population is satisfied with the service offered by the Justice House and the Community centers. They receive adequate answers in a timely manner to their questions. In this regard there is a slightly different situation in Kabali, where the citizens are less satisfied with the level of the service offered at the Community Center.
- With regards to the timeliness of services, the only problem is the long lines during the free of charge ID cards campaigns and the pensions.

### ***The building of the Community Centers and the Justice House***

- The Community Centers and the Justice House are located in 'easy to find, central locations of populated areas and represent a kind of a sightseeing and meeting place'.

### ***Using other services***

- Despite the fact that it is possible to use the other services (computer/internet, video conference equipment, library) in the Community Centers, the majority of the population does not use it.

### ***Website and social media***

- Citizens practically do not have any information about the website of the Community Centers;
- Local population rarely uses the website of the Justice House.
- The absolute majority of the survey participants do not have information about Justice House and Community Center's social media pages, and respectively, they do not use these pages.

## **Recommendations**

Based on the information received through the survey, the research team has developed a set of recommendations, the implementation of which will support the increase the quality of service provision in ethnic Azerbaijani populated municipalities and will improve the channels of communication with the local population.

In order to include the topic of ethnic minorities in the documents developed by the state institutions

- The Ministry of Justice of Georgia, in the process of developing the midterm Action Plan and program planning, should take into consideration the local specifications of the provision of public service in the municipalities populated with ethnic minorities, which is mainly related to the lack of adequate knowledge of the state language and the employment of the local population in the public institutions.

- The Public Service Development Agency in the strategy document of the Agency, to reflect on the issue of opening the Community Centers in ethnic minority populated areas and develop additional channels of communication for providing the service to the ethnic minority population.
- For the purpose of civic and political integration of the ethnic minority population, deriving from the aim of improving their access to the public services, the office of the State Minister on reconciliation and civic equality to reflect consecutively and fully on the activities planned with regards to Justice Houses and the Community Centers in the municipalities with compact settlements of ethnic minorities and to set the concrete criteria for evaluating the planned activities.

To increase the awareness of the local population about the public services

- Due to the low level of awareness about the full package of the public services among the ethnic minority municipalities, the Ministry of Justice/the Public Service Development Agency to develop channels of communication for informing the local population about the full package of the services offered at the Justice House and the Community Centers (local population awareness level is high only about the services related to the individual).

To improve the usage of the private services

- The Public Service Development Agency to discuss the possibility of adding some type of banking services for the local population with the banks located in the Community Centers.

To decrease the waiting time during the campaigns on issuing the free of charge ID cards

- The Public Service Development Agency, to consider adding additional personnel during the period of the campaigns on issuing the ID cards free of charge, in order to decrease the waiting time and to settle the problem of long lines.

The employment of local population in Marneuli Justice House

- The Justice House to consider the possibility of employing the local population in Marneuli Justice House in order to simplify the communication with the customers and improve the quality of service provision to the local population.

The service of the notary in the Community Centers

- The Ministry of Justice/Public Service Development Agency to consider the provision of the notary service to the Community Centers at least twice a week.

To improve the outside territory of the Community Centers

- Based on the needs of the local population the Public Service Development Agency to consider the planting of trees and improvement of the outside territory of the Community Centers.

To improve the usage of other services in the community centers

- The Public Service Development Agency to carry out information campaigns at the local level to provide information to the local population about the additional services (computer/internet, video conference equipment, library) existing in the Community Centers and to stimulate their usage.
- To improve the usage of the library in the Community Centers, the Public Service Development Agency, to consider the possibility of letting the local population take the books out of the library.
- In order to improve the technical services existing at the Community Centers, the Public Service Development Agency to consider the employment of the local population with the necessary technical skills on a voluntary basis, to guarantee problem solving ability in case of technical issues. This employee could also play the host role, which would improve the possibility of using the libraries and the technical services present in the Community Centers.

#### Website and the social media

- In order to facilitate the spreading and receiving of the information online, the Ministry of Justice and the Public Service Development Agency to popularize the websites of the given public entities, through the means of informational meetings and trainings on using the websites for the local population. Through using the websites, the population will avoid going personally to the Justice House and the Community Centers and standing in the lines in order to get answers to the questions.
- Similar to the spreading of information on the websites, the Ministry of Justice and the Public Service Development Agency to carry out campaigns on the official social media pages of the given agencies and the benefits of using them. In this regard the agencies could organize free of charge trainings for the local population on using various features of social media.

## Annexes

### Annex #1

The list of the respondents

<b>Respondent</b>	<b>Position</b>	<b>Interview date</b>
Mariam Dzagnidze	Project Manager, Community Centers and E-Governance Component, Public Service Development Agency, Ministry of Justice	24/05/2018
Tinatin Ghogheliani	Head of Department, Policy Analysis, Planning and International Relations Department, Office of the State Minister of Georgia for Reconciliation and Civic Equality	6/07/2018
Zaur Khalilov	Head of Civic Integration Foundation	01/06/2018
Sabina Baba-Zade	Researcher, Civic Integration Foundation	28/06/2018
Liaman Mamadova	Researcher	30/06/2018
Kamran Afandiev	Head of Khuldara Community Resource Center	30/06/2018
Tozu Gulmamedova	Researcher, Public Broadcaster's first channel, journalist	06/07/2018
Elvin Tagiev	Researcher	08/07/2018

## Annex #2

### Questionnaire for Marneuli Justice House

ანკეტის შევსების ადგილი:

ანკეტის შევსების თარიღი:

ანკეტის შემვსები:

სქესი:

- მდედრობითი
- მამრობითი

ასაკი:

- 18-34
- 35-50
- 51-69
- 70-ზე მეტად

განათლება:

- საშუალო
- სტუდენტი
- პროფესიული
- უმაღლესი

დასაქმების სტატუსი:

- დასაქმებული
- თვითდასაქმებული
- უმუშევარი
- პენსიონერი

კითხვები:

1. გსმენიათ თუ არა, რომ ქ. მარნეულში ფუნქციონირებს იუსტიციის სახლი?

- დიახ
- არა

2. როგორ გაიგეთ იუსტიციის სახლის ფუნქციონირების შესახებ?

- ცენტრალური მედიით (ტელევიზია, რადიო) გავიგე
- ადგილობრივი მედიით (ტელევიზია, რადიო) გავიგე
- ადგილობრივი ხელისუფლების წარმომადგენლისგან გავიგე
- ცენტრალური ხელისუფლების წარმომადგენლისგან გავიგე
- რეგიონში მოღვაწე არასამთავრობო ორგანიზაციის წარმომადგენლისგან გავიგე
- საინფორმაციო-სარეკლამო ფლაერების საშუალებით გავიგე
- სხვა საშუალებებით გავიგე

3. რამდენად ხშირად სარგებლობთ იუსტიციის სახლით?

- ჯერ არ მისარგებლია
- ერთხელ ვისარგებლე
- პერიოდულად ვსარგებლობ (ექვს თვეში ერთხელ)
- ხშირად ვსარგებლობ (სამ თვეში ერთხელ მაინც)

4. გსმენიათ თუ არა რა სერვისებს უზრუნველყოფს იუსტიციის სახლი?
- არ მსმენია
  - მსმენია (შემოხაზეთ ყველა ის სერვისი, რომლის შესახებაც გსმენიათ) 
    1. პიროვნების რეგისტრაციასთან დაკავშირებული სერვისები (პირადობის ელექტრონული მოწმობა, პასპორტი, დაბადების მოწმობა, ქორწინების მოწმობა, ბინადრობის ნებართვა ატესტატი და სხვ.)
    2. ქონების რეგისტრაციასთან დაკავშირებული სერვისები (საკუთრების უფლების რეგისტრაცია, ამონაწერი უძრავი ქონების შესახებ, გირავნობის უფლების რეგისტრაცია და სხვ.)
    3. ბიზნესის რეგისტრაციასთან დაკავშირებული სერვისები (ამონაწერი ბიზნესის სუბიექტის შესახებ, ბიზნეს სუბიექტის ლიკვიდაციის დაწყების რეგისტრაცია, ინდივიდუალური მეწარმის რეგისტრაცია და სხვ.)
    4. საარქივო სერვისები (განქორწინების შესახებ საარქივო ცნობა, გარდაცვალების შესახებ საარქივო ცნობა, დაბადების შესახებ საარქივო ცნობა და სხვ.)
    5. სააღსრულებო სერვისები (უკანონო სარგებლობიდან ნივთის გამოთხოვა, ბიუჯეტიდან აღსასრულებელი საქმეები, სახელმწიფო ბაჟი, ადმინისტრაციული ჯარიმა და სხვ.)
5. იუსტიციის სახლის მიერ უზრუნველყოფილი რომელი სერვისებით გისარგებლიათ ყველაზე ხშირად? (გთხოვთ მიუთითოთ ერთი ან რამდენიმე ვარიანტი)
- პიროვნების რეგისტრაციასთან დაკავშირებული სერვისები
  - ქონების რეგისტრაციასთან დაკავშირებული სერვისები
  - ბიზნესის რეგისტრაციასთან დაკავშირებული სერვისები
  - საარქივო სერვისები
  - სააღსრულებო სერვისები
6. რამდენად ხშირად სარგებლობთ იუსტიციის სახლის შენობაში განთავსებულ კერძო სერვისებით (ბანკის სერვისი, სხვ.)?
- ჯერ არ მისარგებლია
  - ერთხელ ვისარგებლე
  - პერიოდულად ვსარგებლობ (თვეში ერთხელ)
  - ხშირად ვსარგებლობ (თვეში რამდენიმეჯერ)
7. გსმენიათ თუ არა რომ იუსტიციის სახლი პერიოდულად აწყოფს აქციებს და უფასოდ გაცემს პირადობის მოწმობებს?
- მსმენია
  - არ მსმენია
8. გისარგებლიათ თუ არა თქვენ ან თქვენი ოჯახის წევრს იუსტიციის სახლის მიერ პირადობის მოწმობის ან რაიმე სხვა დოკუმენტის უფასოდ გაცემის აქციით?
- არ მისარგებლია
  - ვისარგებლე
9. რა ენაზე მიგიღიათ იუსტიციის სახლის მომსახურება?
- ქართულ ენაზე
  - აზერბაიჯანულ ენაზე
  - რუსულ ენაზე
  - ვერც ერთ ენაზე
10. შეგექმნათ თუ არა ენობრივი ბარიერი იუსტიციის სახლის მომსახურების მიღების დროს?
- დიახ, შემექმნა
  - არა, არ შემექმნა
11. თუ შეგექმნათ ენობრივი ბარიერი, რა მიზეზი იყო ამის?
- მომსახურე პერსონალს არ ესმოდა თქვენი
  - თქვენ არ გესმოდათ მომსახურე პერსონალის

- ორივე

12. კმაყოფილი ხართ თუ არა იუსტიციის სახლში შეთავაზებული მომსახურებით?

- კმაყოფილი ვარ
- საშუალოდ კმაყოფილი ვარ
- არ ვარ კმაყოფილი

13. კმაყოფილი ხართ თუ არა იუსტიციის სახლის თანამშრომლების მომსახურებით?

- კმაყოფილი ვარ
- არ ვარ კმაყოფილი

14. გასაგებად უპასუხეს თუ არა იუსტიციის სახლის თანამშრომლებმა თქვენს შეკითხვებს?

- კი, გასაგებად ამიხსნეს
- არა, გასაგებად ვერ ამიხსნეს

15. დროულად უპასუხეს თუ არა თქვენ შეკითხვებს იუსტიციის სახლის თანამშრომლებმა?

- კი
- არა

16. დროულად მიიღეთ თუ არა მოთხოვნილი სერვისი?

- კი
- არა

17. დროულად მიიღეთ თუ არა იუსტიციის სახლის თანამშრომლისგან დახმარება ბიომეტრიული ფოტოს გადაღების დროს?

- ბიომეტრიული ფოტოს გადაღების დროს არ დამჭირდა დახმარება
- კი, დროულად მივიღე
- არა, დროულად ვერ მივიღე

18. მოგწონთ თუ არა იუსტიციის სახლის შენობა?

- კი
- არა

19. რამდენად ადვილად მისაგნებ/მისაველე ადგილზეა განთავსებული იუსტიციის სახლის შენობა?

- კი, ადვილად მისაგნებია
- არ არის ადვილად მისაგნები

20. გისარგებლიათ თუ არა იუსტიციის სახლის ვებ-გვერდით თქვენთვის საინტერესო ინფორმაციის მისაღებად?

- კი, მისარგებლია
- არა, არ მისარგებლია

21. გისარგებლიათ თუ არა იუსტიციის სახლის Facebook-ის გვერდით თქვენთვის საინტერესო ინფორმაციის მისაღებად?

- კი, მისარგებლია
- არა, არ მისარგებლია

## Annex #3

### Questionnaire for the Community Centers

ანკეტის შევსების ადგილი:

ანკეტის შევსების თარიღი:

ანკეტის შემსრულები:

სქესი:

- მდედრობითი
- მამრობითი

ასაკი:

- 18-34
- 35-50
- 51-69
- 70-ზე მეტად

განათლება:

- საშუალო
- სტუდენტი
- პროფესიული
- უმაღლესი

დასაქმების სტატუსი:

- დასაქმებული
- თვითდასაქმებული
- უმუშევარი
- პენსიონერი

კითხვები:

1. გსმენიათ თუ არა, რომ სოფელ სადახლოში ფუნქციონირებს საზოგადოებრივი ცენტრი?

- დიახ
- არა

2. როგორ გავიგეთ საზოგადოებრივი ცენტრის ფუნქციონირების შესახებ?

- ცენტრალური მედიით (ტელევიზია, რადიო) გავიგე
- ადგილობრივი მედიით (ტელევიზია, რადიო) გავიგე
- ადგილობრივი ხელისუფლების წარმომადგენლისგან გავიგე
- ცენტრალური ხელისუფლების წარმომადგენლისგან გავიგე
- რეგიონში მოღვაწე არასამთავრობო ორგანიზაციის წარმომადგენლისგან გავიგე
- საინფორმაციო-სარეკლამო ფლაერების საშუალებით გავიგე
- სხვა საშუალებებით გავიგე

3. რამდენად ხშირად სარგებლობთ საზოგადოებრივი ცენტრით?

- ჯერ არ მისარგებლია
- ერთხელ ვისარგებლე
- პერიოდულად ვსარგებლობ (ექვს თვეში ერთხელ)
- ხშირად ვსარგებლობ (სამ თვეში ერთხელ მაინც)

4. გსმენიათ თუ არა რა სერვისებს უზრუნველყოფს საზოგადოებრივი ცენტრი?
- არ მსმენია
  - მსმენია (შემოხაზეთ ყველა ის სერვისი, რომლის შესახებაც გსმენიათ) 
    - პიროვნების რეგისტრაციასთან დაკავშირებული სერვისები (პირადობის ელექტრონული მოწმობა, პასპორტი, დაბადების მოწმობა, ატესტატი და სხვ.)
    - ქონების რეგისტრაციასთან დაკავშირებული სერვისები (საკუთრების უფლების რეგისტრაცია, ამონაწერი უძრავი ქონების შესახებ, გირავნობის უფლების რეგისტრაცია და სხვ.)
    - ბიზნესის რეგისტრაციასთან დაკავშირებული სერვისები (ამონაწერი ბიზნესის სუბიექტის შესახებ, ბიზნეს სუბიექტის ლიკვიდაციის დაწყების რეგისტრაცია, ინდივიდუალური მეწარმის რეგისტრაცია და სხვ.)
    - საარქივო დოკუმენტებთან დაკავშირებული სერვისები (განქორწინების შესახებ საარქივო ცნობა, გარდაცვალების შესახებ საარქივო ცნობა, დაბადების შესახებ საარქივო ცნობა და სხვ.)
    - სოციალურ მომსახურებასთან დაკავშირებული სერვისები (სოციალურად დაუცველი ოჯახების მონაცემთა ერთიან ბაზაში დაცული ინფორმაციის გაცემა, სახელმწიფო კომპენსაციის შესახებ ინფორმაციის მიღება, სახელმწიფო პენსიის/საპენსიო პაკეტის შესახებ ინფორმაცია და სხვ.)
    - სოფლის მეურნეობასთან დაკავშირებული სერვისები (არხების გაწმენდა, ექსკავატორით მომსახურება, ვენახის შეწამვლა, თიბვა, ნიადაგის მოხვნა და სხვ.)
5. საზოგადოებრივი ცენტრის მიერ უზრუნველყოფილი რომელი სერვისებით გისარგებლიათ ყველაზე ხშირად? (გთხოვთ მიუთითოთ ერთი ან რამდენიმე ვარიანტი)
- პიროვნების რეგისტრაციასთან დაკავშირებული სერვისები
  - ქონების რეგისტრაციასთან დაკავშირებული სერვისები
  - ბიზნესის რეგისტრაციასთან დაკავშირებული სერვისები
  - საარქივო დოკუმენტებთან დაკავშირებული სერვისები
  - სოციალურ მომსახურებასთან დაკავშირებული სერვისები
  - სოფლის მეურნეობასთან დაკავშირებული სერვისები
6. რამდენად ხშირად სარგებლობთ საზოგადოებრივი ცენტრის შენობაში განთავსებული კერძო სერვისებით (მაგთის სერვისით, ბანკის სერვისით)?
- ჯერ არ მისარგებლია
  - ერთხელ ვისარგებლე
  - პერიოდულად ვსარგებლობ (თვეში ერთხელ)
  - ხშირად ვსარგებლობ (თვეში რამდენიმეჯერ)
7. გსმენიათ თუ არა რომ საზოგადოებრივი ცენტრი პერიოდულად აწყობს აქციებს და უფასოდ გასცემს პირადობის მოწმობებს?
- მსმენია
  - არ მსმენია
8. გისარგებლიათ თუ არა თქვენ ან თქვენს ოჯახის წევრს საზოგადოებრივი ცენტრის მიერ პირადობის მოწმობის ან რაიმე სხვა დოკუმენტის უფასოდ გაცემის აქციით?
- არ მისარგებლია
  - ვისარგებლე
9. რა ენაზე მიგიღიათ საზოგადოებრივი ცენტრის მომსახურება?
- ქართულ ენაზე
  - აზერბაიჯანულ ენაზე
  - რუსულ ენაზე
  - ვერც ერთ ენაზე
10. შეგექმნათ თუ არა ენობრივი ბარიერი საზოგადოებრივი ცენტრის მომსახურების მიღების დროს?
- დიახ, შემექმნა

- არა, არ შემექმნა
11. თუ შეგექმნათ ენობრივი ბარიერი, რა მიზეზი იყო ამის?
- მომსახურე პერსონალს არ ესმოდა თქვენი
  - თქვენ არ გესმოდათ მომსახურე პერსონალის
  - ორივე
12. კმაყოფილი ხართ თუ არა საზოგადოებრივი ცენტრში შეთავაზებული მომსახურებით?
- კმაყოფილი ვარ
  - საშუალოდ კმაყოფილი ვარ
  - არ ვარ კმაყოფილი
13. კმაყოფილი ხართ თუ არა საზოგადოებრივი ცენტრის თანამშრომლების მომსახურებით?
- კმაყოფილი ვარ
  - არ ვარ კმაყოფილი
14. გასაგებად უპასუხეს თუ არა საზოგადოებრივი ცენტრის თანამშრომლებმა თქვენს შეკითხვებს?
- კი, გასაგებად ამიხსნეს
  - არა, გასაგებად ვერ ამიხსნეს
15. დროულად უპასუხეს თუ არა თქვენ შეკითხვებს საზოგადოებრივი ცენტრის თანამშრომლებმა?
- კი
  - არა
16. დროულად მიიღეთ თუ არა მოთხოვნილი სერვისი?
- კი
  - არა
17. მოგწონთ თუ არა საზოგადოებრივი ცენტრის შენობა?
- კი
  - არა
18. რამდენად ადვილად მისაგნებ/მისავლელ ადგილზეა განთავსებული საზოგადოებრივი ცენტრის შენობა?
- კი, ადვილად მისაგნებია
  - არ არის ადვილად მისაგნები
19. გსმენიათ თუ არა, რომ საზოგადოებრივ ცენტრში შეგიძლიათ კომპიუტერით სარგებლობა, სხვადასხვა სახის შეხვედრის ორგანიზება?
- კი, მსენია
  - არა, არ მსმენია
20. გამოგიყენებიათ თუ არა საზოგადოებრივი ცენტრის შენობა რაიმე საქმიანობისათვის?
- არ გამოგიყენებია
  - კი, კომპიუტერით/ინტერნეტით ვისარგებლე
  - კი, ვიდეო კონფერენციის აპარატურით ვისარგებლე
  - კი, ელექტრონული ბიბლიოთეკით ვისარგებლე
  - კი, შეხვედრა გავმართე
  - კი, ტრენინგში მივიღე მონაწილეობა
  - კი, სხვა სახის ღონისძიებაში მივიღე მონაწილეობა
  - არ მომცეს გამოყენების საშუალება
21. ვისარგებლიათ თუ არა საზოგადოებრივი ცენტრის ვებ-გვერდით თქვენთვის საინტერესო ინფორმაციის მისაღებად?
- კი, მისარგებლია
  - არა, არ მისარგებლია

22. გისარგებლიათ თუ არა საზოგადოებრივი ცენტრის Facebook-ის გვერდით თქვენთვის საინტერესო ინფორმაციის მისაღებად?

- კი, მისარგებლია
- არა, არ მისარგებლია