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# **Citizens' Satisfaction with Local Public Services in Georgia**

2013

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The views expressed in this publication are those of the authors and do not necessarily represent those of UNDP, SDC or ADA.



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## 1. Executive Summary

The present study was conducted to identify the level of citizens' satisfaction with the public services of local importance in Georgia.

The study utilized the methods of the qualitative, quantitative and desk research. Within the framework of the qualitative research four focus groups were conducted in different regions of Georgia, while the quantitative research consisted of 3400 face-to-face interviews with the adult population of Georgia.

Within the framework of the qualitative and quantitative research, we have studied accessibility to the state and municipal services for the citizens of Georgia and their satisfaction with the given services. We have also studied citizens' attitude towards the self-governments and satisfaction with their activities. The present study revealed citizens' attitude towards the division of the existing municipalities into the smaller units and the direct election of the governors/mayors.

In general, it is worth noting that the majority of the population is satisfied with both the state and the municipal services. It is also notable that the proportion of the citizens who are satisfied with the state services is higher than the proportion of those citizens who are satisfied with the services provided by the self-governments. However, a frequency and character of using both the state and the municipal services are so different, that such grouping within the present research does not give us a ground to make significant conclusions.

In general, in terms of the access to the municipal and state services, it was revealed that two state services – electricity supply and secondary education are the most accessible for the population of Georgia. It must be noted that the vast majority of the citizens express satisfaction with the electricity supply and its quality. As for the secondary education, the level of satisfaction is relatively lower.

Regarding the utility services, as we have already mentioned, electricity is the best evaluated service in terms of its supply and quality. The worst evaluated service is related to the sewage systems. The given infrastructure is available for only the half of the population. Though, it is worth mentioning that the vast majority of the towns in Georgia have the functioning sewage systems, while almost none of the villages are provided with them. The process of gasification is not fully completed in some regions of Georgia. Particularly, the situation is dire in the Samegrelo-Zemo Svaneti and Racha-Lechkhumi regions.

In connection with the road infrastructure, local roads inside settlements are the most problematic. Only half of the population is satisfied with their condition (mostly population in urban areas). The issues of the street illumination and the house numeration are also important and the majority of the inquired respondents declared that they did not at all have such infrastructure.

As for the medical services, we need to mention preventive vaccination for humans and animals. The vast majority of those respondents who have used this service expressed satisfaction. In general, only one third of the population is satisfied with the operation of the healthcare system. The main reasons of dissatisfaction are a price of the medical services and their accessibility.

As for other services, we need to mention the electronic services. Presently, the majority of the citizens are less informed about such services and only a small part uses them. Such situation can be explained by poor prevalence of internet in the regions outside the capital city, as well as a lack of awareness of the population about such services.

Despite the fact that the state and municipal services are in the best condition in Tbilisi, its residents are the least satisfied with the work of the local self-governments (only 33% is satisfied). In general, positive attitude towards the self-governments cannot be determined only by the satisfaction level with the state and the municipal services and in some cases may not determine it at all. Though, as a result of our study, it was revealed that the majority of those respondents who are satisfied with the local government are also satisfied with the most state and municipal services including those residents of Tbilisi, who positively evaluated the activities of the self-governments<sup>1</sup>.

A low index of satisfaction with the self-governments in the capital city may be determined by several factors. On one side, it can be said that Tbilisi residents are much more familiar with the infrastructural projects and the communal services. The diverse public services are accessible to the majority of the population in the capital of Georgia. Respectively, the citizens have more expectations and are much more critical towards the self-government bodies. We also need to consider an increase in negative attitude towards the former UNM-lead<sup>1</sup> government before and after the elections. Negative attitude is particularly severe in Tbilisi. Respectively, a large part of Tbilisi residents express distrust and dissatisfaction with the work of the Council where the majority of the members are former UNM officials.

Different from Tbilisi, the majority of the population in other regions is satisfied with their self-governments' activities. As we have already mentioned above, the majority of those respondents who are satisfied with the self-governments, are also satisfied with all state or municipal services.

Racha-Lechkhumi needs to be mentioned separately, as the index of satisfaction with the self-governments is the highest in comparison with the other regions of Georgia. It is worth mentioning that the situation is the most severe in this region in terms of the accessibility of the municipal and the state services. As it seems, the given situation is not reflected on the population's attitude towards the self-governments. We can assume that the residents of Racha-Lechkhumi are so used to tough living conditions that they are already grateful if their minimal requirements are met, and they do not expect much.

The situation is rather interesting in terms of the direct election of the governor/mayor. On one side, the majority of the inquired respondents support direct election of the governor/mayor while, on the other hand, their majority thinks that the council should have a right to dismiss the mayor. Supporting two contradictory statements may be explained by low awareness of the population on the issues concerning organization of the self-governments, as well as by citizens' desire to have the protective mechanisms in case of choosing an "improper" candidate. The second assumption is verified by the results of the focus group discussion, where despite the fact that the respondents were aware of the risks related to the direct election, they still supported the later option. At the same time, all respondents in the the focus groups requested that the legislation should have the mechanisms of dismissing the elected candidate in case the citizens were dissatisfied with him/her.

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<sup>1</sup> UNM – United National Movement Party

Within the quantitative research, the majority of the population does not agree with the division of the municipalities into the smaller units and thinks that the existing division should be preserved. The qualitative research revealed the same tendency. The respondents were against the division of the municipalities into smaller units and backed their opinion with the following arguments:

- 1. Division into smaller units will complicate everything as there is a lack of qualified employees on the local level;*
- 2. Expenses will increase;*
- 3. Frequency of referrals to the Central Government will increase proportionally with the increased number of the municipalities;*
- 4. Some particularly poor municipalities will find it difficult to continue functioning due to absence of incomes.*

It should be noted that the majority of ethnic minorities living in Kvemo Kartli support the idea of dividing municipalities into the smaller units.

## 2. Main findings

### PRESCHOOL, SECONDARY AND VOCATIONAL EDUCATION

As it turns out, pre-school educational institutions operate almost everywhere in the country. There are more municipal kindergartens in the town-type settlements, while the situation is quite tough in the villages, particularly, in the high mountain zones. The public schools are almost in every settlement or municipality. The schools are the least available in the Racha-Lechkhumi region. But, we need to take into account that in general, the villages, particularly in high mountain regions, face the danger of the demographic crisis and emptying out. Thus, there is no or minor need of the schools and the kindergartens in some of these villages. The lowest index in terms of not having the schools and the kindergartens was reported in Racha-Lechkhumi-Kvemo Svaneti (57%, 26% respectively). According to the National Statistics Service of Georgia (Geostat), despite the increase of the population in Georgia, the tendency is opposite in Racha-Lechkhumi, as the number of the population decreases in this region<sup>2</sup>. This fact somewhat explains the given results in terms of the availability of the schools and the kindergartens – if there is no demand, there is no service.

As for satisfaction with the kindergartens, the index is rather high all over the country, though the reasons for dissatisfaction reveal a tendency that needs to be improved. Dissatisfaction is mostly conditioned by the price paid for the service and the unpreserved/damaged physical infrastructure.

The population of Georgia did not express its dissatisfaction regarding the schools. Though it appears that similar to the kindergartens, the village population is much more satisfied with the schools compared to the town population. Despite satisfaction expressed within the quantitative research, the results of the qualitative research reveal that the infrastructure of the educational institutions located in the villages is in a worse condition than in the towns, however, the level of satisfaction is still high in the villages. In this case it needs to be taken into consideration that in general, the population in the villages has fewer expectations of high standards and the fact that the concrete infrastructure exists in the village is already perceived as positive. The town residents are more critical towards certain issues as there are more alternative sources of services in such settlements and respectively, one can compare and choose. Besides, there are strong kinship and familiar relationships which somehow prevent the probability of expressing any dissatisfaction between the service provider and the receiver.

As it turns out, the vocational institutions are available for 31% of the population. However, it is worth mentioning that 25% of the population is not informed about such institutions. Besides, half of the informed respondents do not know how much it costs to study in the professional school. Those respondents, who

<sup>2</sup> National Statistics Service of Georgia: The population of Georgia increases – [http://www.geostat.ge/cms/site\\_images/\\_files/georgian/press/31.05.2012\\_Geo.pdf](http://www.geostat.ge/cms/site_images/_files/georgian/press/31.05.2012_Geo.pdf)



have information about the vocational schools, are satisfied with the given institution. The respondents also identified high priority fields which would be useful for the village population, which are agriculture, medical and construction.

## **SOCIAL ASSISTANCE**

The respondents mostly receive an age pension and a state medical service. The evaluation procedures of receiving these services are mainly simple. 8% of the population receives the assistance for the families under the poverty line. Compared to other social assistances, receiving the above-mentioned type of the assistance appeared to be difficult.

Rather the large part of the population is not aware of the existence of free state canteens; the number of the uninformed citizens is higher in the villages than in the towns. Those, who know where the canteen is located, find it difficult to estimate whether the portion of food per person is sufficient. As for the quality of food offered in the canteens, only 7% of the population aware of this issue believes that the quality of food is bad, while 47% positively evaluates food in the free state canteens.

## **HEALTHCARE**

As it appears, within the last year, the population has the most frequently used the hospital and ambulance services.

Those respondents who have applied to some type of the medical institution within the last 1 year declared that they are satisfied with the service, while in general, 20% of them declared dissatisfaction regarding the healthcare system of the country and 33% expressed indifferent attitude. The reasons for dissatisfaction mainly relate to the service fee and accessibility.

## **RECREATION/LEISURE/CULTURE**

Despite the fact that a sports playground is one of the most prevalent among existing recreational and entertainment infrastructure, it still appears on the top of the high priority infrastructure list. Together with the playgrounds and the public parks, the functioning of the culture houses is particularly important for the village population.

## **UTILITY INFRASTRUCTURE**

The most-well-organized utility infrastructure in Georgia is the electricity supply system. The population in general is not dissatisfied with either the schedule of the supply or the quality.

The water supply system works in more than half of the settlements, but it is worth mentioning that water which is transferred via the central pipes is not always drinkable. Water supplied by the central system is completely or partially drinkable for only 35% of the population. As for the water supply tax, more people complain about the high price of water in Tbilisi compared to the villages.

Water is almost always provided for the majority of the population (78%) and the quantity of water is completely sufficient or sufficient to satisfy everyday needs for the majority as well.

In general, the sewage system works for half of the population though it is worth noting that such system does not exist in 96% of the villages, while it functions in 90% of the towns.

More than half of the settlements have the gas pipeline systems, though the pipelines reach the families in this settlement only in 75% of the cases.

## ROADS

While evaluating the quality of the existing roads in the country, the majority of the population believes that the highways are in a good condition. However, the local roads inside the settlements are mostly problematic. This problem is particularly tough in the high mountain villages. The population from these villages complains about the frequency of the transportation. As for the other places, the schedule and the price of the public transport are perceived as positive.

It is worth mentioning that focus group discussion participants from Racha-Lechkhumi complained about the frequency and the price of the public transport. Dissatisfaction was expressed in terms of the local roads. The participants of the focus group discussion conducted in Guria complained about the quality of road maintenance works.

## VARIOUS SERVICES

The development of tourism is mostly discussed by the residents of Tbilisi, Kakheti and Adjara. In sum, only 29% of the population declares that the tourism is developed in their municipality and the largest tourist waves are reported in summer.

The residents in the village-type settlements believe that the development of agriculture is a high priority and add that this field is rather well supported by the state. They mentioned that the land processing and the technical equipment vouchers were particularly easily available.

Only 16% of the population declares that free legal aid is available in their municipality, though only the small part has ever used this service.

Issuing or renewing ID cards are the most frequent issues when addressing the legal aid services.

The majority of the residents in both the rural and urban settlements believe that their settlements are rather secure for living.

Consumption of alcohol is the most prevalent social problem, particularly in the towns.

As it appears, the rescue and fire services are not accessible for 22% of the inhabitants and the situation is particularly complicated in Kvemo Kartli.

The large part of the population does not have any information about the electronic services. The informed respondents are mainly from Tbilisi, also it is worth noting that more men are informed about the electronic services than the women.

More than half of the population, particularly the village residents think that air and soil are not polluted in their settlements. It is worth mentioning that the residents of Zugdidi and Bolnisi participating in the focus group discussions expressed their worries about the pollution of the rivers in these towns.

## GENERAL EVALUATION OF SELF-GOVERNMENT PERFORMANCE

The quantitative research demonstrated that half of the respondents are satisfied with the work of their municipality council/government and trust them. Though there are some parameters that need to be improved including more consideration of the population's needs by the self-government institutions – this parameter was named by the majority of the respondents. Factors that need to be paid attention concern to the availability larger budgetary resources for solving the municipality's problems. The local self-governments should organize regular meetings with the population and inform them about ongoing events in a timely manner.

Within the framework of the qualitative research, the population also highlighted the necessity of having more meetings with the self-government officials to discuss and review the local problems. Besides, the necessity of allocating more finances has been identified. The group participants explained the unresolved problems in their settlements by a lack of finances rather than by passive position of their self-governments. Respectively, it is logical that the majority of rural residents is satisfied with the work conducted by the local public officials in their villages and trust them (67%, 69%).

The majority of population is passive in terms of social life. Those who participated in any kind of social activity mainly name meetings held on political or educational issues. The Georgian citizens are passive in terms of applying to the governmental institutions/councils. Only one-fifth on the inquired respondents has applied to the self-governments for solving their problem and the problems were solved for the half of these citizens.

The respondents' attitudes with regards to the quality of communication of the municipality head with the citizens vary. Half of the respondents think that this communication is ineffective, while the other half thinks it is effective. The general tendency identified within the research is that the town residents are critical and evaluate activities carried out by the municipalities as ineffective. Tbilisi residents are particularly critical. The village inhabitants of mostly express a contradictory opinion.

Due to different organization of the self-government institutions in Tbilisi, other interpretations of the question about the division of the municipalities into the smaller units were asked to its residents only. Smaller units for the municipality in Tbilisi meant its further division by the municipalities. Accordingly, the residents of the capital city have different attitudes from the residents of other regions. The larger part of Tbilisi residents (39%) agree on the division of the municipalities into the smaller units, while many respondents from the rest of regions do not agree on such division (42%). It is worth noting that the idea of dividing municipalities into the smaller units has more opponents in the provincial towns, rather than in Tbilisi, compared to the villages.

**The qualitative research** revealed an analogical tendency. The focus group participants also think that borders of the municipalities should stay unchanged. Main arguments against dividing the municipalities into the smaller units are a lack of the qualified staff and increased administrative costs.

The majority of the respondents support direct election of a governor/mayor (64%) and at the same time, half of the respondents (47%) think that the council should have a right to dismiss the governor/

mayor. Supporting two contradictory statements indicates low awareness about the organization of the self-governments. On one side, the majority wants to elect the governor/mayor and the large part of the same people want the council to have the right to dismiss the governor/mayor in case the later does not fulfill his/her work properly. (NOTE: 62% from those 64% who wants to elect the governor/mayor, also agrees that the council should have the right to dismiss the governor/mayor).

The same tendency was revealed in the **qualitative research**, where the participants supported direct election of the mayor/governor and at the same time wanted to have additional control mechanisms enshrined in the legislation in case the elected candidate did not carry out his/her responsibilities duly.

## 3. Georgian context

### 3.1. GENERAL PICTURE

From two major functions of the local self-government – providing public services and protecting citizens' interests by engaging them in the management process, an accent in Georgia was made on the first one, but not always.

Beginning with the Soviet times, the citizens' participation in the management and decision-making process has been only formal. Even minor rights envisaged by the legislation were never realized in life.

As a result, the central government did not consider interests of separate local groups in the implementation of different programs. The situation was negatively reflected on the population's attitude and strengthened frustration and nihilism towards the state.

After restoring Georgia's independence, during the last two decades, the political elite of the country avoided decentralization and assignation of duties and resources to the local governments and justified its behaviour with the low levels of citizens' readiness. Besides, on the background of other challenges facing the country (restoration of territorial integrity, severe social and economic crisis and so on) decentralization was considered as a non-priority direction.

In reality, the reason for delaying reforms was the desire of the governing forces to gain and preserve an absolute control. No matter which political force was in charge, the central government created additional barriers in the process of the local development.

The development of the local self-governing systems in independent Georgia (after 1991) needs to be divided into several stages:

- I stage – The local self-government system established as a result of the first multi-party elections held in 1991 started functioning under the strong control of the central government (prefects appointed by the president), though its development was terminated due to the putsch (1992) and following events.
- II stage – An absence of the self-governments (1992-1998), when the mayors and governors (in the municipalities) and the state governors (in the regions) directly appointed by the central government were in charge of the government at the local level.

- III stage – The restoration of the self-governments (1998-2006). In 1998 and 2002, the municipal elections are held, the local representative bodies – councils are established on the level of the town, borough, community and village (I stage of self-government), as well as on the level of the municipalities (II stage). The duties and rights of the self-governing units were defined in the legislation. Despite the fact that the list of the duties and obligations often changed, decreased or increased, the central government did not transfer the respective financial and material resources to the local governments, as a result of which the self-governments were not able to implement their competences envisaged by law.
- IV stage (2006-2012) – After the Rose Revolution, especially after re-organising the territorial foundations of the self-governments, the increasing tendency of centralization instead of decentralization is observed: the lower level of the self-government was abolished as the municipality level would have more financial resources to implement its duties and obligations, though the process of centralising public finances started later. At the same time, the central government strengthened its control on the local self-governments and the latter almost lost its right to make an independent decision.
- V stage (from 2012) – The new political force which is in charge of the government as a result of the parliamentary elections held in October 2012, considers that decentralization is its one of its main priorities, though it is not clear how the development of the self-governments systems will continue and whether the state manages to overcome retrograde and pro-centre attitudes prevalent in the significant part of Georgia's political establishment.

Reduction of the self-government's rights resulted in the decrease of public engagement (which was already too weak) in the decision-making processes. At the same time, the centralized system of the public services was often inadequate to the local demands. As a result, the self-governments became more politicised – in fact, the self-governments turned into the local departments of the central government with an objective to collect votes for the ruling party during the elections.

Consequently, the change of the governments at the central level (in 1992, 2003 and 2012) was followed by the transfer of the local self-government officials from the previously governing party into the new ruling party.

### 3.2. SITUATION ACCORDING TO THE FIELDS

General tendencies existing in the local self-governments are reflected in the separate directions of the decentralization process:

**Legislation.** The legislative framework requires serious improvement. Individual normative acts often contradict not only to the principles envisaged in the Constitution of Georgia and the European Charter on the Self-governments, but also to each other. Moreover, the separate articles of of the individual laws include the contradictory provisions. The legislation is often amended. Tens of separate laws need to be collected into one adequate organic law on the local self-governments. Since 2007, a new tendency is observed – old, non-formal forms of the central government's pressure on the local self-government start to be reflected in the legislative acts. Sometimes these amendments even looked funny – for instance, the

self-governments' "right" to finance activities carried out by the central government (an amendment made on March 27, 2009, in the Organic Law of Georgia on the Local Self-Government), assigning the right to manage the local property to the President of Georgia (Article 19<sup>1</sup> of Georgian Law on the Property of Local Self-governing Unit – 2007).

**Territorial organization.** Before 2006, two sub-national levels of the government existed in the country, namely: more than 1.000 towns, boroughs, communities and villages (lower level) and 69 municipalities and self-governing towns (upper level). In 2006, for a better mobilization of the self-government's resources, the lower level of the self-government was abolished and the sole self-governing level - the municipalities were formed on the municipality territory and in 5 self-governing towns.

The discussion around the reasonability of establishing the regional level of the government has been in progress in the country for the last 20 years. Despite this, the issue of the territorial organization remains problematic. The government in the regions (de facto 9 regions apart from the capital – Tbilisi, Autonomous Republics of Adjara and Abkhazia and "Temporary Administration of former South Ossetia" with rather ambiguous rights) was presented by a governor appointed by the central government in the absence of the elective representative body.

**Establishment and operation of the self-government structures.** The representative body of the self-government is the council, while the local administration (in the municipalities) and the mayor's office (in the self-governing towns) represent the executive government.

The municipalities were managed by the centre during 90's of the previous century. Later on, the central government amended the relevant legislative framework so that following the self-government elections in 1998, the self-government units did not have any real power. Since the Rose Revolution, more limitations were set to the self-governments and the governing political force tried and managed to form one-party system on every government level. The composition of the self-government units formed as a result of the elections held in 2010 was the most single-party (United National Movement – 86.4% of the mandates) in the history of Georgia compared to the self-governments formed after all previous elections (1919, 1991, 1998, 2002, and 2006). None of the representatives of the opposition parties won the seats in some councils. The issue of fair elections was questioned by the civil society and the international organizations – the governing parties always used administrative resources and methods of bribing the voters.

Despite this, the ruling party did not trust the local government bodies. The role of the councils in the self-government is almost formal. The real power is in the hands of the executive branch of the government (governor/mayor) who, on their side, obeyed to the absolute control of the central government's representative in the region – the regional governor.

**Duties and obligations.** The local self-governments implement their own and delegated duties and obligations according to the legislation. The list of the obligations is defined by the law (16<sup>th</sup> Article of Organic Law of Georgia on Local Self-Governments):

- Approval of the municipal programs promoting employment;
- Management and disposal of land resources in the property of self-governing unit;
- Planning of the land usage, division of the self-governing unit into territorial zones;
- Management of the forests and water of local importance;
- Issuing construction permission and construction supervision;



- Regulation of traffic and auto-transport transfer, organizing a service of public transportation for citizens;
- Regulation of outside trading, bazaars and markets;
- Regulation of outside advertisement;
- Defining parking lots and identifying rules of parking;
- Cleaning of streets in settlements, arrangement of street illumination, storm channels, sewage system, organization of laystall, planning and implementation of waste collection and utilization works or organization of municipal procurement for the implementation of these activities;
- Taking care of cemeteries;
- Beautification and greening of the territory of the self-governing unit;
- Preservation, construction and development of local roads;
- Space-territorial planning of the self-governing unit;
- Organization of activities carried out by libraries, museums, theatres, exhibitions, sports-recreational outlets of local importance;
- Establishment of a municipal archive and defining rates for the archive service;
- Establishment of pre-school and out-of-school educational institutions and approval of their charter;
- Mobilization of municipal resources in health and social care sectors, development of the respective activities, implementation and dissemination of information among the citizens;
- Ensuring municipal fire safety and rescue services;
- Planning of the local roads and traffic;
- Regulation of the issues related to meetings, rallies and demonstrations;
- Naming and numeration of streets and squares.

In practice, the competences implementable on the local level can be divided into three groups:

1. those which naturally belong to the local level but are implemented by the state (e.g. water supply system in the towns, rehabilitation of the local roads and communication (partially) and so on);
2. Those managed by the private sector on which the self-governments have no control mechanisms (gas and electricity supply). Although as perceived by the society, the municipalities are responsible for the high tariff or poor services;
3. Those which must be implemented by the centre but are assigned to the local governments (e.g. construction of police departments for MIA at the expense of the local budgets, etc.).

As a result of inadequate distribution of finances, the self-governments find it difficult to implement the rest of their obligations. Respectively, the major part of the projects implemented by the centre (Village Support



State Program) belong to the fields (local roads, water supply system), which are under the authority of the local self-governments. Quality of the implemented activities is often poor. The more finances are spent on separate priorities, the less results are achieved. As a result, dissatisfaction with the public services is more prevalent in the towns, where the central government implemented large-scale programs.

**Economic foundations.** The amount of public finances (about 200 million GEL in 2002, more than 2.000 million GEL in 2012) spent in the regions has increased since the Rose Revolution, but the significant part of these finances was spent by the central (and not the local) government. With the decrease in the ratio of the self-governments' own tax revenues made the self-governments totally depended on the transfers from the center (the volume of the transfers and the program costs comprised of 88.5% of the local budgets in 2012). The important part of the transfers is targeted and there are the special transfers, spending of which cannot be defined by the self-governing unit (e.g. allocation of GEL 76.7 million for the construction of the Parliament building in Kutaisi).

The expenses that do not directly depend on the financing of the self-government obligations increased (especially in the pre-election period). About 40% of the expenses (in some municipalities the percentage was higher) was allocated for the administrative costs. The radical amendments in the budget were made several times per year. The policy of the service procurement was problematic as well –attention was paid to the low price and not to quality.

The process of property assignation to the self-governments is still in progress since 2005. The list of the properties of local importance has permanently decreased since 2007 and they have been assigned to the central government for the management (Ministry of Economic and Sustainable Development). The right of alienation of the self-government's property is owned by the President of Georgia.

**Public jobs.** A high level politicisation is a reason for an increase in staff, especially in the pre-election periods. The number of the people employed in the local self-governments was doubled in 2006-2012 (from 6.734 to 11.770). The public official has no legislative guarantees to protect his/her own rights and is fully dependant on the attitude of the manager. There is no established system for improving his/her qualification. As a result, the level of qualification and motivation of the public officials remain very low.

### 3.3. PRACTICE OF PROVIDING PUBLIC SERVICES

The population of Georgia did not have an access to high quality public services even in the Soviet period. The situation worsened after the restoration of Independence when this field was totally destroyed.

Nowadays, a whole range of projects is implemented by the central government with the budgetary resources. Because of ambiguity of the services, the citizens have an unequal access to the services.

Consequently, despite the fact that the local budgets increased several times during the last decade, the central government assigned additional finances in the municipalities for implementing different projects (333.3 million GEL in 2011 and 410 million GEL in 2012).

The problems in this field are clearly visible while evaluating different directions:

**Water supply** for the villages is the duty of self-governing body. The financial resources (5-6% of the self-governments' budget) are clearly insufficient. As a rule, the control on water quality is not carried out – the quality control labs that used to function in the past, are now closed almost everywhere.

Rehabilitation of the **local roads** is implemented by the centralized system. The infrastructure development programs are usually financed from the funds of the projects to be implemented in the villages and *Village Support Program* (36.8 million GEL was spent in 2009-2012).

**Cleaning and waste collection** is relatively well-organized in the towns, but we cannot say the same about the villages where these services are non-existent. Non-competitive environment hinders improvement of the service quality.

The right to define a schedule of **transporting the passengers** are assigned exclusively to the self-governing towns and not to the municipalities – thus, they cannot set schedules and routes.

**Social assistance and healthcare** is a voluntary obligation of the self-government. 5-7% of budget is spent on social assistances. There are no regulating acts in the healthcare system and the authority cannot be implemented in practice. Only 1-1.5% of the budget is spent on public healthcare.

**Kindergartens** – 5-7% of the local budgets is spent on pre-school educational institutions. Such amount of funding covers only 60-70% of expenses, the rest is paid by the beneficiary families.

**Culture outlets** – Since 2007, the central government started assignation of some facilities (libraries and so on) to the self-governments, but the majority of these institutions were in poor physical condition. As the local municipalities (only 3-5% of budgetary expenses) did not have sufficient resources, the majority of these institutions (mainly libraries) were closed.

**Permissions** – Since 2005, most of the administrative services have been decentralized. Nowadays, the self-governments only have a right to issue a construction permission. The municipalities (59 units) different from the self-governing towns (5 units) do not even have an authority to organize transportation of the passengers.

### 3.4. PARTICIPATION OF THE SOCIETY

According to the Georgian legislation, citizens have a right to initiate normative acts and participate in council meetings. They have a right to initiate an issue by means of a petition – no less than 1% of voters registered in the self-governing unit have a right to prepare a council decree project about abolishing or changing the normative act of the council.

In practice, these rights are not realized as:

- Some of the functions that used to be under the self-governments are already centralised and respectively, the citizens do not see the necessity of applying to the self-governments regarding the whole range of the issues;
- The citizens thinks (frequently not without a reason) that “noone asks anything” to the self-governments even when they implement their own authorities. Thus, if someone wants to solve a problem, s/he should rather address to the central government.

On the very first stage of the implementation of the reforms, in 2005-2007, the studies showed the tendency of increasing frustration in the society. The referrals to the self-governments were mainly related to the utility issues, social problems and obtaining documentation.<sup>3</sup>

The level of citizens' engagement in the self-governments' activities was even lower. The vast majority of the respondents (96.3% - in 2008) declared that they have never participated in the meetings organized by the self-governing bodies. More than 80% of them did not believe it could bring any results.<sup>4</sup>

The policies and activities of the central government contributed to strengthening of such attitudes among the citizens. Solving local issues by the central government strengthened the attitude that the problems can be solved without self-governments. Such attitude was prevalent among the self-government bodies as well.

The negative attitude of the society was strengthened by the effort of the self-government officials to create an image of democracy on the local level and gather only trustful "active" individuals around, –particularly in the pre-election period.

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<sup>3</sup> According to the data, 60,6% of the respondents in 2007 and relatively less of them in 2008 (utility field - 32,7%, social issues – 31,6%, obtaining documentation – 17,5%) declared that they have received what they asked for. 53,2% (2007) and 49,5% (2008) of the respondents declared that they have never applied to the self-governments as they did not need it, while 34,6% (2007) and 31,2% (2008) declared that they did not have any hope to achieve their goals. The annual reports of local democracy, Open Society – Georgia Foundation, 2007 and 2008.

<sup>4</sup> Annual Report of Local Democracy, Open Society – Georgia Foundation, 2008.

## 4. Research Design and Methodology

The research design included the Desk, Qualitative and Quantitative research methods.

The overall goal of the survey was to determine and analyze the level of citizens' satisfaction with the services that are currently provided by the Georgian municipalities.

Survey objectives were to define:

- Actual scope of the public services provided to the population in different areas of the country;
- Level of population's satisfaction with particular services provided by the municipalities;
- Level of population's satisfaction with particular services provided by the state authorities (delivery of which can be delegated to the local authorities in the future);
- Level of population's satisfaction with the cost of particular public services;
- Level of population's satisfaction with their participation in the local decision-making process;
- Level of population's satisfaction with the accountability of the public authorities responsible for the service delivery;
- Main reason of population's satisfaction and dissatisfaction with particular public services;
- Services that the population doesn't currently receive, but have desire to receive;
- Rate of the performance of the local authorities and regional authorities in general.

### 4.1. DESK RESEARCH

The goal of the desk research was to review all the existing relevant studies which referred to current situation in Georgia in terms of the self-governments', as well as the municipal and centralized services. The desk research aimed at:

Collecting secondary information on the relevant issues for the study and focusing on the comparability of collected research findings to the study.

The desk research was guided by the following key questions of the study:

- What was the current situation in Georgia in terms of the self-governments;
- Level of citizen engagement in the self-government issues;
- Existing municipal and state services;
- What was the attitude of the population towards the municipal and state services;

Please refer to Annex #1 for the detailed description of the Desk Research and the relevant materials and reports used as references.

## 4.2. QUALITATIVE SURVEY

There were 4 Focus Group (FG) discussions conducted in the scopes of the Qualitative survey in Georgia, i.e. in Guria, Racha, Samegrelo and Kvemo Kartli.

The FG respondents' consisted of the rural and urban population. The main recruitment criterion for the focus group participants was the experience of the relationship with the local self-governances (Village Trustees, Gamgeoba and Sakrebulo).

The FGs were attended by 8-9 respondents. The age of respondents varied from 25 to 50. The duration of the FG discussions was approximately 2.5 hours. The detailed transcripts of the discussions were prepared after the FGs. The transcripts were used for preparing the final report of the study.

## 4.3. QUANTITATIVE SURVEY

The target segment of the quantitative survey was the population of Georgia aged 18 and over. The survey covered all the controlled regions of Georgia.

There were 3400 face-to-face interviews conducted within the scopes of the survey, the duration of the interview was approximately 40-45 minutes.

The survey instruments and the analytical part of the report are prepared by ACT team and the guest expert, Mr. David Losaberidze.

Two stage clusters sampling with the preliminary stratification was used for the survey. The sampling was done based on the nationwide census results of 2002.

10 interviews were conducted in each Primary Sampling Unit (PSU) and the single interview was conducted at the Secondary Sampling Unit (household). The selection of the respondent was done based on the last birthday principle.

The table below describes the distribution of the sample according to the regions and the type of settlements. (Refer to Table # A).

*Table # A- Sample Size and Distribution in Stratum*

Sample Size	Urban	Rural	Total
	Proportional Distribution	Proportional Distribution	
Tbilisi	400	0	400
Kakheti	60	240	300
Shida Kartli	110	190	300
Kvemo Kartli	110	190	300
Samtskhe-Javakheti	100	200	300
Adjara	140	160	300
Guria	80	220	300
Samegrelo – Zemo Svaneti	120	180	300
Imereti	140	160	300
Racha-Lechkhumi and Kvemo Svaneti	50	250	300
Mtskheta-Mtianeti	80	220	300
<b>Total</b>	<b>1390</b>	<b>2010</b>	<b>3400</b>

95% significance has been selected for the statistical significance to calculate the overall sampling error. It was assumed that the importance of the average design affect for cluster design varied between 1.5-2.0, the overall sampling error for 3400 interviews was defined as 1.7% - 1.8 %. For each region with the same assumption sampling the error was 5.5 %-6.0 % and in Tbilisi 4.5%-5%. The sampling error in the high mountainous regions varied from 4% to 4.5%.

## 5. Research results

The chapter presents research results and findings. The research results are analyzed according to the issues which were studied within the framework of the research. These are as follows:

- Preschool, secondary and vocational education
- Social assistance
- Healthcare
- Recreation, leisure and tourism
- Utility infrastructure
- Roads
- Service of the self-governments
- Various services

The report presents the frequency analysis of information obtained as a result of the research. Besides, the data are analyzed according to different features, for example, the settlement type, region, gender and so on. The report also presents a comparison of the highland<sup>5</sup> villages and other areas.

The research results are weighted, which enabled generalization all over Georgia.

Information obtained as a result of the research was processed using the statistical software SPSS 15.0. In order to reveal the reliability of the frequency distribution of the research variable rate, we used the Pearson Chi Square. In order to evaluate the reliability of the difference of the average rates - One-way Anova was used.

The report presents only those data which appeared to be 95% reliable as a result of using the statistical tests<sup>6</sup>.

Because of the high volume of the data, the report discusses significant differences between the different indicators. The research results are fully presented in the annex (See Annex #2).

5 „High mountain region is an inhabited territory which is located at 1500 meters above the sea, but due to different parameters (abruptness of mountain slopes and platforms, geographical location, natural environment, ethnographic and economic peculiarities, lack and bareness of agricultural lands, demographic capacity, aggravated migration processes, danger of economic loss of emptied out territories) its lower limit is decreased to 1000 meters (in exceptional case even to 800 meters) in regions located at the south slope of the Caucasian and Adjara-Guria highland and remains 1500 meters in the highland districts of South Georgia” – The law of Georgia on Socio-Economic and Cultural Development of High Mountain Regions.

6 In Statistics “significant” means probably true (not due to a chance). A research finding may be true without being important. When statisticians say a result is “highly significant” they mean it is very probably true. They do not (necessarily) mean it is highly important. The significance levels show you how likely a result is due to the chance. The most common level, used to mean something is good enough to be believed, is .95. This means that the finding has a 95% chance of being true. However, this value is also used in a misleading way. No statistical package will show you “95%” or “.95” to indicate this level. Instead it will show you “.05,” meaning that the finding has a five percent (.05) chance of not being true, which is the converse of a 95% chance of being true.

Information obtained as a result of the qualitative research is also integrated in the research results. The focus group discussions mainly referred to the local self-governments, thus the data from the qualitative research is concentrated in the sub-chapter - General Evaluation of Self-Governments.

## 5.1. PRESCHOOL, SECONDARY AND VOCATIONAL EDUCATION<sup>7</sup>

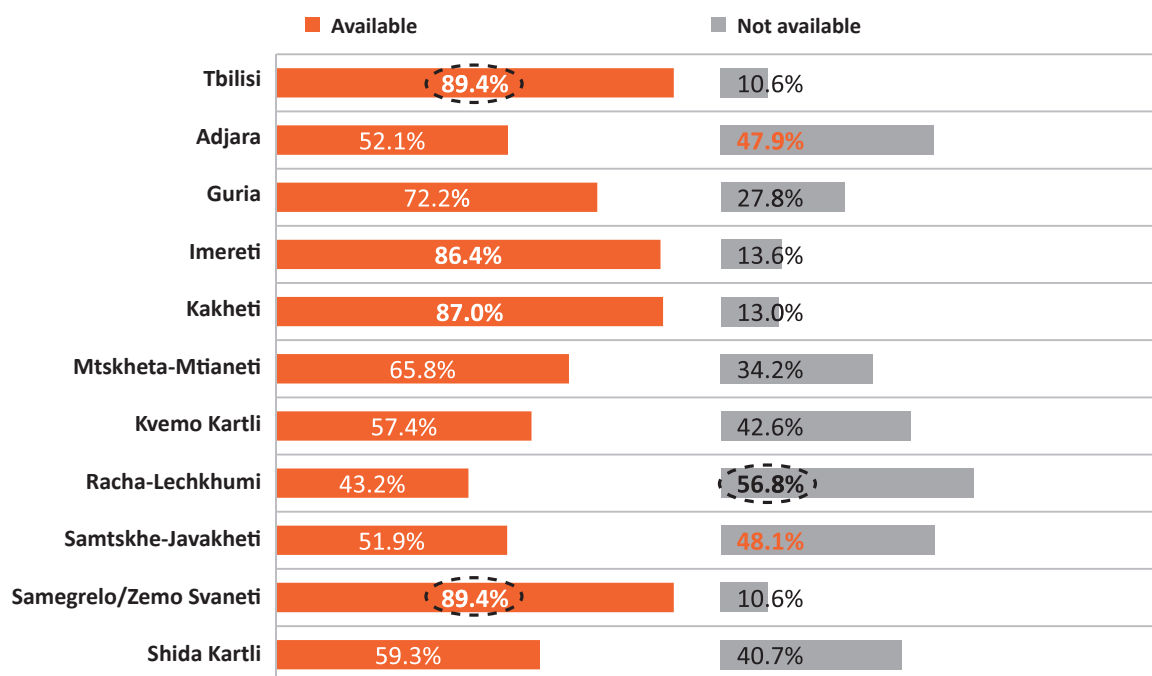
Within the framework of the research we have studied the availability of the public educational institutions and population's satisfaction with these services.

### 5.1.1. Municipal kindergartens

The majority of the respondents declare that the municipal kindergarten functions in their settlement/municipality (77%), while every fourth respondent also notes that there are no kindergartens in their settlements or municipalities. It is worth noting that the municipal kindergartens are located at 2-5 km or further distance from the settlements/municipalities of such respondents.

**According to the regions,** there are no municipal kindergartens (57%) in the majority of Racha-Lechkhumi/Kvemo Svaneti settlements. In case of 42% of such settlements the nearest kindergarten is located at 5 km or further distance. The situation in terms of the kindergartens is not satisfactory in Samtskhe-Javakheti and Adjara regions (48%). (See Chart #1)

*Chart #1 – Availability of municipal kindergartens in the settlements/municipalities by the regions*



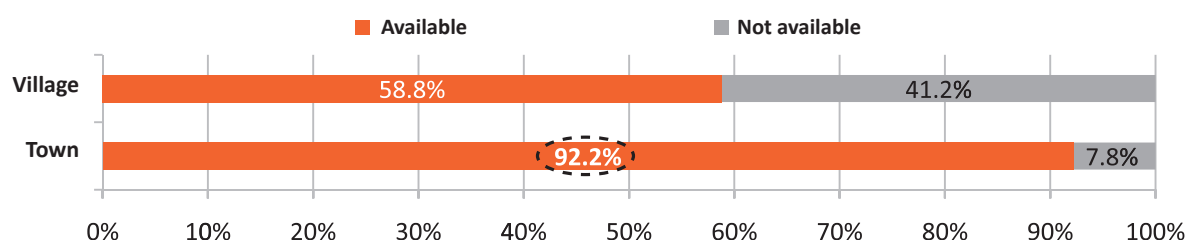
Entire sampling generality N=3400

<sup>7</sup> Data obtained as a result of the research are fully presented in Annex #2.



According to the urban and rural areas, the survey reveals that the kindergartens do not function in more villages (41%) than in certain municipalities of the towns. It is also worth mentioning that the public transportation is not necessary for reaching kindergartens in most of the villages (58%). (See Chart #2).

*Chart # 2 - Availability of the municipal kindergartens in the settlements/municipalities by town/village*



Entire sampling generality N=3400

The situation is entirely different in the **highland settlements**. Only 35% of the inquired respondents declare that the municipal kindergartens function in their settlements. Almost half of the respondents inquired in this area also note that the kindergartens are located at 5 km or further distance from their settlements.

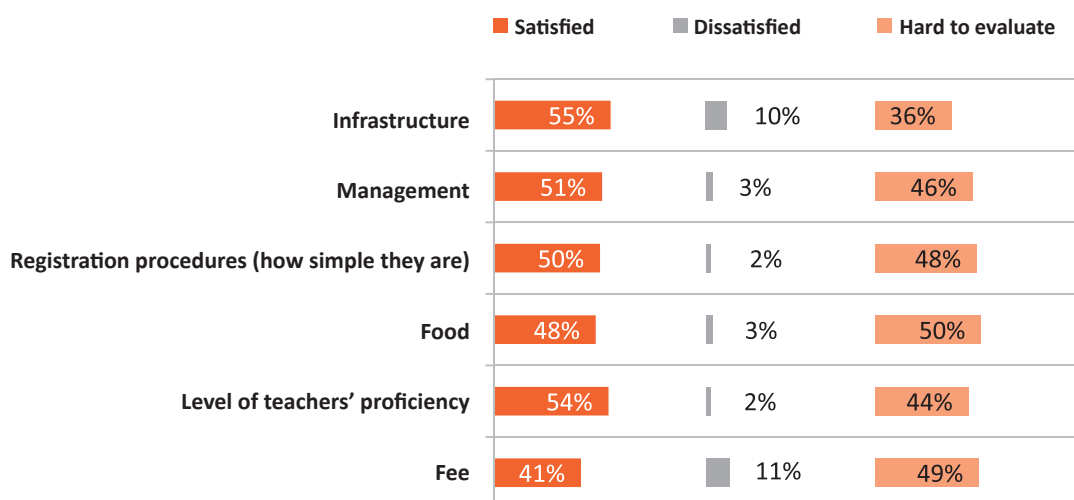
Half of the respondents whose settlement/village has the municipal kindergarten declare that the public transport goes to the given institution (48%) while 41% declare that the transport is not necessary to reach the kindergarten. Only a small part of the respondents note that there is no public transport to reach the kindergarten (10%).

According to regions, as expected, the situation is the most satisfactory in Tbilisi in terms of the public transport reaching the kindergartens. The vast majority of its residents declare that public transport goes to the kindergartens in their municipality (92%). Despite the fact that in the rest of regions the majority declares that the public transport is not necessary to reach the municipal kindergarten, the situation is relatively more severe in some regions. Every third respondent inquired in Racha-Lechkhumi-Kvemo Svaneti, Samegrelo-Zemo Svaneti and Samtskhe-Javakheti declares that the public transport does not reach the kindergartens in their settlements/municipalities (31%). As these respondents think, they need to use the public transport to reach the nearest kindergarten, but unfortunately, this is impossible at the given moment.

The majority in the **highland settlements** declares that public transport is not necessary for reaching the kindergartens (74%). Though, every fifth respondent notes about the necessity of the public transport (20%).

Those respondents, who have municipal kindergarten in their settlement or municipality evaluated infrastructure and service of this institution according to various criteria. These criteria are: infrastructure, management, procedures of registration, food, teachers' qualification and fee. It is worth noting that half of the respondents are satisfied with the kindergartens considering all criteria. Only very small part of the respondents expressed dissatisfaction. Dissatisfaction was mainly expressed in terms of the kindergarten fee and infrastructure (10%). The research showed that half of the respondents found it difficult to evaluate food in and the price of the kindergarten (49%). (See Chart #3).

*Chart #3 – Satisfaction with various parameters of the municipal kindergartens*



Sampling generality N=2370

Kindergartens are positively evaluated in the **regions**. Infrastructure (36%) and fee (24%) of the kindergartens in Kvemo Kartli were the parameters regarding with much dissatisfaction was expressed. It is also worth noting that 22% of Tbilisi residents are dissatisfied with the fee of the kindergarten. In general, the highest index of satisfaction with the kindergartens was reported in Imereti (73%). (See Table #1).

*Table #1 – Satisfaction with various parameters of the municipal kindergartens by the regions*

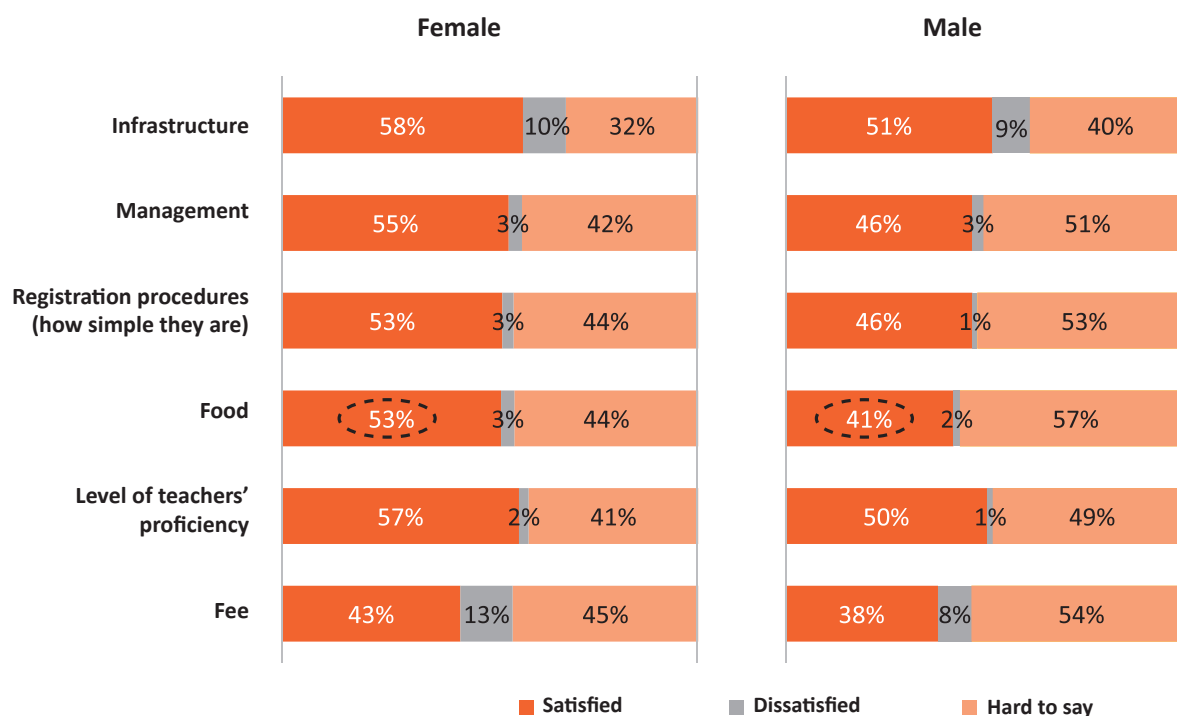
	Infrastructure			Management			Registration procedures			Food			Fee		
	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK
Tbilisi	8%	41%	51%	5%	26%	69%	4%	28%	69%	4%	27%	69%	22%	12%	66%
Adjara	1%	73%	27%	1%	66%	33%	3%	62%	35%	1%	59%	41%	8%	50%	43%
Guria	5%	61%	34%	1%	64%	36%	0%	52%	48%	1%	55%	44%	1%	48%	51%
Imereti	9%	75%	16%	1%	76%	24%	1%	73%	26%	0%	69%	30%	4%	66%	31%
Kakheti	12%	41%	47%	2%	46%	52%	1%	49%	51%	3%	43%	53%	2%	44%	54%
Mtskheta-Mtianeti	8%	47%	45%	2%	44%	54%	1%	39%	61%	2%	33%	65%	2%	27%	71%
Kvemo Kartli	36%	40%	24%	12%	44%	45%	3%	45%	52%	6%	46%	49%	24%	33%	43%
Racha-Lechkhumi	10%	70%	20%	1%	74%	25%	4%	71%	25%	2%	65%	32%	2%	62%	36%
Samtskhe-Javakheti	4%	66%	30%	1%	70%	29%	6%	58%	36%	5%	62%	33%	9%	53%	38%
Samegrelo-Zemo Svaneti	7%	74%	20%	0%	72%	28%	1%	70%	29%	1%	68%	31%	2%	68%	30%
Shida Kartli	3%	41%	55%	2%	39%	59%	1%	38%	61%	3%	32%	65%	1%	37%	62%

Sampling generality N=2370

The majority of respondents in the **highland settlements** positively evaluated (77%) all parameters. Though, it is worth noting that dissatisfaction was reported only in terms of infrastructure by 18% of the respondents.

No significant differences have been reported **according to the gender**, though the following tendencies have been shaped out: more inquired women expresses satisfaction with the municipal kindergartens considering different parameters than men. Difference is particularly noticeable in terms of satisfaction with the food in the kindergartens (man – 41%, woman – 53%). As the research showed, on average, more men find it difficult to evaluate the kindergartens according to different parameters than the women (man – 51%, woman – 41%). **(See Chart #4)**. It is also worth mentioning that slightly more number of women expresses dissatisfaction regarding the fee of the kindergartens than the men (man – 8%, woman – 13%).

*Chart #4 - Satisfaction with various parameters of the municipal kindergartens by gender*



Sampling generality N=2370

In general, the majority of the respondents are satisfied with the service of the municipal kindergartens (54%). However, it is also noteworthy that every third respondent finds it difficult to make any assessment (30%).

**According to the regions**, general satisfaction with the municipal kindergartens is the highest in Imereti region (82%). The high index is reported in Samegrelo, Racha-Lechkumi and Guria (74%, 70% and 71%). It is worth noting that the smallest number of the satisfied respondents with the kindergartens was reported in Tbilisi and Kvemo Kartli regions (34%, 32%). **(See Table #2)**.

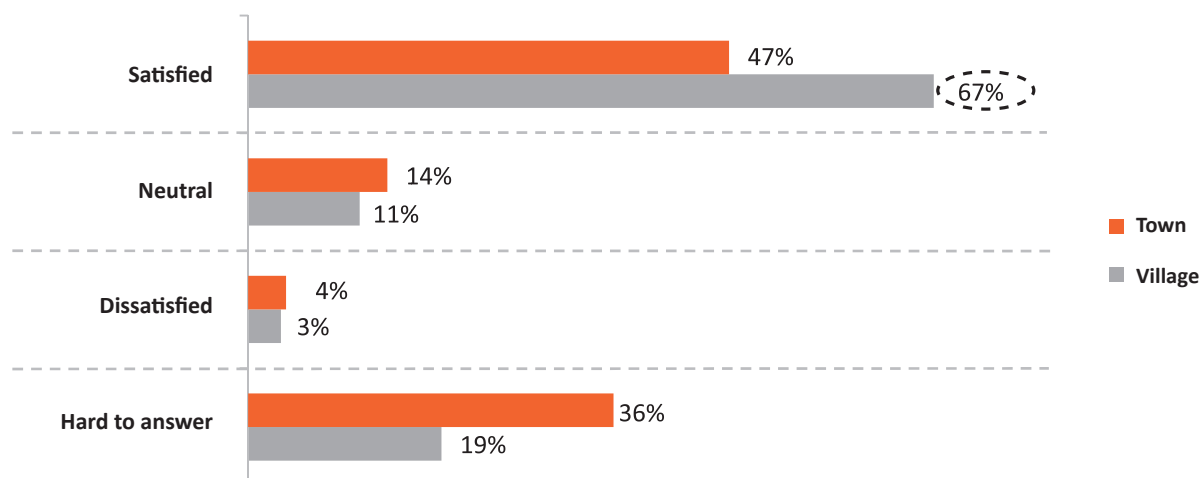
*Table #2 – General satisfaction with the municipal kindergartens by the regions*

	Dissatisfied	Neutral	Satisfied	Hard to evaluate
Tbilisi	5%	15%	34%	46%
Adjara	1%	8%	56%	35%
Guria	2%	12%	<b>71%</b>	16%
Imereti	2%	4%	<b>82%</b>	13%
Kakheti	3%	15%	49%	33%
Mtskheta-Mtinaeti	2%	11%	57%	30%
Kvemo Kartli	<b>12%</b>	30%	32%	27%
Racha-Lechkhumi	1%	8%	<b>70%</b>	21%
Samtskhe-Javakheti	2%	8%	67%	24%
Samegerlo/Zemo Svaneti	2%	12%	<b>74%</b>	12%
Shida Kartli	1%	10%	48%	40%

Sampling generality N=2370

In general, the **village** population is more satisfied with the municipal kindergartens (67%) than the **town** residents. (See Chart #5).

*Chart #5 – General satisfaction with the municipal kindergartens by town/village*

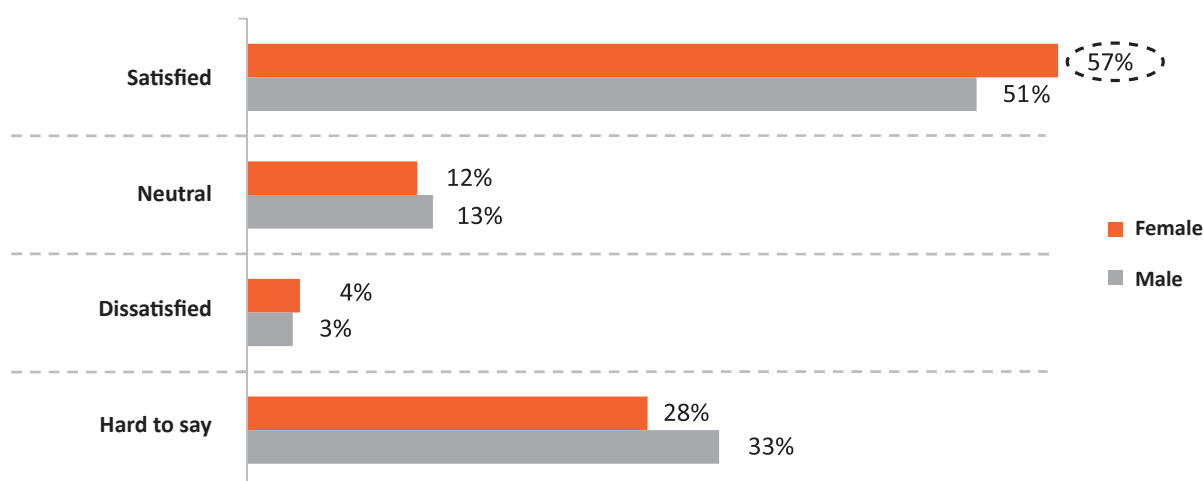


Sampling generality N=2370

The majority of respondents from the **highland settlements** are satisfied with the kindergartens (77%). In fact, no dissatisfaction was expressed.

No significant differences have been reported according to gender, though the following tendencies have been shaped out: in general, more inquired women expresses satisfaction with the municipal kindergartens than the men (man – 51%, woman – 57%). (See chart #6).

**Chart #6 – General satisfaction with the municipal kindergartens by gender**



Sampling generality N=2370

## RESULTS OF QUALITATIVE RESEARCH

The focus group conducted in Racha showed that one of the main problems for the majority of the villages presented in the discussion was the preschool education.

The municipal kindergartens frequently serve several villages and situation is not satisfactory even in this case. For example, the kindergarten in village Cheliaghele which should serve 5 villages is temporarily closed as the building is damaged. According to inhabitants of this village the kindergarten was equipped with a very good inventory and materials with the support of NGOs, though afterwards, because of the condition of the building, the kindergarten was closed. The pupils of this kindergarten go to Nikortsminda or Ambrolauri and attend the kindergartens there. As the village residents declare, the parents who take their children to other locations, also choose a school there.

*„Even teachers were afraid of taking kids to this kindergarten... We were promised it would be repaired. The kindergarten does not function now, it is closed. It had been closed for years, than NGOs reconstructed and opened it. Every necessary inventory was brought, but the building is damaged and teachers could not work there together with kids.” [Nato, Ambrolauri municipality]*

*„People take the children to the kindergarten from here to the district center. When a child gets used to the kindergarten there, the parents take him/her to the school in that district, where the child’s mates study. We don’t have a problem about the school ... When a family moves and brings the child to the kindergarten there, accordingly, this child will continue studying at the school in the same district.” [Tamari, Ambrolauri municipality]*

On the other hand, neither is the Nikortsminda kindergarten properly equipped and organized. Despite the fact that the building is not damaged, the infrastructure is not in a proper condition. As one of the employees of this kindergarten declares, they cannot even afford to buy drawing papers and parents have to solve such elementary issues.

In addition, the issue with the public transport is also problematic. As the group participants note, only one bus serves all the villages located in the higher zone of Ambrolauri. This bus is available only in the

morning and evening. Frequency of bus traffic becomes problematic not only in terms of taking children to the kindergarten, but in general, in terms of traveling. The group participants also disapprove the fee of the transport to the municipality center, which equals to one GEL.

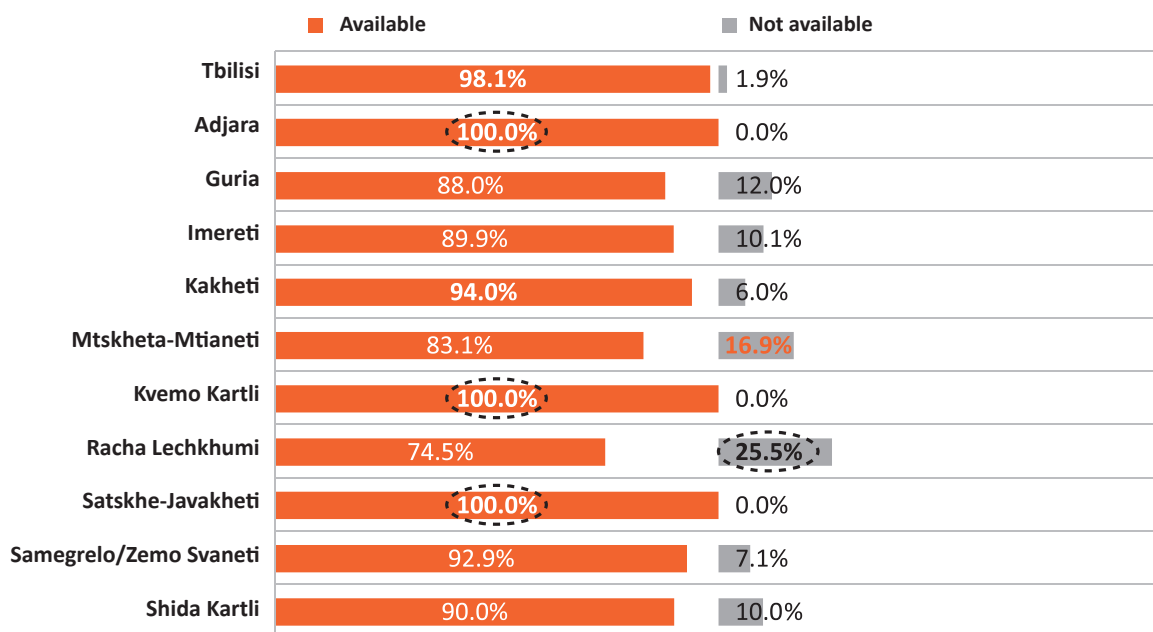
*“We complain about a lack of the transport. When the transport takes off at 8 a.m., if you finish your business in the district in an hour, you cannot return back till evening.” [Mamia, Ambrolauri municipality]*

### 5.1.2. Public Schools

The vast majority of the respondents declare that the public school functions in their settlement/municipality (95%). Only 5 percent of the inquired respondents declared that the school is not available in their municipality or settlement and the nearest schools are located 2-5 km away from their settlements or municipalities.

At is turns out the most severe condition among **regions** is in Racha-Lechkumi/Kvemo Svaneti – one fourth of the respondents from these regions declare that there is no school in their settlements, 17% of Mtskheta-Mtianeti respondents declare the same. There is no such condition in other regions or if there is, the index does not exceed 12%. (See chart #7).

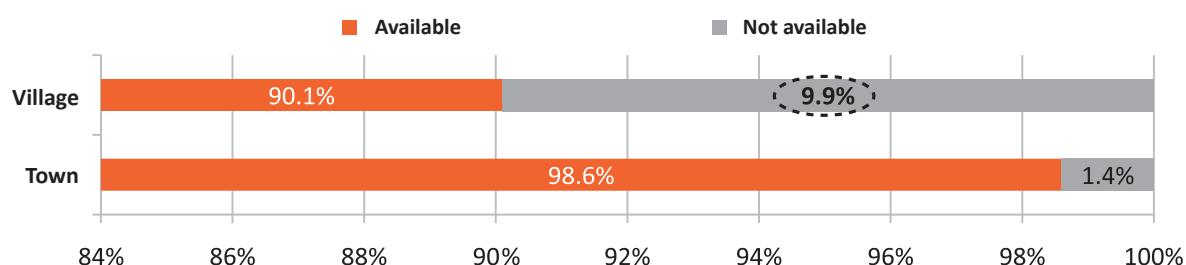
**Chart #7 – Availability of the public schools in the settlements/municipalities by the regions**



Entire sampling generality N=3400

Both in the **villages** and the **towns**, the schools are almost in every settlement or municipality. Though the school is not (10%) in much higher number of the villages than in the separate municipalities (1%). In similar cases, the public schools are mainly located 2-5 km away or further from the settlements. (See Chart #8).

**Chart #8 – Availability of the public schools in the settlements/municipalities by town/village**



Entire sampling generality N=3400

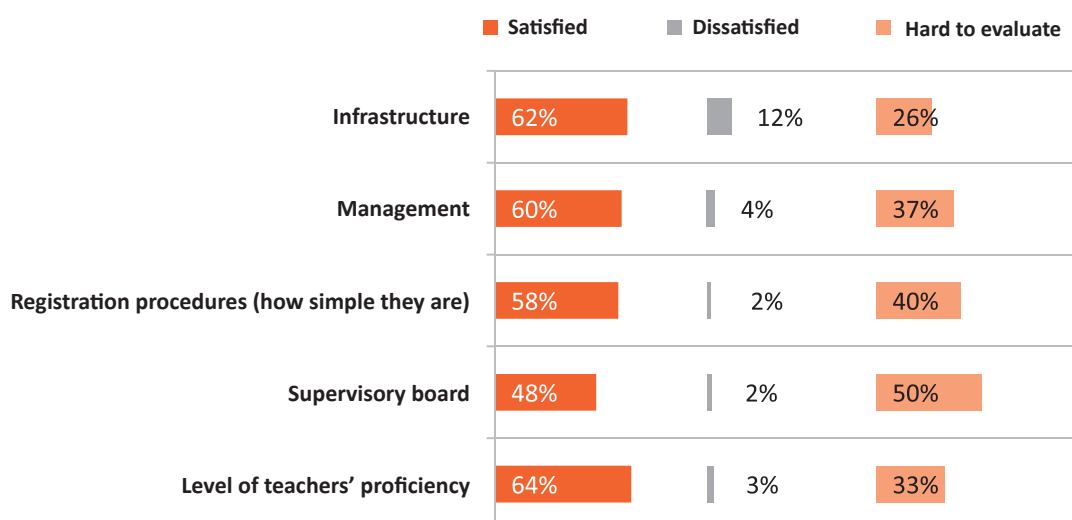
43% of those respondents who do not have public schools in their settlements/municipalities declare that the public transport goes to the given institution, while 46% say that the transport is not necessary to reach the location. Only small part of the respondents note that public transport does not go to the school located in their settlements/municipalities (10%).

**As for regions,** every third respondent in Racha declares that the public transport does not go to the schools (31%). It is worth mentioning that the majority (65%) of the respondents inquired in Racha-Lechkhumi does not see the necessity of the public transport in order to reach the public school.

The majority of the respondents from the **highland settlements** declare that the public transport is not necessary for reaching the schools (73%). Though every fifth respondent believes it is necessary to appoint the transport (20%).

Those respondents, who have public schools in their settlements or municipalities, evaluated the infrastructure and service according to various criteria. These criteria are: infrastructure, management, registration procedures, supervisory board and teachers' professional level. It is worth mentioning that the majority (58%) is satisfied with the infrastructure and service offered by the schools. Only a very small part of the respondents expressed dissatisfaction. Complaints were expressed mainly in terms of the school infrastructure (11%). It is also noteworthy that the majority of the respondents are satisfied with the school infrastructure (62%). As the research shows, half of the respondents (50%) found it difficult to evaluate a supervisory board of the school. (See Chart #9).

**Chart #9 – Satisfaction with various parameters of the public schools**



Sampling generality N=3131

Public schools in the **regions** were positively evaluated according to different criteria. The least satisfied respondents are from Tbilisi (35%), while the highest index of satisfaction was reported in Imereti and Samegrelo (79%). (See Table #3).

*Table #3 – Satisfaction with various parameters of the public schools by the regions*

	Infrastructure			Management			Registration procedures			Supervisory board			Teachers' Qualification		
	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK	Dissatisfied	Satisfied	DK
Tbilisi	13%	48%	40%	6%	31%	62%	4%	34%	63%	4%	23%	73%	5%	38%	57%
Adjara	10%	67%	23%	1%	74%	26%	1%	63%	36%	1%	58%	41%	3%	71%	26%
Guria	15%	65%	20%	2%	75%	24%	1%	65%	34%	1%	63%	36%	3%	75%	22%
Imereti	8%	78%	14%	2%	82%	16%	1%	81%	18%	1%	71%	28%	1%	84%	15%
Kakheti	15%	52%	34%	3%	61%	36%	2%	60%	39%	1%	32%	67%	4%	61%	35%
Mtskheta-Mtianeti	8%	56%	36%	4%	50%	47%	1%	46%	54%	4%	35%	61%	5%	49%	47%
Kvemo Kartli	27%	61%	13%	10%	55%	35%	2%	56%	42%	5%	53%	43%	6%	75%	19%
Racha-Lechkhumi	6%	80%	14%	0%	83%	17%	0%	77%	23%	0%	67%	33%	1%	82%	18%
Samtskhe-Javakheti	10%	74%	16%	4%	81%	16%	1%	77%	22%	2%	71%	27%	3%	83%	14%
Samegrelo-Zemo Svaneti	4%	85%	12%	0%	82%	17%	1%	78%	22%	1%	62%	37%	1%	84%	16%
Shida Kartli	3%	51%	46%	2%	50%	48%	1%	51%	49%	1%	48%	51%	1%	51%	48%

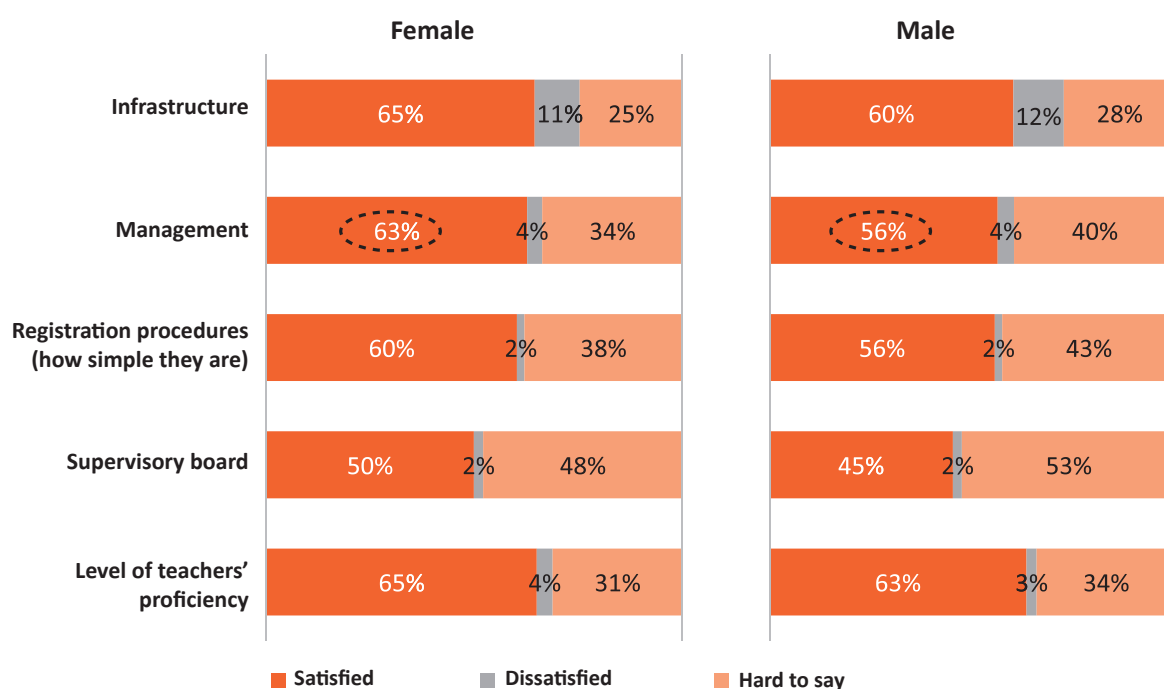
Sampling generality N=3131

The majority of the respondents from the **highland settlements** positively evaluated all parameters of the public schools (77%). Though, it is worth noting that dissatisfaction was expressed only in terms of the infrastructure by 19% of the inquired respondents.

There were no significant differences **according to gender**, though the following tendencies have been revealed: in general, more inquired women expressed satisfaction with the public schools considering different parameters than the men. The difference is particularly significant in terms of satisfaction with the school management (man – 56%, women – 63%). It is worth mentioning that the smallest difference between the men's and the women's answers was reported in terms of satisfaction with the school teachers' qualification level (man – 63%, woman – 65%). (See Chart #10).



*Chart #10 - Satisfaction with various parameters of the public schools by gender*



Sampling generality N=3131

As the research demonstrated, the majority of the respondents do not know to whom to apply in case of complaining about a certain issue in the school (58%). It must be noted that 42% knows to whom to apply in such a situation. Despite this fact, the vast majority has never filed a complain in the school (96%). The majority of the respondents with the similar experience are satisfied with reactions to their claim (60%).

No significant differences have been reported **by gender**, though the following tendencies have been shaped out: in general, more inquired woman respondent has ever complained about something at the school than the man (man – 39%, woman – 45%).

In general, the majority of the respondents are satisfied with the public schools (62%). However, 23% finds it difficult to make any assessment.

As for **regions**, the highest index of satisfaction is reported in Imereti and Samegrelo (84%, 82%). High index of general satisfaction was reported in Racha-Lechkhumi and Guria as well (77%, 78%). It is worth noting that the least satisfied respondents are from Tbilisi (43%). (See Table #4).

*Table #4 – General satisfaction with the public schools by the regions*

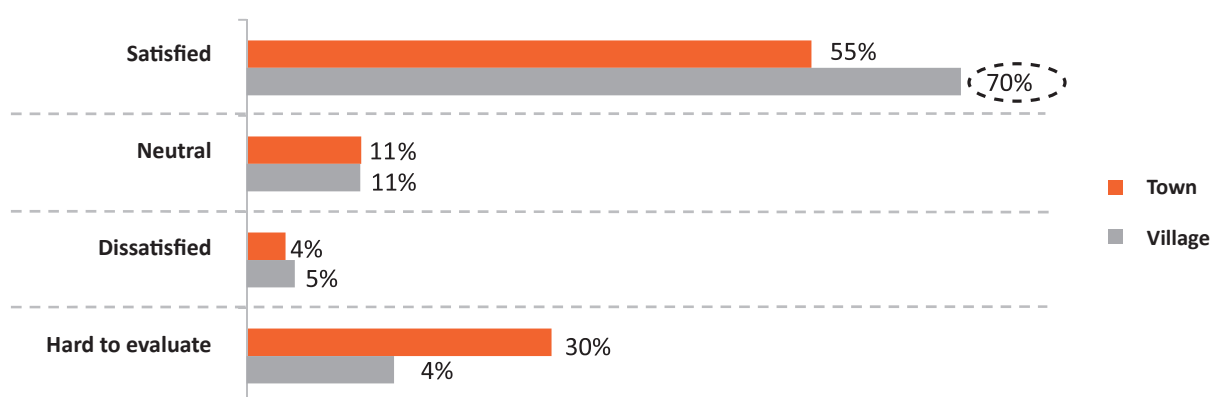
	Dissatisfied	Neutral	Satisfied	Hard to evaluate
Tbilisi	5%	12%	43%	40%
Adjara	4%	11%	63%	21%
Guria	3%	12%	78%	7%
Imereti	2%	4%	84%	10%

Kakheti	2%	14%	57%	27%
Mtskheta-Mtianeti	3%	12%	62%	24%
Kvemo Kartli	<b>11%</b>	22%	56%	12%
Racha-Lechkhumi	1%	8%	77%	14%
Samtskhe-Javakheti	6%	8%	75%	11%
Samegrelo/Zemo Svaneti	1%	8%	<b>82%</b>	9%
Shida Kartli	2%	9%	51%	<b>38%</b>

Sampling generality N=3131

In general, compared to the **town** population, the **village** residents are more satisfied with the public schools (70%). It is also noteworthy that respondents from the village type settlements were more informed about the schools in their settlements than the town residents. (See Chart #11).

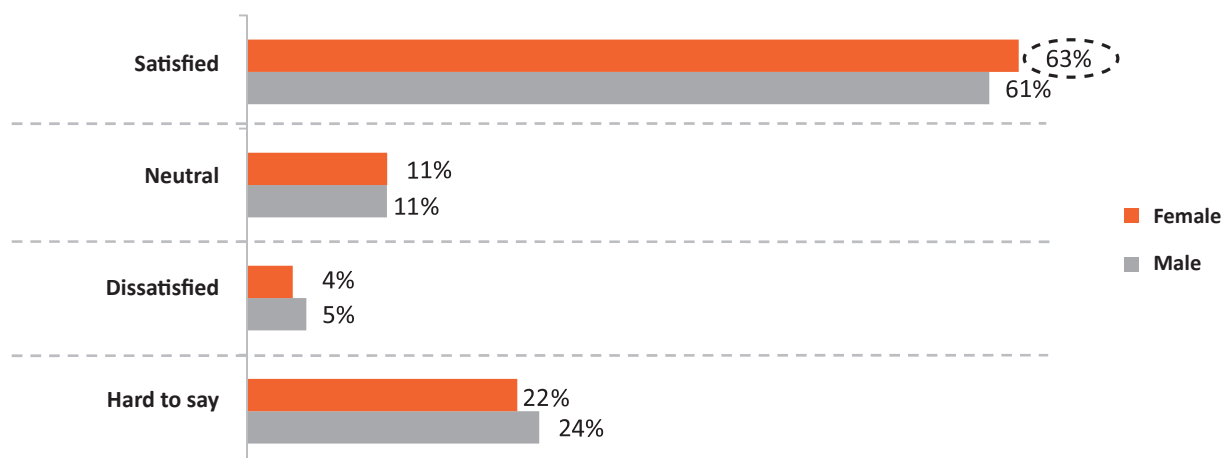
*Chart #11 – General satisfaction with the public schools by town/village*



Sampling generality N=3131

No significant differences have been reported **according to gender**, though the following tendencies have revealed: slightly more inquired women express satisfaction with the public schools in general than the men (man – 61%, woman – 63%). (See Chart #12).

*Chart #12 - General satisfaction with the public schools by gender*



Sampling generality N=3131

### 5.1.3. Vocational Education Institutions

Every third respondent declares that vocational school is available in their municipality (31%). In most cases (44%), the respondents say that there are no such institutions in their municipality and every fourth has no information about them (25%). According to the respondents, the public transport goes to the vocational institutions (78%). Only 11% declares that the public transport does not go to the vocational schools.

**According to the regions**, the majority of the respondents from Racha-Lechkhumi, Kvemo Kartli and Mtskheta-Mtianeti declare there are vocational schools in their municipalities (77%, 71% and 74%). It is worth mentioning that the public transport was still problematic in Racha-Lechkhumi, where every third respondent declares that the public transport does not go to the vocational institutions functioning in their settlements (35%). The best condition in terms of the public transport is in Tbilisi and Shida Kartli. None of the respondents noted that the public transport does not go to the vocational institutions.

The majority of the respondents inquired in the **highland settlements** declare that there are no vocational schools in their municipalities (57%). Only 27% of the respondents say that there are vocational institutions in their municipalities. According to those respondents, the public transport goes to the majority of such institutions (82%).

Half of the respondents are not informed about the fee of the vocational institutions (51%). Only 18% declares that they know what the price of education is in the vocational institutions. This fee is not affordable for every third of such respondent. The price is more or less affordable for the majority (43%) and only 14% declares that paying such amount is absolutely affordable for their families.

Research clarified that 36% of the respondents are satisfied with the vocational institutions functioning in their municipalities. Almost half of the respondents (47%) find it difficult to make any assessment. A small part of the respondents who expressed dissatisfaction regarding the professional vocational institutions note that the reason of dissatisfaction is the price (45%); every third respondent is dissatisfied with the teachers' qualification. Besides, the respondents also express complaints about a lack of the adequate and market oriented study programs and competitive professions in terms of finding jobs in the future (12%).

No statistically reliable differences have been revealed in the results **according to gender**. Though, some tendency was identified. Speaking about reasons of dissatisfaction, the male respondents frequently complained about the non-competitive professions taught there (men - 40%, women - 0%) and the level of teachers' proficiency (men - 47%, women - 26%), while the majority of the female interviewees were not satisfied with the price (47%).

The highest level of general satisfaction **in the regions** is reported in Racha-Lechkhumi/Kvemo Svaneti (62%). (See Table #5).

*Table #5 – General satisfaction with the professional technical schools by the regions*

	Dissatisfied	Neutral	Satisfied	Hard to answer
Tbilisi	1%	12%	18%	69%
Adjara	4%	12%	49%	35%
Guria	2%	9%	46%	43%
Imereti	5%	11%	45%	39%

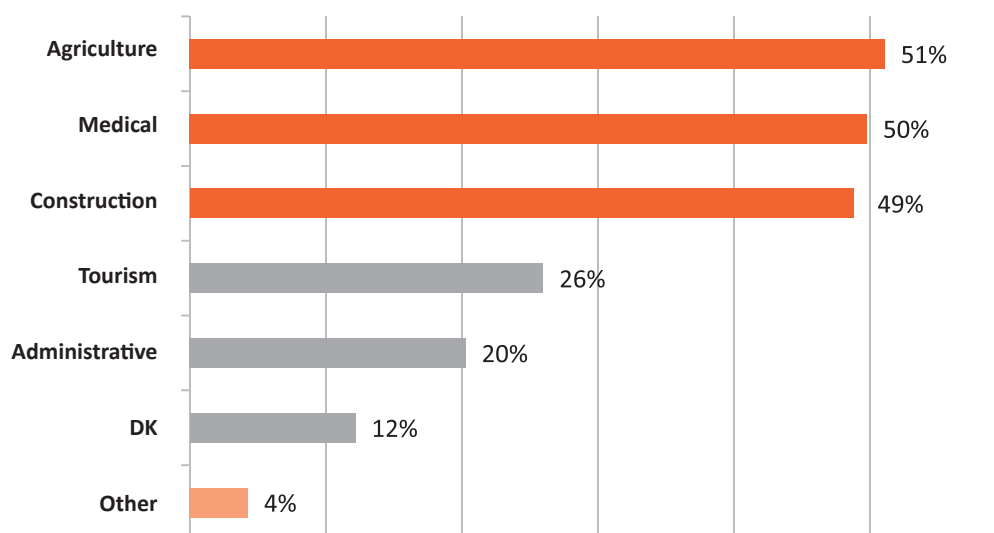
Kakheti	0%	16%	37%	47%
Mtskheta-Mtianeti	0%	10%	25%	65%
Kvemo Kartli	4%	16%	15%	65%
Racha-Lechkhumi	0%	7%	62%	31%
Samtskhe-Javakheti	6%	16%	24%	54%
Samegrelo/Zemo Svaneti	1%	25%	44%	31%
Shida Kartli	0%	29%	13%	58%

Sampling generality N=995

Half of the respondents in the **highland regions** are satisfied with the operation of the vocational institutions (49%). Only 5 percent of the respondents are dissatisfied. Every third respondent finds it difficult to make any evaluation.

Every respondent named **three** priority **fields**/professions for the vocational institution. It is worth noting that the three top fields the respondents want to learn in the vocational schools are agriculture, medicine and construction (50%). Professions related to tourism and administrative areas were also a priority for the respondents. (See Chart #13).

**Chart #13 – High priority fields for the vocational institutions within the municipality**



Entire sampling generality N=3400

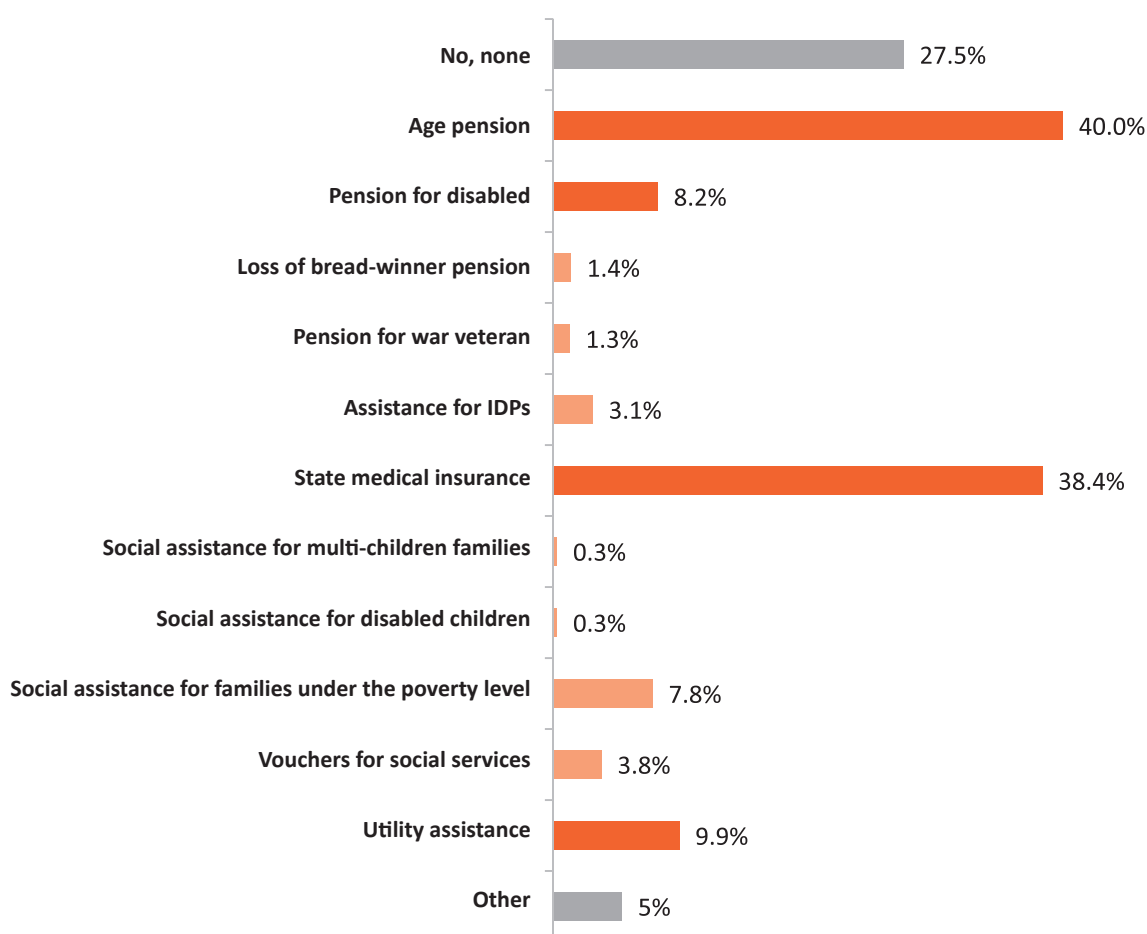
**Note:** A sum of the answers exceed 100% as several answers were permissible.

## 5.2. VARIOUS SOCIAL ASSISTANCES

### 5.2.1. Receiving social assistance

The present research included issues related to social assistance. As the response to the question whether the respondent or his/her any family member received any kind of social assistance, 28% of the respondents answered that they did not receive any social assistance, 40% received an age pension, while 38% got a state medical insurance. (See Chart #14).

*Chart #14 – Do you get any kind of social assistance?*



Entire sampling generality N=3400

**Note:** A sum of the answers exceed 100% as several answers were permissible

These results are slightly different for the **town** and **village** population, it appeared that 47% of the village residents receive the age pension, while the same index is 34% in the towns. There is slight difference between the percentages of the respondents who do not receive any social assistance – this number equals 25% in the villages and 30% - in the towns. As for the utility assistance, as it turns out, 15% of the town population uses this assistance, while this index is only 4% in the villages.

The results in terms of receiving social assistance are interesting according to the **regions**. The highest index of the families, who do not receive any social insurance were reported in Mtskheta-Mtianeti and Samtskhe-Javakheti. The highest number of the beneficiaries of the age pension is localized in Guria and Racha/Svaneti. As for the state medical insurance, as it appears, the largestest number of people receiving this social assistance was registered in Kakheti. (See Table #6).

*Table #6 – Do you get any kind of social assistance?*

	No, none	Age pension	State medical insurance	Utility assistance	Pension for disabled	Assistance for families under the poverty line
Tbilisi	28%	31%	45%	29%	8%	5%
Adjara	32%	43%	31%	0%	16%	7%
Guria	17%	54%	48%	0%	13%	12%
Imereti	32%	46%	31%	0%	6%	13%
Kakheti	12%	37%	71%	24%	6%	12%
Mtskheta-Mtianeti	38%	45%	36%	0%	6%	12%
Kvemo Kartli	23%	35%	47%	1%	5%	1%
Racha-Lechkhumi	20%	56%	40%	1%	9%	32%
Samtskhe-Javakheti	37%	45%	28%	0%	8%	2%
Samegrelo-Zemo Svaneti	25%	47%	29%	0%	7%	5%
Shida Kartli	38%	40%	0%	0%	13%	14%

Entire sampling generality N=3400

**Note:** The sum of the answers exceed 100% as several answers were permissible

As it turns out, the number of the families in the **highland villages** receiving the age pension equals to 49% and 39% in other settlements.

As for receiving social assistances on time, it appears that the majority of the population receives social assistance more or less timely. Relatively lower index in terms of receiving social assistance was reported in

case of the state medical insurance, which is balanced by the fact that 42% of beneficiaries have not used this service yet. (See Table #7).

23% of the persons living in the **highland villages** and 44% of the persons from other settlements have not used the medical insurance yet.

*Table #7 – Do you receive social assistance on time?*

	Yes	No	Not relevant/ one-time assistance	Has not used	N
Age pension	99%	1%	0%	0%	1641
State medical insurance	<b>53%</b>	2%	3%	<b>42%</b>	1304
Utility subsidies	82%	0%	16%	2%	195
Disability pension	99%	1%	1%	0%	284
Social assistance for the families under the poverty line	97%	3%	0%	0%	364

The part of the population who has used any social services, declares that the process of receiving/registration was simple. However, it is worth mentioning that receiving social assistance for the families under the poverty line appeared to be difficult for 27% of the population. (See Table #8).

*Table #8 – How simply did you get the state assistance?*

	Difficult	Simple	Did not need registration	N
Age pension	2%	95%	2%	1641
State medical insurance	4%	89%	7%	1304
Utility subsidies	1%	74%	25%	195
Disability pension	11%	87%	3%	284
Social assistance for the families under the poverty line	<b>27%</b>	73%	0%	364

Receiving social assistance for the families under the poverty line appeared to be the most difficult in Tbilisi and Adjara (46%, 62% respectively).

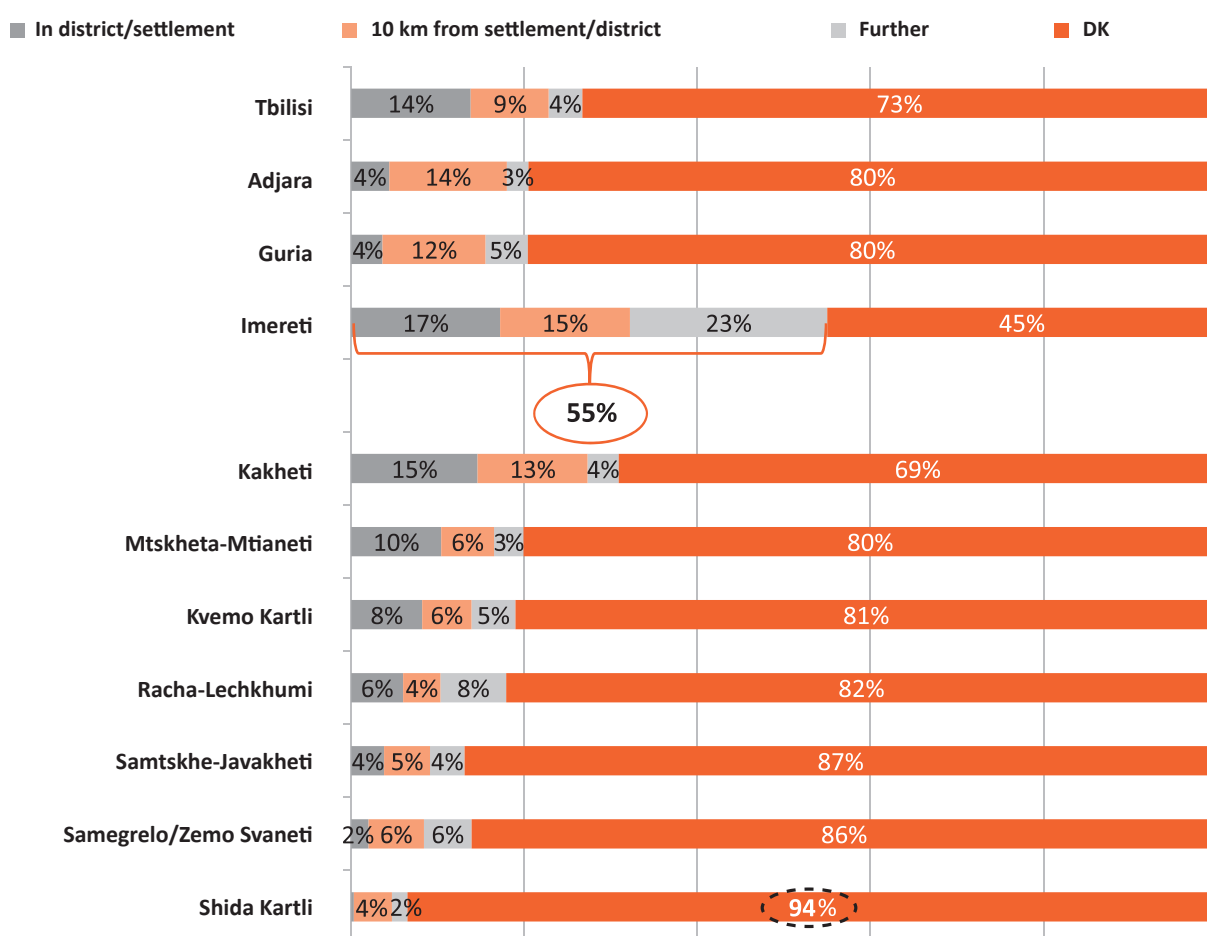
### 5.2.2. Free canteens

74% of the population is not aware what is the distance from their house to the free canteens. This rate is higher for the **rural** population – 81% of the village residents is now aware about the distance from their house to the free canteen, the proportion of such citizens in the **urban** areas constitute 67%.

10% of them who know the location of the free canteen declare that the nearest free public canteen is situated 10 km away from their house. For 7%, they are located more than 10 km away. The free canteen is 10 km away for 4% of the town population, while this rate is higher in the **villages** (10%).

**As for the regions,** it is worth noting that the vast majority of the respondents inquired in Shida Kartli do not know the location of the nearest free canteen (94%). The majority of the respondents inquired in Imereti (55%) know where the canteens are situated. (See Chart #15).

*Chart #15 – Location of the nearest free canteens by the regions*



Entire sampling generality N=3400

If the free canteen is located in the municipality/settlement, it appears that more **women** (11%) are aware of this fact than the **men** (8%).

Only 1 percent of the population inquired in the **highland villages** declares that the free canteen is located in their municipality/settlement and 3% notes that this institution is 10 km away from the settlement/



municipality. In general, the cases when the free canteen is away from the settlement with more than 10 km are more frequent in the highland villages (23%) than in other settlements (6%).

From those who know where the canteen is located, 69% do not know whether one portion of food per person is sufficient or not. From those who are aware about the food portion, 17% notes that food is sufficient and 14% thinks that one portion per person is not sufficient. It is also worth noting that 20% of the **village** residents think that the amount of food is not sufficient, while this number equals 11% for the **towns**.

**According to the regions**, the highest index of the population who considers that food is sufficient, is reported in Racha/Svaneti (43%), Kakheti (29%) and Shida Kartli (29%). The population of Imereti (26%) and Samegerlo (22%) evaluate the food portion as insufficient.

As for the quality of food offered in the free canteen, only 7% thinks that the food quality is bad, while 47% of the population positively evaluates it. 46% found it difficult to make any assessment. It is also worth noting that the **village** residents find it harder to make any assessments (65%) compared to the **town** dwellers (36%).

More than half of the **men** (54%) find it difficult to evaluate the food quality offered in the free canteen, though while making the negative evaluations more **women** (10%) expressed dissatisfaction regarding the food quality than the men (2%).

74% of the population living in the **highland villages** thinks that the amount of food is not sufficient, though the majority (97%) of the persons living in similar settlements find it difficult to make any assessment. 58% of the population not living in the highland settlements say that the food quality is good.

### 5.2.3. Evaluation of various state services

Within the framework of the research we have studied general satisfaction of the respondents with different state services. (See Table #9).

*Table # 9 – How well does the state take care of...?*

	Bad	More or less	Well	Does not happen	DK
Shelters for the elderly	13%	32%	21%	6%	28%
Medical insurance for the elderly	13%	33%	32%	2%	20%
Disability care	16%	30%	19%	4%	31%
Supporting integration of ethnic minorities	9%	25%	21%	3%	42%
Special services for IDPs	11%	25%	17%	4%	43%
State support for employment	48%	19%	8%	6%	20%

Entire sampling generality N=3400

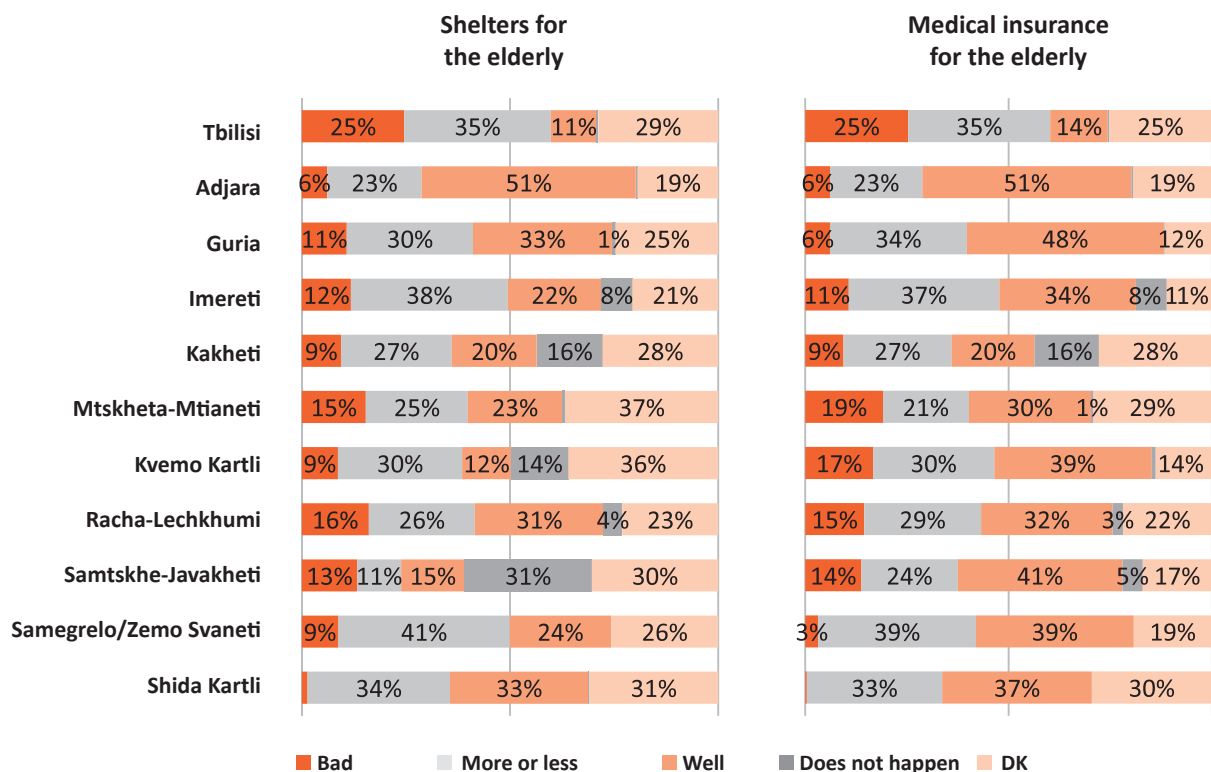
As the table above presents, 48% thinks that the state provides the least support in promoting employment opportunities, which implies the establishment of special agencies and programs. As it turns out, the **town** residents evaluated activities carried out by the state in support of the employment opportunities more negatively (50% - bad) than the **village** residents (43% - bad).

The medical insurance the elderly (33%) is the best evaluated service. The evaluation of the village residents regarding the medical insurance for the elderly is rather interesting: 42% of the **village** residents positively evaluate the above-mentioned activity of the state, while this index is only 18% in the **towns**.

Conditions for supporting the employment opportunities by the state are perceived as severe by the representatives of both genders. They think that the state support for the employment opportunities is not satisfactory – **women**- 48%, **men** – 49%.

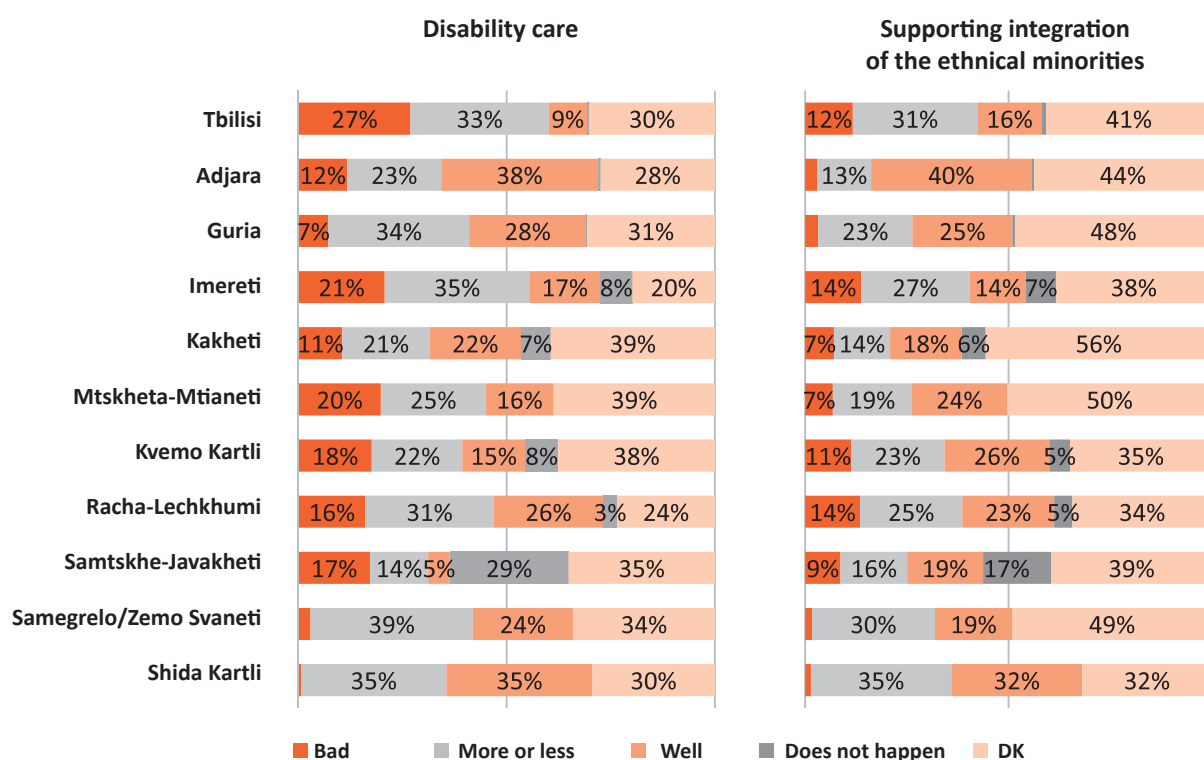
Speaking of the **regions**, it is worth mentioning that the largest part of the respondents inquired in Tbilisi negatively evaluates the state activities for taking care of the elderly (25%) and the people with disabilities (27%), as well as the special services to the IDPs (21%) and supporting employment opportunities (67%). Supporting integration of the ethnical minorities is the worst evaluated service in Imereti and Racha-Lechkhumi (14%). The largest part of the respondents inquired in Adjara positively evaluate state care for the elderly (51%) and disability care (38%), as well as supporting integration of the ethnical minorities (40%). One third of the respondents inquired in Samegerlo positively evaluate offering special services to IDPs (33%) by state. One fifth of respondents from Shida Kartli positively evaluate state support of the employment opportunities (21%). It is worth mentioning that 17% of the respondents from Samtskhe-Javakheti declare that the state does not support integration of the ethnical minorities at all. (See Charts #16, #17 and #18).

*Chart #16 – Evaluation of the state support of the elderly by the regions*



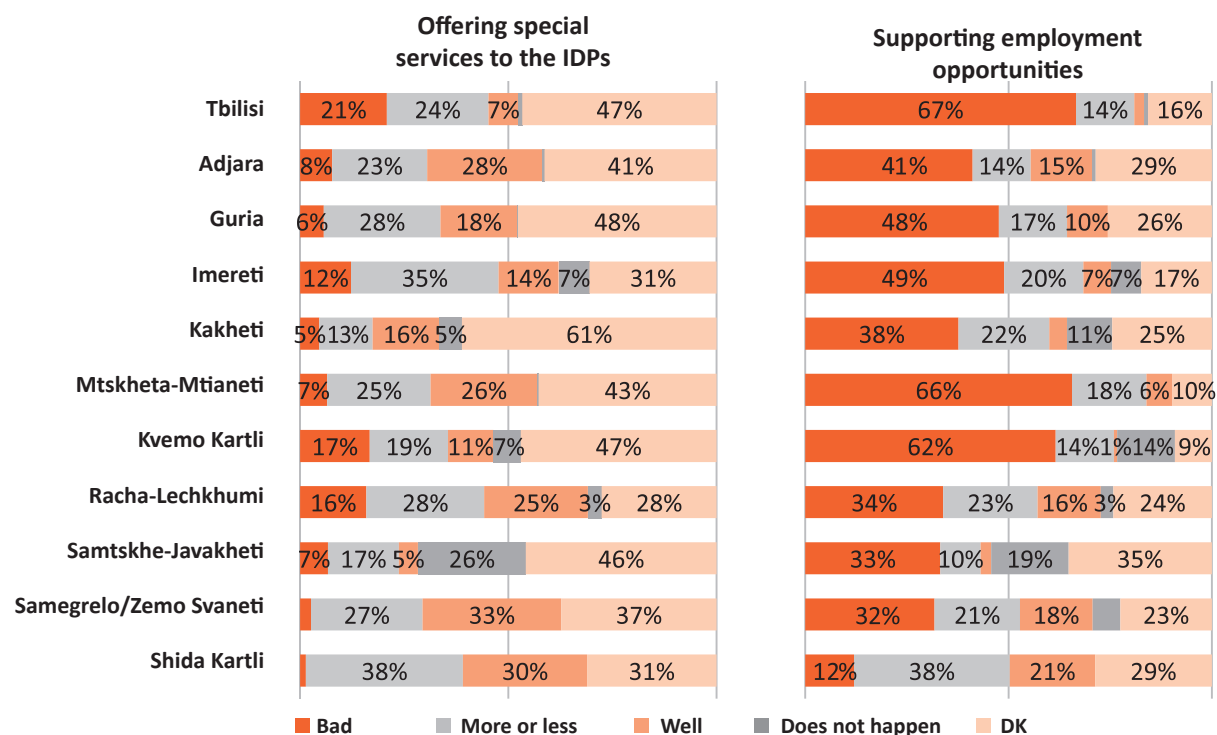
Entire sampling generality N=3400

*Chart #17 – Evaluation of the state disability care and supporting integration of the ethnical minorities by the regions*



Entire sampling generality N=3400

*Chart #18 – Evaluation of the state activities in terms of offering special services to the IDPs and supporting the employment opportunities by the regions*

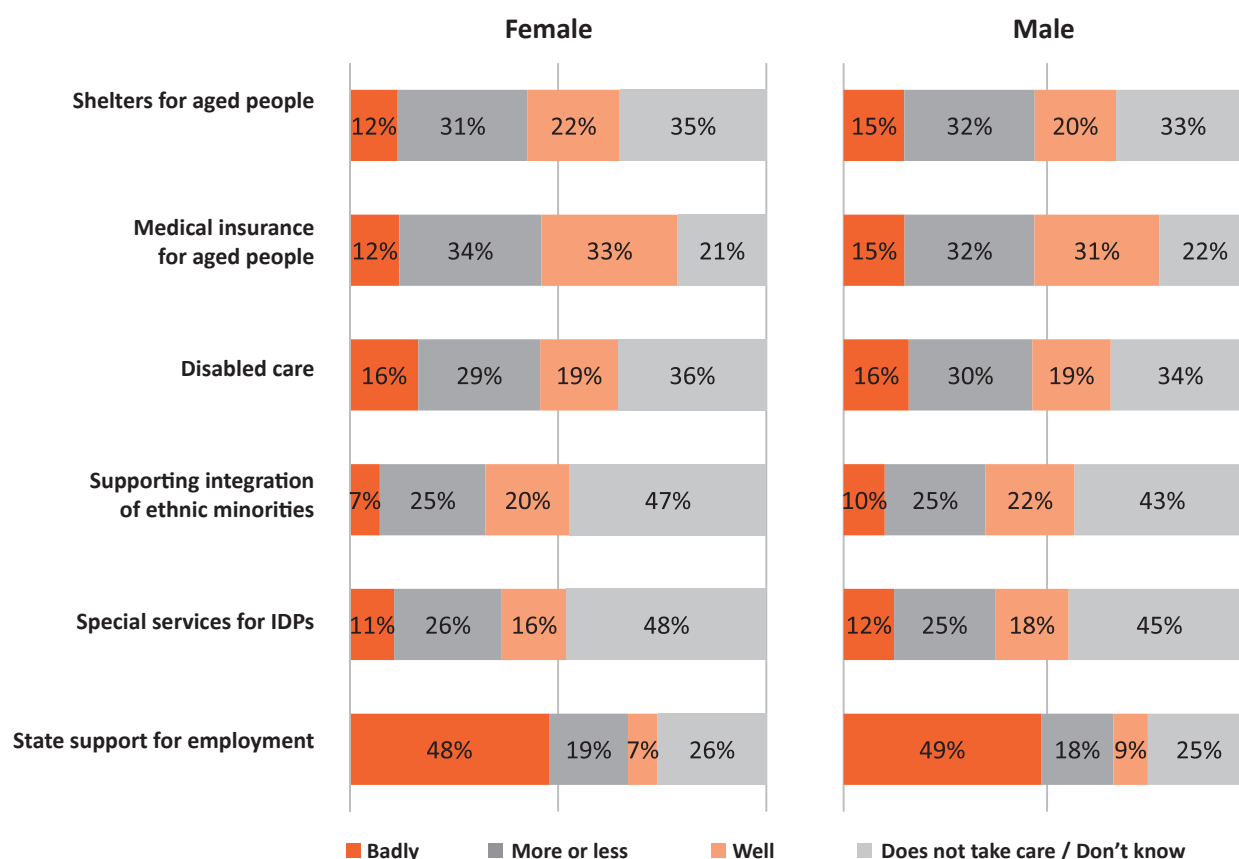


Entire sampling generality N=3400

No significant differences have been identified **according to gender**, though the following tendencies have been revealed: slightly more inquired men declare that the state care for the elderly is poor compared to the women (men -15%, women – 12%). Besides, more men declare that the state care is good in terms of integration of the ethnic minorities and offering special services to the IDPs (ethnic minorities: men – 22%, women – 20%, IDPs: men – 18%, women – 16%). (See Chart #19).

State support of the employment opportunities is perceived equally toughly by both genders. They think that the state support of the employment opportunities is weak – **women** – 48%, **men** – 49%. (See Chart #19).

*Chart #19 - How well does state take care of...? - By gender*



Total sampling generality N=3400

## 5.3. HEALTHCARE

### 5.3.1. Applying to the medical institutions during sickness

40% of the respondents or his/her family members have applied to a hospital during sickness at least once within the last year. In most cases, the respondents noted that the hospitals are 5 km away or further from their settlements (55%). Only 19% of the inquired respondents declared that the hospital was located in

their settlements. It is worth mentioning that in most cases, the public transport goes to the given medical institution (90%). The vast majority of the respondents who have applied to the hospitals within the last one year are satisfied with the service (83%).

In case of the **villages**, the hospitals are located further than 5 km (71%). Though, according to the respondents, the public transport goes to almost each of them (93%).

The majority of the respondents inquired in the **highland villages** declare that the hospitals they have referred to are located further than 5 km from their settlements (79%). It is worth mentioning that if every fifth respondent from other settlements says that the hospitals are located in their settlements, only 3% says the same in the highland regions.

### *Policlinic*

29% of the respondents or their family members have applied to the polyclinic because of sickness at least once within the last year. In most cases the inquired respondents noted that the polyclinics are located in their settlements/municipalities or 2-5 km away from their residential places (70%). It is worth noting that in most cases the public transport goes to the polyclinics (86%). The vast majority of those respondents who have applied to the polyclinics within the last 1 year are satisfied with the service (81%).

Polyclinics are 5 km away from the **villages** (59%).

As for the **highland regions**, more respondents from not the highland regions have applied to the polyclinics because of illness than in the highland zone (not highland - 30%, highland - 11%). The majority of the highland population declares that these polyclinics are located further than 5 km (60%). It is worth mentioning that if 40% of the lowland population declares that the polyclinics are located in their settlements, only 15% of the highland residents declare the same.

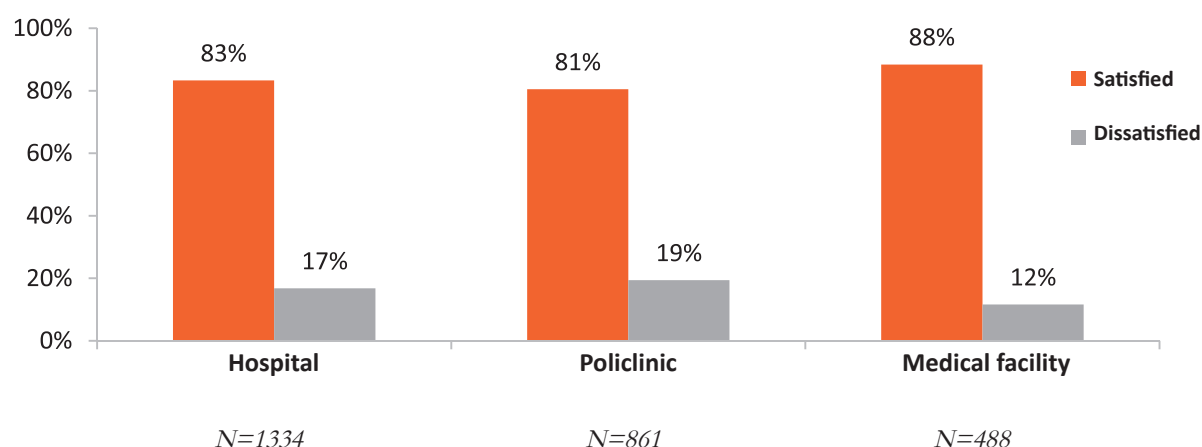
### *Ambulatory/medical institution*

Only 14% of the respondents or their family members have applied to the medical facilities because of sickness within the last one year. These respondents mostly declare that the ambulatory was located in their settlement (57%). Besides, according to the respondents with similar experience, the public transport goes to the medical facilities (63%). The vast majority of those respondents, who have applied to the medical facilities within the last one year, are satisfied with the service received there (88%).

The medical facilities are located within the settlements in the **villages** (67%). **(See Chart #20).**

**As for the highland regions**, the majority of the respondents declare that the ambulatories and medical facilities they have applied within the last one year, are located in their settlements (75%).

**Chart #20 – Satisfaction with the services in the hospitals/policlinics/medical facilities**



Respondents' satisfaction with the medical service received in the hospitals, policlinics and medical facilities in terms of the regions were distributed as follows: the most satisfied respondents with hospitals and medical facilities live in Kakheti (90%, 97%); the most satisfied respondents with policlinics live in Guria (90%). The highest index of dissatisfaction with the medical facilities was reported in Kvemo Kartli (29%). The most dissatisfied respondents with the policlinics are from Imereti (26%) and 26% of the respondents from Samtskhe-Javakheti (26%) are dissatisfied with the hospitals. (See Table #10).

**Table #10 – Satisfaction with the services of the hospital, policlinic and medical facility by the regions**

	Hospital		Policlinic		Medical facility	
	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied
Tbilisi	15.4%	84.6%	17.9%	82.1%	17.5%	82.5%
Adjara	14.0%	86.0%	24.9%	75.1%	13.9%	86.0%
Guria	13.3%	86.7%	10.3%	89.7%	7.5%	92.5%
Imereti	23.0%	77.0%	26.3%	73.7%	8.5%	91.5%
Kakheti	10.1%	90.0%	23.3%	76.7%	2.8%	97.2%
Mtskheta-Mtianeti	19.7%	80.3%	15.9%	84.2%	19.7%	80.3%
Kvemo Kartli	19.8%	80.2%	17.7%	82.3%	29.1%	70.9%
Racha-Lechkhumi	11.6%	88.4%	12.0%	87.9%	3.5%	96.4%
Samtskhe-Javakheti	26.1%	73.9%	13.1%	86.8%	5.6%	94.3%
Samegrelo/Zemo Svaneti	12.0%	88.0%	15.1%	84.9%	7.2%	92.8%
Shida Kartli	16.0%	84.0%	14.4%	85.6%	10.4%	89.6%

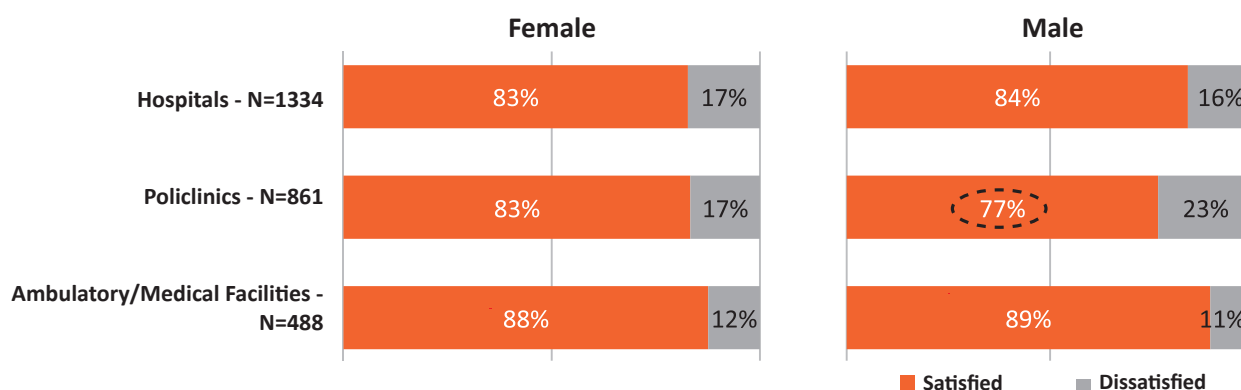
N=1334

N=861

N=488

No significant differences between the **women/men** were identified regarding satisfaction with the hospitals and ambulatories. Though, it is worth mentioning that more inquired women express satisfaction (men – 77%, women – 83%). (See Chart #21).

*Chart #21- Satisfaction with the services in the hospitals/policlinics/medical by gender*



In sum, almost half of the respondents found it difficult to evaluate the fee of the service received in the medical institutions as they received the service for free or partially free within the medical insurance (45%). Every fifth respondent found it difficult to make any assessment (21%) and only 5% of the respondents declared that the price of the medical service is acceptable or more or less acceptable for them.

### 5.3.2. Applying to the medical facility for prevention

#### *Hospital*

12% of the respondents have applied to the hospitals for a preventive check at least once within the last one year. The vast majority is satisfied with the service (88%). Half of the respondents believe that the price for the medical service was affordable (49%), 8 percent think that it is cheap, while the price is expensive for 39%.

#### *Policlinic*

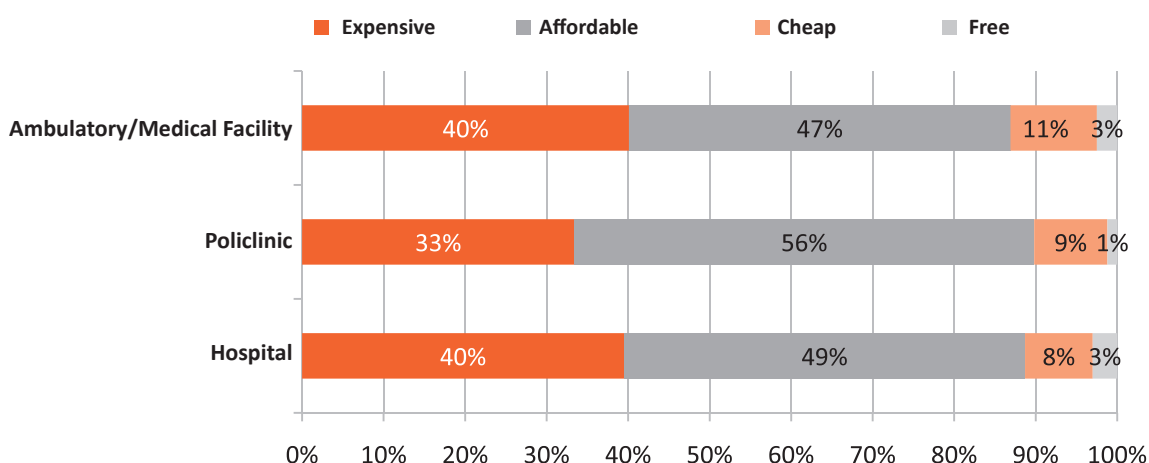
12% of the respondents have applied to the policlinics for the preventive check at least once within the last one year. Their vast majority is satisfied with the service (85%). The majority of the inquired respondents think that the price of the medical service was acceptable (56%) and 9% declares that it was cheap. One third of the respondents declare that the given service was expensive (33%).

#### *Ambulatory/medical facility*

Only 4% of the respondents have applied to the ambulatory for the preventive check at least once within the last one year (84%). Almost half of the inquired respondents think that the price of the medical

service in the ambulatory/medical facility was acceptable (47%), while it was cheap for 11%. 40% of the respondents also declare that the service was expensive. (See Chart #22).

*Chart #22 – Attitude towards the price of the medical service in the hospitals/policlinics/medical facilities*



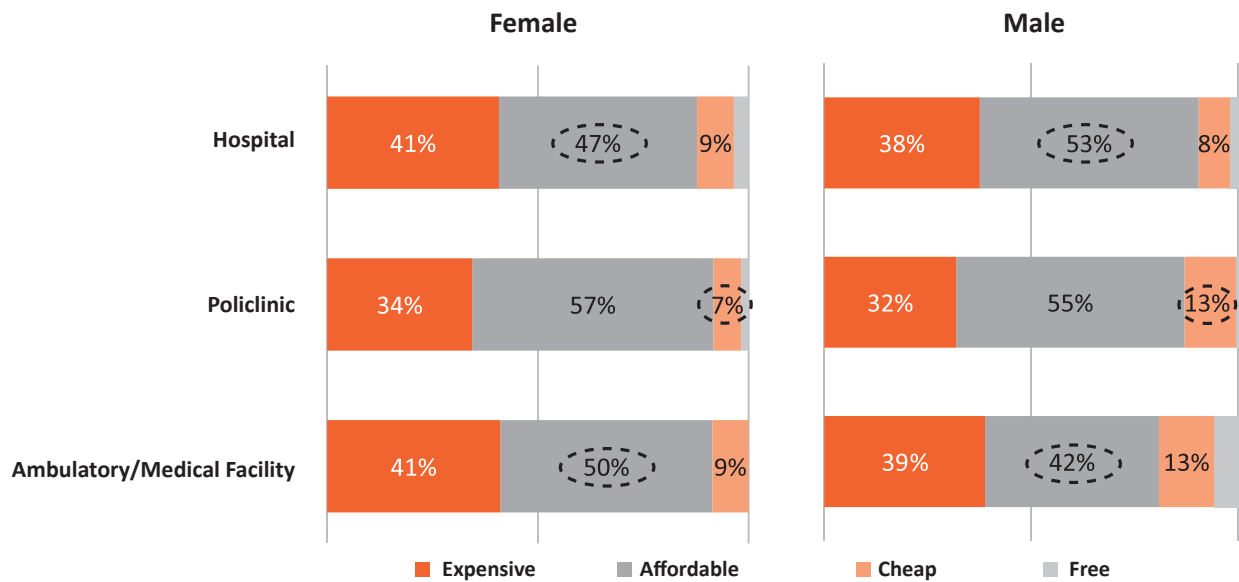
*Sampling generality N=2014*

In general, there were no significant differences **according to gender** in terms of satisfaction with the service of the hospitals, ambulatories and policlinics, while referring to these facilities for the preventive check-ups. However, the following tendencies have been identified: more inquired women express satisfactions with the service of the policlinics and ambulatories (policlinic: man – 82%, woman – 87%; ambulatory: man – 81%, woman – 87%). As for the service provided by the hospitals, in this case, more inquired men express satisfaction compared to the women (man – 90%, woman – 87%).

While speaking of the **woman/man** comparison in regard with the prices at the policlinic/ambulatory, it is worth noting that the price of the check-up is affordable for more women than for men (policlinic: man – 55%, woman – 57%; ambulatory: man – 42%, woman – 50%). However, it is worth mentioning that the price of the preventive check-up paid in the hospital is affordable for more men than for the women (man – 53%, woman – 47%). Besides, more men think that the price of the preventive check-up paid in the policlinic is cheap compared to the women (man – 13%, woman – 7%). (See Chart #23).



**Chart #23 - Attitude towards the price of the medical service in the hospitals/policlinics/medical facilities by gender**



### 5.3.3. State Ambulance Service

38% of the inquired respondents declare that they have used urgent medical help within the last year. Their vast majority says that the state ambulance came on time (90%). The majority is also satisfied with first aid medical service (91%).

No significant differences have been reported **according to gender**. Almost identical share of the inquired women and men express satisfaction-dissatisfaction regarding the service of the state emergency (*satisfied*: man – 90%, woman – 91%; *dissatisfied*: man – 9%, woman – 8%).

### 5.3.4. Preventive vaccination of the population

The majority of the respondents declared that the preventive vaccination is carried out within the state program (74%), though only one fourth of such respondents have received this service within the last one year (27%). Their vast majority declares that they have not paid anything for the vaccine (81%), while 16% stated a contradictory fact. Half of the respondents who paid for the vaccination think that it was expensive (50%). The price is affordable for third of the respondents and only 15% thinks that it was cheap. It was worth mentioning that the vast majority of respondents are satisfied with the service (94%). (See Chart #26).

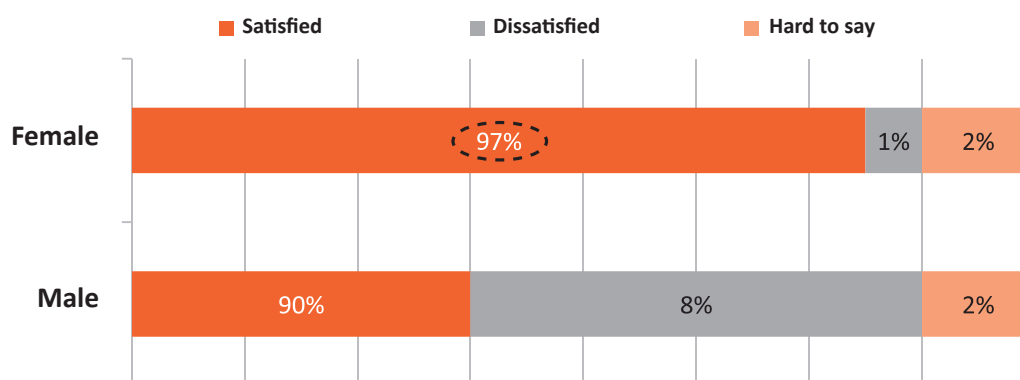
**According to the regions**, the smallest amount of respondents, who have received the service of the preventive vaccination, live in Racha-Lechkhumi and Guria (16%). In terms of price, it is worth mentioning that Tbilisi residents say that they have paid some price for the vaccination the most frequently (31%).

More **town** residents declared that they have paid the price for the preventive vaccination compared to the **village** residents (24% - town, 7% - village).

As for the **highland regions**, on one side, fewer inquired respondents declare that they have paid the price for the vaccination (highland – 8%, lowland – 16%) and on the other side, more people in the highland zone is dissatisfied with the price of vaccines. Their majority who have paid the price in the highland zone thinks that this price is expensive or very expensive (highland - 84%, lowland - 48%).

No significant differences have been reported **according to gender** in terms of populations' satisfaction with the preventive vaccination. However, some tendencies have been identified: more inquired women expresses satisfaction with the state preventive vaccination than the men (man – 90%, woman – 97%). (See **Chart #25**).

*Chart #25 - Satisfaction with the state vaccination by gender*



### 5.3.5. Vaccination for domestic animals

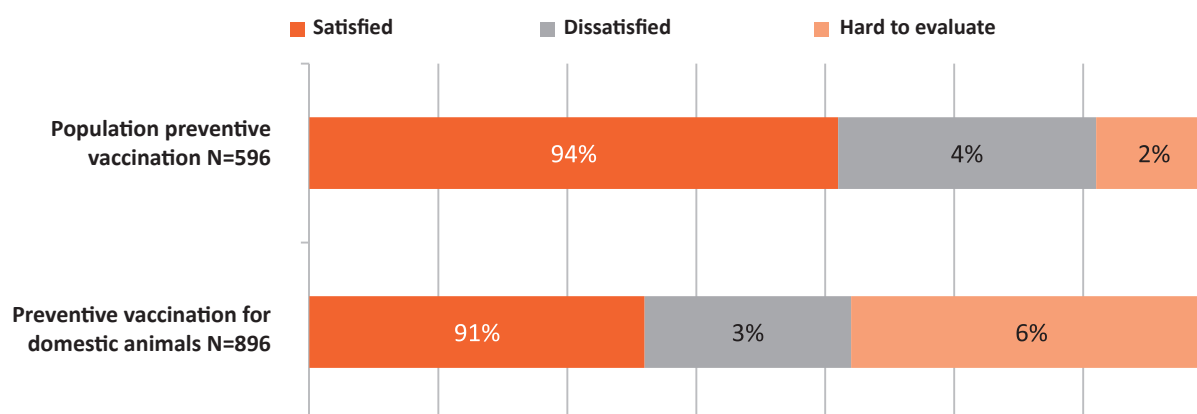
Half of the respondents declared that the animal vaccination is conducted within the state vaccination program (49%). Half of them have their domestic animal injected within the last one year (50%). their vast majority declares that they have not paid for the vaccine (85%), while 13% says contradictory. The majority of those people who have paid the price think it was affordable (66%), one fifth thought it was expensive, while 18% declared that it was cheap. It is worth mentioning that the vast majority of the respondents are satisfied with the service (91%). (See **Chart #26**).

**According to the regions**, the small part of Tbilisi residents had their domestic animals injected with the vaccine within the last one year (13%). It is worth mentioning that the largest part of the respondents who vaccinated their animal within the last 12 months live in Samegrelo/Zemo Svaneti (71%). Speaking of the price, it is worth mentioning that compared to other regions, Tbilisi residents declared that they have paid for the vaccination the most frequently (66%). Samtskhe-Javakheti is also interesting from this point of view, because 30% of the respondents there declare that they have paid for the animal vaccination. Almost none of the respondents have paid for the animal vaccination in Adjara and Shida Kartli.

**According to the rural/urban areas**, fewer respondents living in the towns have vaccinated their domestic animals within the last one year than those living in the villages (28% - town, 59% - village). More town residents declared that they have paid the price of the animal vaccination than the residents of the village type settlements (27% - town, 10% - village).

More respondents have vaccinated their domestic animals in the **highland regions** than in other zones (highland - 71%, lowland - 46%). More respondents living in the highland regions think that the price of the animal vaccination is cheap compared to the residents of other areas (highland - 24%, lowland - 16%).

*Chart #26 – Satisfaction with the state vaccination*



No significant differences have been reported **according to gender**. Almost identical number of women and men expressed satisfaction regarding the animal vaccination (satisfied: man – 91%, woman – 92%).

### 5.3.6. State healthcare programs

Almost half of the respondents have heard about other state healthcare programs (45%). 18% of them have received the service within the state program and their vast majority are satisfied with service (81%).

On one hand, fewer respondents have heard about any healthcare program in the **highland regions** (highland – 33%, lowland 46%), on the other hand, more of them have received such service within such programs (highland - 40%, lowland - 17%).

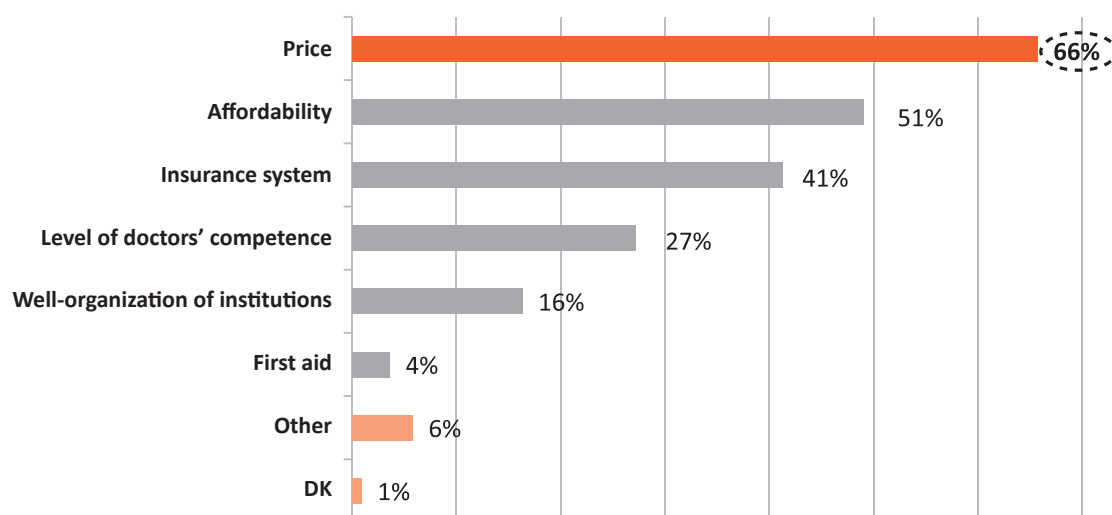
There were no noticeable differences **according to gender** in terms of satisfaction with the state healthcare programs. However, several tendencies have been revealed: more inquired women express satisfaction with the state healthcare programs compared to the men (man – 73%, woman – 87%).

### 5.3.7. General satisfaction with the healthcare system

The research clarified that every third respondent is satisfied with the healthcare system of Georgia (33%), 38% is neutral and one fifth of respondents is dissatisfied with the system (20%). The main reason for dissatisfaction named by the majority is the price of treatment (66%), half of the respondents name affordability of the healthcare service (51%) and 41% is dissatisfied with the current insurance system. (See Chart #27).

No significant differences have been reported **according to gender**. Almost identical proportion of inquired women and men express satisfaction with the healthcare system of Georgia (man – 33%, woman – 34%).

**Chart #27 – Reasons for dissatisfaction with the healthcare system**



Sampling generality N=664

**Note:** The sum of the answers exceed 100% as several answers were permissible

## 5.4. RECREATION, LEISURE AND CULTURE

As it turns out, 16% of the settlements do not have cultural-recreational places, such as: a theatre, museum, library, public square, playground and a culture house. The playgrounds are the most prevalent from the list – they function in 71% of the settlements. Besides, the situation is relatively good in terms of the libraries, which appear to function in 60% of the settlements. Half of the inquired respondents declared that there are theatres, museums and public squares (49%, 51% and 51%) in their settlements. The worst condition is in terms of the culture houses, which function only in 40% of the settlements.

30% of the **village** population declared that none of the above-listed functioned in their settlements, while this index is only 4% in the **towns**. Half of the respondents inquired in the village type settlements declared that the situation was the most satisfactory in terms of the playgrounds (50%).

**According to the regions**, it is worth noting that as declared by the significant part of the respondents (43%, 37%) inquired in Mtskheta-Mtianeti and Shida Kartli, none of the recreational/leisure infrastructures (theatre, museum, library, public square, playground, culture house/village club) functioned in their settlements. As expected, we have the best condition in the capital city. In fact, all above-listed facilities function there. It is also worth noting that the best condition is reported in terms of the sports playgrounds, as this facility functions in the most of regions. The most frequently encountered infrastructure in Imereti and Racha-Lechkhumi is libraries (69%, 68%). (See Table #11).

*Table #11 – Presence of cultural/recreational infrastructure by the regions*

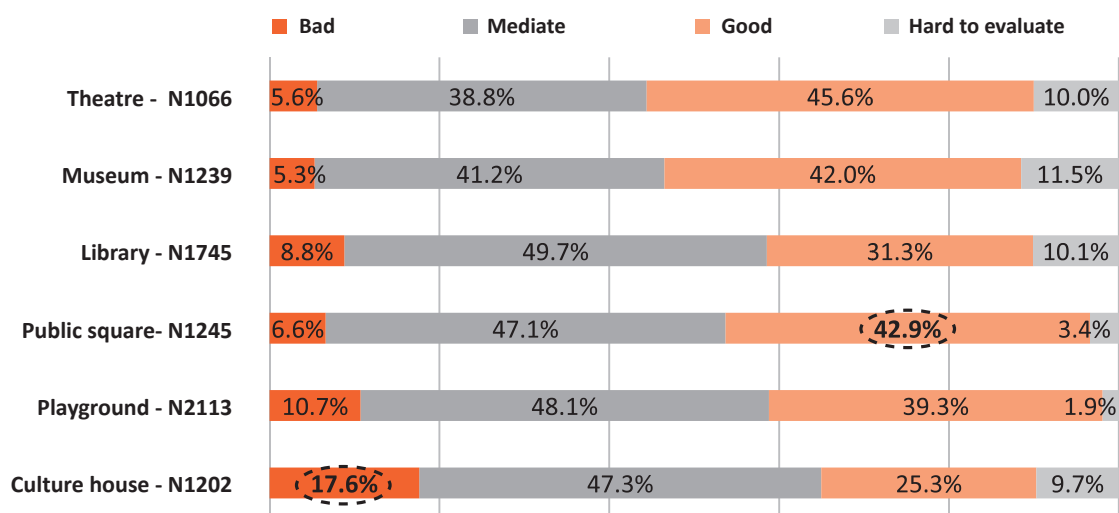
	Theatre	Museum	Library	Public square	Playground	Culture house	None
Tbilisi	99.6%	98.8%	98.6%	99.2%	99.8%	54.0%	0%
Adjara	37.4%	47.3%	50.6%	49.1%	78.6%	38.7%	14.5%
Guria	21.3%	23.3%	37.7%	19.6%	61.7%	23.5%	20.4%
Imereti	61.6%	42.7%	69.1%	52.5%	69.8%	42.5%	9.3%
Kakheti	15.1%	30.0%	46.1%	35.1%	60.3%	39.9%	21.3%
Mtskheta-Mtianeti	4.1%	21.1%	33.1%	23.4%	46.2%	20.3%	42.5%
Kvemo Kartli	13.3%	13.8%	24.0%	16.7%	57.8%	35.0%	20.3%
Racha-Lechkhumi	10.8%	19.7%	68.4%	12.7%	49.1%	32.1%	22.2%
Samtskhe-Javakheti	18.2%	19.5%	40.3%	20.6%	48.7%	37.6%	33.3%
Samegrelo/Zemo Svaneti	21.1%	26.6%	41.9%	16.5%	56.6%	26.2%	27.0%
Shida Kartli	17.9%	34.4%	35.1%	32.1%	53.4%	31.7%	37.3%

Entire sampling generality N=3400

Compared to the other settlements, the smaller number of **the** respondents from the **highland regions** declared that the theatres, museums and public squares (highland -17%, 16% and 18%, lowland - 49%, 51% and 52%) function in their settlements. It is also worth noting that every third respondent inquired in the highland regions speaks about an absence of the entertainment-recreational infrastructure, while only 15% of the respondents from the other regions declare the same.

The condition of the culture houses was rated as bad (18%) by the most respondents. 11% of the respondents think that the playgrounds are not in the good condition, but it should be noted that the condition of all recreational-entertainment places was evaluated as good or satisfactory. **(See Chart #28).**

*Chart #28 – Evaluation of the entertainment-recreational places*



We have the following picture **according to the regions**, the sufficient number of the respondents evaluates the condition of the recreational/entertainment places only in Tbilisi, Kakheti, Adjara, Imereti, Samegrelo and Kvemo Kartli. The lack of respondents does not enable us to present the percentage in other regions. Almost half of the respondents from Kvemo Kartli negatively evaluate the condition of the culture houses/village clubs (47%) and almost the equal quantity of the respondents positively evaluates the condition of the playgrounds (53%). The majority of the respondents inquired in Imereti (59%) positively evaluate the condition of the public squares. The condition of the existing theatres was positively evaluated in Tbilisi, Adjara and Kutaisi compared to the other regions.

The majority of the **village** residents evaluated the condition of the theatres as satisfactory (71%), while half of the **town** residents positively evaluated the infrastructure of the theatres located in their settlements. In contrary with the town residents, more respondents inquired in the villages negatively evaluate the condition of the playgrounds (town - 6%, village - 19%).

Half of the respondents think that well-organization of the playgrounds and public squares are a high priority in their settlements (52%, 48%). The smallest number of the respondents believed that well-organization of the museums is the priority (14%).

Priorities **according to the regions** were distributed as follows: the majority of respondents inquired in Tbilisi, Adjara and Shida Kartli think that the public squares are the most important (64%, 59%, 64%). Well-organization of the culture houses is the high priority for the respondents inquired in Mtskheta-Mtianeti, Kvemo Kartli, Samegrelo and Racha-Lechkhumi (46%, 43%, 44%, and 68%), while almost half of the respondents from Guria prioritized the libraries (48%). The rest of the regions think that well-organization of the playgrounds is the highest priority (Imereti – 57%, Kakheti - 63%, Samtskhe-Javakheti - 58%). (See Table #12).

*Table #12 – High priority entertainment and recreational infrastructure by the regions*

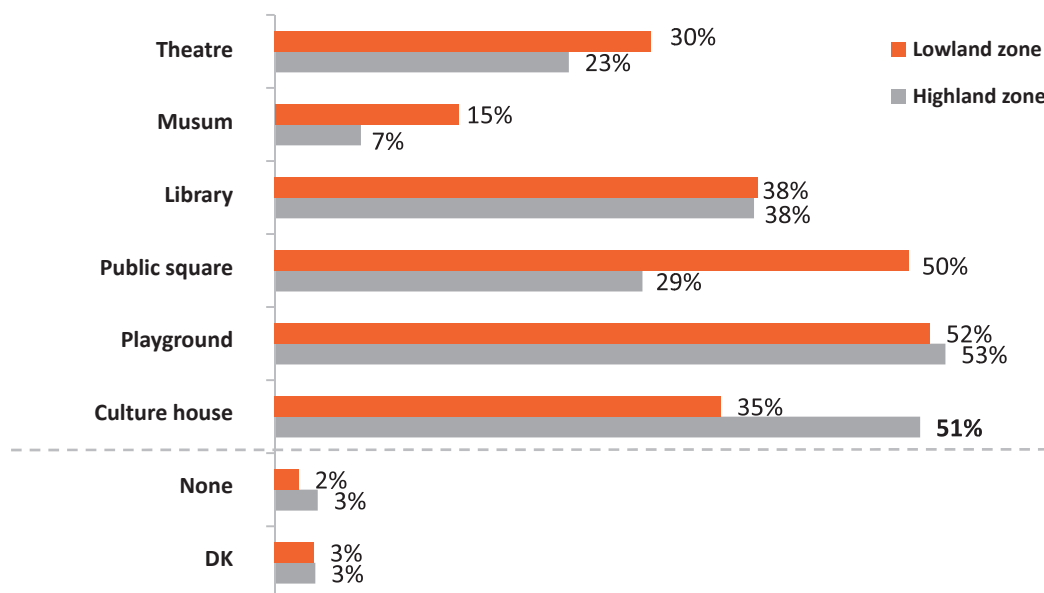
	Theatre	Museum	Library	Public square	Playground	Culture house	None	DK
Tbilisi	44.0%	14.7%	32.1%	64.4%	54.3%	7.1%	2.0%	1.7%
Adjara	21.9%	11.7%	32.1%	59.0%	50.2%	37.6%	4.1%	3.5%
Guria	8.5%	10.3%	48.3%	11.7%	40.4%	41.5%	5.3%	1.5%
Imereti	46.3%	19.3%	49.5%	34.7%	57.4%	42.8%	0.4%	1.2%
Kakheti	19.0%	11.6%	41.2%	62.5%	63.3%	60.0%	1.8%	0.7%
Mtskheta-Mtianeti	18.2%	4.0%	29.9%	38.7%	41.7%	45.6%	5.0%	12.5%
Kvemo Kartli	17.6%	5.2%	31.3%	27.4%	40.7%	43.1%	3.6%	6.6%
Racha-Lechkhumi	31.0%	15.9%	55.8%	16.5%	49.6%	67.8%	1.6%	1.1%
Samtskhe-Javakheti	13.4%	9.8%	32.3%	39.1%	57.5%	39.9%	4.4%	0.9%
Samegrelo/Zemo Svaneti	23.0%	14.5%	34.6%	41.1%	40.8%	44.3%	0.0%	7.9%
Shida Kartli	8.9%	23.4%	51.5%	63.9%	56.3%	60.2%	0.0%	1.4%

Entire sampling generality N=3400

Well-organization of the culture houses is more important for the **village** population compared to the **town** residents (village - 59%, town -17%), while well-organization of the theatres is more important for the town residents than for the village population (town - 43%, village - 14%).

The largest part of the respondents inquired in the **highland regions** think that the playgrounds and the culture houses are the most important for their settlements (highland - 53% 51%, lowland - 52%, 35%). (See Chart #29).

**Chart #29 – High priority entertainment and recreational infrastructure by the highland/lowland zones**

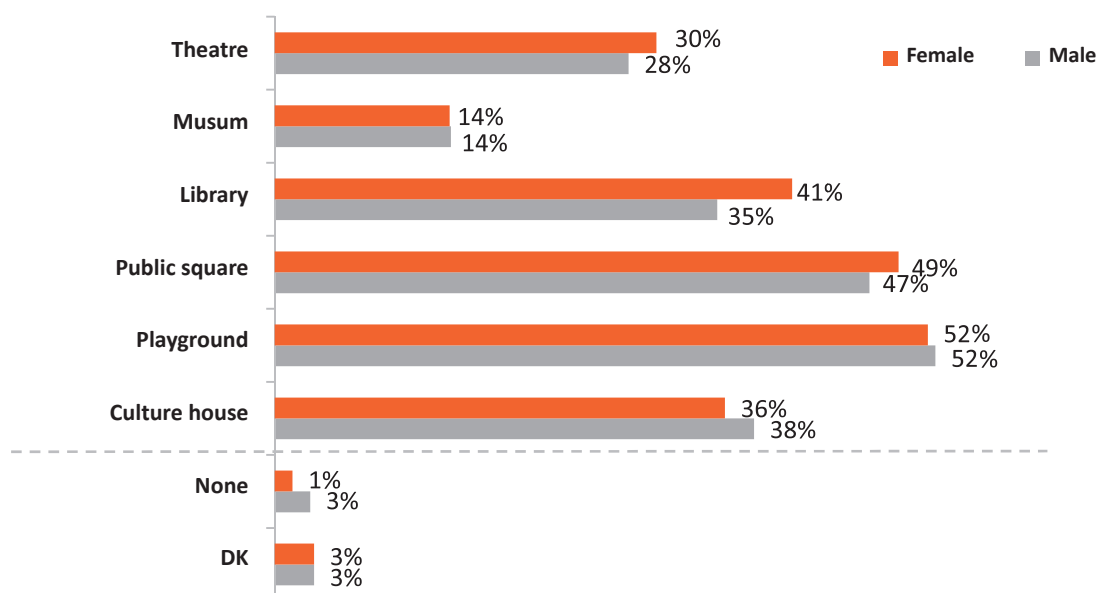


Entire sampling generality N=3400

**Note:** The sum of the answers exceed 100% as several answers were permissible

No significant differences have been reported according to gender regarding the priority entertainment-recreational places. However, some tendencies have been revealed: more inquired women declare that the functional libraries are the priority in their settlements compared to the men (man – 35%, woman – 41%). (See Chart #30).

**Chart #30 - High priority entertainment and recreational infrastructure by gender**



Entire sampling generality N=3400

**Note:** The Sum of the answers exceed 100% as several answers were permissible



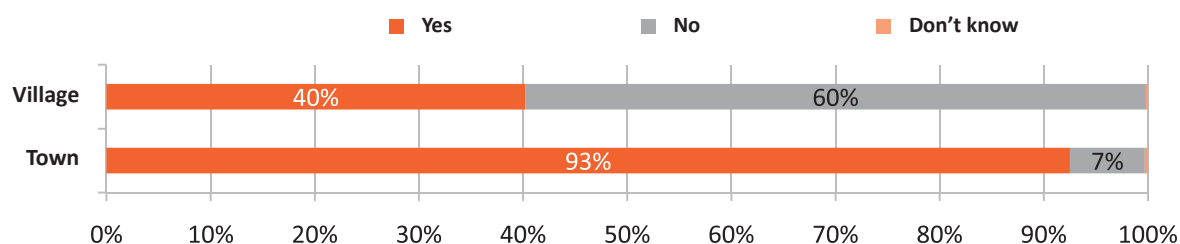
## 5.5. UTILITY INFRASTRUCTURE

Within the framework of the research we have studied issues related to the utility infrastructure such as: water supply, sewage system, electricity and gas supply, waste collection and cleaning.

### 5.5.1. Water supply

As the research results demonstrate, 68% of the population has central water supply. Naturally, more respondents living in the towns have central water supply. It turns out that 93% of the town residents have access to the central water supply system, while a ratio of such people in the villages equals to 40% **(See Chart #31)**. A lack of water supply is mainly problematic in the village type settlements, the results according to regions are rather interesting. The lowest rate in terms of the water supply system is in Racha/Svaneti, Guria and Samegrelo/Zemo Svaneti. **(See Table# 13)**.

*Chart #31 - Do you have central water supply? By town/village*



Entire sampling generality N=3400

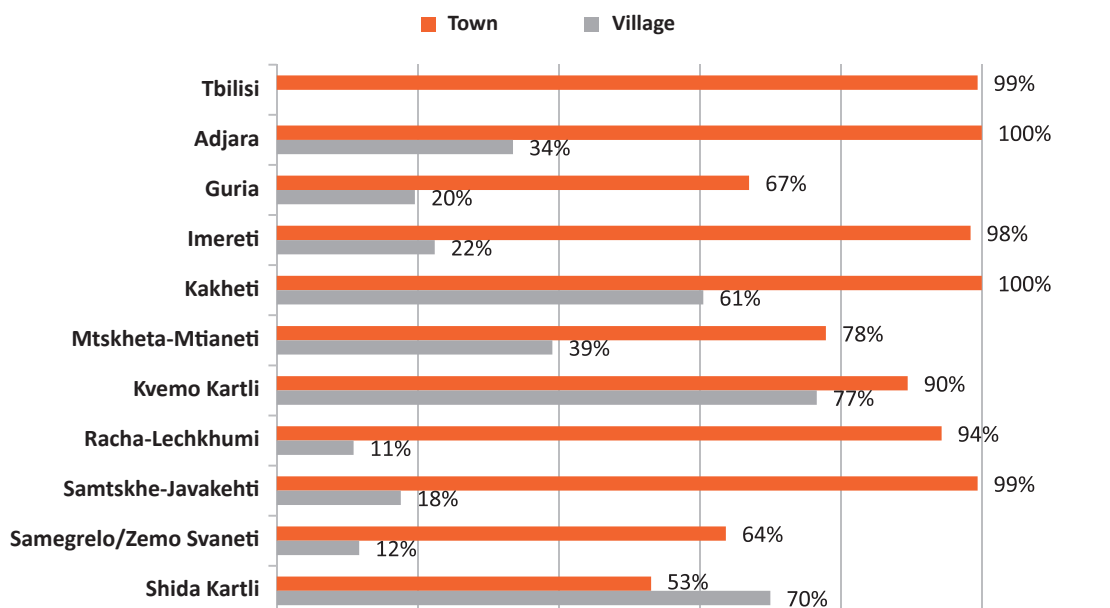
*Table #13 – Do you have central water supply? By the regions*

	Yes	No	DK
Tbilisi	99%	0%	1%
Adjara	64%	36%	0%
Guria	32%	68%	0%
Imereti	57%	43%	0%
Kakheti	69%	31%	0%
Mtskheta-Mtianeti	49%	51%	1%
Kvemo Kartli	82%	18%	0%
Racha, Svaneti	26%	74%	0%
Samtskhe-Javakheti	45%	55%	0%
Samegrelo, Zemo Svaneti	32%	67%	1%
Shida Kartli	64%	36%	0%

Entire sampling generality N=3400

Following picture is presented according to the town/village type settlements in the regions: the towns are mainly supplied from the central water system in all regions except Shida Kartli, where more residents of the villages have the central water system than the residents of the towns. (See Chart #32).

**Chart #32 – Existence of the central water supply system in the regions by the villages/towns**



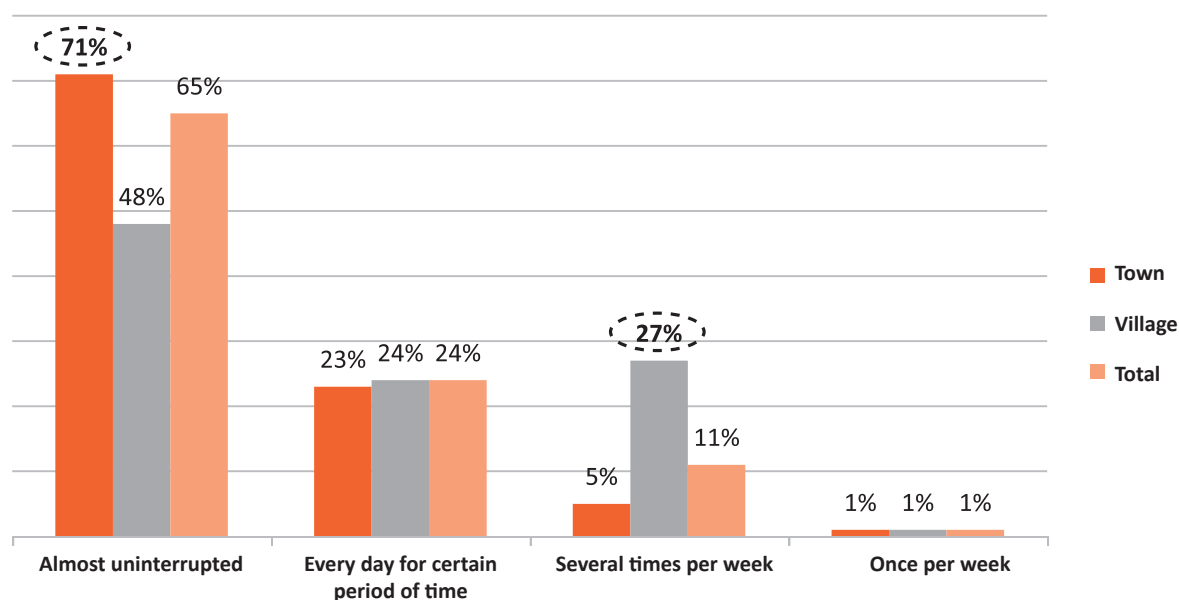
Entire sampling generality N=3400

That part of the population who has central water supply 77% declares that water is drinkable. Drinkable water is more accessible for the town residents. 21% of the village residents declare that they don't use water for drinking and 14% think that water is partially drinkable. 81% of the town residents believe that water is drinkable and 8% think it is partially drinkable. Samegrelo (92%) comes after Tbilisi (94%) in terms of drinkable water.

74% of the **highland villages** do not have water supply. More than half (53%) who have water supply declare that water is not drinkable.

As for the regular supply of water, 65% of the population says that water supply is almost uninterrupted – this index mainly comes on the **town** residents (71%). Daily supply with certain amounts is almost equal for the **town** and **village** population. (See Chart #33).

Chart #33 – How regularly does water run?



Sampling generality N=1974

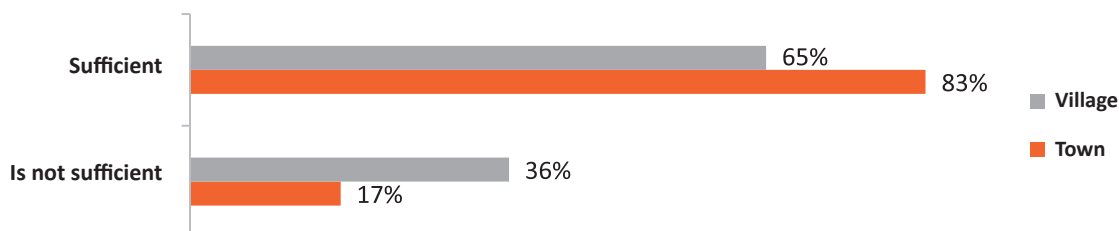
**According to the regions,** the lowest index in terms of water supply frequency was reported in Shida Kartli (26%), Kakheti (26%) and Mtskheta-Mtianeti (24%), where some part of the population declares that water runs only several times per week.

68% of the population declares that the existing water supply schedule is almost always satisfactory. Satisfaction is higher in the **towns** (72%) compared to the **villages** (57%).

**According to the regions,** water supply is always dissatisfactory in Imereti (27%) and Mtskheta-Mtianeti (25%). Water supply is sometimes dissatisfactory in Guria most of all (40%).

78% of the population believes that the quantity of provided water is sufficient or completely sufficient for meeting everyday needs. The evaluation of the water quantity is more positive in the towns compared to the villages. (See Chart #34).

Chart #34 – Is the quantity of provided water sufficient? By rural and urban areas



Sampling generality N=1974

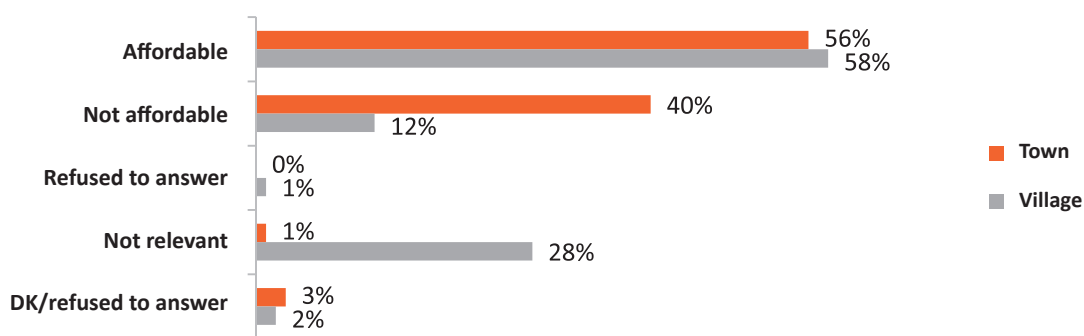
As for the **regions**, the water quantity is the most insufficient in Imereti (47%) and Shida Kartli (41%).

No significant differences have been reported **according to gender** in terms of satisfaction with the water supply schedule and the quantity of supplied water. The identical ratio of the inquired men and women expressed satisfaction regarding the current water supply schedule and the quantity of supplied water (water supply schedule: man – 68%, woman – 68%; quantity of supplied water is sufficient for meeting household needs: man – 78%, woman – 78%).

61% of the population pays for water according to the quantity of the family members, while 23% pays according to the meter. The price of water by means of these methods is more or less common in every region except from Guria (14%) and Kakheti (5%), where the population declares that the price of water is pre-defined (for example, one or three GEL per family).

As it turns out, the price of water is equally affordable both for the **town** and the **village** respondents. However, it must be noted that the town residents express dissatisfaction about the price more than the village residents. (See Chart #35).

**Chart #35 – Is price of water affordable?**



*Sampling generality N=1974*

As it turns out, Tbilisi residents are dissatisfied with the affordability of the water price most of all the **regions** (49% - not affordable).

As it appears, people do not pay for water in the **highland villages** (not relevant – 86%) and 8% of the population pays according to the number of the family members. Those families which pay for water do not complain about the price and declare that it is affordable (13%).

### 5.5.2. Sewage system

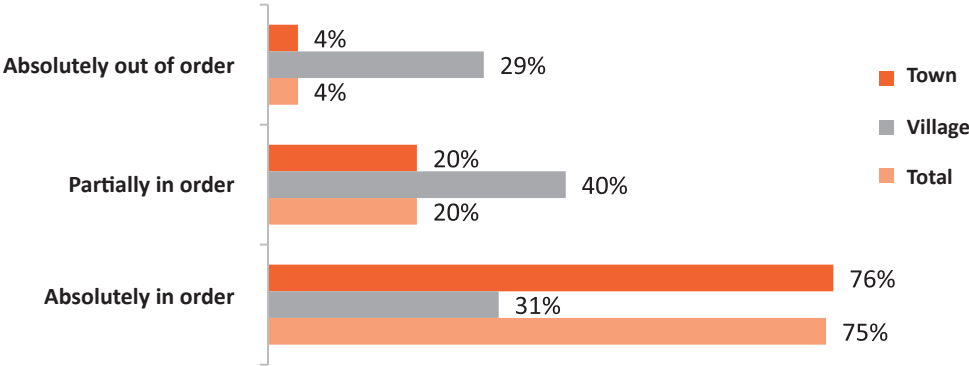
Half of the population (50%) declares that there is sewage system in their settlements. 90% of the population in the **towns** verifies the presence of the sewage system, while almost the same proportion of the respondents in the **villages** note about the absence of this system (96%). The situation is similar in the **highland villages**, where 96% of the population says that there is no sewage system in the settlement.

The worst condition in terms of the sewage system **according to the regions** is in Guria – 86% of the local inhabitants complain about the absence of the central sewage system. The situation is almost the same in Racha/Svaneti (82%).

As for those respondents, who say that central sewage system functions in their settlements, 90% of them are connected to this system. This fact is more frequent in the **towns** (92%), than in the **villages** (41%).

75% of the population having the central sewage system declares that the system works absolutely well. There are differences in terms of the **village** and the **town** residents. Existing sewage system is absolutely out of order for 29% of the village population, while the number of such cases in the towns does not exceed 4%. (See Chart #36).

**Chart #36 – How well does the central sewage system work? By urban and rural areas**



Sampling generality N=1102

The system is absolutely out of order for 27% of those respondents, who have the central sewage system in Guria. The situation is similarly severe in Shida Kartli – the system is absolutely out of order in 16% of the houses.

There were no significant differences **according to gender** in terms of satisfaction with the central sewage system. Almost identical ratio of the men and the women think that the existing central sewage system functions normally (man – 95%, woman – 96%).

### 5.5.3. Electricity

As declared by the majority of the respondents (94%), electricity supply was almost uninterrupted within the last 3 months. These results are slightly different according to the **settlement type** and **regions**. Only 3% of the **highland** population declares that electricity is provided with frequent cut-offs and without a schedule.

It turns out that the majority of the population is satisfied with the quality (voltage) of electricity in winter (92%), as well as during other seasons (95%). A share of dissatisfied people equals to 8% in winter and 5%

in summer. They are almost equally distributed in the **village** and **town** settlements. The worst situation in terms of the most dissatisfied respondents with the quality of electricity in winter is in Adjara – 26% of the respondents are dissatisfied with the quality, though dissatisfaction is less during other seasons and does not exceed 11% similar to the other regions. (See Table #14).

**Table #14 – How satisfied are you with the electricity quality ? By the regions**

Winter	Satisfied	Dissatisfied	Hard to answer	Other seasons	Satisfied	Dissatisfied	Hard to answer
Tbilisi	98%	2%	0%	Tbilisi	99%	1%	0%
Adjara	74%	25%	1%	Adjara	90%	10%	0%
Guria	92%	8%	0%	Guria	98%	2%	0%
Imereti	89%	11%	0%	Imereti	88%	11%	0%
Kakheti	91%	9%	0%	Kakheti	93%	7%	0%
Mtskheta-Mtianeti	90%	10%	0%	Mtskheta-Mtianeti	93%	7%	0%
Kvemo Kartli	88%	12%	0%	Kvemo Kartli	92%	8%	0%
Racha, Svaneti	88%	12%	0%	Racha, Svaneti	92%	8%	0%
Samtskhe-Javakheti	97%	3%	0%	Samtskhe-Javakheti	96%	4%	0%
Samegrelo, Zemo Svaneti	96%	4%	0%	Samegrelo, Zemo Svaneti	98%	2%	0%
Shida Kartli	97%	3%	0%	Shida Kartli	97%	2%	1%

Entire sampling generality N=3400

As for satisfaction with electricity supply, 87% of the population positively evaluates effectiveness of solving the problems of this service.

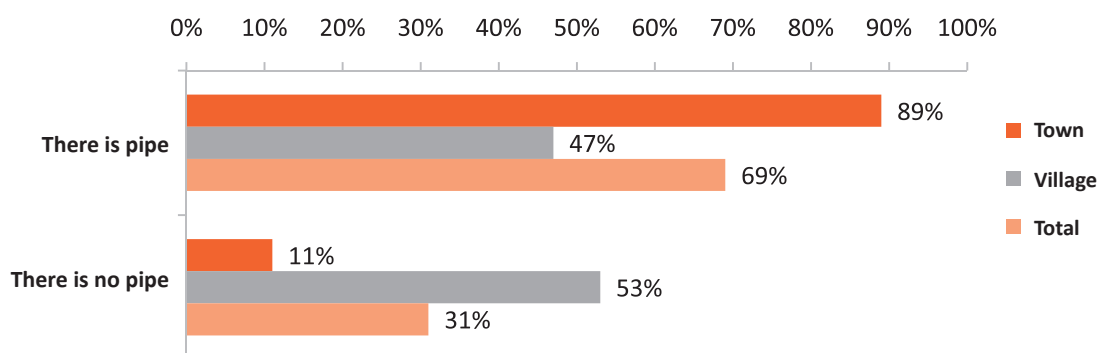
The distribution of the satisfied and dissatisfied respondents with electricity supply is similar for the **village** and **town** settlements. Speaking of the regions, it is worth mentioning that 13% of the respondents from the **highland** villages complained about solving problems related to electricity supply.

No significant differences have been reported **according to gender** regarding satisfaction with the electricity quality and other services related to electricity supply. Almost identical proportion of the men and the women express satisfaction with the quality of electricity, as well as other services related to electricity (quality: man – 93%, woman – 93%; service: man – 86%, woman – 88%).

#### 5.5.4. Central gas supply

69% of the population declares that the central gas pipeline is installed in their settlements. The gas pipeline is installed in the majority of the **towns** (89%). As for the **villages**, the number of the settlements with the gas pipeline (47%) and without the gas pipeline (53%) is almost equally distributed. (See Chart #37).

**Chart #37 – Is there the central gas pipeline in your settlement?  
By urban and rural areas**



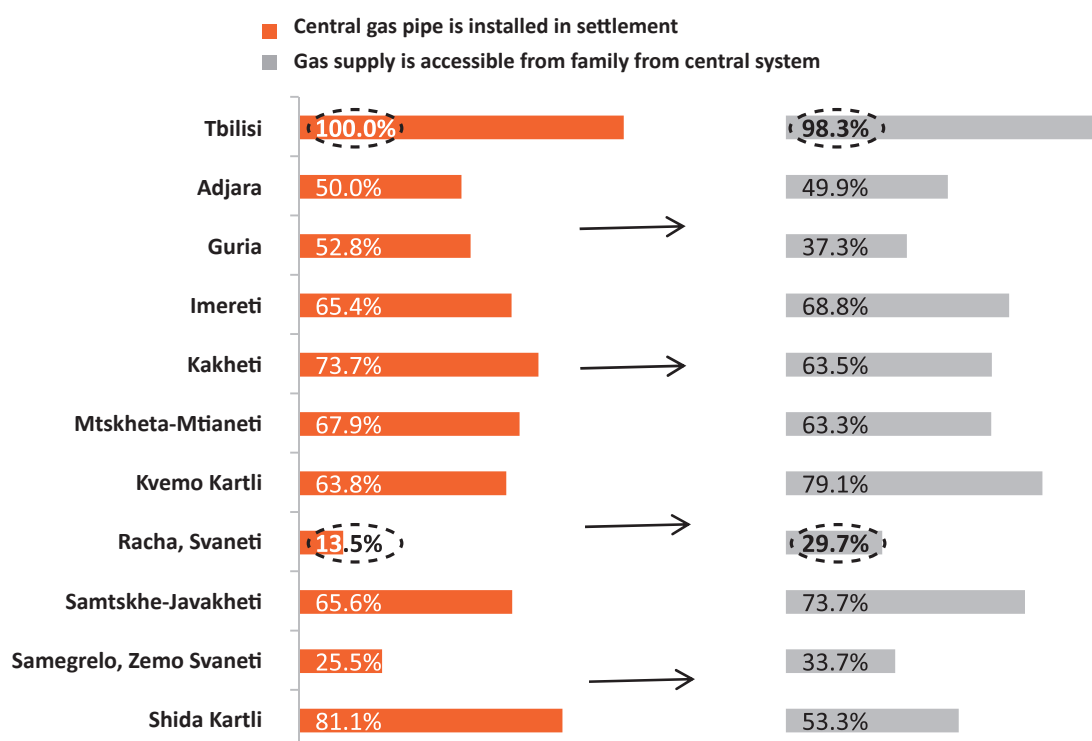
Entire sampling generality N=3400

**According to the regions**, the best condition is in Tbilisi (100%) and Shida Kartli (81%). The central gas pipeline is in at least half of the settlements in other regions except for Racha/Svaneti and Samegrelo – the majority of the settlements are without gas supply in these regions (87%, 75% respectively). (See Chart #38)

In the most cases, gas supply reaches the houses of the citizens (75%). From this point of view, the situation is better in the **town** settlements than in the **villages** (88%, 49% respectively).

In those **regions**, where gas supply is problematic, the ratio of receiving gas from the centralized system is low – 70% of the families in Racha/Svaneti and 66% of the families in Samegrelo do not receive gas from the gas pipeline. (See Chart #38).

**Chart #38 – Gas supply in the settlements and accessibility of the families to the central gas system by the regions**



Entire sampling generality N=3400

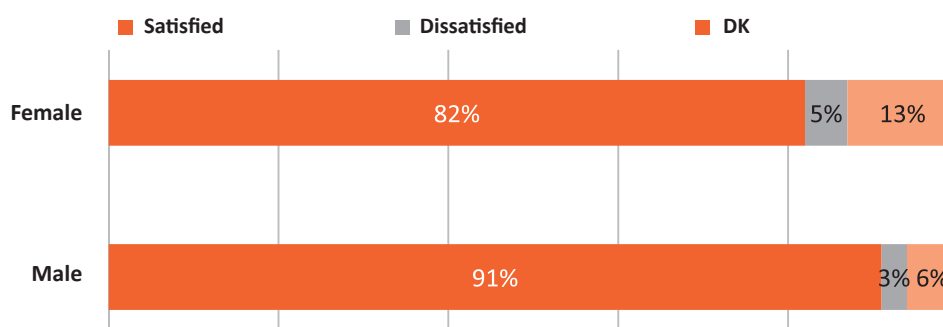
The majority of the population (93%) both in the **towns** (92%) and the **villages** (97%) is satisfied with the quality of gas.

High level of satisfaction in terms of the service related to gas supply is reported in the **regions** except from Kvemo Kartli, where 10% of the population is dissatisfied.

There is no gas pipeline in 79% of the **highland villages**. Only half (57%) of the respondents receive gas in the house. The part of the respondents, who have the central gas system installed in their houses are satisfied with the quality (96%) and the service related to gas supply (94%).

**According to gender**, it is worth mentioning that more inquired men are satisfied with central gas supply compared to the women (man – 91%, woman – 82%). (See Chart #39).

**Chart #39 – Satisfaction with the central gas supply system by gender**

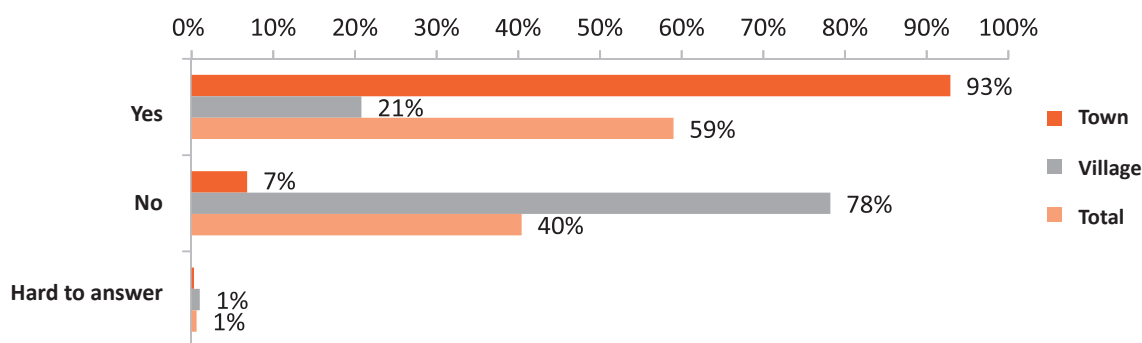




### 5.5.5. Waste collection

As a result of the research it turned out that the waste collection service works in 59% of the settlements. The higher rate of this service is reported in the **towns** (93%) compared to the **villages** (21%). (See Chart #40).

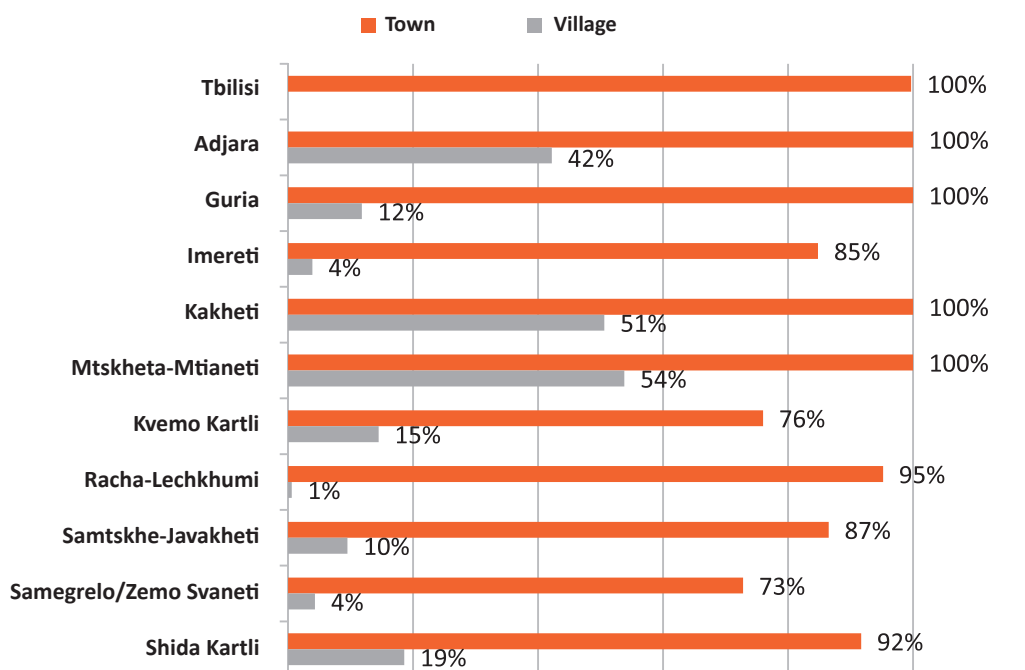
**Chart #40 – Is the waste collection service accessible in your settlement? By urban and rural areas**



Entire sampling generality N=3400

The waste collection service is mostly available in the towns. However, it should be mentioned that half of the residents in the villages of Mtskheta-Mtianeti, Kakheti and Adjara also declare they have such service in their settlements. (See Chart #41).

**Chart #41 - Is the waste collection service accessible in your settlement? Each region according to the town/village**

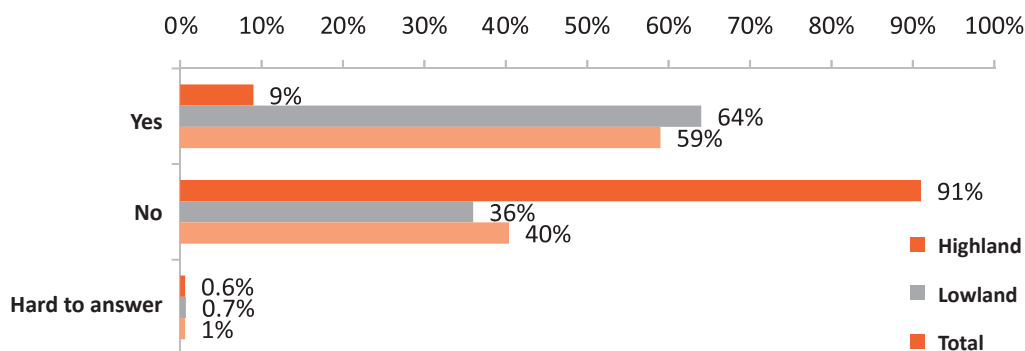


Entire sampling generality N=3400

The best situation among **regions** is in Tbilisi (100%), while the lowest index is reported in Racha/Svaneti (83%).

The waste collection service is not accessible in 91% of the highland villages. (See Chart #42).

**Chart #42 - Is waste collection service accessible in your settlement? - Highland/lowland zones**



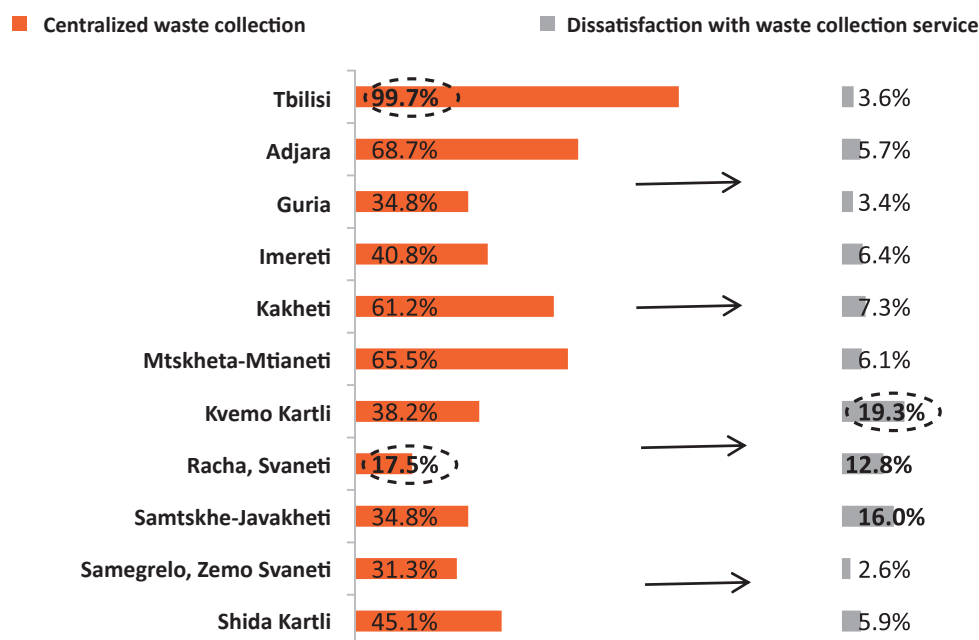
Entire sampling generality N=3400

As for the frequency of waste collection, it turns out that garbage is collected at least one in two days (78%) in the **towns** and at least once a week in the **villages** (68%).

Despite the frequency of waste collection, the population is equally satisfied in the towns (86%) and the villages (85%). The number of the dissatisfied respondents (8%, 7% respectively) is similar as well. The reason of their dissatisfaction is the waste collection frequency. Despite the fact that garbage is collected at least once or twice a week in the **towns**, 65% is dissatisfied with the frequency. The reasons of dissatisfaction of the **village** residents are the frequency of waste collection, as well as the hygienic standards and the price paid for the service.

Relatively higher index of dissatisfaction compared to the other **regions** is reported in Kvemo Kartli (19%), Samtskhe-Javakheti (16%) and Racha/Svaneti (13%). The respondents from these regions mainly complain about the frequency and the quality of the service (garbage is not completely collected) and the hygienic norms. (See Chart #43).

**Chart #43 – Waste collection from the settlements and the index of the respondents' dissatisfaction with this service by the regions**



Entire sampling generality N=3400

The fee for the waste collection service is absolutely affordable only for 29% of those respondents who receive this service.

No significant differences have been reported **according to gender** regarding satisfaction with waste collection. Slightly more inquired men express satisfaction with the waste collection service than the women (man – 87%, woman – 85%).

### 5.5.6. Cleaning

Questions about the cleaning service were asked only in the **town** type settlements. As it turns out, in 75% of the town/borough settlements, the streets are cleaned daily (79%). The number of the respondents who are dissatisfied with the quality of the cleaning service does not exceed 4%.

As for the **regions**, it appears that 89% of Shida Kartli population declares that the streets are not cleaned in their settlements. The respondents from Samtskhe-Javakheti (71%) and Guria (55%) complain about the absence of such service. Despite the fact that the streets are cleaned at least once or twice a week in Adjara, the fact of cleaning the streets once a month is relatively higher than in other regions (18%). A precedent of cleaning the streets once a month is high in Samegrelo as well (16%).

No significant differences have been reported **according to gender** regarding satisfaction with the cleaning service. Slightly more men are satisfied with this service than the women (man – 84%, woman – 82%).

## 5.6. ROADS

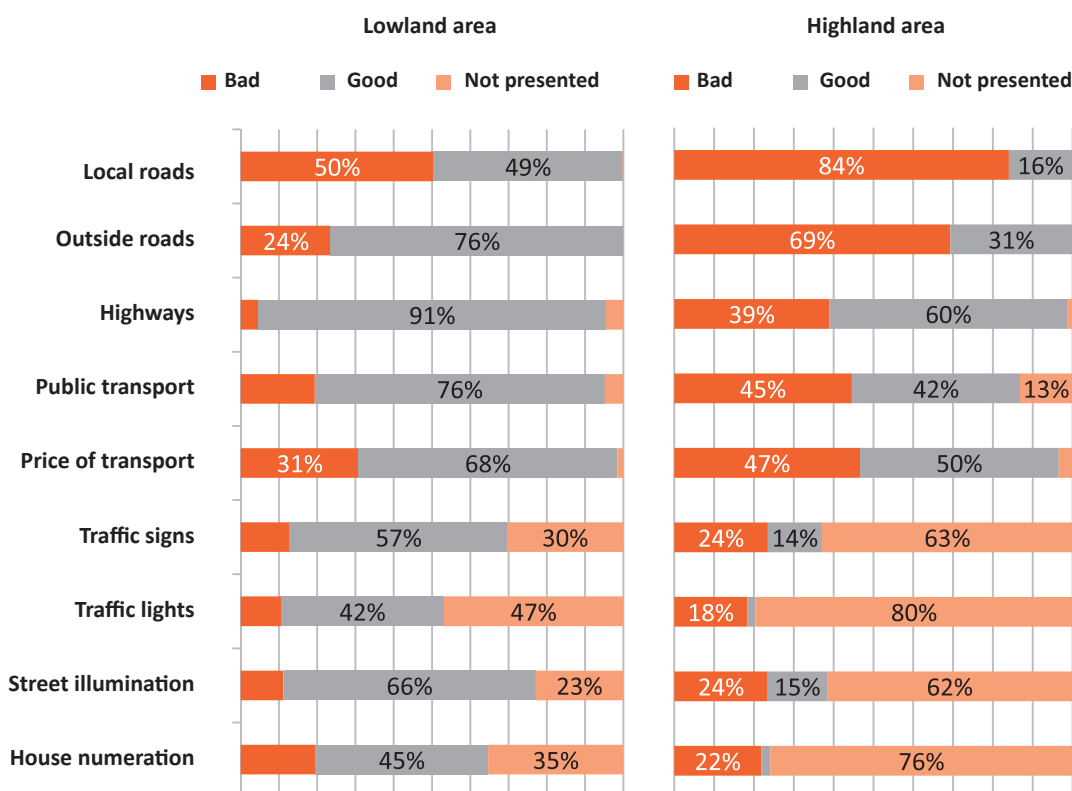
Respondents rated local roads inside the settlements as the worst (the roads inside the settlements are in bad condition - 53%), the most positive evaluation was given to the highways (88%). It is worth noting that the majority of the respondents positively evaluated the outside roads and the frequency of the public transport (72%, 73%). The price of the public transport is also affordable for 60% of the inquired respondents.

The worst condition was reported in terms of the traffic lights, road signs and house numeration – (no traffic lights – 50%, road signs – 33%, numeration – 39%). Every fifth inquired declares that not a single street is illuminated in the settlement (26%).

The situation in the **highland regions** in terms of the road infrastructure is much more severe than in other areas. The vast majority of the highland population declares that the local roads are in bad condition (84%). Access roads to the settlements were also mostly in the bad condition (69%). Compared to the population of other regions, a large part of the citizens living in the highland villages negatively evaluated the frequency of the public transport and affordability of its price (45%, 47%). It is worth mentioning that this fact was verified by the focus group discussion conducted with the Racha residents, where the majority of the group participants complained about the frequency of the public transport and its high price<sup>8</sup>.

According to the respondents living in the highland regions, there are no traffic lights and house numeration in the settlements (80%, 76%). A large part of such respondents also complains about the absence of the traffic signs and the street illumination (63%, 62%). (See Chart #44).

**Chart #44 – Condition of the road infrastructure in the highland and lowland areas**



Entire sampling generality N=3400

8 see sub-chapter education – results of qualitative research

As for **regions**, it turns out that the local and access roads are in best condition in Tbilisi (75%, 87%). According to the vast majority of the respondents inquired in Shida Kartli, the condition of the highways is good in the given region (97%). The condition of the local roads was the worst evaluated by the respondents inquired in Samtskhe-Javakheti (87%). The respondents from Racha-Lechkhumi evaluated the condition of the access roads and the highways as bad (56%, 29%). The best condition in terms of the traffic signs, numeration, traffic lights and the street illumination is in Tbilisi. The least satisfied respondents with the traffic signs live in Kakheti (20%), with the traffic lights - in Imereti (22%), with the street illumination (28%) and the house numeration - in Kvemo Kartli (28%). (See Tables #15 and #16).

**Table #15 – Evaluation of the road condition and the frequency of the public transport by the regions**

	Local roads			Access roads			Highways			Public transport			Price of transport		
	Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented
Tbilisi	25%	75%	0%	13%	87%	0%	4%	84%	13%	27%	72%	1%	50%	49%	2%
Adjara	32%	66%	1%	21%	78%	1%	5%	94%	2%	21%	78%	1%	15%	79%	6%
Guria	67%	33%	0%	44%	56%	0%	6%	94%	0%	16%	70%	15%	18%	80%	1%
Imereti	55%	45%	0%	32%	68%	0%	14%	86%	0%	22%	71%	7%	33%	66%	1%
Kakheti	72%	28%	1%	15%	85%	0%	3%	92%	5%	9%	79%	13%	22%	76%	3%
Mtskheta-Mtianeti	72%	28%	0%	39%	61%	0%	16%	84%	1%	14%	77%	9%	52%	47%	1%
Kvemo Kartli	81%	19%	0%	37%	63%	0%	3%	97%	0%	28%	68%	5%	33%	67%	0%
Racha-Lechkhumi	71%	29%	0%	56%	44%	0%	29%	70%	1%	37%	41%	22%	44%	54%	2%
Samtskhe-Javakheti	87%	13%	1%	51%	49%	0%	21%	78%	2%	29%	48%	23%	38%	62%	1%
Samegrelo/Zemo Svaneti	65%	35%	0%	38%	62%	0%	10%	88%	2%	15%	82%	3%	8%	90%	2%
Shida Kartli	53%	47%	0%	27%	73%	0%	7%	93%	0%	15%	84%	1%	26%	73%	1%

Entire sampling generality N=3400

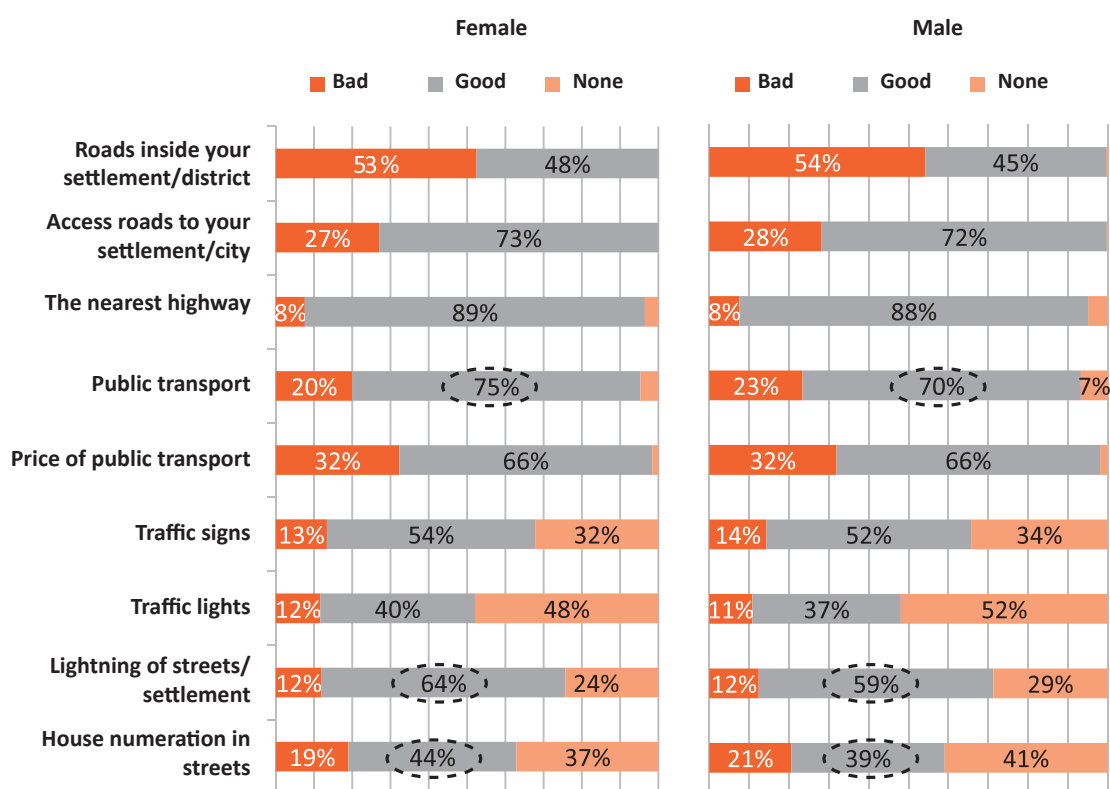
**Table #16 – Evaluation of the condition of the traffic signs, house numeration, traffic lights and the street illumination according to the regions**

	Traffic signs			Traffic lights			Illumination			House numeration		
	Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented
Tbilisi	11%	84%	5%	10%	85%	4%	1%	99%	0%	25%	75%	1%
Adjara	11%	53%	36%	9%	50%	41%	6%	61%	33%	4%	56%	40%
Guria	11%	30%	59%	5%	7%	89%	8%	45%	46%	10%	16%	74%
Imereti	20%	39%	41%	22%	25%	53%	27%	49%	24%	24%	39%	38%
Kakheti	20%	36%	44%	8%	6%	86%	13%	65%	23%	13%	18%	69%
Mtskheta-Mtianeti	9%	24%	67%	1%	1%	99%	4%	41%	55%	18%	12%	70%
Kvemo Kartli	10%	30%	61%	10%	18%	72%	11%	40%	49%	28%	17%	56%
Racha-Lechkhumi	7%	29%	64%	2%	7%	91%	9%	42%	49%	5%	17%	79%
Samtskhe-Javakheti	18%	39%	43%	8%	10%	81%	15%	34%	51%	13%	27%	60%
Samegrelo/Zemo Svaneti	13%	60%	28%	9%	37%	54%	28%	53%	19%	25%	36%	39%
Shida Kartli	16%	56%	28%	13%	25%	62%	5%	35%	60%	13%	26%	61%

Entire sampling generality N=3400

No significant differences have been reported between opinions of the **woman/man** in terms of evaluating the road infrastructure. However, several tendencies have been identified: more inquired women have positive evaluations for the frequency of the public transport traffic, the street illumination and the house numeration (frequency of traffic: man – 70%, woman – 75%; street illumination : man – 59%, woman – 64%; house numeration: man – 39%, woman – 44%). **(See Chart #45).**

*Chart #45 - Evaluation of the condition of the road infrastructure by gender*



Total sampling generality N=3400

## 5.7. VARIOUS SERVICES

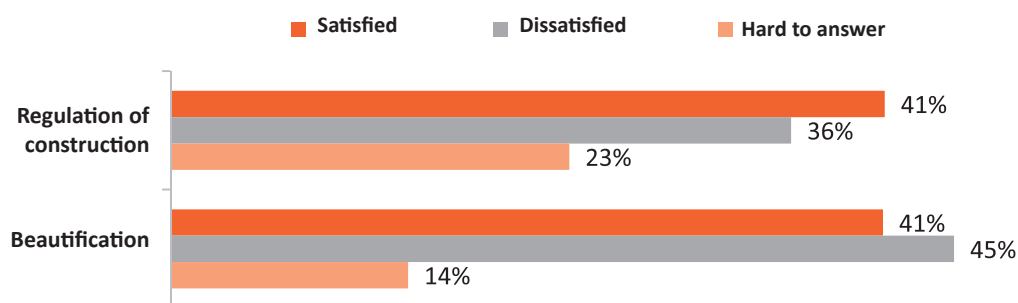
### 5.7.1. Planning of the settlements

Satisfaction with urban planning was evaluated by the respondents who live in the towns. It is worth mentioning that the majority is satisfied with urban planning (54%). Though, 37% of the respondents express dissatisfaction.

The respondents from all types of settlements also evaluated satisfaction with the regulation of construction and beautification of their towns/villages. The high percentage expresses satisfaction with the regulation of constructions though the number of dissatisfied respondents is high as well (satisfied – 41%, dissatisfied- 36%). More respondents are dissatisfied with beautification of the settlements, though a large part expresses satisfaction as well (satisfied – 41%, dissatisfied - 45%). (See Chart #46).

More respondents living in the **towns** are satisfied with the regulation and beautification of the settlement than the **village** residents (town - 50%/53%, village - 32%/28%).

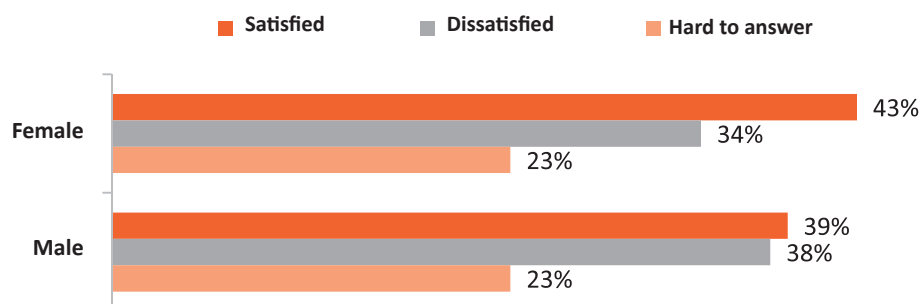
**Chart #46 – Satisfaction with the regulation of construction and beautification**



Entire sampling generality N=3400

There were no noticeable differences between the opinions of the **woman/man** in terms of urban planning, construction and beautification of settlements. Almost identical proportion of the inquired men and women express satisfaction with beautification and urban planning of their settlements (beautification: man – 41%, woman – 41%; urban planning: man – 55%, woman – 54%). Slightly more inquired women express satisfaction with regulating the constructions in their settlements compared to the men (man – 39%, woman – 43%). (See Chart #47).

**Chart #47 - Satisfaction with the construction regulation by gender**



Total sampling generality N=3400

### 5.7.2. Tourism

Only 29% of the respondents declared that tourism is developed in their municipalities. The population of those municipalities says that many tourists visit their settlement (25%), while half of the population thinks that the quantity of the tourists is quite enough (51%). The majority of those respondents who speak about many tourists in their settlements believe that infrastructure is more or less in due condition to host the existing number of tourists. Every fifth respondent thinks that infrastructure is absolutely proper and only 9% think that infrastructure is absolutely out of order to host the tourists. The largest tourists waves visit during a summer season (74%).

**As for the regions,** mostly respondents from Kakheti, Tbilisi and Adjara declare that tourism is developed in their regions (58%, 50% and 51%). It is worth mentioning that in that small part of Kvemo Kartli where tourists visit, the existing infrastructure is absolutely out of order to host them (56%).



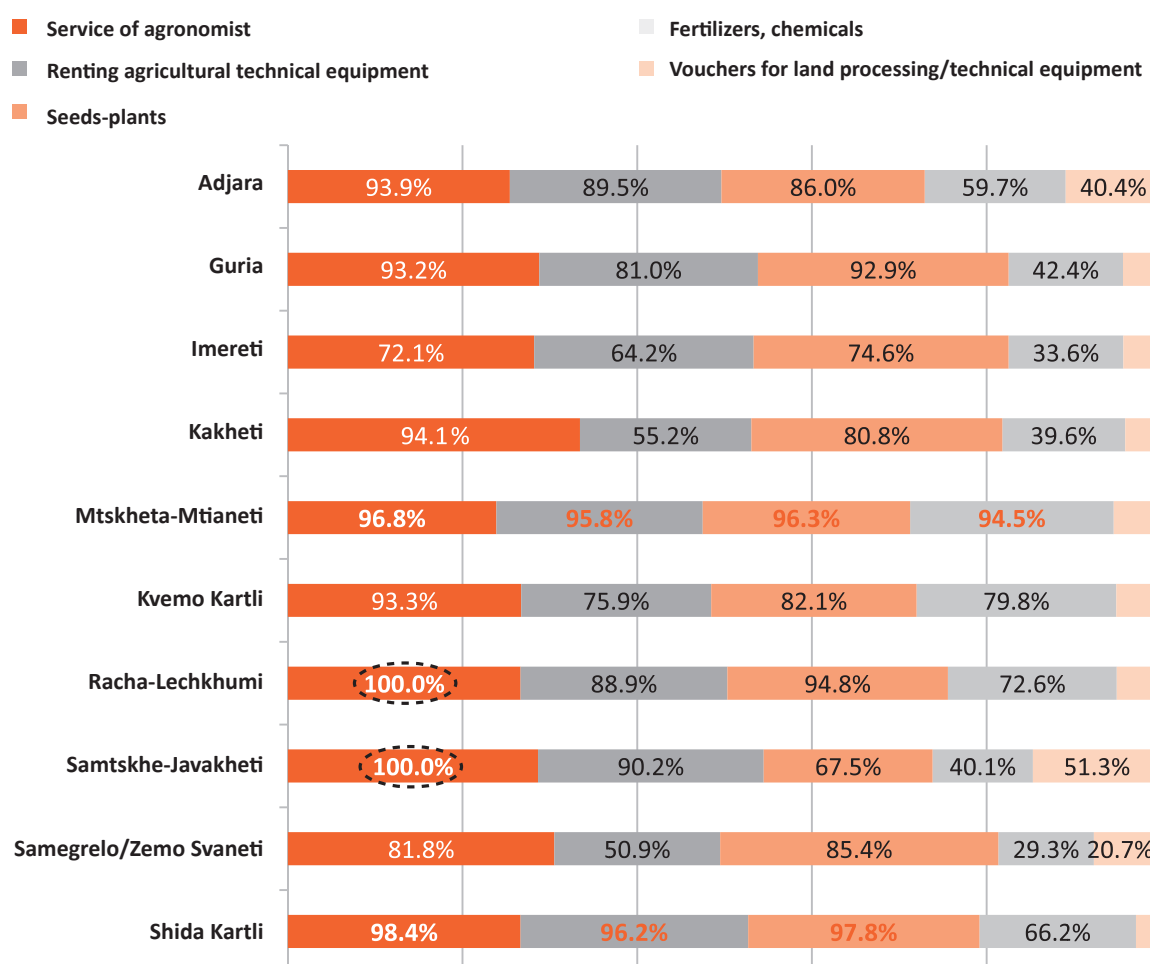
### 5.7.3. Agriculture

Importance of agriculture for their settlements was evaluated only by the respondents living in the village type settlements. The vast majority declared that this field is important for them (95%). Most of them think that the state supports their region in terms of the agriculture development (81%). The most frequently named state assistances are vouchers for land processing and technical equipment (80%). Half of the respondents also named assistance with fertilizers and toxic chemicals (50%). 28% of the respondents also notes state assistance in renting the technical equipment.

The service of an agronomist provided by the state is not affordable for the vast majority of the respondents inquired in the village type settlements. It is worth mentioning that none of the state assistances (service of agronomist, rent of agricultural technical equipment, seeds-plants, fertilizers/chemicals and vouchers for land processing/technical equipment) is affordable for 11% of the respondents.

We have the following picture in the **regions**: none of the respondents inquired in Racha-Lechkhumi and Samtskhe-Javakheti have access to the service of the agronomist. The vast majority in Mtskheta-Mtianeti and Shida Kartli declared the same (97%, 98%). A small part of the respondents had access to the seeds-plants in Mtskheta-Mtianeti and Shida Kartli (not affordable for 96% in Mtskheta-Mtianeti and 98% in Shida Kartli). (See Chart #48).

**Chart #48 – State assistances in agriculture, which are not accessible for the village residents by the regions**

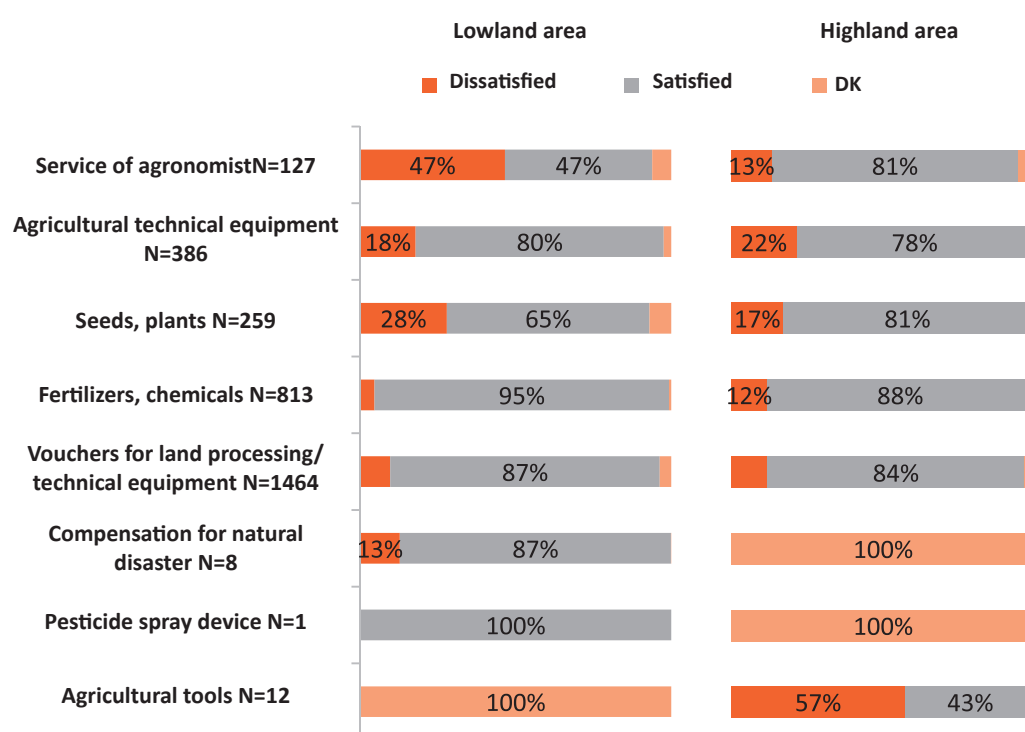


Sampling generality N=1877

The majority of the respondents express satisfaction with all kinds of assistances. The vast majority is satisfied with the fertilizers/chemicals provided by the state (93%). The majority of the respondents are also satisfied with the agricultural vouchers and the availability of renting the technical equipment (86%, 79%).

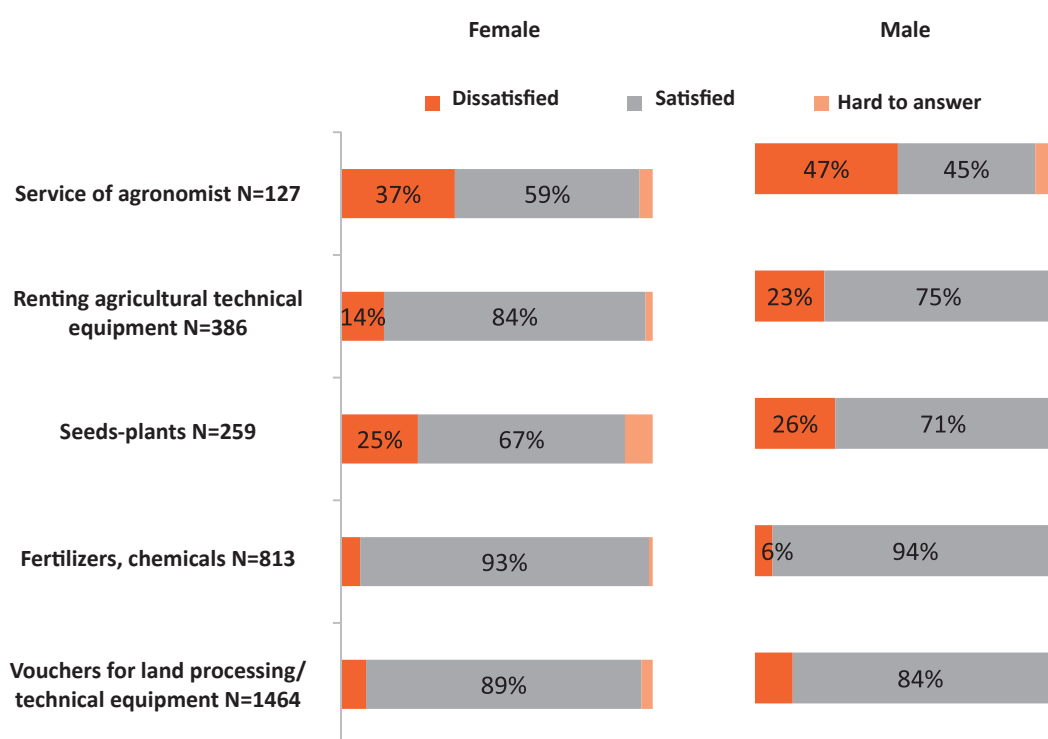
Every fourth respondent in the **highland regions** thinks that their municipalities have no support from the state (highland - 25%, lowland - 14%). It is worth noting that assistance with the agricultural tools was noted by some respondents. The majority of the respondents inquired in the highland regions express satisfaction with the service of the agronomist, while only half is satisfied in the lowland areas (highland - 81%, lowland - 47%). (See Chart #49).

**Chart #49 – Satisfaction with assistances in the lowland and highland regions**



No significant differences have been reported **according to gender** regarding satisfaction with support made by the state towards agriculture. Though some tendencies were revealed: more inquired women declare that they are satisfied with the state issued vouchers for renting the agricultural technical equipment and processing the land plots compared to the men (*renting technical equipment*: man – 75%, woman – 84%; *voucher*: man – 84%, woman – 89%). (See Chart #50).

Chart #50 – Satisfaction with the state assistances in agriculture by gender



#### 5.7.4. Irrigation system

As the research results demonstrated, only 8% of the population has the central irrigation system and this ratio mainly comes on the **village** population (15%). 81% of the respondents in the villages do not have it and 1% do not need irrigation. Only 2% of the town residents have this system – 49% do not have and 42% do not need.

It is worth mentioning that irrigation system does not exist in Adjara, Guria and Racha/Svaneti. The best condition is in Shida Kartli and Kvemo Kartli, where 29% and 21% of the population have access to the central irrigation. It should be noted that in most parts of western Georgia, the irrigation system is not so necessary because of its climate. Accordingly, Mtkheta-Mtianeti results are more interesting in this regard, as only 5% of the population has access to the central irrigation system.

Tbilisi has the lowest necessity of the irrigation system. As for the eastern regions, irrigation is more or less necessary everywhere, though this system is accessible only for some. (See Yable #17)

*Table #17 – Do you have the central irrigation system? By the regions*

	Yes	No	Does not need	Refused to answer	DK
Tbilisi	2%	24%	67%	0%	7%
Adjara	0%	75%	21%	0%	4%
Guria	0%	89%	10%	0%	1%
Imereti	4%	92%	4%	0%	1%
Kakheti	16%	63%	12%	0%	9%
Mtskheta-Mtianeti	5%	92%	3%	0%	0%
Kvemo Kartli	21%	66%	13%	0%	0%
Racha, Svaneti	0%	100%	0%	0%	0%
Samtskhe-Javakheti	13%	76%	3%	1%	6%
Samegrelo, Zemo Svaneti	1%	82%	5%	0%	13%
Shida Kartli	29%	66%	1%	0%	4%

Entire sampling generality N=3400

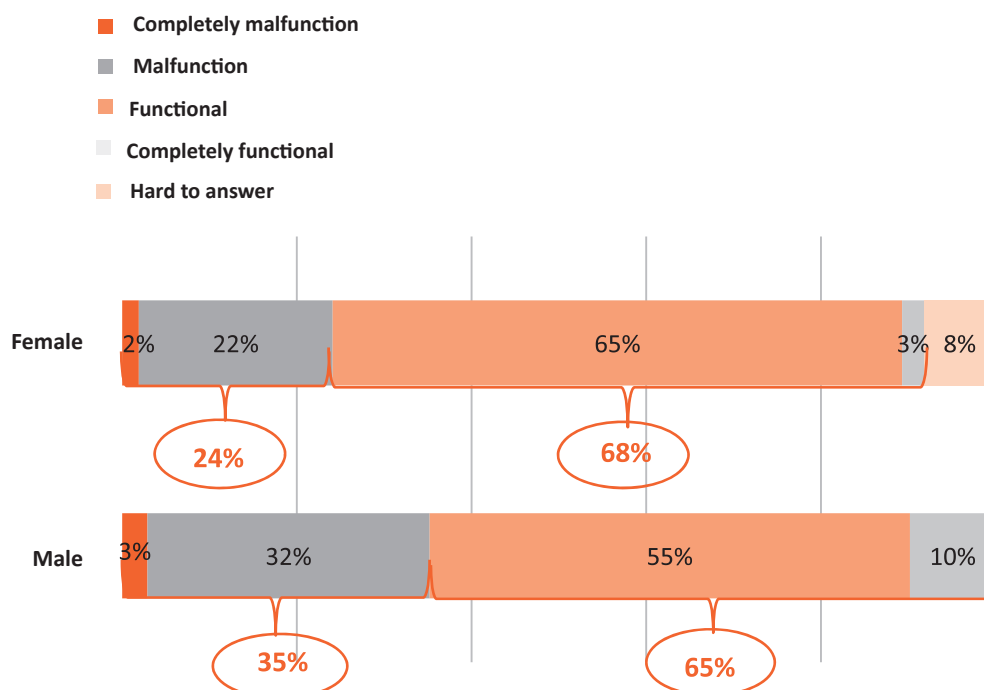
93% of the **highland villages** do not have the irrigation system. However, if we take into consideration the climate of Racha-Lechkhumi, we can assume that the necessity of the irrigation system is not the same in all parts of the highland area.

From those who have the irrigation system, 67% says that the system works properly. The system is absolutely properly functioning for 22% of the **town** residents and on the contrary, 30% of the **village** residents note that the system is out of order.

For those who have access to the irrigation system, its price is affordable (48%). It is worth mentioning that the respondents from the **towns** mostly found it hard to evaluate the price of the irrigation system (DK/ Hard to answer - 59%), while the majority in the **villages** thinks that the price of this service is affordable (50%).

No significant differences were revealed **according to gender** regarding satisfaction with functioning of the irrigation system. However, the following tendencies have been revealed: more number of inquired men declared that the irrigation system does not function well in their settlement. It is also worth mentioning that none of the inquired men found it difficult to evaluate how the irrigation system works. (See Chart #51).

Chart #51- Evaluation of the central irrigation system by gender



### Free legal aid

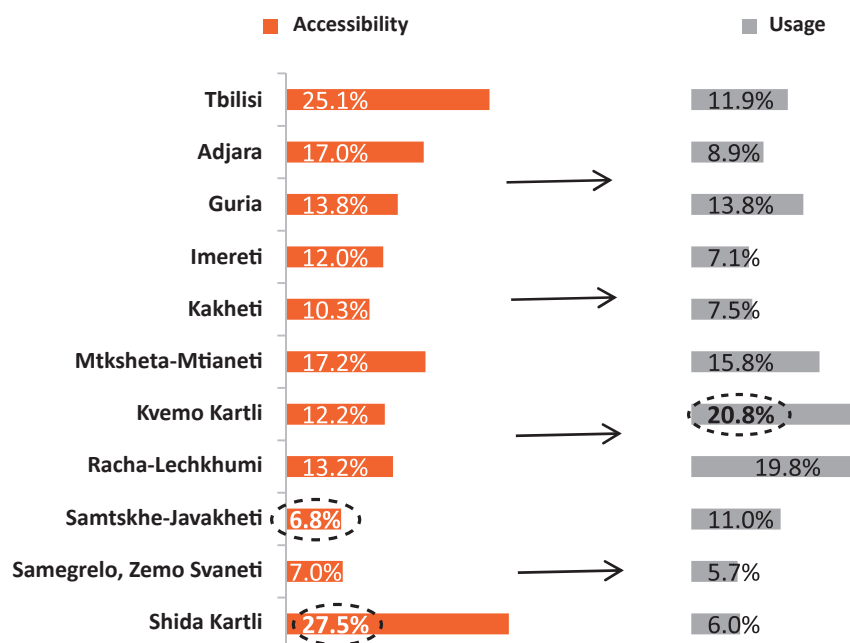
Only 16% of the respondents declare that free legal aid is accessible in their municipalities. Only 10% of the citizens have used this service and their vast majority is satisfied with the effectiveness of the service, qualification of the personnel and the service in general.

Speaking of the **town/village perspective**, it is worth mentioning that one fifth of the town residents declare that free legal aid is accessible in their municipalities, while only 11% of the village residents say the same.

Fewer respondents from the **highland regions** declares that free legal aid service works in their settlements compared to the respondents inquired in other areas (highland - 7%, lowland -17%).

As for **regions**, the biggest part inquired in Tbilisi and Shida Kartli declares that free legal aid is accessible in their regions (25%, 27%). The worst condition is in Samtskhe-Javakheti and Samegrelo, where only a small number of the respondents declared the same (7%). (See Chart #52).

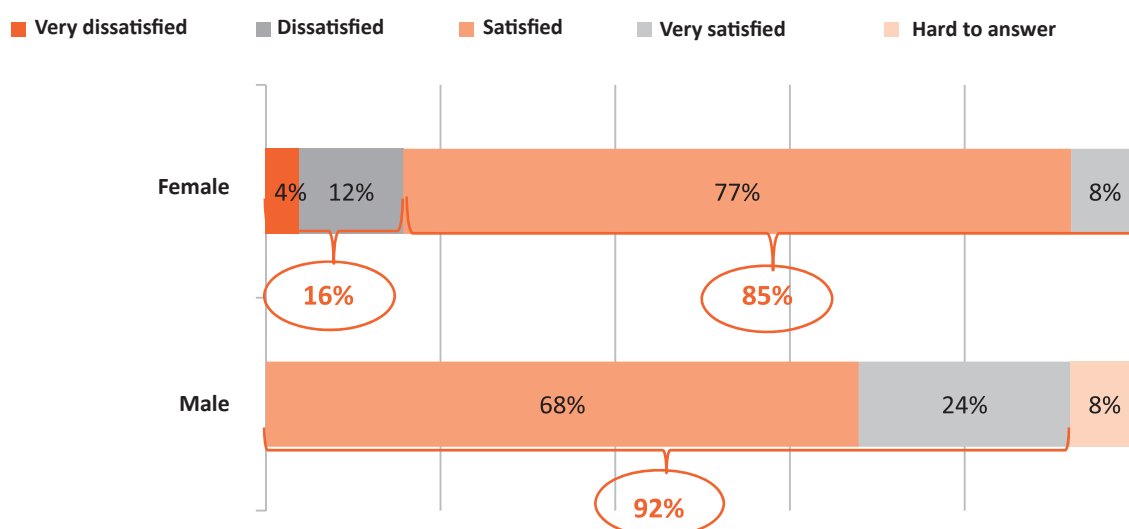
**Chart #52 – Accessibility of the state legal aid in the regions and the practice of using this service by the regions**



Entire sampling generality N=3400

No significant differences have been reported **according to gender** regarding satisfaction with free legal aid. However, some tendencies have been shaped out: all inquired men declared that they are satisfied with free legal aid. It is also worth mentioning that none of the inquired women found it difficult to evaluate free legal aid. (See Chart #53).

**Chart #53 – Satisfaction with state legal aid by gender**



The usage of different legal services was evaluated within the framework of the research. The respondents selected the service from the list created in advance.

As it turns out, 55% of the population has not used any service, 30% took or renewed an ID card and 13% used the notary service.

In general, the **town** residents are more active in terms of using the legal service than the **village** residents (the list of the service and percentage distribution). (See Table #18).

*Table #18 – Have you used any of the services listed below?*

	Town	Village	Total
I have not used any of these	50%	61%	55%
ID card	32%	28%	30%
Notary service	18%	7%	13%
Property registration	15%	7%	11%
Driver's license	11%	7%	10%
Asking for public information	8%	2%	5%
Submitting a tax declaration	5%	2%	3%
Service of an archive	4%	3%	3%
Issuing a license/permit	2%	2%	2%

*Entire sampling generality N=3400*

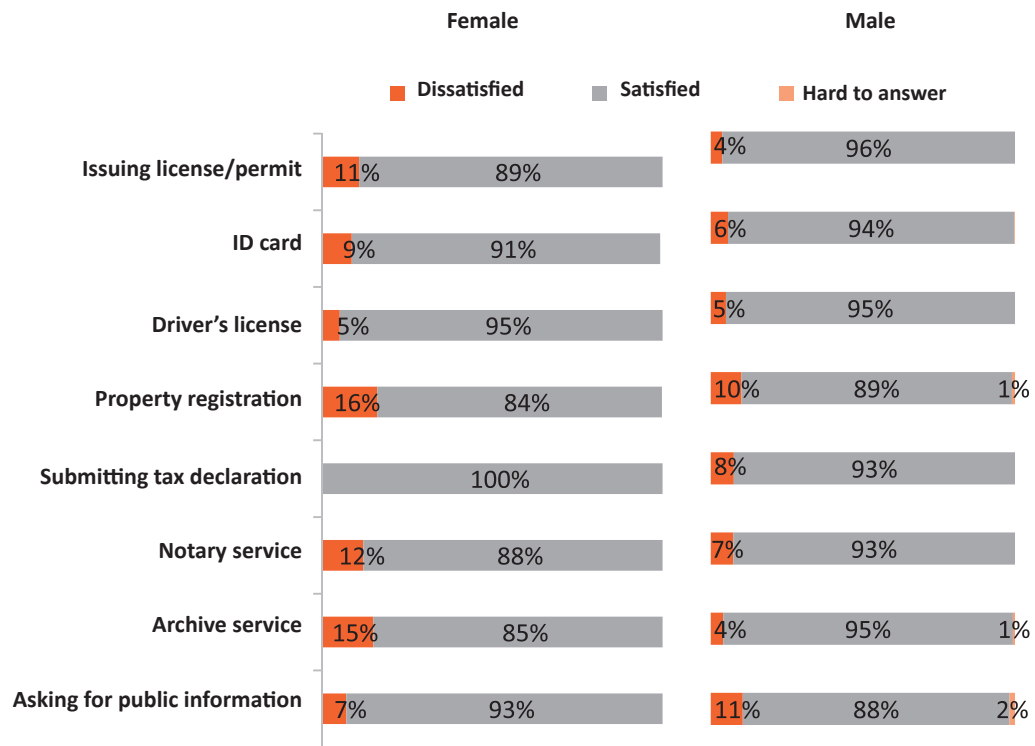
**According to the regions,** the citizens are passive in terms of using the legal services in Racha/Svaneti (74%), Shida Kartli (73%) and Samtskhe-Javakheti (71%). The citizens in Kvemo Kartli (55%) actively take the ID cards.

The respondents using the legal services do not complain about the effectiveness in receiving the necessary document or information and the location of the respective institutions.

In general, people are satisfied with the service. Low satisfaction is reported in terms of property registration procedures. 13% is dissatisfied with the service and 25% perceives its price as expensive.

No significant differences have been reported **according to gender** regarding satisfaction with the legal services. However, some tendencies have been revealed: more inquired men express satisfaction with the following services: issuing a license, registration of property, notary and archive services. More inquired women are satisfied with the service of submitting the tax declaration and asking for public information compared to the men. (See Chart #54).

*Chart #54 – Satisfaction with various legal services by gender*



Information regarding the price of property registration is similar while analyzing the data with different parameters. Though, half of the respondents still think that the price of the service is acceptable. (See table #19).

*Table # 19 – How acceptable was the price of the service?*

	Expensive	Acceptable	Cheap	Hard to answer	N
Issuing license/permit	5%	88%	1%	6%	35
ID card	24%	66%	6%	4%	882
Driver's license	18%	76%	5%	1%	221
Property registration	25%	66%	3%	6%	332
Submitting the tax declaration	8%	84%	2%	7%	81
Notary service	18%	76%	4%	2%	372
Archive service	22%	66%	7%	6%	105
Asking for public information	12%	78%	1%	10%	133



As it turns out, only 21 respondents from the inquired respondents have taken part in public tenders, auctions and procurements. These respondents were mainly from Tbilisi. They believe that the public tenders, auctions and procurements are quite transparent and fair. Due to exiguity of the data, it is not recommended to analyze the percentage distribution.

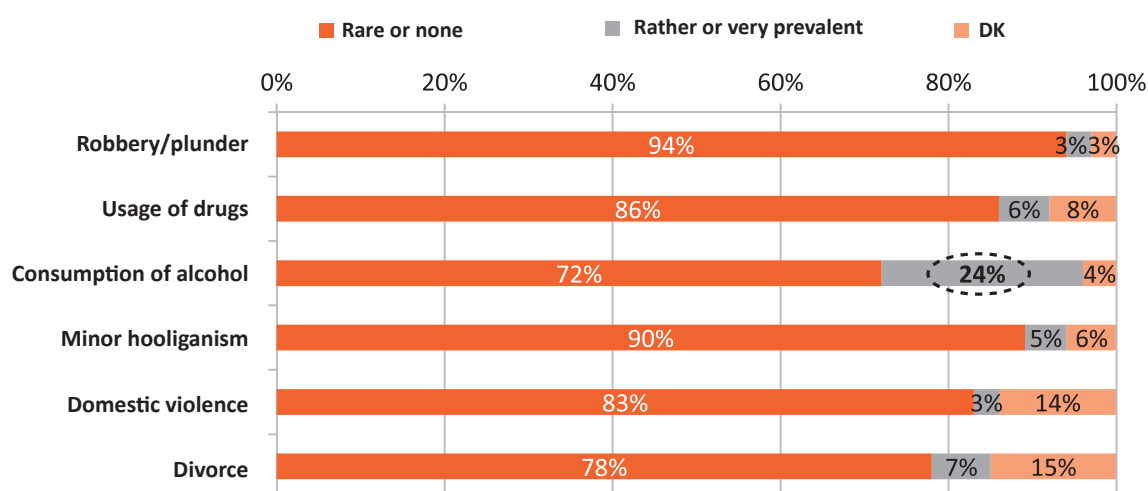
### 5.7.5. Safety

85% of the population thinks that their settlements are safe. This attitude is slightly different for village and town residents – 90% of the village residents and 82% of the town residents feel safe.

90% of the residents feel rather safe in the **highland** villages.

As the research results demonstrate, one of the most prevalent problems in the society is consumption of alcohol. (See Chart #55).

*Chart #55 – How prevalent is each problem in your settlement?*



Entire sampling generality N=3400

As it appears consumption of alcohol is more problematic in the towns than in the villages. The high percentage in Tbilisi and Mtskheta-Mtianeti is worth mentioning. The attitudes of men and women are unremarkably different regarding this problem. (See Table #20).

No significant differences have been reported **according to gender** while evaluating the prevailing problems, though the following tendencies have been shaped out: more inquired men declared that minor hooliganism is very rare or does not happen at all, than women (man – 92%, woman – 88%).

*Table #20 - How prevalent is consumption of alcohol in your settlement?*

	Rare or none	Rather or very prevalent	DK
Town	65%	29%	7%
Village	81%	18%	1%
Highland villages	90%	10%	0.5%
Other settlements	70%	25%	5%
Tbilisi	51%	37%	12%
Adjara	90%	7%	4%
Guria	79%	20%	1%
Imereti	87%	11%	2%
Kakheti	65%	34%	1%
Mtskheta-Mtianeti	59%	37%	4%
Kvemo Kartli	79%	20%	1%
Racha/Svaneti	86%	13%	1%
Samtskhe-Javakheti	93%	6%	2%
Samegrelo/Zemo Svaneti	67%	32%	1%
Shida Kartli	85%	14%	1%
Woman	73%	21%	6%
Man	71%	27%	2%

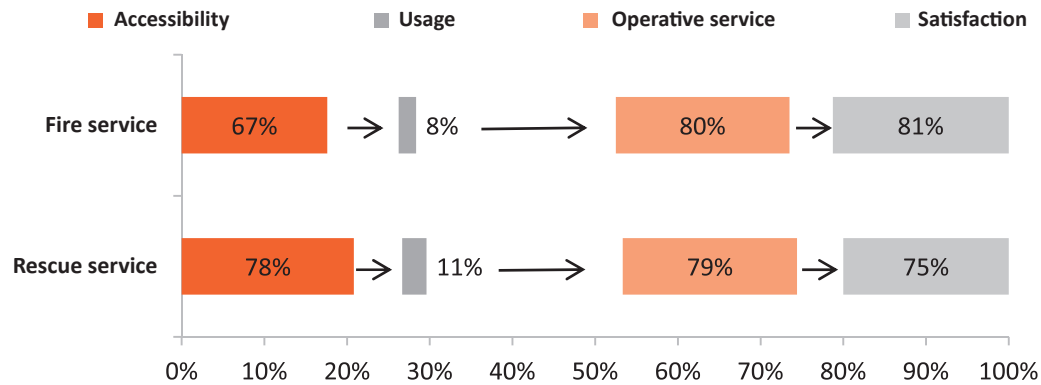
Entire sampling generality N=3400

As for the accessibility of the fire and rescue services, it turns out that neither of these services is available for 22% of the population. The worst condition in terms of accessibility is in Kvemo Kartli (41%).

The fire service is accessible in 75% and the rescue service in 62% of the highland villages.

The chart below presents the accessibility of the given services, their usage timely provision of the service and the level of satisfaction with the service. (See Chart #56).

Chart #56 – Rescue and Fire services



Entire sampling generality N=3400

No significant differences have been reported **according to gender** regarding satisfaction with the rescue and fire services. However, some tendencies have been identified: slightly more inquired women express satisfaction with the fire service than the men (man – 74%, woman – 77%). It is also worth mentioning that slightly more women declare that they are dissatisfied with the rescue service than the men (man – 3%, woman – 6%).

#### 5.7.6. Electronic service

68% of the population has no information about electronic services. More people are informed about such services in the **towns** (42%) than in the **villages** (21%). Tbilisi residents are the most informed ones among the **regions** (55%). There is slight difference between awareness of the **men** and the **women** about the electronic services – 36% of the male respondents are informed about such services, while this number equals to 29% in case of the women. 69% of the population in the **highland villages** has not heard about the electronic services.

From those who have heard about the electronic services, only 23% has used the service. A proportion of the usage is higher in the **town** type settlements (27%). Such difference is reported in terms of **gender** as well – 26% of the informed men and 20% of the informed women have used the services.

The majority (98%) of the respondents who have used the electronic services are satisfied with the service. **According to gender**, all inquired men who have used the electronic services are satisfied with the obtained service (man – 100%, woman – 92%).

#### 5.7.7. Ecology

28% of the population believes that air is polluted in their settlements. Though many respondents do not think that this problem exists – more than half of the respondents (54%) declare that air is not polluted. This index is mostly conditioned by the attitude of the **village** residents (72%).

**According to the regions**, 55% of Tbilisi residents believe that air is polluted, while 96% of the respondents inquired in Racha think that air is clean. In general, the respondents from the **highland villages** do not think that air is polluted (85%).

**The village** residents think that air and soil pollution is not problematic in their settlements (74% - soil is not polluted). Kvemo Kartli residents agree with this statement (94%) most of all compared to the other regions. The population of Guria believes that soil is the most polluted in their settlement (28%).

An attitude is the same regarding the pollution of water tanks. Fewer respondents from the **villages** (63%) believe that water is polluted compared to the **town** residents (34%).

51% of the population thinks that the state does not do anything to clean polluted environment, while 36% finds it difficult to express any opinion.

8% of the population believes that concrete activities are carried out in order to clean polluted environment, for example, introducing restrictions and control on cutting trees (47%) and timely and effective cleaning of environment (45%). The citizens are mostly satisfied with these activities (88%, 85%).

No significant differences have been reported **according to gender**, while evaluating activities implemented by the state to solve the ecological problems, though the following tendencies have been shaped out: more inquired women express satisfaction with the activities carried out by the state in regard with the duly cleaning, restrictions on cutting trees in forests and afforestation (*cleaning*: man – 79%, woman – 88%; *restriction on cutting trees*: man – 82%, woman – 94%; *afforestation*: man – 72%, woman – 83%).

Ecology issues were also discussed during the **Focus Groups** in Zugdidi and Bolnisi.

It is worth mentioning that pollution of the rivers was named as one of the problems in both cities. Bolnisi residents are worried that the industrial wastes flow in the river and it might be harmful for the children who swim in this river. In case of Zugdidi, the participants spoke about street retail traders, whose counters are located at the bridge and they throw garbage in Chkhoushia River. As the participants note, the river is much polluted.

## 5.8. GENERAL EVALUATION OF THE SELF-GOVERNMENT'S SERVICES

### 5.8.1. Satisfaction/trust towards the local self-governments

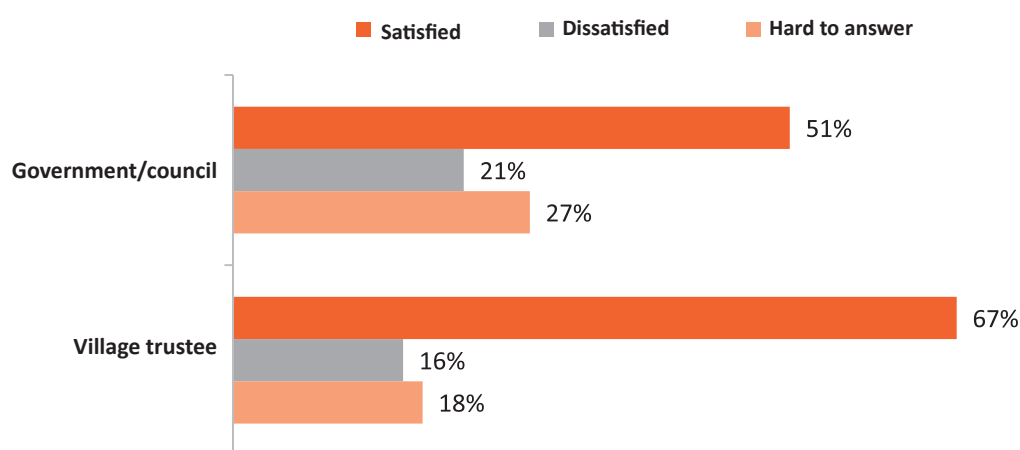
As the research demonstrated, in general, by taking all factors into consideration, half of the respondents are satisfied with the work conducted by the municipality council/government and expresses trust towards these bodies (51%, 52%). Though, it must be noted that every fifth respondent expresses dissatisfaction and distrust towards the local self-governments (21%). Approximately one fourth of the respondents find it difficult to make evaluation regarding satisfaction and trust (27%). **(See Chart #57).**

**According to the regions**, the population of Racha-Lechkumi is the most satisfied with the local self-government and trusts this body most of all (71%, 75%), while the highest percentage of Tbilisi residents express dissatisfaction and distrust (28%, 31%). **(See Table #21).**

Satisfaction with the village trustees and trust towards them was evaluated by the village respondents only. The majority of the respondents is satisfied with the work conducted by the village trustees and trusts them (67%, 69%). Every sixth respondent expresses dissatisfaction regarding the village trustees and every seventh speaks about distrust towards them (16%, 14%). It is worth mentioning that 18% finds it difficult to evaluate the work of the village trustees. (See Chart #58).

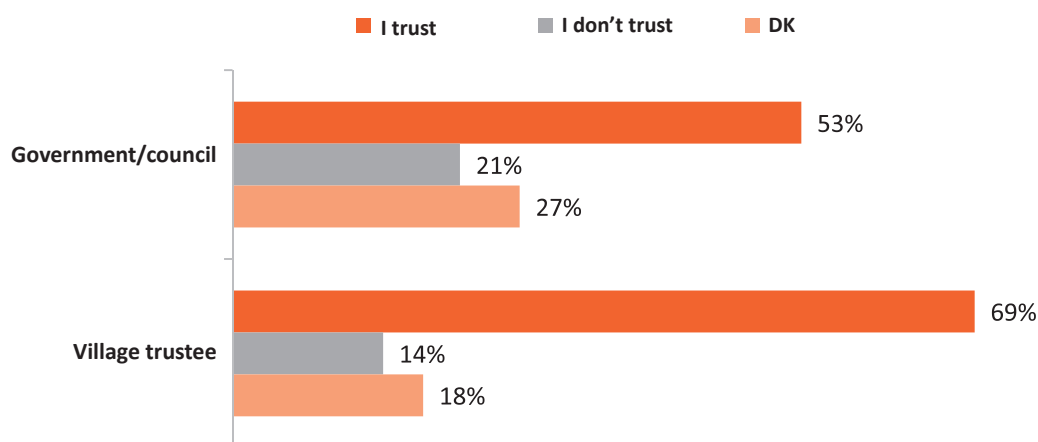
**According to the regions,** it is worth mentioning that the population of Samegrelo/Zemo Svaneti is the most satisfied with the village trustees and trusts them most of all (84%, 82%). The index of trust is high in the Racha-Lechkhumi and Guria regions as well (82%). The highest index of dissatisfaction and distrust towards the village trustees is reported in the Kvemo Kartli region (30%, 24%). (See Table #21).

*Chart #57 – Satisfaction with the local government/council and the village trustees*



Entire sampling generality N=3400

*Chart #58 – Trust towards the local government/council and the village trustees*



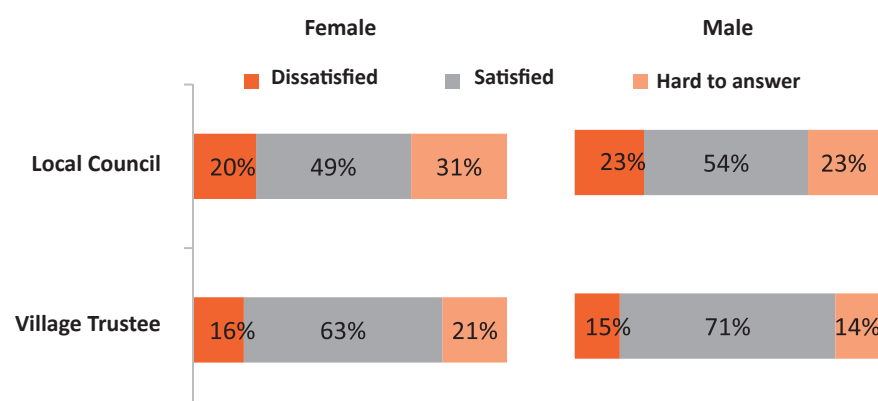
Entire sampling generality N=2010

**Table # 21 – Satisfaction with the local government and the village trustees and trust towards them according to the regions**

	Local Government			Village Trustee			Local Government			Village Trustee		
	Dissatisfied	Satisfied	Hard to answer	Dissatisfied	Satisfied	Hard to answer	I don't trust	I trust	Hard to answer	I don't trust	I trust	Hard to answer
<b>Tbilisi</b>	28.4%	32.5%	39.1%				31.1%	29.5%	39.4%			
<b>Adjara</b>	19.9%	61.4%	18.7%	16.7%	74.5%	8.8%	18.0%	65.0%	17.0%	17.6%	76.4%	6.0%
<b>Guria</b>	13.2%	60.6%	26.2%	7.0%	78.5%	14.5%	12.6%	62.8%	24.6%	5.8%	82.4%	11.80%
<b>Imereti</b>	25.4%	57.7%	16.9%	25.6%	64.4%	10.0%	22.4%	61.7%	15.9%	21.0%	66.8%	12.2%
<b>Kakheti</b>	15.1%	56.4%	28.5%	11.1%	67.9%	21.0%	16.1%	57.9%	26.0%	11.8%	69.6%	18.6%
<b>Mtskheta-Mtianeti</b>	21.4%	51.9%	26.7%	17.7%	55.8%	26.5%	20.2%	53.9%	25.9%	17.9%	55.3%	26.8%
<b>Kvemo Kartli</b>	26.1%	53.3%	20.6%	29.7%	53.0%	17.3%	24.3%	57.8%	17.9%	24.1%	59.2%	16.7%
<b>Racha-Lechkhumi</b>	13.6%	71.3%	15.1%	10.7%	79.1%	10.2%	12.1%	75.2%	12.7%	9.4%	81.9%	8.7%
<b>Samtskhe-Javakheti</b>	18.5%	62.6%	18.9%	17.5%	64.2%	18.3%	16.0%	64.5%	19.5%	15.8%	62.1%	22.1%
<b>Samegrelo/Zemo Svaneti</b>	13.7%	62.5%	23.8%	4.9%	83.8%	11.3%	13.3%	60.5%	26.2%	4.0%	81.8%	14.2%
<b>Shida Kartli</b>	8.8%	51.9%	39.3%	1.6%	55.3%	43.1%	7.0%	53.9%	39.1%	1.6%	56.6%	41.8%

No significant differences have been reported **according to gender** in terms of evaluating the the work of the council/government and the village trustee. However, some tendencies have been identified: more inquired men express satisfaction and trust towards the work of the council/government and the village trustee than the women (Satisfaction – *council/government*: man – 54%, woman – 49%; *village trustee*: man – 71%, woman – 63%) (Trust – *council/government*: man – 54%, woman – 51%, *village trustee*: man – 72%, woman – 65%). (See **Charts #59**).

**Chart #59 - Satisfaction with the local council and the village trustees by gender**

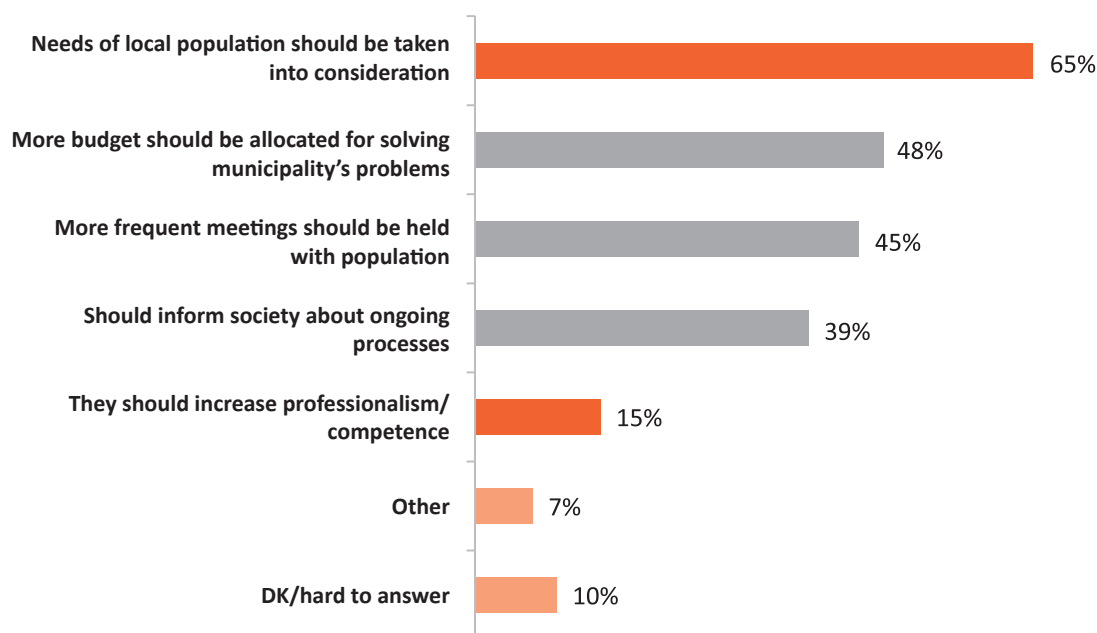


Total sampling generality N=3400

The research demonstrated that the local self-governments need to consider the citizens' needs into consideration. The majority named that this parameter has to be improved (65%).

Almost half of the respondents think that more budget must be allocated for solving the problems of the municipality (47%). 45% of the respondents see necessity of more frequent meetings with the population, 39% think that the citizens must be more informed about the ongoing developments. 15% believes that the professional qualification of the officials working in the self-governments needs to be improved. (See Chart #60).

**Chart #60 – What should be improved by the local self-government**



Entire sampling generality N=3400

**Note:** The sum of the answers exceed 100% as several answers were permissible

### **Results of the qualitative research**

Despite the fact that the large share of the respondents expresses satisfaction with the local self-governments within the quantitative research, the citizens who took part in the focus group discussions in the villages of Ambrolauri discussed the reasons of dissatisfaction.

As a rule, the local inhabitants of the villages in Ambrolauri apply to the village trustees for solving their problems. According to them, the village trustees bring information to the local government, but in sum, the problems remain unsolved or the quality of the performed works is low.

*„I applied to my village trustee and told him that the roads must be repaired in our village like it is done in other villages. He tells us it is not covered by the project. Why not in our village?“ [Mamia, Ambrolauri municipality]*

The residents of the low and upper zone villages express different opinions. The respondents from the lower zone villages were satisfied with the activities of the self-government and namely, things done for their villages, while the inhabitants of the upper zone villages were mainly dissatisfied, as their requirements either were not met or the quality of the performed work was not good.

*„We have a playground, central water supply, they even built a church. This is it. The road condition is more or less satisfactory.” [Irakli, Ambrolauri Municipality]*

*“Roads are repaired, water supply is repaired.... The central road was built and is under construction now.” [Mamia, Ambrolauri municipality]*

*“There were many problems in our village – Nikortsminda. First of all, it was water and it’s done now, but was done with a low quality. The water supply system was repaired, the roads have been damaged. 2 million 200 thousand was spent on that water system... The central road is in the good condition, but the internal roads are damaged.” [Manana, Ambrolauri municipality]*

*“The municipality budget receives the largest amount of money from the villages – several thousand, but no help – no transport, no kindergarten... Nothing is done for us, they spent it for themselves. Some problems were solved in the district center, but no attention to the villages.” [Maia, Ambrolauri municipality]*

The focus group discussions held with the inhabitants of the Ozurgeti villages also revealed the reasons of dissatisfaction with the local self-governments. The Group participants were dissatisfied because their problems were not considered and solved. According to them, no matter what problems are emerged in the villages, in sum, due to the insufficient budget, only the bridges and the roads are repaired. This infrastructure is not repaired properly and well. Respectively, they again get damaged very soon.

*„Our village has been left without gasification. We wrote an letter, but nobody paid any attention.” [Ekaterine, Ozurgeti municipality]*

*“The control and supervision agency to which the implemented work is submitted does not do its job well. They are not professionals, no necessary technologies and standards are followed and the performed work is of a low quality. Keeping standards is the most important thing.” [Misha, Ozurgeti municipality]*

*„A priority chosen by the village is more or less fulfilled as far as I know... Earlier it was all about bridges and we said it’s enough about the bridges. Everything was done with a poor quality, otherwise why would it be necessary to repair the bridges at every election?” [Ekaterine, Ozurgeti municipality]*

### 5.8.2. Activity of the population in the public life

The research demonstrated that the vast majority of the inquired respondents are not actively engaged in the public life (87%). That small part who has participated in any kind of public activity mostly names meetings on political or educational issues (93%). According to the research results, signing of a petition appeared to be the most difficult to do from the list of the activities (61%).

Those respondents who tried but could not manage to engage in the public life named the reasons. Most of them said that the official structures hindered their participation. It is also worth noting that those respondents who had willingness and readiness (86%) to attend the discussion of the government/council budget could not manage to do so because of the personal reasons.

No significant differences have been reported **according to gender** regarding the citizens’ active participation in the public life. However, several tendencies have been shaped out: more ratio of inquired women declared that they have not implemented any public activity within the last one year compared to the men (man – 83%, woman – 90%).



### 5.8.3. Reference to local self-governments

As it turns out, every fifth respondent has applied to the local self-government with the concrete problem at least once within the last 3 years (20%). It appears that the vast majority has not applied to the local governments and the councils within the recent years (78%).

**According to the regions**, the population of Racha-Lechkhumi (31%) is the most active in terms of applying to the local self-governments for solving their problems. It is worth mentioning that the smallest number of the respondents from Mtskheta-Mtianeti has applied to the government/council within the last 3 years (15%).

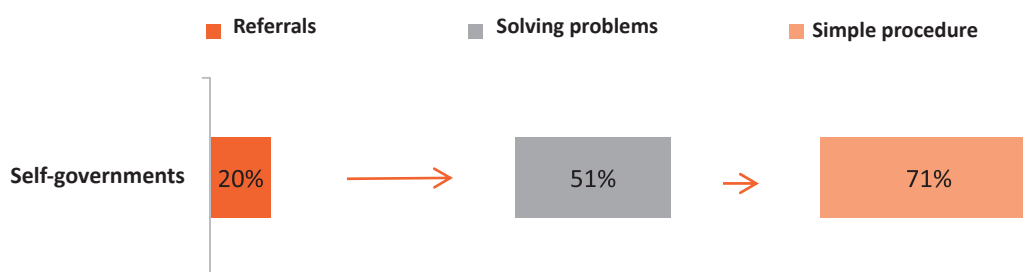
No significant differences have been revealed **according to gender**. Almost identical share of the inquired women and men declare that they have referred to the council/government for solving some concrete problem within the last three years (man – 21%, woman – 20%).

As for the frequency of the referrals, that part of the respondents, who had similar practice in terms of the council/government within the last 3 years, implemented the given activity only once (42%), almost the equal quantity 2-3 times (39%). Every sixth respondent has implemented this activity 4-5 times or more frequently (17%).

One third of those respondents who have applied to the council/government for solving any problem declare that none of the problems were solved by the local government (35%). Though, it is worth mentioning that the problems were solved for 28% of the citizens. 9% declares that the council/government tried to solve the problem, but could not manage because of some objective reasons. It is also noteworthy that the problems were partially solved for 22% of the population.

The majority of those respondents who had the practice of applying to the local self-governments declare that this is a rather simple procedure (71%). Though, every fifth respondent thinks that the procedures of applying to the government/council are difficult (21%). (See Chart #61).

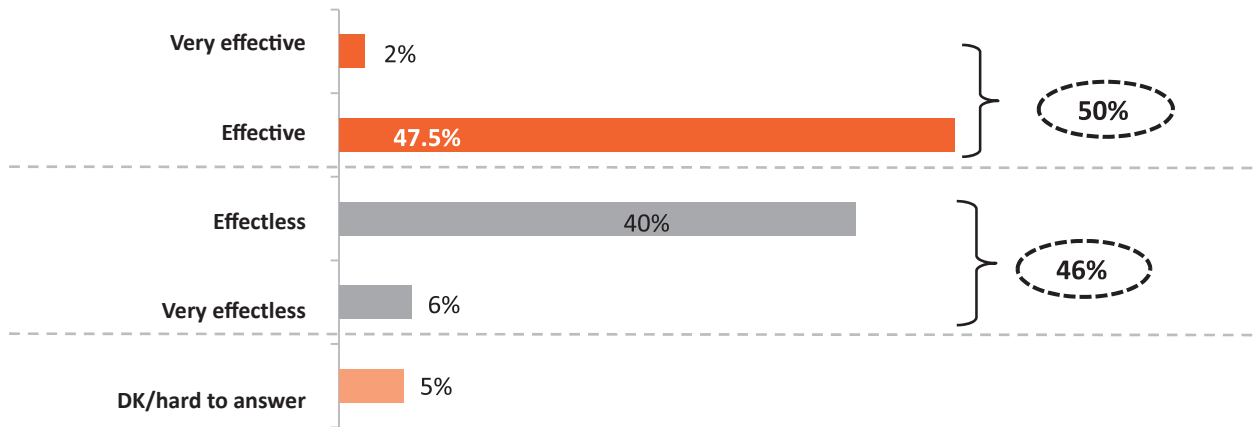
**Chart #61 – Referrals to the local self-governments and the results**



Entire sampling generality N=3400

In general, the respondents' attitudes regarding the efficiency of communication of the municipality heads with the population were divided almost equally. Half of the respondents positively evaluated the efficiency of this communication (50%), while 46% evaluated it negatively. A small part of the respondents found it difficult to make any assessments on the given issue (5%). (See Chart #62).

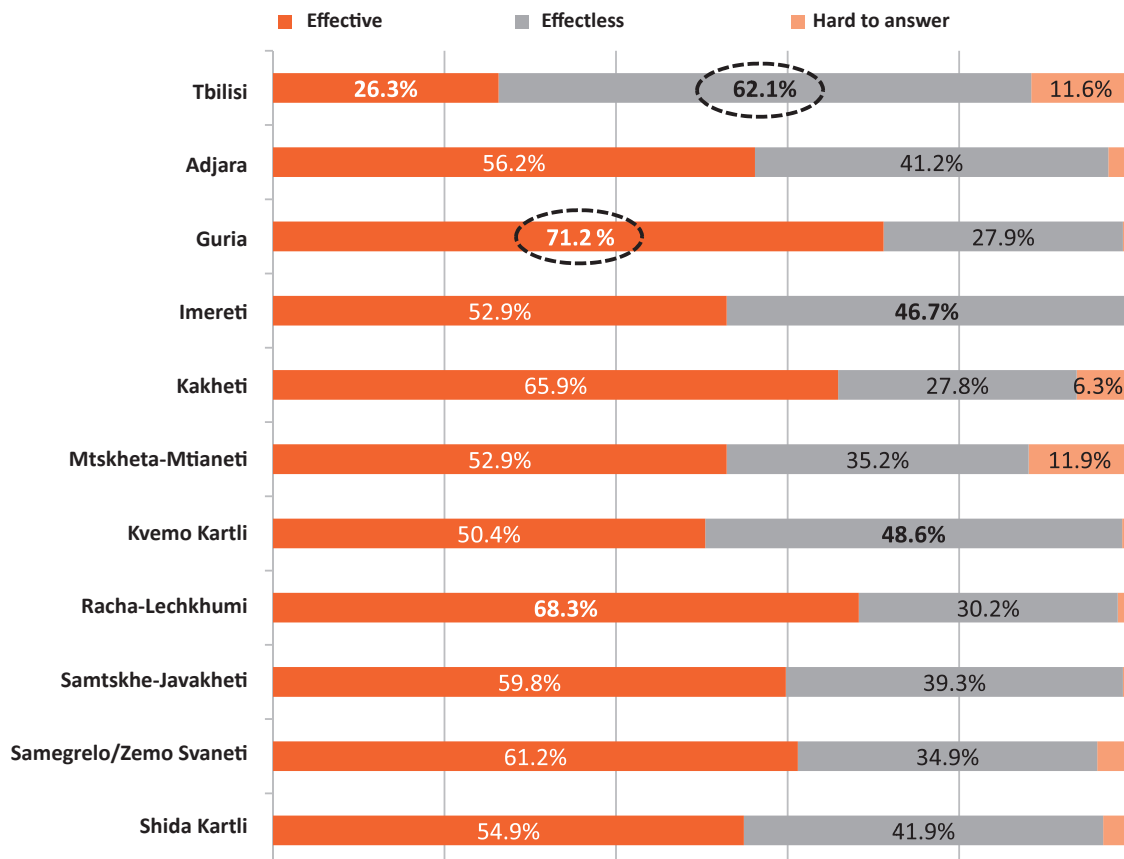
**Chart #62 – Evaluation of communication of the municipality heads with the population**



Entire sampling generality N=3400

**According to the regions,** the most positive evaluation of the effective communication of the municipality heads with the population was reported in Guria (71%). On the contrary, the communication was evaluated as the most negative by the Tbilisi residents (62%). It is also worth mentioning that almost half of the respondents inquired in Kvemo Kartli and Imereti believe that the communication of the municipality heads with the society is not effective (49%, 47%). (See Chart #63).

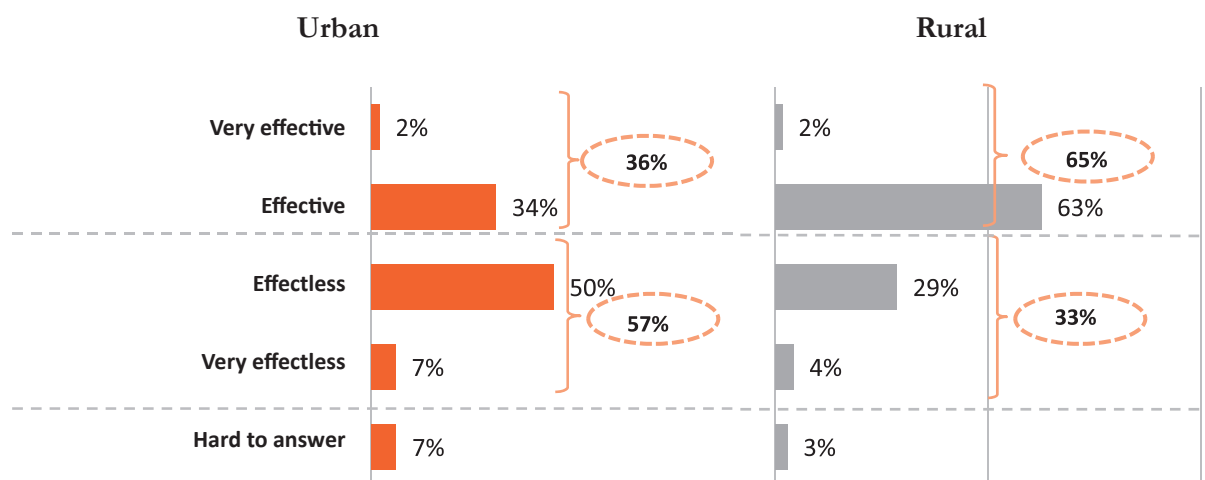
**Chart #63 – Evaluation of the communication of the municipality heads with the population by the regions**



Entire sampling generality N=3400

**According to the settlement type**, some differences were revealed in the answers given by the town and village residents. The majority of the town residents think that the municipality's communication with the population is not effective (57%), while the majority of the village population positively evaluates effectiveness of the communication of the municipality management with the citizens (64%). **(See Chart #64)**

*Chart #64 - Evaluation of the communication of the municipality heads with the population by town/village*



Entire sampling generality N=3400

There were no noticeable differences **according to gender**. Almost identical number of inquired men and women declares that their municipality management works effectively (man – 50%, woman – 49%).

### *Results of the qualitative research*

The focus group participants from Zugdidi and Bolnisi mostly refer to the municipality government. In the given groups, the participants are somewhat satisfied with the government's activities to solve their problems. The procedures are considered to be simple. Dissatisfaction was expressed only in terms of time. As declared by the respondents, it takes rather much time to review each application. It is worth mentioning that the group participants justified the local governments and believed that the main problem was allocation of finances. The finances are mainly transferred from the centre. They think that the main reason why the cases are delayed is that the local government has no financial resources or in the most occasions, it depends on the council.

*„My mother addressed the local government with a request to help her with covering the slate... They came to us on the second day... They made an immediate reaction.”* [Koba, Bolnisi]

*“Every time I asked for help, they have not refused. They really help... It is effective when you submit an application and receive help [in paying an apartment rent]”* [Arseni, Bolnisi]

“We wanted to change a view, but we did not think that they would agree on it. I was given a right and something beautiful was created there. Firstly, I submitted an application to the government head, then to the expertise department and then to the architecture agency. It took about a month.” [Mzia, Zugdidi]

“We wanted a playground in our municipality and we applied to the local government with an application. They did not come at once to start working, but there are some tenders I think. We want everything to be done at once. It is a character of Georgians... You know, someone should allocate money, take workers and such kind of things cannot be decided in one or two days. I can't tell that they did not do it at all – we have a playground now.” [Shalva, Zugdidi]

“The local government was very open to the citizens. They explained that a special machine was necessary to pollard a tree which was a very old and tall tree. We were told that they did not have such machine, and in order to rent one, they needed to announce a tender. We have regularly reminded them about this issue and after 4-5 months that tree was finally pollarded” [Vika, Zugdidi]

The respondents believe that in the given situation the local self-governments fulfill their job more or less satisfactorily. As declared by the group participants, the self-governments have certain limitations in terms of the annual budget and they must distribute priorities. Thus they cannot fulfill every demand. They think that more transparency would be useful. They recommend the local government to distribute leaflets among the population about the planned projects and the budget, what projects are being implemented or are to be implemented. These leaflets should be printed once or twice per year.

*“I did not need anything to refer to them. My house was slightly damaged and I did not bother the government for this. But if they give the covering slate to only one citizen, what should the others do? They should consider everyone's applications and problems.” [Makvala, Bolnisi]*

*“We all know that we are in some kind of frames i.e. from the point of view of the government. I call the budget a frame. If finances do not allow me to do something, do everything at once... I can spend those millions that are transferred to the budget in three months but as a result, I have to be in hardship for 9 months. I mean that the annual budget is limited and respectively, they cannot reply to everyone's application. That's why they choose the most important thing from the important things.” [Shalva, Zugdidi]*

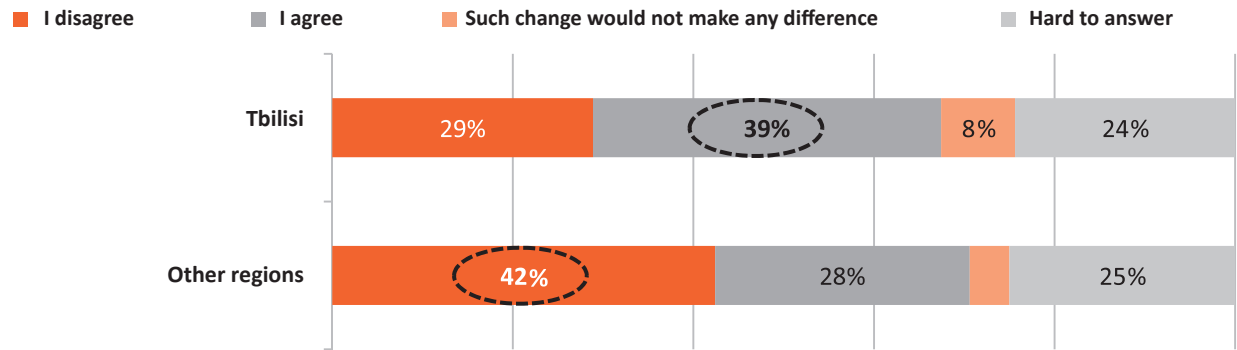
According to the focus group participants in Zugdidi, there is a newspaper, which provides information about the budget of the municipality, the planned and implemented projects, but the participants have not read or bought this newspaper.

#### 5.8.4. Division of the existing municipalities into smaller units

Attitudes of the Tbilisi residents and the population of other settlements regarding the division of the municipalities into smaller units are different from each other. The research in Tbilisi demonstrated that the majority agrees on the division of the municipalities into smaller units (39%), 29% is against and 8% thinks that this change would not make any difference. One fourth finds it difficult to make any assessment. The question was asked in different form to the residents of the **town** and **village** type settlements. Though, the research clarified that the tendency is the same outside Tbilisi and the majority of the population is against the idea of dividing municipalities into smaller units (42%). It is worth mentioning that this idea has more opponents in the towns than in the villages (town – 48%, village- 39%). Almost one fourth of

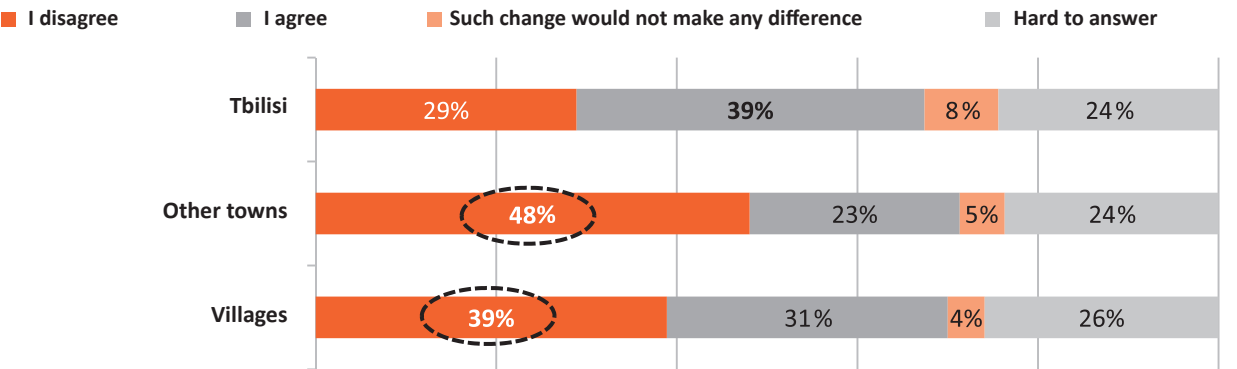
the respondents inquired in the towns agree on the given idea. This number is slightly higher in the villages and equals to 31%. (*Question: do you agree with the statement that the municipality should be divided into smaller units?*). (See Charts #65 and #66).

**Chart #65 – Public attitudes towards the division of the municipalities into smaller units by the regions**



Entire sampling generality N=3400

**Chart # 66 - Public attitudes towards the division of the municipalities into smaller units according to Tbilisi, other towns and villages**



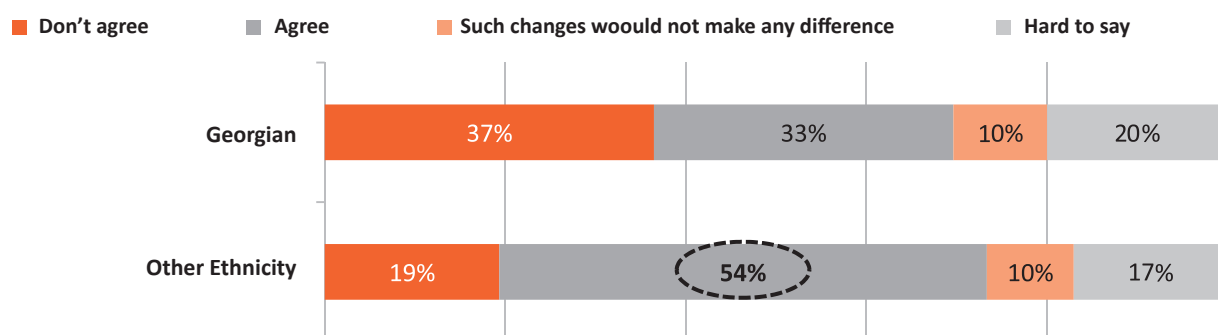
Entire sampling generality N=3400

**According to the regions**, the idea of dividing the municipalities into smaller units has the largest number of supporters in the towns in Samtskhe-Javakheti (41%) and highest number of opponents in Racha-Lechkhumi and Guria (70%). This idea has most supporters from the villages in Kvemo Kartli (59%).

**According to the ethnicity**, some differences were revealed in the responses of the Georgian respondents and interviewees from the other ethnic groups. It should be noted that more respondents of non-Georgian ethnicity support the idea of dividing the municipalities into the smaller parts out of Tbilisi (Georgian – 26%, other ethnicity – 41%). Most ethnical minorities were interviewed in Kvemo Kartli and

Samtskhe-Javakheti. Statistically significant data according to the ethnicity is represented in Kvemo Kartli. The majority of the ethnic minorities in Kvemo Kartli agrees on the division of the municipalities into the smaller units, while only one-third of the Georgian population expresses the same desire (Georgian – 33%, other ethnicity – 54%). (See Chart #67).

**Chart #67 - Public attitudes towards the division of the municipalities into smaller units in Kvemo Kartli according to the Georgian respondents and interviewees of other ethnicities**



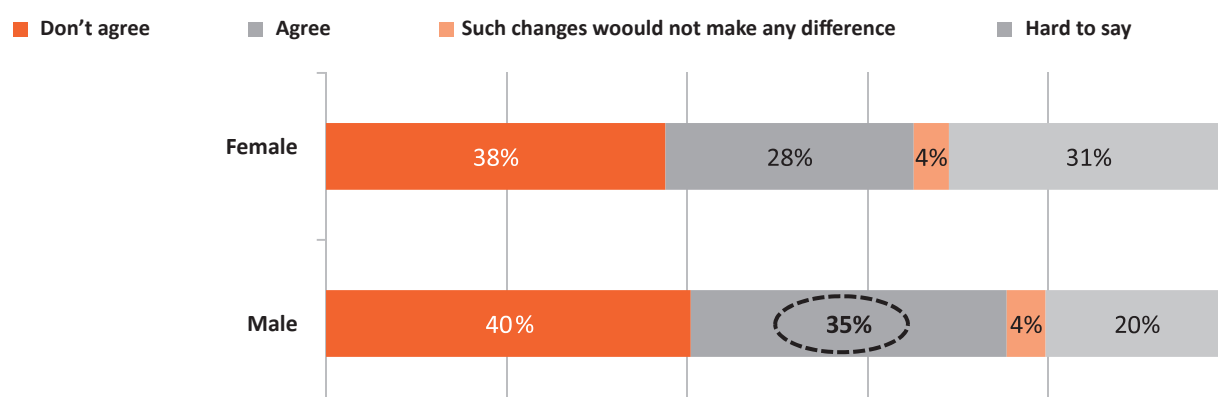
Sampling generality N=300

Almost half of the respondents (44%) inquired in **Tbilisi** think that smaller self-governments will better solve the problems of the municipalities. 27% thinks that such self-governments will not be effective. It is worth noting that 38% finds it difficult to make any assessment.

The respondents' opinions were almost equally distributed in other regions – 29% thinks that the problems would be solved more effectively, 30% thinks the contrary and 41% cannot answer.

**According to gender**, differences were not statistically significant among the respondents dwelling in the towns. Almost the same number of the men and the women agree on the division of the municipalities into the smaller units (women – 30%, men – 32%). In case of the villages, the differences according to gender were statistically significant. Only 28% of the women agree on the division of the municipalities into the smaller units, while 35% of the men support the same idea. (See Chart #68).

**Chart #68 - Public attitudes towards the division of the municipalities into the smaller units by gender in the villages**



Sampling generality N=2011

**According to regions,** the majority of the town residents in Samtskhe-Javakheti support the idea of dividing the municipalities into smaller units, while the majority of the respondents in the towns of Racha-Lechkhumi and Guria reject this idea (Racha-Lechkhumi – 84%, Guria – 76%). As for the villages, most respondents in Kvemo Kartli think that it would be good if the municipalities were divided in the smaller units, while the villagers in Mtskheta-Mtianeti think vice versa (Kvemo Kartli – 59% supports this idea, Mtskheta-Mtianeti – 60% rejects this idea). (See Table #22).

*Table #22 - Public attitudes towards the division of the municipalities into the smaller units by the regions*

	Town				Village			
	Do not agree	Agree	No difference	Hard to say	Do not agree	Agree	No difference	Hard to say
<b>Tbilisi</b>	28.9%	38.6%	8.2%	39.1%				
<b>Adjara</b>	31.7%	37.4%	3.9%	18.7%	41.8%	37.4%	3.7%	17.1%
<b>Guria</b>	<b>76.2%</b>	18.4%	0.0%	26.2%	<b>51.7%</b>	27.2%	3.7%	17.4%
<b>Imereti</b>	55.9%	24.4%	3.6%	16.9%	48.4%	22.2%	4.5%	24.9%
<b>Kakheti</b>	42.7%	27.9%	3.0%	28.5%	41.2%	30.1%	2.0%	26.7%
<b>Mtskheta-Mtianeti</b>	<b>56.4%</b>	8.7%	0.7%	26.7%	<b>59.5%</b>	15.8%	0.7%	24.0%
<b>Kvemo Kartli</b>	48.5%	16.8%	11.7%	20.6%	16.0%	<b>59.1%</b>	9.0%	15.9%
<b>Racha-Lechkhumi</b>	<b>83.5%</b>	8.7%	0.0%	15.1%	46.6%	32.8%	4.1%	16.5%
<b>Samtskhe-Javakheti</b>	26.4%	<b>41.1%</b>	5.5%	18.9%	51.5%	23.3%	0.8%	24.4%
<b>Samegrelo/Zemo Svaneti</b>	47.0%	17.0%	6.8%	23.8%	44.4%	16.6%	6.4%	32.6%
<b>Shida Kartli</b>	52.0%	13.5%	1.1%	39.3%	13.1%	38.3%	0.7%	47.9%

Entire sampling generality N=3400

**According to the regions,** the most pessimistic respondents live in Guria, 48% thinks that the smaller units will not be able to solve the municipality's problems. Besides, very few respondents believe that the new self-governments would effectively solve their problems (9%). Half of the respondents in Kvemo Kartli have the contradictory attitude (50%).

42% of the respondents inquired in **Tbilisi** believe that the communication with the new self-governments would be easier for them. But 15% of the respondents expressed the contradictory opinion. It is worth noting that 44% finds it difficult to make any prediction regarding this issue (44%).

Half of the respondents (52%) in other regions avoid making assessments in advance. 29% thinks that the communication with the new self-governments would be easier, while 15% believes that the communication would become more difficult.

**According to the regions**, the highest number of the respondents living in Kvemo Kartli thinks that the communication would be easier (53%). The largest part of the respondents from Racha-Lechkhumi believes that the communication would become more difficult (35%).

No significant differences have been reported **according to gender** in terms of communicating with the smaller self-governing units. However, the following tendencies have been shaped out: more inquired men declare that the communication with the smaller self-governing units would be much easier compared to the women (man – 36%, woman – 31%).

Those respondents who declared that communication with government would be easier, were asked to explain their opinion. Their majority declared that settlements would easily receive the service from the government (66%). 38% of the inquired respondents also think that in case of such division information about the activities carried out by the self-government would become more accessible to them.

### Results of the qualitative research

The idea of dividing the municipalities into the smaller units did appear attractive neither for Zugdidi nor for Bolnisi FG participants. Though, due to the specifics of these towns, the group participants were interested in the theoretical probability of turning these towns into the self-governing towns. They think that the towns and villages have different problems and they need different approaches. In case of the self-governing towns, the communication with the local government would become easier and the problematic issues would be effectively solved. However, it was also noted that these towns may not be ready for such change at the given moment.

*“Zugdidi will return the city status. It will have a mayor and the town will be paid more attention... The district councils need their specialists. The young people grown in the towns have no idea about cultivating corn on the plots. Accordingly, different specialists are needed in the towns and the villages.” [Tamazi, Zugdidi]*

*„It would be better to divide the urban (Zugdidi) and rural municipalities. In this case, the villages would get more attention... and the town too.” [Mzia, Zugdidi]*

*„...Standards suited for Kutaisi could not be used in Zugdidi. If I were a mayor of the self-governed town, I could govern a town as I wish. I would try to suite to my town and it would be better for everybody.” [Shalva, Zugdidi]*

*„I’m for Bolnisi managing its own finances.. If we knew who settles certain issues, we would address this person with our problems. S/he could not say that somebody else somewhere in the center makes decisions and gives money. It would be better for people and the district as well. There would be no problem of unemployment.” [Soslani, Bolnisi]*

As for the division of the municipalities into the smaller units, some respondents presumed that this may create additional working places, though the contradictory opinions appeared to be more backed with the arguments. None of the group participants support this perspective because of following reasons:



1. Division into the smaller units will make everything complicated, as there is lack of qualified staff;
2. Expenditure will increase;
3. Frequency of the referrals to the central government;
4. Some particularly poor municipalities will find it difficult to survive because of insufficient incomes.

*„Division into smaller units is connected with some risk factors. I think that there are not enough human resources in the whole Georgia. Such personnel mostly moves to the capital city.” [Ekaterine, Ozurgeti]*

*„People could be trained and taught, but it is not reasonable to create 10 municipalities instead of one... There would be a lot of complications. We do not need so many gamgebelis. The district center should be here and gamgebelis in the villages could have more power.” [Tamazi, Zugdidi]*

*„...10 times more documents would be sent to the ministries. 10 times more problems would appear.... More units do not mean better work. There should be a high level of professionalism and the system should be created, which would regulate everything.” [Tamazi, Zugdidi]*

*„Bolnisi has money. It could take care of itself, because it has Kazreti, but other districts do not have it.” [Koba, Bolnisi]*

As the group participants presume, it is fair to preserve the existing division, but the following actions must be carried out:

1. Municipality budget (income/outcome) must become transparent for everyone;
2. Municipality incomes should stay in the municipality instead of transferring them to the center;
3. Village councils should start functioning actively and the whole village should define their main activities; the municipality budget must be planned according to the problems defined as the priority by this village councils.

*„The municipality government should define what the municipality needs on their own. The budget should not be managed from the central government. Bolnisi has finances, but the central government takes this money from the municipality... What should people do in this case? Money should be spent for the needs of the municipality.” [Lali, Bolnisi]*

*„People are waiting for money. One goes to the gamgebeli, but he/she says there is no money. Why is there no money? Tbilisi did not transfer money. Why should we wait for Tbilisi? Tbilisi takes money from us, from our houses and why we should wait for our money from Tbilisi then. [Arseni, Bolnisi]*

*„If money stays in the municipality, people will know what share goes on what projects and they will be happy. Nowadays it is very obscure.” [Akaki, Bolnisi]*

*„When I’m a village trustee, when I know village problems and when I have my finances and my authority. Believe me; in this case, I could do better for my village than the municipality government.” [Shalva, Zugdidi]*

*“The village council is a very interesting thing. When one person decides in the village it is different from the situation when the council makes the decisions. There are at least five people in the council... They will come to the decisions, which benefit the village.” [Akaki, Bolnisi]*

*„the village should have its own finances and the local people should define what to spend this money for. The budget will be planned for the whole year. There should be additional emergency budget.” [Aleksandre, Ozurgeti]*

The participants of the Ambrolauri and Ozurgeti focus groups were also distrustful towards the idea of dividing the municipalities into the smaller units. Some of them considered this idea as attractive, but difficult to implement.

According to the participants, there is no sufficient number of the qualified staff in Georgia at the given moment to enable correct management of the divided units. At the same time, the expenses will increase and fewer finances will be left for solving the problems of the municipality. If the existing municipalities will be given more autonomy and finances for the management, the population will be engaged more actively and such organization may appear to be proper.

*“All villages should have the council and its finances.” [Manana, Ambrolauri]*

*„The local councils should be elected. Those councils should have their own finances. They should not address the municipality government for all issues. They should have their own resources... The functions of such councils should be enhanced and they should have their budget.” [Aleksandre, Ozurgeti]*

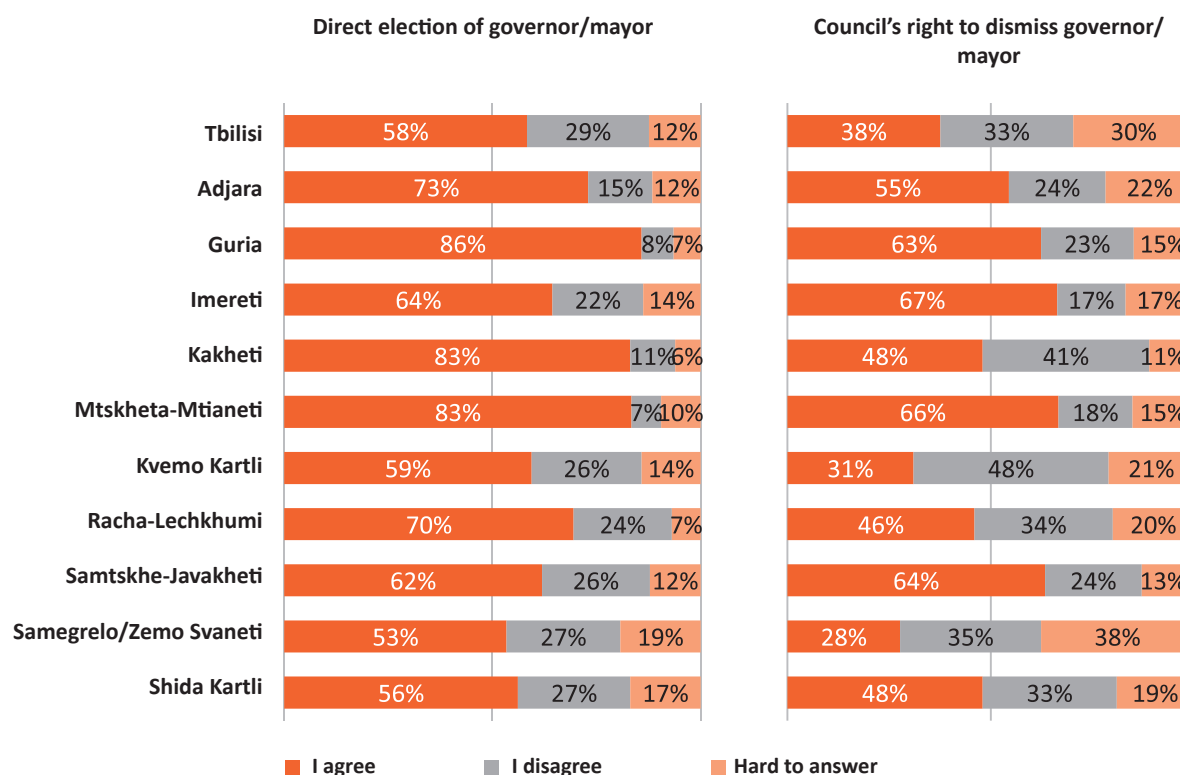
#### **5.8.5. Direct election of a governor/mayor**

As the research demonstrated, the majority of the respondents supports a direct election of a governor/mayor (64%). Though almost half of the citizens declare that the municipality/town council must have a right to dismiss the governor/mayor (47%). 23% of the respondents are against the direct election and 31% declared that the council should not have the right to dismiss the governor/mayor. It is noteworthy that the majority of those 64% of the respondents, who support the direct election of the governor/mayor, at the same time declare that the council should have the right to dismiss him/her (direct election – 2290 respondents, 1506 of them think that the council should have the right to dismiss the governor/mayor). Those two statements are contradictory and accordingly, such results show the low level of awareness among the population on those issues.

**According to the regions**, the largest number of the respondents supporting the direct election of the governor/mayor lives in Guria (86%). Though it is worth mentioning that the majority of the respondents in Guria support the idea of giving the municipality council the right of dismissing the governor/mayor (63%). It is also worth mentioning that this idea has the highest number of the supporters in Imereti and Mtskheta-Mtianeti (67%).

The direct election of the governor/mayor has the highest number of the opponents in Tbilisi (29%). As for the idea of giving the council the right to dismiss the governor/mayor, it has the largest number of the opponents in Kvemo Kartli (48%). **(See Chart #69).**

**Chart #69 – Direct election of the governor/mayor and the council's right to dismiss the governor/mayor by the regions**



Entire sampling generality N=3400

No significant differences have been reported **according to gender** – almost the identical share of the men and the women declare that the governor/mayor should be elected with the direct elections (man – 65%, woman – 64%).

### Results of the qualitative research

The idea of electing the governor/mayor directly was popular in every focus group. The respondents noted that it is impossible to create an ideal and absolutely safe model, but the current situation makes them to think that the direct election is the most acceptable form. According to our respondents, they should choose a decent candidate, who lives in the same municipality and respectively, cares about this municipality. The citizens must know this candidate very well. The group participants believe that it will be easier to ask something or apply to the candidate they themselves selected. The group participants are against appointing the candidates according to the membership to the political party. They think that the governor/mayor should fear the citizens than the council. According to the citizens, the governor appointed by the council is somewhat subordinated to the council, which is not positively reflected on the municipalities. As the respondents declare, the governor/mayor should be accountable to the citizens and not to the council. In this case, the citizens will be more active and feel more responsibility – the process will become democratic. The respondents do not care about the mistakes made by the governor/mayor as no one can live without making mistakes and a term of four years is enough for correcting these mistakes. The group participants think that the people will be more open to the candidate they elected and this candidate will have more motivation to be re-elected in the next elections.

*„(If a mayor is elected by the city council), as a result, we will have a weak mayor. The council will be able to influence the mayor, it will be possible to make him to do everything the council wants, the council will threaten the mayor by dismissing him/her, unless s/he does everything as the council wishes” [Tamazi, Zugdidi]*

*“When a mayor is elected by you, he will take your opinion into consideration” [Mamia, Ambrolauri]*

*“When people make choice, it means that people know this person, what kind of person (candidate) is. If s/he is a right person, s/he is believed and trusted by people. No one is mistaken from the beginning.” [Mamuka, Ozurgeti]*

*“I would add accountability to the citizens when speaking about the direct election of the mayor. You are accountable towards those who elected you. If you are appointed by the council, accordingly, you are accountable towards that council. Which one is better, accountability to the citizens or to the council? People will have more resources to formalize their will.” [Ekaterine, Ozurgeti]*

*“What can we know if this person is a stranger to us? If we know and we have heard about the person’s life, we will be sure that this person will be helpful to the people and the municipality.” [Makvala, Bolnisi]*

While discussing the idea of the direct election of the governor/mayor, different opinions were expressed:

1. The citizens may still choose the representative of the leading political party, i.e. election may still be according to the party membership;
2. The council will have a better opportunity to control and dismiss the governor/mayor elected by means of competition.

Some respondents felt indifferent towards the issue and declared that the direct election of the governor/mayor would not make any change.

The respondents also discussed protective mechanisms that should be introduced in the legislation. According to the group participants, it must be possible to dismiss the elected candidate because of the indecent behavior.<sup>9</sup>

*„The law must envisage that if the mayor does something wrong, in case of gathering a certain amount of signatures, it will be possible to dismiss him.” [Tamazi, Zugdidi]*

*“We should be able to elect a mayor and if we don’t like him, announce an impeachment and elect another one. If we have a right to elect, then we should have a right to dismiss.” [Irakli, Ambrolauri municipality]*

<sup>9</sup> It must be noted that the qualitative and quantitative researches revealed similar tendencies. Though, as long as reforms were thoroughly explained on the focus group discussions, the answers became more refined. According to the quantitative research results, on one side, the vast majority supports the idea of the direct election and on the other side, half of the respondents thinks that the council should have a right to dismiss the governor/mayor. These two opinions are contradictory and it speaks about the low level of population’s awareness regarding the organization of the self-governments.

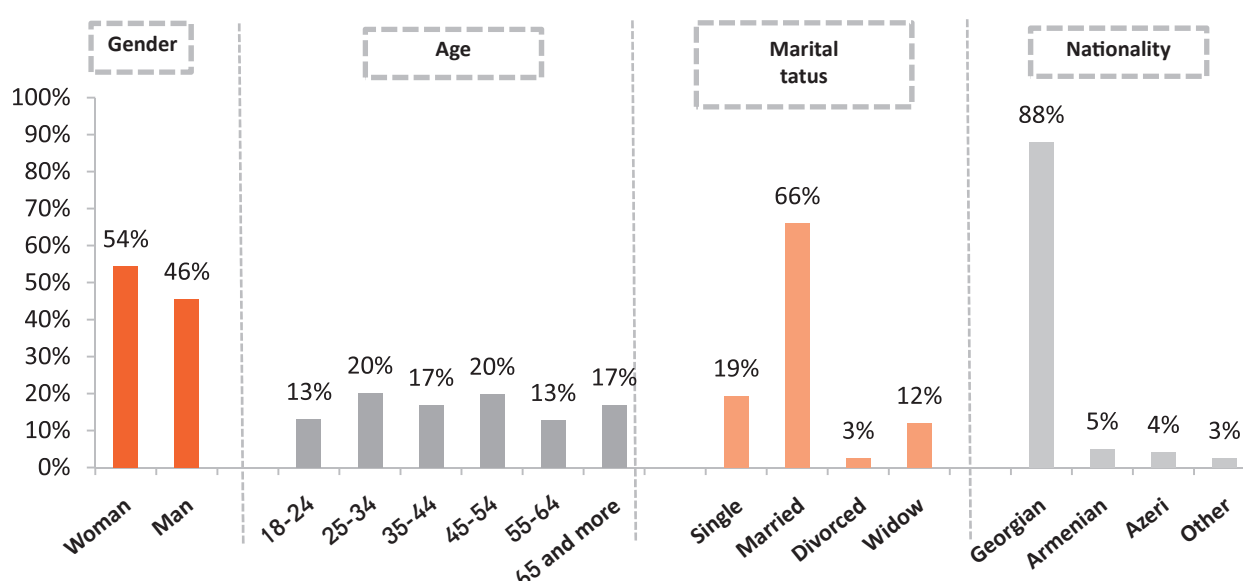
## 5.9. SOCIO-DEMOGRAPHIC PROFILE OF THE POPULATION

54% of the population is female and 46% is male. The age ranges of 25-34 and 45-54 years have the highest index in the age categories – they are equally presented with 20-20%.

66% of the population is married; the results are similar in terms of the town and the village perspective.

According to ethnic belonging, the population of Georgia mostly consists of Georgians (88%), 5% are the citizens with the Armenian origin and 4% with the Azeri origin. (See Chart #70).

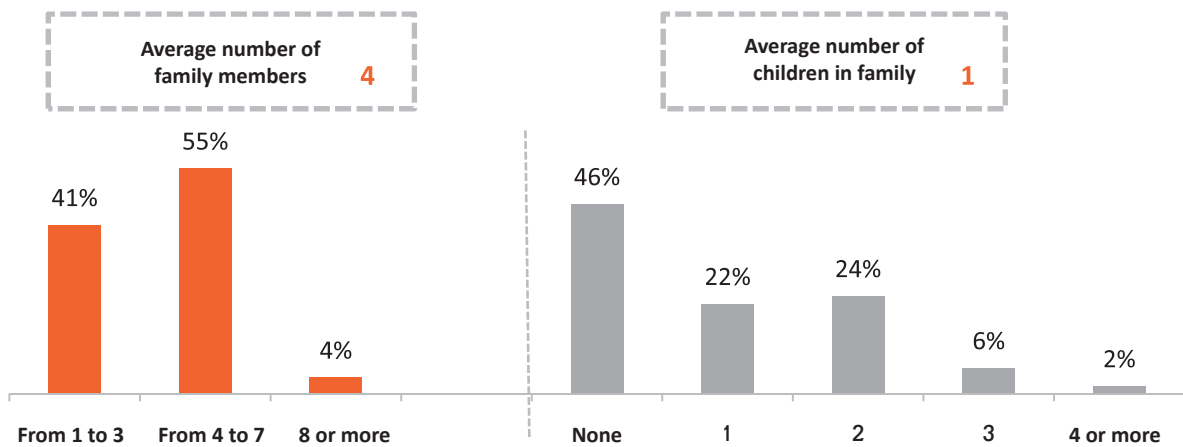
*Chart #70 – Gender, age, marital status and nationality*



Entire sampling generality N=3400

As the research demonstrated, Georgian families averagely consist of 4 members including the children and the average number of the children in the families does not exceed one. (See Chart #71).

**Chart #71 – Family composition**

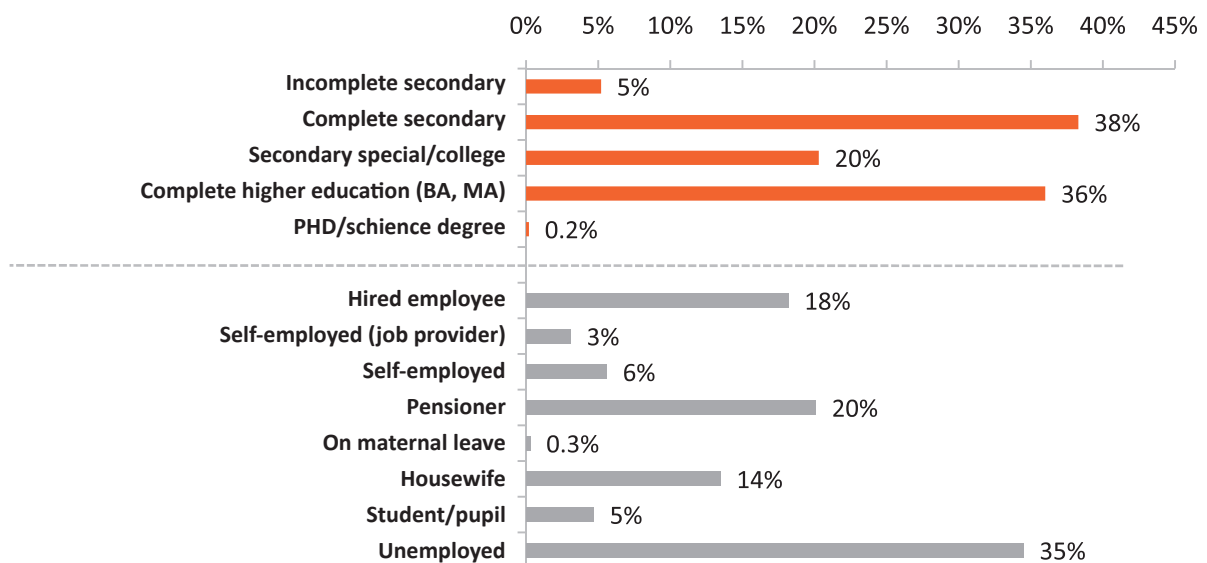


Entire sampling generality N=3400

10% of the respondents declare that their families have the status of socially unprotected, the ratio of the IDPs in the population equals to 2%.

38% of the population has completed the secondary and 36% has completed the higher education. As for the employment, 35% is unemployed and 20% is a pensioner. **(See Chart #72).**

**Chart #72 – Education and working status**



Entire sampling generality N=3400

As the research results demonstrate, half of the population can hardly buy food. (See Table #23).

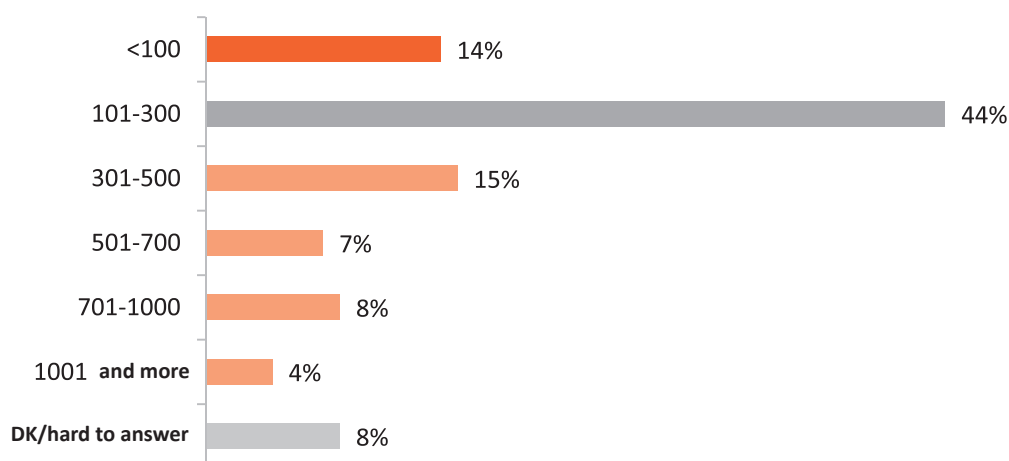
**Table # 23 – Evaluation of financial status**

We can hardly buy food	50%
We have enough money for food, but we have to save or take a loan to buy cloth and shoes	27%
We have enough money for food, for everyday cloth and shoes, but in order to buy good cloths, a mobile phone, a vacuum-cleaner and other home appliances, we have to save or take a loan	14%
We have enough money for food, for everyday cloth and shoes, but in order to buy a car or an apartment, we have to save or take a loan	5%
We can afford to buy whatever we want anytime	0.2%
DK/difficult to answer	4%

Entire sampling generality N=3400

The monthly family income for 14% of the population is less than 100 GEL; the monthly income varies from 101 to 300 GEL for almost half of the population (44%) (See Chart # 29). (Incomes imply any type of income including the social assistance and the pension). (See Chart #73).

**Chart #74 – How much is your family's monthly income (GEL)?**



Entire sampling generality N=3400

## 6. Summary

Various state or municipal services were studied within the framework of the study of citizens' satisfaction with the public services. Due to the large number of the services, the given chapter describes only those services that are the most available to the population. The public services were thematically united into the several tables according to two parameters – the service availability and satisfaction with this service (in order to present satisfaction with the utility infrastructure, in some cases, the indexes of proper functioning and supply of the system were used, which in high probability condition determines satisfaction with those services,).<sup>10,11</sup> In order to see the whole picture on a large scale, the data are presented according to the regions.

The research results demonstrate that electricity supply is the best provided service among the utility infrastructures. The largest share of the population expresses satisfaction with the quality and service of electricity (supply – 94%, satisfaction – 92%). **(See Table #24).**

According to the availability of the services and satisfaction with them, Tbilisi stands out from other regions as having the best situation in terms of the utility infrastructures.

The condition is not so good in other regions compared to Tbilisi. Racha-Lechkhumi, where a very small share of the population uses other services except electricity, should be underlined. However, it must be noted that despite a lack of such services, the population still expresses high level of satisfaction in Racha-Lechkhumi. Presumably, population's satisfaction is conditioned by a mere presence of the service and not the quality of the service. This is determined by the fact that the given services are less prevalent in this region and that part of the population, which has access to some services, thinks that they are already in a better condition compared to others and respectively, does not complain about the quality of the provided service. This assumption might be applicable to explain the high level of satisfaction in other regions as well.

We should also mention the regions where some services are the least presented compared to the other regions. For instance, the situation is problematic in terms of the sewage system in Guria, while the cleaning service is the most problematic for Shida Kartli. **(See Table #24)**

10 The tables do not present those specific services that are available for only the small part of population or is rarely used (e.g. free canteens, free legal aid, tenders, electronic services, etc.)

11 The tables present the indexes of availability of the services and satisfaction. Satisfaction with the specific service is evaluated only by those respondents who have some services in their settlements. Due to the volume of information, the tables present only positive evaluation (yes; satisfied/very satisfied) excluding DK/refused to answer and negative answers. The only exception is the road infrastructure table (Table #28), which presents an absence of some infrastructure parameters.



*Table # 24 – Presence of utility infrastructure and satisfaction by the regions*

Region	Utility infrastructure											
	Water (State in towns /Municipality in villages)		Sewage system (State /Municipality)		Electricity (State)		Gas (State)		Cleaning (Municipality)		Waste collection (Municipality)	
	Supply	Satisfaction with schedule	Supply	Functioning of system	Supply	Satisfaction	Supply	Satisfaction	Presence of service	Satisfaction	Presence of service	Satisfaction
Tbilisi	99%	81%	100%	82%	97%	98%	100%	91%	97%	85%	100%	90%
Adjara	64%	75%	52%	58%	88%	74%	50%	94%	91%	92%	69%	89%
Guria	32%	40%	14%	63%	97%	92%	53%	92%	45%	77%	35%	90%
Imereti	57%	44%	40%	66%	97%	89%	65%	89%	64%	77%	41%	88%
Kakheti	69%	59%	25%	77%	88%	91%	74%	100%	71%	56%	61%	86%
Mtskheta-Mtianeti	49%	58%	27%	80%	91%	90%	68%	95%	58%	90%	66%	87%
Kvemo Kartli	82%	56%	31%	62%	92%	88%	64%	97%	65%	77%	38%	67%
Racha-Lechkumi	26%	78%	18%	76%	97%	88%	14%	100%	79%	89%	18%	80%
Samtskhe-Javakheti	45%	74%	33%	58%	98%	97%	66%	96%	24%	55%	35%	62%
Samegrelo	32%	90%	22%	69%	96%	96%	26%	100%	32%	85%	31%	76%
Shida Kartli	64%	62%	32%	84%	93%	97%	81%	97%	11%	93%	45%	89%
<b>Total</b>	<b>68%</b>	<b>68%</b>	<b>50%</b>	<b>75%</b>	<b>94%</b>	<b>92%</b>	<b>69%</b>	<b>93%</b>	<b>76%</b>	<b>83%</b>	<b>59%</b>	<b>86%</b>

Unlike the utility infrastructure, the high indexes are recorded in terms of the educational institutions in every region. The index of satisfaction is also high in the regions, especially in Imereti and Samegrelo (84%, 82%). However, Tbilisi must be noted as an exception, where satisfaction with the educational institutions is very low. As noted in case of utility infrastructure, the high level of population's satisfaction in the regions is conditioned by the mere availability of these services and not their quality. Presumably, the citizens living in the regions have fewer expectations of the high standards and the fact that the specific service is available is already assessed positively. The Tbilisi residents are more critical towards different issues, as in general, there are more alternative sources of the services in the towns and respectively, there is more possibility of comparison and choice. However, it should be noted here that the satisfaction level with the kindergartens is quite low in the Kvemo Kartli region as well. (See Table #25)

*Table #25 - Presence and satisfaction of the educational institutions by the regions*

Education				
Region	Kindergarten (Municipality) <sup>11</sup>		School (State)	
	Supply	Satisfaction	Supply	Satisfaction
Tbilisi	89%	34%	98%	43%
Adjara	52%	56%	100%	63%
Guria	72%	71%	88%	78%
Imereti	86%	82%	90%	84%
Kakheti	87%	49%	94%	57%
Mtskheta-Mtianeti	66%	57%	83%	62%
Kvemo Kartli	57%	32%	100%	56%
Racha-Lechkumi	43%	70%	75%	77%
Samtskhe-Javakheti	52%	67%	100%	75%
Samegrelo	89%	74%	93%	82%
Shida Kartli	59%	48%	90%	51%
<b>Total</b>	<b>77%</b>	<b>54%</b>	<b>95%</b>	<b>62%</b>

The situation is almost the same in terms of using the services of the hospitals and ambulance among the regions. The referrals to the hospitals and calling ambulance vary in almost the same percentage range. The picture is different in case of the referrals to the polyclinics – as it turns out, the index of using the hospitals is always higher than the index of using the polyclinics.

The citizens, who use the healthcare services are mainly satisfied with the obtained service irrespective of the region. The majority of the population feels positive about the service; the index of satisfaction is always higher than 70%. (See Table #26)

12 Bodies providing the service are given in brackets.

*Table # 26 – Usage of the healthcare services and satisfaction by the regions*

Healthcare										
Region	Hospital (State/Municipality)		Polyclinic (State/Municipality)		Ambulance (State)		Vaccination for citizens (State/Municipality)		Vaccination for animals (State/Municipality)	
	Referral	Satisfaction	Referral	Satisfaction	Call	Satisfaction	Referral	Satisfaction	Referral	Satisfaction
Tbilisi	40%	85%	42%	82%	46%	89%	31%	96%	13%	100%
Adjara	44%	86%	30%	75%	43%	96%	38%	94%	49%	100%
Guria	35%	87%	19%	90%	30%	78%	16%	91%	42%	83%
Imereti	46%	77%	28%	74%	34%	89%	24%	91%	54%	83%
Kakheti	41%	90%	26%	77%	34%	92%	22%	100%	38%	95%
Mtskheta-Mtianeti	41%	80%	21%	84%	35%	86%	25%	90%	35%	91%
Kvemo Kartli	35%	80%	22%	82%	42%	92%	32%	100%	64%	90%
Racha-Lechkumi	46%	88%	19%	88%	40%	95%	16%	75%	57%	81%
Samtskhe-Javakheti	36%	74%	13%	87%	28%	87%	28%	89%	61%	96%
Samegrelo	39%	88%	21%	85%	34%	97%	27%	93%	71%	95%
Shida Kartli	41%	84%	25%	86%	33%	89%	21%	91%	34%	96%
<b>Total</b>	<b>40%</b>	<b>85%</b>	<b>42%</b>	<b>82%</b>	<b>38%</b>	<b>91%</b>	<b>27%</b>	<b>94%</b>	<b>50%</b>	<b>91%</b>

Speaking of the safety services, the situation in terms of the fire service is better in Kakheti and Mtskheta-Mtianeti compared to Tbilisi, while the Tbilisi residents are the most satisfied with this service and the residents of Shida Kartli are the least satisfied.

The rescue service is the least available in Shida Kartli - the least satisfaction level is reported in this region, as well compared to the results from all other regions (See Table #27)

**Table # 27 – Presence of the safety services and satisfaction by the regions**

Safety				
Region	Fire service (Municipality)		Rescue service (State/ Municipality)	
	Presence	Satisfaction	Presence	Satisfaction
Tbilisi	92%	89%	89%	93%
Adjara	81%	82%	76%	69%
Guria	93%	53%	83%	62%
Imereti	72%	63%	59%	67%
Kakheti	94%	81%	80%	69%
Mtskheta-Mtianeti	94%	61%	93%	79%
Kvemo Kartli	59%	21%	47%	65%
Racha-Lechkumi	62%	76%	43%	84%
Samtskhe-Javakheti	75%	67%	46%	81%
Samegrelo	75%	88%	49%	73%
Shida Kartli	43%	58%	39%	29%
<b>Total</b>	<b>78%</b>	<b>89%</b>	<b>67%</b>	<b>81%</b>

In general, the roads connecting to the settlements are better evaluated in the regions rather than the local roads inside the settlements. For example, only 13% of the Samtskhe-Javakheti residents think that the local roads are in a good condition. The respondents living in Racha-Lechkumi complain about the lack of the public transport. Among the evaluated parameters of the road infrastructure, the highest index is given to the absence of the traffic lights, though it is worth mentioning that they might be unnecessary in some places. The absence of street illumination and house numeration is also very prevalent – street illumination is the most problematic in Shida Kartli and house numeration in Racha-Lechkumi. (See Table #28).

*Table # 28 – Road infrastructure by the regions*

Region	Local roads (Municipality)	Roads connecting settlements(Municipality)	Highways (State)	Frequency of transport (State/Municipality)		Traffic signs (Municipality)		Traffic lights (Municipality)		Street illumination (Municipality)		House numeration (Municipality)	
	Good	Good	Good	Good	None	Good	None	Good	None	Good	None	Good	None
Tbilisi	75%	87%	84%	72%	1%	84%	5%	85%	4%	99%	0%	75%	1%
Adjara	66%	78%	94%	78%	1%	53%	36%	50%	41%	61%	33%	56%	40%
Guria	33%	56%	94%	70%	15%	30%	59%	7%	89%	45%	46%	16%	74%
Imereti	45%	68%	86%	71%	7%	39%	41%	25%	53%	49%	24%	39%	38%
Kakheti	28%	85%	92%	79%	13%	36%	44%	6%	86%	65%	23%	18%	69%
Mtskheta-Mtianeti	28%	61%	84%	77%	9%	24%	67%	1%	99%	41%	55%	12%	70%
Kvemo Kartli	19%	63%	97%	68%	5%	30%	61%	18%	72%	40%	49%	17%	56%
Racha-Lechkhumi	29%	44%	70%	41%	22%	29%	64%	7%	91%	42%	49%	17%	79%
Samtskhe-Javakheti	13%	49%	78%	48%	23%	39%	43%	10%	81%	34%	51%	27%	60%
Samegrelo/Zemo Svaneti	35%	62%	88%	82%	3%	60%	28%	37%	54%	53%	19%	36%	39%
Shida Kartli	47%	73%	93%	84%	1%	56%	28%	25%	62%	35%	60%	26%	61%

It is worth mentioning that the links between the satisfaction with the self-governments and the municipal/ state services were analyzed as well. It turns out that according to the obtained data, those respondents who are satisfied with the self-governments are mostly satisfied with both types of services. The data are not presented in the tables as they are almost identical to the tendencies reflected in the tables above.

In order to see whether there was any difference in terms of provision-satisfaction between the municipal and state services, we have grouped certain services separately. We have distinguished those services that are clearly a responsibility of the municipality or the state (or were the responsibility at the moment of conducting this research). We have also chosen only the main services, which are the most available to the population. It is hard to define clearly whether the population is more satisfied with the services provided centralized by the state or provided by the self-governments. There are many facts that can influence population's satisfaction with the separate services. However, a similar grouping revealed the following tendency: in general, the larger share of the population expresses satisfaction with the state services (80%) compared to the municipal services (70%). The table given below presents groupings of the municipal and state services according to which we have calculated the average index of satisfaction. (See Chart #29).

*Table #29 – Satisfaction with the main state and municipal services*

Municipal Services	Satisfaction	State Services	Satisfaction
Electricity	92%	Cleaning	83%
Gas supply	93%	Waste collection	86%
Secondary education	62%	Sewage system	75%
Vocational education	36%	Preschool education	54%
Public safety	85%	Inner roads	52%
Roads of state importance	88%	Street lighting	51%
Agriculture Development	81%	House numeration	31%
Pension service	94%	Fire service	89%
Ambulance	91%	Libraries	81%
		Public parks	90%
		Culture House	73%
<b>TOTAL</b>	<b>80%</b>	<b>TOTAL</b>	<b>70%</b>

In total, considering the indexes of service provision and satisfaction, as well as the results that show trust and satisfaction towards the local self-governments, we have to pay special attention to the results obtained from Tbilisi and Racha-Lechkhumi. (See Tables #21, #24, #25, #26, #27 and #28).

In general, the **Tbilisi** residents have the best accessibility to every state and municipal service. The index of satisfaction with the given services is also high with the minor exceptions.

### For example:

- Despite the fact that the municipal kindergartens and the public schools are available for the vast majority of the Tbilisi inhabitants in their own municipalities, even half of them are not satisfied with the given institutions in general (kindergarten – 34%, school – 43%).
- Speaking of utility infrastructure, the indexes of provision/availability and satisfaction are rather high in Tbilisi (water, sewage system, electricity, gas, cleaning and waste collection).
- The majority of Tbilisi residents expressed satisfaction regarding the state vaccination of animals and the people, the emergency medical service, the fire and rescue services.

Despite the fact that Tbilisi has the best condition in terms of the state and municipal services, the residents of the capital city are the least satisfied with the local self-governments (33% - satisfied). It is also worth mentioning that the majority of those respondents who are satisfied with the local governments are also satisfied with the services as well. Dissatisfaction with the self-government in Tbilisi may be determined by following factors:

1. The residents of the capital city are much better provided with the infrastructural projects, the elementary services are accessible and respectively, the demands are higher.
2. We should consider an increase of the negative attitude towards the former government before and after elections. Respectively, the large share of the Tbilisi residents feels mistrust and dissatisfaction towards the work of the Mayor's office, where the majority of the staff is the former government team members.

The lowest accessibility to all state and municipal services is identified in **Racha-Lechkhumi**. Only exceptions are electricity and cleaning services, where the indexes are rather high (97%, 79%). Low accessibility to some services can be explained by different objective factors. For instance, the lack of kindergartens (accessible on the site for 43%) can be explained by the small number of the pre-school children in the given region. Based on information provided by Geostat, despite the growth of the population of Georgia, the situation is different in Racha-Lechkhumi, where we have the decrease in the number of population<sup>13</sup>.

The fact that almost none of the inquired respondents use the irrigation system can be explained by the peculiarity of the climate and no necessity of the irrigation systems. As for central water supply, 26% is rather low index, though considering the significant number of springs in Racha-Lechkhumi, it is presumable that the local inhabitants, especially the village inhabitants may not perceive the given deficit as a serious problem. It is worth noting that none of the respondents mentioned such problem during the focus group discussions. The main problems they discussed were the roads and the drainage pipes.

It is worth mentioning that those respondents from Racha-Lechkhumi, who have accessibility to some services, are generally positive regarding the quality. If we consider the low indicator of accessibility, satisfaction may be caused by the mere availability of the services.

Apart from the nearest highways to Racha-Lechkhumi, rather few respondents evaluated the condition of the outside and internal roads positively. Only the part of the population is satisfied with the frequency of the public transport traffic. It is worth noting that the focus group respondents complained about the lack

<sup>13</sup> National Agency of Statistics of Georgia. Population of Georgia is growing  
[http://www.geostat.ge/cms/site\\_images/\\_files/georgian/press/31.05.2012\\_Geo.pdf](http://www.geostat.ge/cms/site_images/_files/georgian/press/31.05.2012_Geo.pdf)

of transport in Racha-Lechkhumi. The traffic lights and the road signs are also rarely presented in the given region. It is also worth mentioning that house numeration is not presented in most cases.

Despite the fact that we have the highest index in terms of satisfaction with the local self-governments in Racha-Lechkhumi, such index is inadequate to the accessibility of the services in the given region. However, we can presume that the population is grateful even if their basic needs are satisfied and do not have high expectations.





