

# CITIZENS' SATISFACTION WITH PUBLIC SERVICES IN GEORGIA

STUDY REPORT

2015



**act**

# CITIZENS' SATISFACTION WITH PUBLIC SERVICES IN GEORGIA

STUDY REPORT

2015



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

**Swiss Cooperation Office  
South Caucasus**



WITH FUNDING FROM  
**AUSTRIAN  
DEVELOPMENT  
COOPERATION**



**50  
YEARS**

*Empowered lives. Resilient nations.*

The survey was prepared with support from the United Nations Development Programme (UNDP) in Georgia, Swiss Cooperation Office (SCO) for the South Caucasus and Austrian Development Cooperation (ADC).

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

© UNDP Georgia, 2015

All rights reserved

Published in Georgia

<b>INTRODUCTION</b> .....	10
<b>1. SURVEY BACKGROUND</b> .....	11
<b>2. GEORGIAN CONTEXT</b> .....	12
2.1 GENERAL PICTURE .....	12
2.2 GENERAL SITUATION ACCORDING TO FIELDS .....	13
2.3 PRACTICE OF PROVIDING PUBLIC SERVICES .....	16
2.4 CIVIL ENGAGEMENT .....	18
<b>3. RESEARCH DESIGN AND METHODOLOGY</b> .....	19
3.1 DESK RESEARCH .....	19
3.2 QUALITATIVE RESEARCH .....	20
3.3 QUANTITATIVE RESEARCH .....	20
<b>4. STUDY LIMITATIONS</b> .....	22
<b>5. RESEARCH RESULTS</b> .....	23
<b>5.1. KINDERGARTEN, SECONDARY AND VOCATIONAL EDUCATION</b> .....	24
5.1.1. MUNICIPAL KINDERGARTENS .....	24
5.1.2. PUBLIC SCHOOLS .....	29
5.1.3. VOCATIONAL EDUCATION INSTITUTIONS .....	33
<b>5.2. VARIOUS SOCIAL ASSISTANCES</b> .....	37
5.2.1. RECEIVING SOCIAL ASSISTANCE .....	37
5.2.2. STATE FREE CANTEEN .....	39
5.2.3. EVALUATION OF VARIOUS STATE SOCIAL SERVICES .....	40
<b>5.3. HEALTHCARE</b> .....	41
5.3.1. APPLYING TO MEDICAL INSTITUTIONS IN SICKNESS .....	41
5.3.2. APPLYING TO MEDICAL FACILITY FOR PREVENTION .....	42
5.3.3. STATE AMBULANCE SERVICE .....	43
5.3.4. PREVENTIVE VACCINATION OF POPULATION .....	44
5.3.5. VACCINATION FOR DOMESTIC ANIMALS .....	45
5.3.6. STATE HEALTHCARE PROGRAMS .....	47
5.3.7. GENERAL SATISFACTION WITH HEALTHCARE SYSTEM .....	47

<b>5.4. RECREATION, LEISURE AND CULTURE .....</b>	<b>50</b>
<b>5.5. UTILITY INFRASTRUCTURE .....</b>	<b>53</b>
5.5.1. WATER SUPPLY .....	53
5.5.2. SEWAGE SYSTEM .....	56
5.5.3. ELECTRICITY .....	58
5.5.4. CENTRAL GAS SUPPLY .....	59
5.5.5. WASTE COLLECTION .....	61
5.5.6. CLEANING .....	63
<b>5.6. ROADS .....</b>	<b>65</b>
<b>5.7. VARIOUS PUBLIC SERVICES .....</b>	<b>69</b>
5.7.1. PLANNING OF SETTLEMENTS .....	69
5.7.2. TOURISM .....	70
5.7.3. AGRICULTURE .....	71
5.7.4. IRRIGATION SYSTEM .....	73
5.7.5. SAFETY .....	76
5.7.6. ONLINE SERVICE .....	77
5.7.7. ECOLOGY .....	77
<b>5.8. GENERAL EVALUATION OF THE SELF-GOVERNMENT'S SERVICES .....</b>	<b>79</b>
5.8.1. SATISFACTION AND TRUST TOWARD THE LOCAL SELF-GOVERNMENTS ....	79
5.8.2. LEVEL OF POPULATION'S ENGAGEMENT IN PUBLIC LIFE .....	82
5.8.3. DIRECT ELECTION OF GOVERNOR/MAYOR .....	84
5.8.4. DIRECT ELECTION OF GOVERNOR/MAYOR .....	86
<b>5.9. SOCIO-DEMOGRAPHIC PROFILE OF POPULATION .....</b>	<b>87</b>
<b>6. CONCLUSION .....</b>	<b>90</b>

## TABLE OF FIGURES

FIGURE 1 – AVAILABILITY OF MUNICIPAL KINDERGARTENS IN THE SETTLEMENTS/ DISTRICTS BY REGIONS – 2013 AND 2015 DATA.....	25
FIGURE 2 – AVAILABILITY OF PUBLIC TRANSPORT TO THE NEAREST MUNICIPAL KINDERGARTENS BY URBAN AND RURAL AREAS –2013 AND 2015 DATA .....	26
FIGURE 3 – SATISFACTION LEVEL WITH VARIOUS PARAMETERS OF MUNICIPAL KINDERGARTENS –2013 AND 2015 DATA.....	27
FIGURE 4 – SATISFACTION LEVEL WITH VARIOUS PARAMETERS OF MUNICIPAL KINDERGARTENS BY GENDER - 2013 AND 2015 DATA.....	27
FIGURE 5 – GENERAL SATISFACTION WITH MUNICIPAL KINDERGARTENS BY REGIONS - 2013 AND 2015 DATA.....	28
FIGURE 6 – GENERAL SATISFACTION WITH MUNICIPAL KINDERGARTENS BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	28
FIGURE 7 – GENERAL SATISFACTION WITH MUNICIPAL KINDERGARTENS BY GENDER - 2013 AND 2015 DATA.....	29
FIGURE 8 – AVAILABILITY OF PUBLIC SCHOOLS IN THE SETTLEMENTS/ MUNICIPALITIES BY REGIONS - THE DATA OF 2013 AND 2015 .....	30
FIGURE 9 – SATISFACTION WITH VARIOUS PARAMETERS OF PUBLIC SCHOOLS - 2013 AND 2015 DATA.....	31
FIGURE 10 – SATISFACTION WITH VARIOUS PARAMETERS OF PUBLIC SCHOOLS BY GENDER - THE DATA OF 2013 AND 2015.....	31
FIGURE 11 – GENERAL SATISFACTION WITH PUBLIC SCHOOLS BY REGIONS - 2013 AND 2015 DATA.....	32
FIGURE 12 – GENERAL SATISFACTION WITH PUBLIC SCHOOLS BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	33
FIGURE 13 – GENERAL SATISFACTION WITH PUBLIC SCHOOLS BY GENDER - 2013 AND 2015 DATA.....	33
FIGURE 14 – EXISTENCE OF VOCATIONAL INSTITUTIONS IN THE MUNICIPALITIES - 2013 AND 2015 DATA.....	34
FIGURE 15 – HIGH PRIORITY FIELDS FOR VOCATIONAL INSTITUTIONS WITHIN THE MUNICIPALITY - 2013 AND 2015 DATA .....	35
FIGURE 16 – SOCIAL ASSISTANCE - THE DATA OF 2013 AND 2015.....	38
FIGURE 17 – SATISFACTION WITH SOCIAL ASSISTANCE – TIMELY RECEIVED SERVICE - 2013 AND 2015 DATA.....	38

FIGURE 18 – SATISFACTION WITH SOCIAL ASSISTANCE – SIMPLICITY OF REGISTRATION PROCEDURES - 2013 AND 2015 DATA .....	39
FIGURE 19 – DISTANCE TO THE NEAREST FREE CANTEEN - 2013 AND 2015 DATA.....	39
FIGURE 20 – LEVEL OF FOOD IN THE NEAREST FREE CANTEEN - 2013 AND 2015 DATA ..	40
FIGURE 21 – EVALUATION OF VARIOUS SOCIAL SERVICES - 2013 AND 2015 DATA .....	40
FIGURE 22 – SATISFACTION WITH SERVICES IN HOSPITALS/POLICLINICS/ AMBULATORIES - 2013 AND 2015 DATA.....	42
FIGURE 23 – ATTITUDE TOWARDS THE PRICE OF MEDICAL SERVICE IN HOSPITALS/ POLICLINICS/AMBULANCES - 2013 AND 2015 DATA .....	43
FIGURE 24 – SATISFACTION WITH EMERGENCY SERVICE - 2013 AND 2015 DATA.....	44
FIGURE 25 – GENERAL SATISFACTION WITH PREVENTIVE VACCINATION - 2013 AND 2015 DATA .....	44
FIGURE 26 – PROVISION OF PREVENTIVE VACCINATION OF POPULATION BY REGIONS - 2013 AND 2015 DATA.....	45
FIGURE 27 – GENERAL SATISFACTION WITH VACCINATION OF DOMESTIC ANIMALS - 2013 AND 2015 DATA .....	46
FIGURE 28 – PROVISION OF PREVENTIVE VACCINATION OF DOMESTIC ANIMALS BY REGIONS - 2013 AND 2015 DATA.....	46
FIGURE 29 – AWARENESS OF STATE HEALTHCARE PROGRAMS - 2013 AND 2015 DATA .....	47
FIGURE 30 – GENERAL SATISFACTION WITH HEALTHCARE SYSTEM - 2013 AND 2015 DATA.....	48
FIGURE 31 – EXISTENCE OF THE FOLLOWING RECREATION, LEISURE AND CULTURAL PLACES IN THE SETTLEMENTS/DISTRICTS - 2013 AND 2015 DATA.....	50
FIGURE 32 – EXISTENCE OF THE FOLLOWING RECREATION, LEISURE AND CULTURAL PLACES IN THE SETTLEMENTS/DISTRICTS BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA .....	51
FIGURE 33 – EXISTENCE OF THE FOLLOWING RECREATION, LEISURE AND CULTURAL PLACES IN THE SETTLEMENTS/DISTRICTS BY HIGH MOUNTAINS AND OTHER PLACES- 2013 AND 2015 DATA .....	51
FIGURE 34 – EVALUATION OF THE FOLLOWING RECREATION, LEISURE AND CULTURAL PLACES IN THE SETTLEMENTS/DISTRICTS - 2013 AND 2015 DATA.....	52
FIGURE 35 – THE MOST REQUIRED RECREATION, LEISURE AND CULTURAL FACILITIES BY URBAN AND RURAL PLACES - 2013 AND 2015 DATA.....	52
FIGURE 36 – ACCESS TO CENTRAL WATER SUPPLY SYSTEM IN THE HIGH MOUNTAINS AND OTHER AREAS - 2013 AND 2015 DATA .....	53
FIGURE 37 – ACCESS TO CENTRAL WATER SUPPLY SYSTEM BY REGIONS - 2013 AND 2015 DATA .....	54
FIGURE 38 – SATISFACTION WITH WATER SUPPLY BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	54
FIGURE 39 – SATISFACTION WITH WATER SUPPLY BY REGIONS - 2013 AND 2015 DATA.....	55
FIGURE 40 – AFFORDABILITY OF WATER SUPPLY PRICE BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA .....	56
FIGURE 41 – AVAILABILITY OF THE SEWAGE SYSTEM IN THE SETTLEMENTS BY HIGH MOUNTAINS AND OTHER - 2013 AND 2015 DATA.....	56
FIGURE 42 – ACCESS TO THE SEWAGE SYSTEM BY REGIONS - 2013 AND 2015 DATA .....	57
FIGURE 43 – VIABILITY OF THE EXISTING SEWAGE SYSTEM - 2013 AND 2015 DATA .....	57

FIGURE 44 – REGULARITY OF ELECTRICITY SUPPLY BY REGIONS - 2013 AND 2015 DATA..	58
FIGURE 45 – SATISFACTION WITH ELECTRICITY SUPPLY SERVICE - 2013 AND 2015 DATA.	59
FIGURE 46 – ACCESS TO THE CENTRAL GAS SUPPLY SYSTEM BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	59
FIGURE 47 – ACCESS TO THE CENTRAL GAS SUPPLY SYSTEM BY REGIONS - 2013 AND 2015 DATA.....	60
FIGURE 48 – SATISFACTION WITH THE GAS SUPPLY SERVICE BY REGIONS - 2013 AND 2015 DATA.....	61
FIGURE 49 – ACCESS TO THE WASTE COLLECTION SERVICE BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	62
FIGURE 50 – SATISFACTION WITH WASTE COLLECTION SERVICE BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA .....	62
FIGURE 51 – ACCESS TO THE CLEANING SERVICE BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	63
FIGURE 52 – SATISFACTION WITH THE CLEANING SERVICE - 2013 AND 2015 DATA.....	63
FIGURE 53 – CONDITION OF ROAD INFRASTRUCTURE - 2013 AND 2015 DATA.....	65
FIGURE 54 – SATISFACTION WITH REGULATION OF CONSTRUCTION AND BEAUTIFICATION –2013 AND 2015 DATA.....	69
FIGURE 55 – SATISFACTION LEVEL WITH TOWN PLANNING, CONSTRUCTION REGULATION AND BEAUTIFICATION BY GENDER –2013 AND 2015 DATA .....	70
FIGURE 56 – TOURISM DEVELOPMENT –2013 AND 2015 DATA.....	70
FIGURE 57 – TOURISM DEVELOPMENT BY REGIONS –2013 AND 2015 DATA .....	71
FIGURE 58 – AGRICULTURAL ASSISTANCE – RURAL INHABITANTS –2013 AND 2015 DATA .....	72
FIGURE 59 – SATISFACTION LEVEL WITH AGRICULTURAL ASSISTANCES – RURAL INHABITANTS –2013 AND 2015 DATA.....	72
FIGURE 60 – VIABILITY OF EXISTED CENTRAL IRRIGATION SYSTEM –2013 AND 2015 DATA.....	73
FIGURE 61 – ACCESSIBILITY OF STATE LEGAL AID IN REGIONS - 2013 AND 2015 DATA.....	74
FIGURE 62 – CONSUMPTION OF VARIOUS LEGAL SERVICES –2013 AND 2015 DATA.....	75
FIGURE 63 – ACCEPTABILITY OF THE PRICE OF PUBLIC SERVICES –2013 AND 2015 DATA.	75
FIGURE 64 – SAFETY OF POPULATION IN THE SETTLEMENTS - 2013 AND 2015 DATA.....	76
FIGURE 65 – AWARENESS REGARDING STATE ELECTRONIC SERVICE BY REGIONS - 2013 AND 2015 DATA.....	77
FIGURE 66 – ACTIONS UNDERTAKEN BY GOVERNMENT IN REGARDS OF ECOLOGY –2013 AND 2015 DATA.....	78
FIGURE 67 – SATISFACTION WITH THE LOCAL COUNCIL AND TRUST TOWARD IT IN URBAN AND RURAL AREAS –2013 AND 2015 DATA.....	79
FIGURE 68 – SATISFACTION WITH THE LOCAL COUNCIL BY REGIONS –2013 AND 2015 DATA.....	80
FIGURE 69 – TRUST TOWARDS THE LOCAL COUNCIL BY REGIONS –2013 AND 2015 DATA .	81
FIGURE 70 – SATISFACTION AND TRUST TOWARDS THE LOCAL SELF-GOVERNMENT BY GENDER –2013 AND 2015 DATA .....	81
FIGURE 71 – MAIN ISSUES TO BE IMPROVED BY THE GOVERNMENT –2013 AND 2015 DATA.....	82



FIGURE 72 – REFERRALS TO LOCAL SELF-GOVERNMENTS AND RESULTS –2013 AND 2015 DATA.....	83
FIGURE 73 – EVALUATION OF COMMUNICATION OF MUNICIPALITY HEADS WITH POPULATION BY REGIONS –2013 AND 2015 DATA.....	84
FIGURE 74 – PUBLIC ATTITUDES TOWARDS THE DIVISION OF MUNICIPALITIES INTO SMALLER UNITS BY TBILISI, URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	85
FIGURE 75 – PUBLIC ATTITUDES TOWARDS EFFECTIVENESS OF MUNICIPALITIES IF THEY WERE DIVIDED INTO SMALLER UNITS BY URBAN AND RURAL AREAS - 2013 AND 2015 DATA.....	85
FIGURE 76 – GENDER, AGE, MARITAL STATUS AND NATIONALITY –2015 DATA.....	87
FIGURE 77 – FAMILY COMPOSITION –2015 DATA .....	87
FIGURE 78 – EDUCATION AND WORKING STATUS –2015 DATA .....	88
FIGURE 79 – MONTHLY INCOME OF A FAMILY (GEL) .....	89

## TABLE OF FIGURES

TABLE 1 –	SAMPLE SIZE AND DISTRIBUTION IN STRATUMS.....	21
TABLE 2 –	EVALUATION OF THE ROAD CONDITION AND THE FREQUENCY OF THE PUBLIC TRANSPORT BY HIGH MOUNTAINS AND OTHER AREAS- 2013 AND 2015 DATA.....	66
TABLE 3 –	EVALUATION OF THE CONDITION OF THE TRAFFIC SIGNS, HOUSE NUMERATION, TRAFFIC LIGHTS AND THE STREET ILLUMINATION BY HIGH MOUNTAINS AND OTHER AREAS - 2013 AND 2015 DATA .....	66
TABLE 4 –	EVALUATION OF THE ROAD CONDITION AND THE FREQUENCY OF THE PUBLIC TRANSPORT BY THE REGIONS - 2013 AND 2015 DATA .....	67
TABLE 5 –	EVALUATION OF THE CONDITION OF THE TRAFFIC SIGNS, HOUSE NUMERATION, TRAFFIC LIGHTS AND THE STREET ILLUMINATION BY THE REGIONS - 2013 AND 2015 DATA.....	68
TABLE 6 –	EVALUATION OF FINANCIAL CONDITION – 2015 DATA.....	88
TABLE 7 –	PRESENCE OF UTILITY INFRASTRUCTURE AND SATISFACTION BY REGIONS – 2013 AND 2015 DATA .....	91
TABLE 8 –	PRESENCE AND SATISFACTION OF EDUCATIONAL INSTITUTIONS BY REGIONS –2013 AND 2015 DATA .....	92
TABLE 9 –	USAGE OF HEALTHCARE SERVICES AND SATISFACTION BY REGIONS – 2013 AND 2015 .....	93
TABLE 10 –	PRESENCE OF SAFETY SERVICES AND SATISFACTION BY REGIONS – 2013 AND 2015 DATA.....	94
TABLE 11 –	ROAD INFRASTRUCTURE BY REGIONS - THE DATA OF 2013 AND 2015.....	95



The report is based on the research financed by UNDP. The study sought to determine and analyze the level of public satisfaction with the services that are currently provided by Georgian municipalities/central government.

The nationwide study was carried out among Georgian citizens over the age of 18 in November 2015. Desk research, as well as Quantitative and Qualitative Survey methods, was used to gather all necessary information for the study. This report incorporates data gathered via qualitative and quantitative surveys. The 2015 data is also compared with data gathered in 2013 within the scope of the same study.

The findings of the survey will serve as the evidence base for UNDP to identify priority intervention areas and plan the appropriate activities. In addition, a similar study will be conducted in 2017 and the results will be compared to those of previous years. The survey results will help decision makers identify the population's level of satisfaction regarding various services and plan activities accordingly.

The report was prepared by ACT for UNDP.

The document comprises of the following chapters: survey background, methodology, review of the existing situation and country context regarding local governments, study results and conclusion.

## 1. SURVEY BACKGROUND



Poor public services have been a major constrain for Georgia's development in recent years. While many progressive steps have been made to improve services, there are still many discrepancies that need to be addressed, especially at the regional and local level.

UNDP aims to support Georgia's regional and local development by developing the capabilities of the central and local authorities. Both the central and local authorities have a prominent role in stimulating balanced, inclusive and sustainable development, which will enable poverty reduction and provide equal opportunities to all. Unfortunately, the lack of qualifications and inadequate skill level of public servants at both the central and local level are a major hindrance to promoting further development. Indeed, the lack of decentralization and fundamentally limited capacities make it difficult for the authorities at the local level to advocate or act on their own and design policy that will target the major needs of their respective areas. Therefore, improving the qualification level of the local authorities is a key part of promoting the development of services on the regional and local level.

As part of this program, UNDP conducted a study to determine and analyze the level of citizens' satisfaction with the services that are currently provided by Georgian municipalities/central government. The findings of the studies conducted in 2013 and 2015 will serve as the base for decision-makers to identify priority intervention areas and plan activities accordingly. In addition, at the closing phase of the project, a similar study will be conducted in 2017, and the outcome will be compared to the data of the studies implemented in 2013 and 2015.

## 2. GEORGIAN CONTEXT

### 2.1. GENERAL PICTURE

There are two major functions of local self-government: provide public services and consistently communicate with citizens in order to take local interests into consideration. In Georgia, the government has traditionally, but not always, provided public services through local self-governments. It has not always considered local interests or ensured citizens' participation in management processes, however.

Citizen participation in governance and decision-making processes has long been a formality, in part due to Georgia's Soviet legacy. Even minor rights documented in the state legislation were never practiced in reality.

Consequently, the central government has failed to represent the interests of local groups in the process of implementing different programs. These circumstances have negatively influenced the public's attitude and have contributed to the public's frustration and nihilism toward the state.

In the 25 years since Georgia regained its independence, the country's political elite have failed to decentralize the government and redistribute duties and resources to local governments, justifying its policy on the grounds that citizens are not ready to participate in the process. In addition, decentralization was never considered a priority given all the other challenges the country was facing (reinstatement of territorial integrity, severe social and economic crisis, etc.). The development of local self-governance systems since 1991 may be divided into several stages:

- Stage I – Local self-government system was created as a result of the first multi-party elections held in 1991, and started operating. It was strictly controlled by the central government (prefects appointed by president), and further development was terminated due to civil war (1992) and its aftermath.
- Stage II – Period of centralized governance (1992-1998), when mayors and governors (in municipalities) and state governors (in regions) were directly appointed by the central government and in charge of government on a local level.
- Stage III– Reestablishment of self-governments (1998-2006). Municipal elections were held in 1998 and 2002, local representative bodies, such as councils, were created on the town, borough, community and village levels, as well as on the municipality level. The rights and responsibilities of self-governing units were defined in the state legislation. Despite the fact that there were frequent changes in the duties and responsibilities assigned to local governments, the central government did not allocate financial and material resources to locals and, as a result, self-governments were not able to fulfil their legal duties and responsibilities.
- Stage IV (2006-2012) – After the “Rose Revolution,” particularly following the re-organisation of the territorial basis of self-governments, there was a growing tendency toward centralization instead of

decentralization in Georgia: the lowest level of self-government was eliminated on the grounds that the municipality level would gain more financial resources to implement duties and responsibilities, however the process of decentralising public finances did not start until later. Simultaneously, the central government strengthened control over local self-governments, which came close to losing their right to make independent decision.

- Stage V (since 2012) – The new government that came to power in the October 2012 parliamentary elections has made decentralization one of its priorities, although it is not clear how they plan to develop the self-government systems and whether the state will manage to overcome the pro-centralization tendencies that have been prevalent in Georgian governments.

The limited rights given to self-governments in the fourth stage of reforms further weakened the already poor level of public engagement. At the same time, the centralized system of public services often falls short of meeting local demands. As a result, self-governments have become more politicised: with every change of government at the central level, self-government officials have traditionally switched party alliances (1992, 2003, and 2012).

## 2.2. GENERAL SITUATION ACCORDING TO FIELDS

The general tendencies in local self- governance are clearly reflected in the different directions of the decentralization process:

**Legislation.** The legislative framework needs to be significantly changed. In particular, normative acts often contradict each other, as well as the principles recognized in the Constitution of Georgia, European Charter on Self-government and Georgian law, specifically the local self-government code. Moreover, there are contradictory provisions in separate articles of a particular law. Legislation is frequently changed. Approximately 200 sectoral legislations need to be aligned with the organic law on local self-governments. At the end of 2015, the government of Georgia developed a set of amendments intended for 174 of the current laws, which parliament is expected to discuss in 2016. It is not clear, however, whether the government will implement a number of code-imposed obligations (separating specific taxes on the local and central levels; taking inventory of the state-owned property and initiating the process of transferring a large part to the local governments; preparing a government strategy for Georgia's territorial optimization; increasing the power of the local governmental, etc.) by the deadline – or, for that matter, if they will be enforced at all.

**Territorial organization.** In 2006, the lower level of self-government was eliminated on the grounds of streamlining local self-government resources (over 1000 units); five self-governing towns and municipalities were created as the country's only self-government level units.

Based on a new law adopted in 2014, the number of self-governing cities increased from 5 to 12 as a result of separating regional centres from the existing municipalities. The territorial management in other municipalities has not changed, however. The Georgian government is obliged to create territorial optimization models (in favour of dividing large municipalities into homogeneous entities) throughout the country, to be handed to the parliament before October 2016.

Despite a 25 year-long discussion on the feasibility of creating a regional level of self-government in the country, the issue of territorial organization remains a problem. The central government is represented by

the governor, who is appointed in regions where there is not an elected body. Self-governing Tbilisi, the autonomous regions of Adjara and Abkhazia, and the “former South Ossetian provisional administration” are exceptions to that rule.

The new legislation establishes consulting councils at the regional level and these councils include the heads of regional municipalities. To date, a clearer breakdown of the rights and responsibilities for the regions has not been made.

**Formation and activity of self-government structures.** The council represents the self-government, while the local administration (in municipalities) and the mayor’s office (in self-governing towns) represent the executive government.

In the 1990s, the central authorities directly managed all levels of government. Even when local self-government was introduced with the 1998 elections, the capital retained most power over local affairs. Following the “Rose Revolution,” the ruling party managed to secure a one-party system at every level of government.

In the 2014 municipal elections, executive bodies of the municipalities – mayors and district governors – were elected directly. Representation of the opposition parties in the municipalities increased significantly after the elections. It is noteworthy that directly elected executives display a higher level of awareness and responsibility toward the public following the election. Despite these positive changes, however, the central government continues to influence the self-government bodies and the quality of law making at the local level is low.

**Duties and responsibilities.** Local self-governments implement their own duties and responsibilities, as well as those delegated to them by law. The following is a list of responsibilities as defined by the law (16<sup>th</sup> article of organic law of Georgia on local self-governments):

- Management of natural resources of local significance;
- Spatial-territorial planning of municipalities and development of relevant rules and procedures in the field;
- Approval of urban planning documents;
- Municipal landscaping;
- Maintain and clean the municipality streets, parks, squares and other public places, landscaping, provision of street illumination;
- Municipal waste management;
- Water (including technical water) and sewerage provision;
- Development of local reclamation system;
- Establishment of pre-school and after-school education institutions and their maintenance;
- Management of local roads and traffic organization;
- Provision of parking spaces for transport and regulation of relevant rules;
- Provision of permits for regular transportation within the municipal territory;
- Organization of municipal transport services for citizens;

- Regulation of outside trading, bazaars and markets;
- Issuance of construction permissions and their supervision;
- Regulation of issues related to meetings, rallies and demonstrations;
- The naming of sites within the municipal boundaries;
- Regulation of outside advertisement;
- Resolution of domestic and stray animal related issues;
- Arrangement and maintenance of cemeteries;
- Protection and development of local customs and traditions, creative activities and cultural heritage;
- Maintenance, reconstruction and rehabilitation of local cultural monuments;
- Management of municipal libraries, clubs, cinemas, museums, theaters, exhibition halls, and sports facilities and establishment of new facilities;
- Development of appropriate infrastructure at local facilities for people with disabilities, children and the elderly citizens;
- Provision of shelter and registration for the homeless.

In addition to these tasks, based on their own initiative, the municipality is entitled to resolve any issue that is not already assigned to another governmental body and is not prohibited by law: activities regarding employment; agriculture, including agricultural cooperation; tourism support and development; social assistance and health care; development of local youth policy; promotion of public sports; environmental protection; public education; support for gender equality; creation of local archives; public health; environmental protection; attraction of investments for the municipal area; support and development of innovations.

Local governments' responsibilities increased under the new legislation. For example, now the municipality is responsible for water supply and issues related to domestic and homeless animals; and registering homeless people and providing them with shelter. The lack of relevant legislation and institutional organization, however, has complicated and delayed the implementation of these new responsibilities at the municipal level.

At the same time, certain responsibilities were transferred from the local self-government to the central government. Something similar happened during the previous government, when self-governments delegated the management of fire and rescue services to the central government (Ministry of Internal Affairs). Previously, municipalities were responsible for funding these services.

**Economic foundations.** Local governments still struggle to meet all their responsibilities, despite the fact they generate revenue and there has been a degree of growth in the equalization payments. While there has been a trend of increasing the funding of local self-governments over the past decade, it is mainly at the expense of equalization payments and regional state programs (Municipal Development Fund, the Regional Development Fund, etc.). On average, 20 percent of the state budget is used to finance local governments.

The conversion of income tax into the shared tax and the allocation of its part (revenue tax of physical person entrepreneur) to for the local self-government (from January, 2016) should be assessed as a positive development.



At the same time, it is still unclear how the central government funds assigned to be spent at the local level will be relocated to the local self-governments' budgets. The Georgian government still needs to calculate the rules of equalization payments, which the government is obliged to do under an agreement with the Council of Europe.

In addition, a new problem has emerged in recent years: the difficulty in spending public finances at the local level. The process of spending budgetary funds has grown more complex as more attention is focused on following the letter of statutory regulations and receiving permission from the central government. This is evidenced by the fact that the disbursement of funds from the central budget to the local governments is delayed until later in the year, therefore local governments do not have enough time to spend the full amount (approx. 10 percent of the total sum in 2014, the latest data available).

The service procurement policy is also problematic and is largely focused on the price, not the quality.

The process of transferring properties to the local governments is still complicated. In accordance with the new legislation, the government is obliged to finish an inventory of all the properties in its possession by 2017 and begin transferring them to the municipalities. However, it is unlikely that this work be carried out within the fixed time frame.

**Public service.** Significant steps have been taken to increase efficiency in the local civil service reform process:

- 1 percent of the local self-government budget's wage fund is now directed toward improving the qualifications of civil servants;
- The strategy to develop service skills has been made and is being implemented;
- Local civil servants are now recruited on the basis of open competition, a reform which had been delayed since 2010 despite the existing legislation;
- The new law on public service, which includes a number of positive provisions, will be fully operational from 2017.

Nevertheless, serious flaws were revealed in the competition process, particularly since reportedly the qualification and motivation of civil servants remains low. Most of the contestants, who received a high score during the competition, were not employed. There are also concerns that the great majority of previously employed local civil servants failed the competition. In addition, there were a number of complaints regarding the evaluation forms.

## 2.3. PRACTICE OF PROVIDING PUBLIC SERVICES

The quality of public services provided has never been high, not even in the Soviet period. The situation deteriorated after Georgia regained its independence, leading to the near total collapse of the public service sector.

Currently, the central government finances a whole range of projects from the budget. Ambiguity over the provision of services, however, has caused unequal access to particular public goods for certain social classes.

Consequently, despite the fact that local budgets have been increased several times during the last decade, the central government assigns additional finances to the municipalities to implement different projects (in 2014, the amount was over 1.8 billion GEL, not including targeted transfers and regional programs).

Difficulties in the public service field are clearly visible when evaluating many different types of services:

**Water supply** to the villages is responsibility of the local self-governing body. Financial resources (5-6 percent of the local self-government budget) are clearly insufficient. In general, there is no monitoring of water quality – quality control labs that used to function are now closed virtually everywhere. In order to resolve drinking water supply problems in rural areas, a special legal framework was created in the second half of 2015 and its implementation, i.e. the establishment of inter-municipal non-profit organizations on a regional level, is planned for 2016.

The repair of **local roads** is overseen by the central government. Infrastructure development programs are usually financed by projects to be implemented in villages and from the “Village Support Program” (by 2014, approx. 350 million GEL was spent).

**Cleaning and waste collection** is relatively well-organized in towns; however the same cannot be said about villages, where these services are not actually provided. The lack of a competitive environment has impeded efforts to improve the service.

Formerly, the right to define a schedule of **passenger transfers** was assigned exclusively to self-governing cities. All municipalities were granted this right, however, without the relevant changes to sectoral laws this right cannot be exercised.

**Social assistance and healthcare** is the voluntary responsibility of the local government, meaning the self-government is neither obligated nor exempted from providing these services. 5-7 percent of budget is spent on social aids. Only 1-1.5 percent of budget is spent on public healthcare, which is the delegated authority of local self-governments.

**Kindergartens** – Before 2014, only 5-7 percent of local budgets was spent on institutions providing pre-school education, which covered 60-70 percent of the expenses, forcing beneficiary families to pay the rest. According to the new governmental strategy, local governments are now responsible for fully funding pre-school education. However, they have not received any additional funding from the central government, which has had a negative impact on the quality of service provision. While a number of municipal kindergartens are under construction, in addition to the renovation of existing buildings, concrete results in this regard are unavailable due to the absence of an in-depth study of the field.

**Culture facilities** – The central government started transferring ownership of some facilities (libraries, etc.) to local governments in 2007, but the majority were in poor condition. As local budgets (only 3-5 percent of local expenses) do not have sufficient resources, the majority of such institutions (mainly libraries) were closed.

**Licensing** – Most administrative services have been centralized since 2005. Currently, local governments only have the right to issue building permits. No important developments have been observed in this regard, although the central government has repeatedly said it plans to delegate this right to local self-governments.

## 2.4. CIVIL ENGAGEMENT

Citizens have the legal right to initiate normative acts and participate in council meetings. For instance, they have the right to initiate an issue by means of petition – the signatures of 1 percent of voters registered in local governing unit is required. Citizens also have the right to prepare a council decree project requesting the elimination or amendment of a normative act passed by the council.

In the summer of 2015, a number of amendments were incorporated in the local self-government Code (Articles 85, 85<sup>1</sup>, 85<sup>2</sup>, 85<sup>3</sup>, 85<sup>4</sup>, 85<sup>5</sup>, 86, 86<sup>1</sup>, 87, 88), to define:

- Petition procedures;
- Format of the Public Advisory Council;
- Accountability forms completed by local political officials.

Another novelty of civil engagement is the direct democracy of community assemblies. Local governments are obliged to take the advice of the assemblies into account in decision-making processes. Particular attention should be paid to the fact that the code enables local councils to grant power to community assemblies by adopting their statutes. The effectiveness of these assemblies will become clearer from 2016.

These rights, however, are almost never utilized in practice, due to the public's opinion (frequently not unfounded) that local self-governments have no real power, even concerning their own responsibilities. Thus, if a community has a problem, people prefer to apply directly to the central government.

Research shows that people are growing increasingly frustrated with the local governments (78 percent of citizens have never applied to the local governments). Appeals directed to local governments mainly concern communal issues, social problems and the issuing of certain documents.

The reported level of civil engagement in the government process was even lower. The vast majority of citizens (81 percent) stated that they have never taken part in meetings organized by local governments, and the majority said they do not believe in the effectiveness of these meetings<sup>1</sup>.

---

1 Research on satisfaction with the public services in Georgia, ACT, June, 2013

### 3. RESEARCH DESIGN AND METHODOLOGY

The research design included 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 Georgian municipalities. Survey objectives were to define:

- the actual scope of public services provided to the population in different areas of country;
- the level of the population's satisfaction with particular services provided by the municipalities;
- the level of the population's satisfaction with particular services provided by the state authorities (delivery of which can be delegated to local authorities in the future);
- the level of the population's satisfaction with the cost of specific public services;
- the level of the population's satisfaction with their participation in local decision making;
- the level of the population's satisfaction with the accountability of the public authorities responsible for the service delivery;
- the main reason of population's satisfaction and dissatisfaction with particular public services;
- public views on the performance of the local authorities and regional authorities in general.

#### 3.1. DESK RESEARCH

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

- Collecting secondary information on relevant issues for the study;
- Focusing on the comparability of collected research findings to the study to be conducted.

Desk research was guided by the following key questions:

- Current state of affairs in Georgia in terms of self-governments;
- Level of citizen engagement in self-government issues;
- How municipal services function;
- Public attitudes toward municipal and state services;

Please refer to Annex #1 for a detailed description of desk research and the relevant materials and reports used as references.

### 3.2. QUALITATIVE RESEARCH

There were four focus group (FG) discussions conducted within the scope of the qualitative survey in Georgia in two regions, Shida Kartli and Samegrelo. The FG was made up of people from both rural and urban communities. The main recruitment criterion for the focus group participants was their past experiences with local self-government bodies (gamgeoba, sakrebulo).

The focus groups were attended by 8-9 respondents, between the ages of 25 and 50.

Focus group discussions lasted approximately 2.5 hours. Detailed transcripts of the discussions were prepared after the FGs; the transcripts were used for the final report of the study.

### 3.3. QUANTITATIVE RESEARCH

The target segment of the quantitative survey was the population of Georgia over the age of 18. The survey covered all regions of the country that are currently under the control of the Georgian government.

There were 3400 face to face interviews conducted within the scope of the survey; interviews lasted approximately 40-45 minutes.

Research instruments and analysis were prepared by the ACT team and an invited expert, Davit Losaberidze.

A two-stage cluster sampling with preliminary stratification was used for the survey. The sampling was done based on the 2002 nationwide census.

Ten interviews were conducted in each Primary Sampling Unit (PSU) and a single interview was conducted at the Secondary Sampling Unit (household). The selection of the respondent was made based on the last birthday principle, i.e. the last member of the household to have a birthday.

The table below describes the distribution of the sample according to the region and type of settlement. **(Refer to Table # 1)**

*Table 1 - Sample Size and Distribution in Stratum*

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

A significance of 95 percent was defined as the statistical significance to calculate the overall margin of error. It was assumed that the overall sampling error for 3400 interviews was defined as 1.7 - 1.8 percent. Margin of error for each region was 5.5 -6.0 percent, and was 4.5 -5 percent in Tbilisi. The margin of error in high mountainous regions varied from 4 to 4.5 percent.

## 4. STUDY LIMITATIONS

In order to identify the level of citizens' satisfaction with various public services throughout Georgia, the study utilized a comprehensive methodology that combined qualitative, quantitative and desk research techniques. Regardless of the precision of the methodology, the variety and number of state and municipal services targeted in the frame of the survey made it difficult to obtain in-depth and comprehensive information on each service. Although the study provides information on the accessibility and level of satisfaction with each service, further elaboration is needed on the nature of each service, problems related with the utilization of the services, and possible fields of improvement.

A total of 3400 face-to-face interviews were conducted within the scope of the survey. The sample enabled the analysis of the data nationwide and for the following individual subgroups: (1) Tbilisi and 10 administrative regions of Georgia; (2) urban and rural settlements; (3) highland and lowland settlements; (4) main demographic criteria of the customers. The disaggregation of the study results according to the above mentioned parameters provides stakeholders with interesting insights for the improvement of various state and municipal services, and serves as effective tool for policy analysis and programming. Still the given sample does not allow for the analysis of the services on a municipal level – the disaggregation of the data for each municipality would require a much larger sample size, which was not realistic given the project budgeting and time limitations.

Another sample limitation is related to Georgia's administrative-territorial system. There are 12 self-governing cities in Georgia, but they were not analyzed separately due to sampling limitations. However, exclusive data for each self-governing entity would be extremely beneficial for the study.

## 5. RESEARCH RESULTS

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

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

The report presents frequency analysis of information obtained as a result of research. In addition, data are analyzed according to different features, for example, settlement type, region, gender and so on. The report also presents comparison of highland<sup>2</sup> villages and other areas. All of the data from the 2015 survey has been compared with the results of the same survey conducted in 2013.

Research results are weighted so they could be used to generalize the situation in the rest of the country.

Information obtained from research was processed using the SPSS 15.0 statistical software. Pearson Chi Square was used to determine the reliability of the frequency distribution of the research variable rate, while One-way Anova was used to evaluate the reliability of the difference of the average rates.

The data presented in the report is limited to that which was to be 95 percent reliable according to statistical tests<sup>3</sup>.

2 „High mountain region is 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 south slope of Caucasian and Adjara-Guria highland and remains 1500 meters in highland districts of South Georgia” – The law of Georgia on socio-economic and cultural development of high mountain regions.

3 In Statistics **“significant” means probably true** (not due to 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. Significance levels show you how likely a result is due to 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 percent chance of being true. However, this value is also used in a misleading way. No statistical package will show you “95 percent” 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 percent chance of being true.



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

Information obtained as a result of qualitative research is also integrated in the research results. Discussions in focus groups mainly referred to local self-governments, which is why the results from qualitative research are concentrated in the sub-chapter on the general evaluation of self-governments.

## 5.1. KINDERGARTEN, SECONDARY AND VOCATIONAL EDUCATION<sup>4</sup>

In the frames of the survey, access to kindergarten, secondary and vocational institutions was studied, as well as the satisfaction level of the population with these institutions.

### 5.1.1. Municipal Kindergartens

According to the results of both the 2013 and 2015 study, the majority of respondents said that municipal kindergartens function in their settlement/municipality (77 percent). Every fourth respondent said that there are no kindergartens in their settlements or municipalities, and the closest functioning municipal kindergarten is located 2-5 kilometers from their settlements/municipalities.

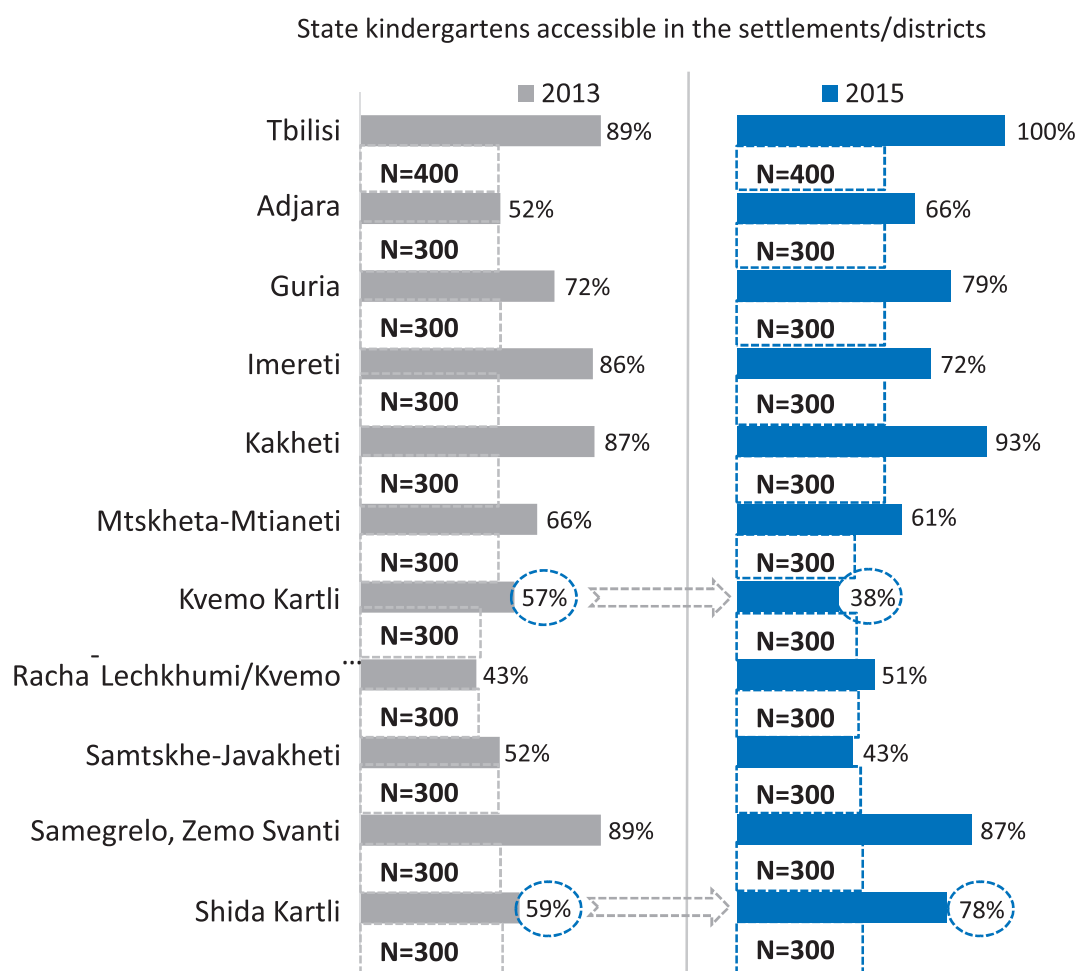
**On a regional level,** the majority of settlements in Kvemo Kartli (62 percent) and Samtskhe-Javakheti (57 percent) lack a municipal kindergarten. For 38 percent of such settlements, the nearest kindergartens are located five km or further from the communities included in the survey. The situation in terms of kindergartens is equally unsatisfactory in Racha-Lechkhumi/Kvemo Svaneti (48 percent) and Adjara regions (39 percent).

It should be noted that the availability of kindergartens in the settlements and districts in Kvemo Kartli region have been significantly worsened (by 19 percent) since 2013, while the situation has improved in Shida Kartli (by 19 percent), according to the survey data **(See figure #1)**

---

4 Data obtained as a result of research are fully presented in annex #2

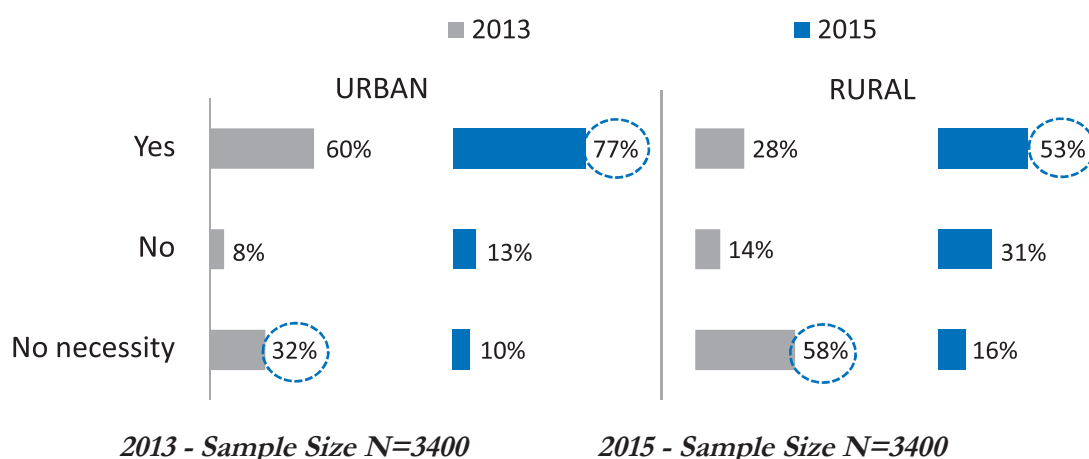
*Figure 1 – Availability of municipal kindergartens in the settlements/districts by regions – 2013 and 2015 data*



The situation is much different in **highland settlements**. Just one in three respondents said that that municipal kindergartens function in their settlements (2013 – 35 percent, 2015 – 38 percent). Almost half also noted that kindergartens are located 5 km or further from their settlements (2013 – 45 percent, 2015 – 41 percent).

**Survey results in urban and rural areas** indicate that kindergartens do not function in more villages (31 percent) than in certain towns (13 percent), according to both rounds of the survey. It is worth mentioning that in 2015, public transport to the nearest municipal kindergartens both in rural (increased with 25 percentage points) and urban (increased with 17 percentage points) areas was available for more citizens. Demand for public transport (increased with 17 percentage points) has also increased and, respectively, there was a significant decrease in the number of citizens who said public transport is necessary to reach the nearest municipal kindergarten (decreased with 42 percentage unit). (See figure #2)

*Figure 2 - Availability of public transport to the nearest municipal kindergartens by urban and rural areas –2013 and 2015 data*



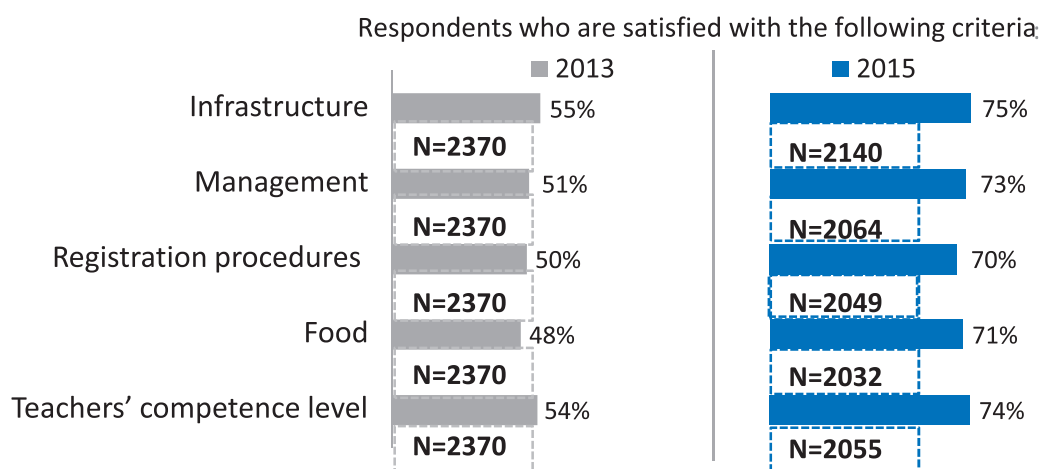
In general, the situation regarding the availability of public transport to reach the nearest kindergarten has improved since 2013. More respondents said that public transport goes to the nearest kindergartens (2013 – 48 percent, 2015 – 67 percent).

**Regionally**, as expected, the situation in terms of public transport to kindergartens is best in Tbilisi, according to both rounds of the study. Almost all residents in the capital say that public transport is available for the kindergartens in their districts (2013 – 92 percent, 2015 – 97 percent), while only one in five respondents in Kakheti said that public transport is available for kindergartens (2013 – 8 percent, 2015 - 18 percent). However, it should be noted that the situation has improved in Kakheti: just 8 percent of respondents reported that public transportation was available for kindergartens in 2013. In general, according to the study results, public transport has improved in all regions of Georgia since 2013.

The situation regarding public transport has improved in **highland settlements**, as well: 42 percent of those questioned in the survey said public transport is available to the nearest kindergartens in 2015, compared to just five percent in 2013.

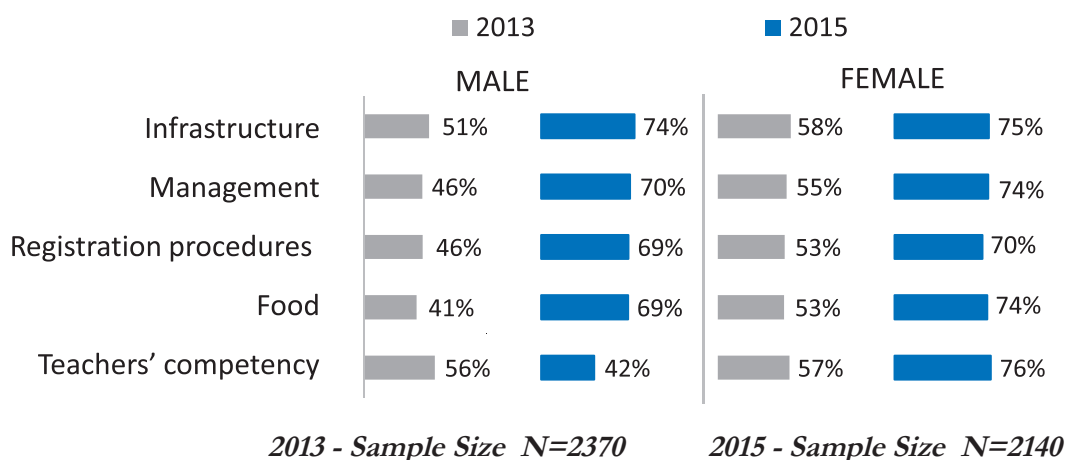
Respondents who have municipal kindergarten in their settlement or district evaluated its infrastructure and service according to various criteria: infrastructure, management, procedures of registration, food and teachers' qualification. It is worth noting that the population's level of satisfaction has significantly increased across all criteria since 2013. (See figure #3)

*Figure 3 – Satisfaction Level with various parameters of municipal kindergartens – 2013 and 2015 data*



No significant differences have been reported **according to gender**, though the following tendencies have emerged: in 2015 men were less likely to express satisfaction with the competence level of teachers in the state than women (men – 42 percent, women – 76 percent). Slightly more women were also satisfied with food and the management in the kindergartens than men (food: women - 74 percent, men - 69 percent; management: women - 74 percent; men - 70 percent). (See figure #4)

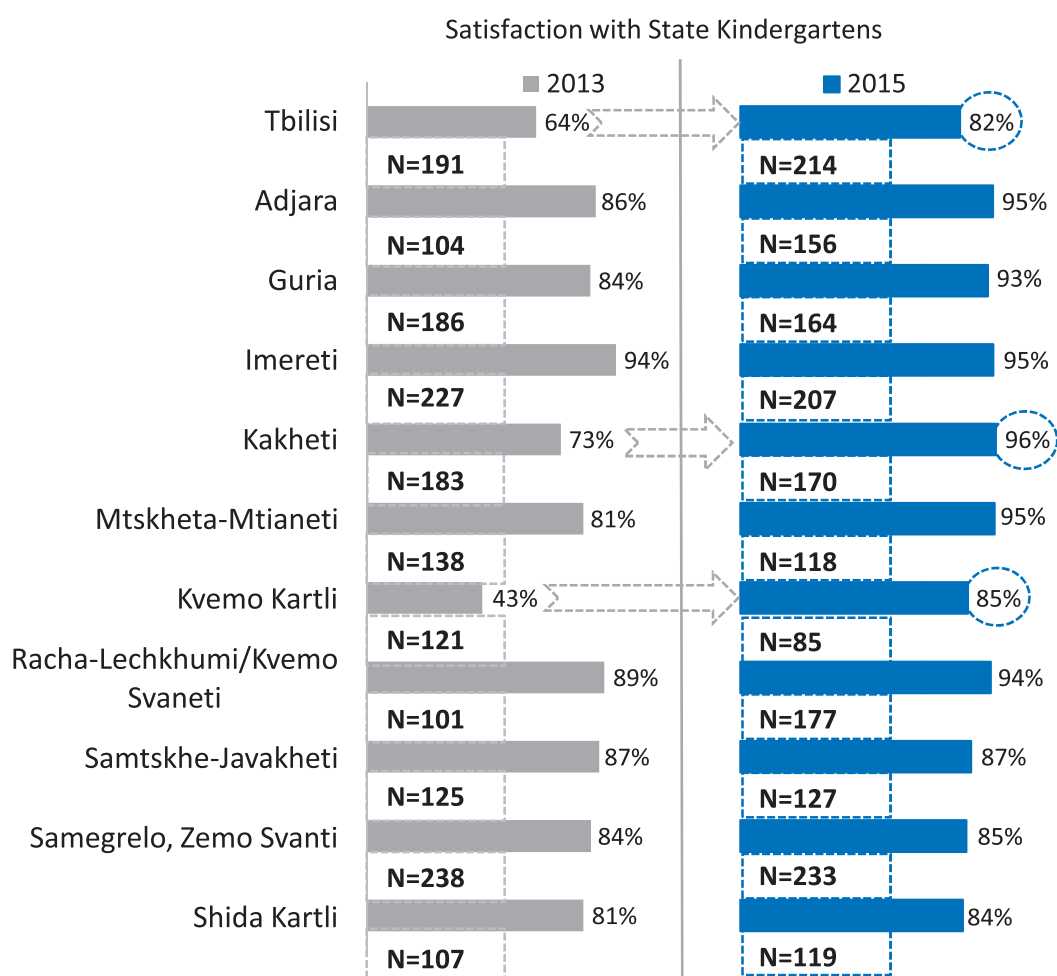
*Figure 4 – Satisfaction level with various parameters of municipal kindergartens by gender - 2013 and 2015 data*



In general, the majority of respondents were satisfied with the services provided by municipal kindergartens according to both rounds of the survey (2013 – 77 percent; 2015 – 89 percent). It should be noted that the level of satisfaction increased slightly between 2013 and 2015.

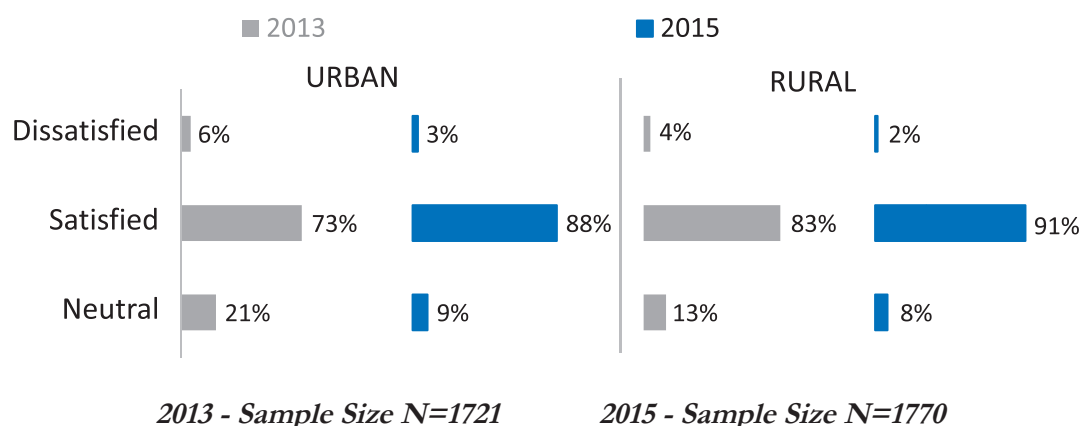
**Regionally**, general satisfaction with municipal kindergartens is high throughout the regions. However, it should be noted that the level of satisfaction significantly increased in Kvemo Kartli, Tbilisi and Kakheti regions. (See figure #5).

*Figure 5 – General satisfaction with municipal kindergartens by regions - 2013 and 2015 data*



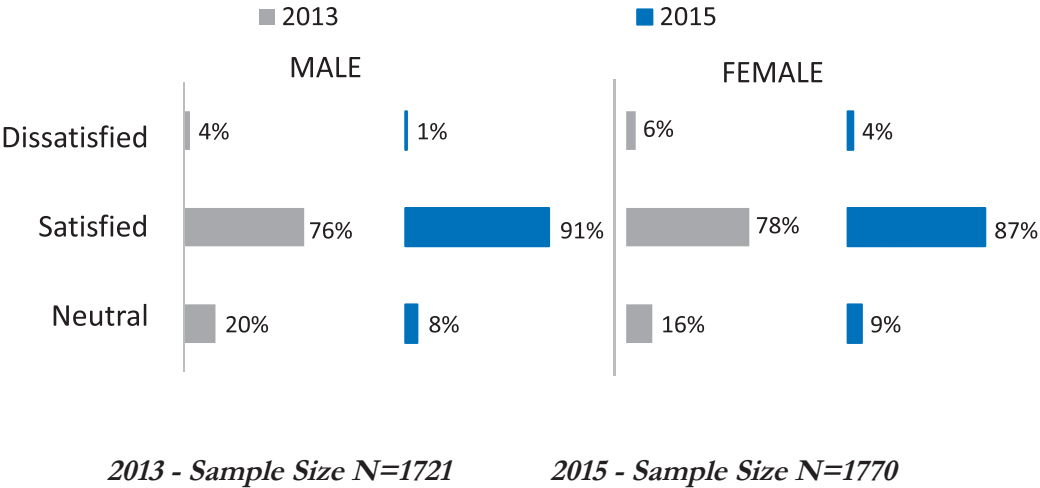
General satisfaction with municipal kindergartens of **urban** citizens of Georgia increased between 2013 and 2015 (2013 – 73 percent, 2015 - 88 percent). (See figure #6)

*Figure 6 – General satisfaction with municipal kindergartens by urban and rural areas - 2013 and 2015 data*



No significant differences were noted **according to gender**, though the following tendencies have emerged: men expressed significantly higher levels of satisfaction in 2015, compared to 2013 than women (2013 – 76 percent, 2015 – 91 percent). (See figure #7).

*Figure 7 – General satisfaction with municipal kindergartens by gender - 2013 and 2015 data*

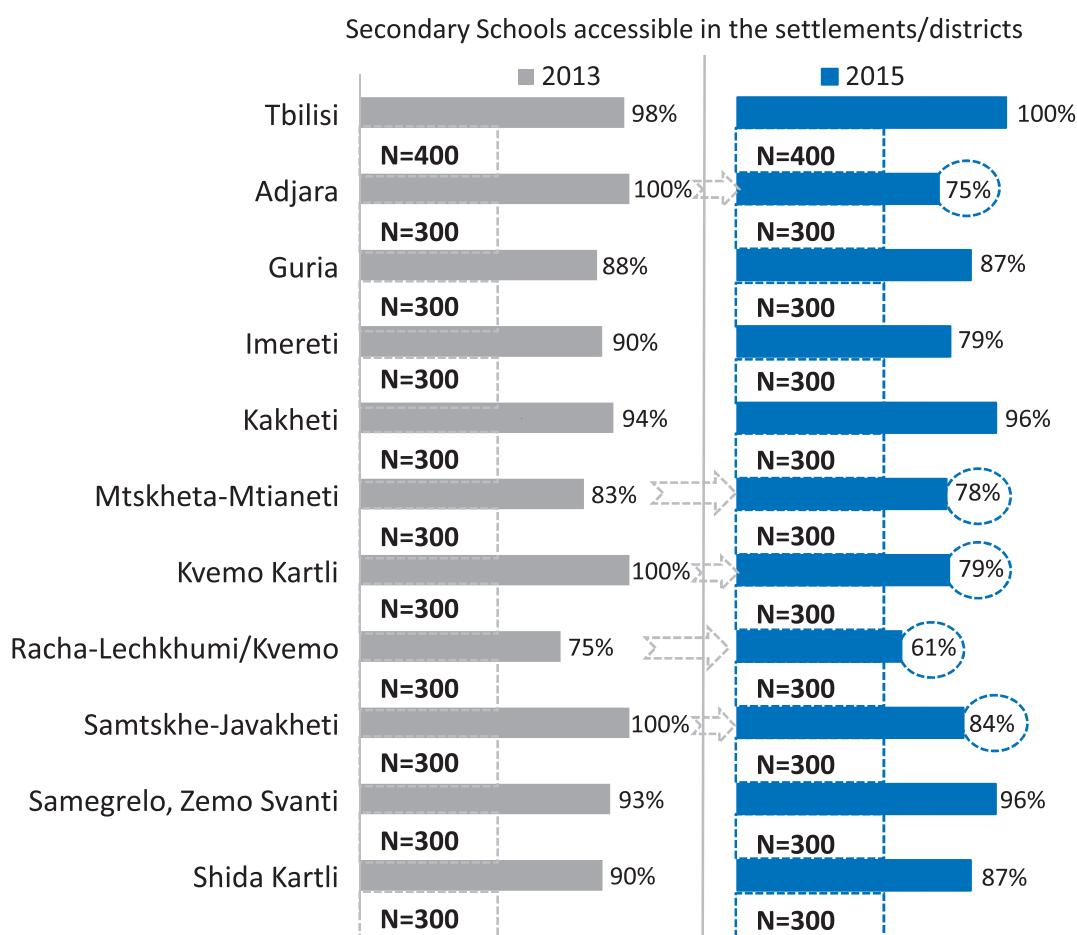


### 5.1.2. Public Schools

The vast majority of respondents stated that there is a functioning public school in their settlement/ municipality, according to the results of both rounds of the survey (2013 – 95 percent, 2015 – 88 percent). Only five percent declared that school is not available in their district or settlement and the nearest schools are located 2-5 km away from their settlements or districts.

**Among regions, the most severe situation** is in Racha-Lechkumi/Kvemo Svaneti, where 39 percent of respondents declare there are no schools in their settlements. It should be noted that more people in Adjara, Kvemo Kartli and Samtskhe-Javakheti regions also stated that there are no schools in their settlements. (See figure #8).

*Figure 8 – Availability of public schools in the settlements/municipalities by regions -  
The data of 2013 and 2015*



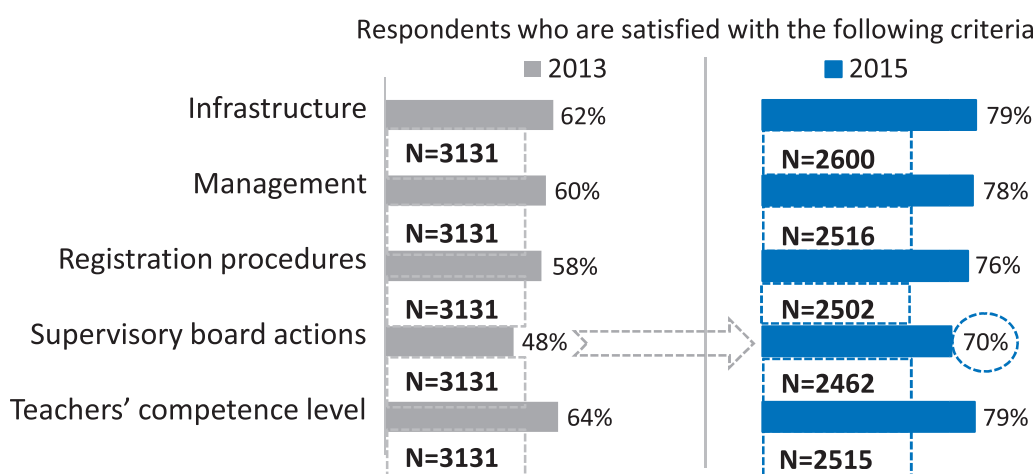
The majority of respondents reported that public transport to the nearest public schools is available in their settlements and districts in 2015 (67 percent), while less than a half said the same in 2013 (43 percent).

**Regionally**, the situation has improved regarding the availability of public transport in the settlements and districts to reach the nearest schools across the country. However public transportation is only available for 19 percent of the population in Kakheti, 23 percent in Kvemo Kartli and 32 percent in Mtskheta-Mtianeti regions. It should be mentioned here that the share of respondents who do not think that public transport is necessary to reach the nearest public schools is still quite high in those three regions (Kakheti: 2013 - 79 percent, 2015 - 53 percent; Kvemo Kartli: 2013 - 58 percent, 2015 - 65 percent; Mtskheta-Mtianeti: 2013 - 76 percent, 2015 - 52 percent).

While the share of respondents who reported access to public transport to reach the nearest schools in **highland settlements** has increased five times (2013 – seven percent, 2015: 36 percent), the number is still quite low.

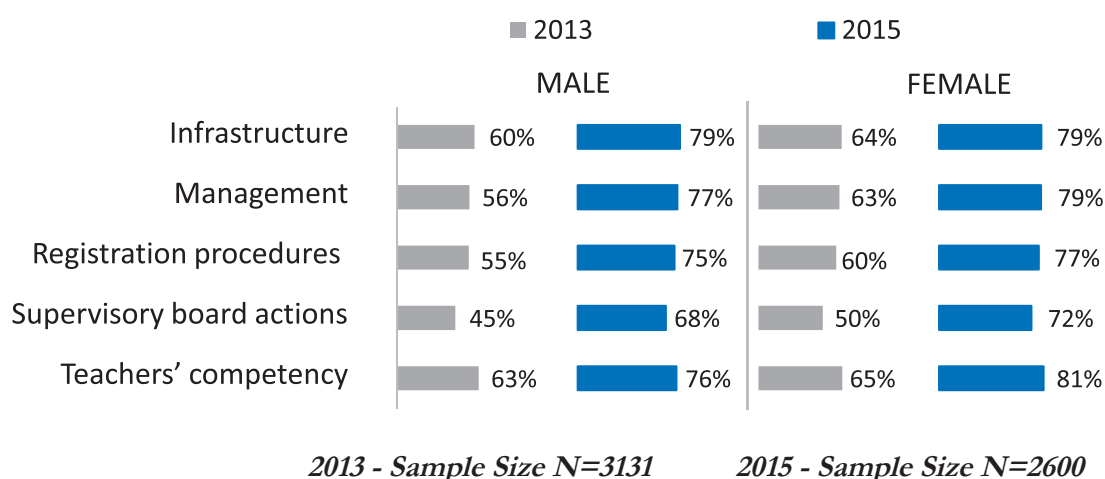
Those respondents, who have public schools in their settlements or municipalities, evaluated the schools' infrastructure and service according to various criteria: infrastructure; management; registration procedures; supervisory board and quality of teachers. The level of satisfaction has significantly increased regarding all parameters of public schools since 2013: the majority of respondents were satisfied, although a few expressed dissatisfactions. (See figure #9)

*Figure 9 – Satisfaction with various parameters of public schools - 2013 and 2015 data*



There were no significant differences **according to gender**, although in 2015, slightly fewer men expressed satisfaction with the level of teachers' competence at public schools than women (men – 76 percent, women – 81 percent). (See figure #10)

*Figure 10 - Satisfaction with various parameters of public schools by gender - The data of 2013 and 2015*



The study showed that only half of the respondents knew to whom to apply in case of complaining to the school management about particular issues in the school (48 percent). It should be noted that the population's awareness level has slightly improved in this regard since 2013 (2013 - 42 percent, 2015 – 48 percent). Despite this fact, the vast majority has never complained to the school management about anything in school (96 percent 2013-2015). The majority of respondents with similar experience are satisfied with the reaction made on their claim (2013 – 60 percent, 2015 – 56 percent).

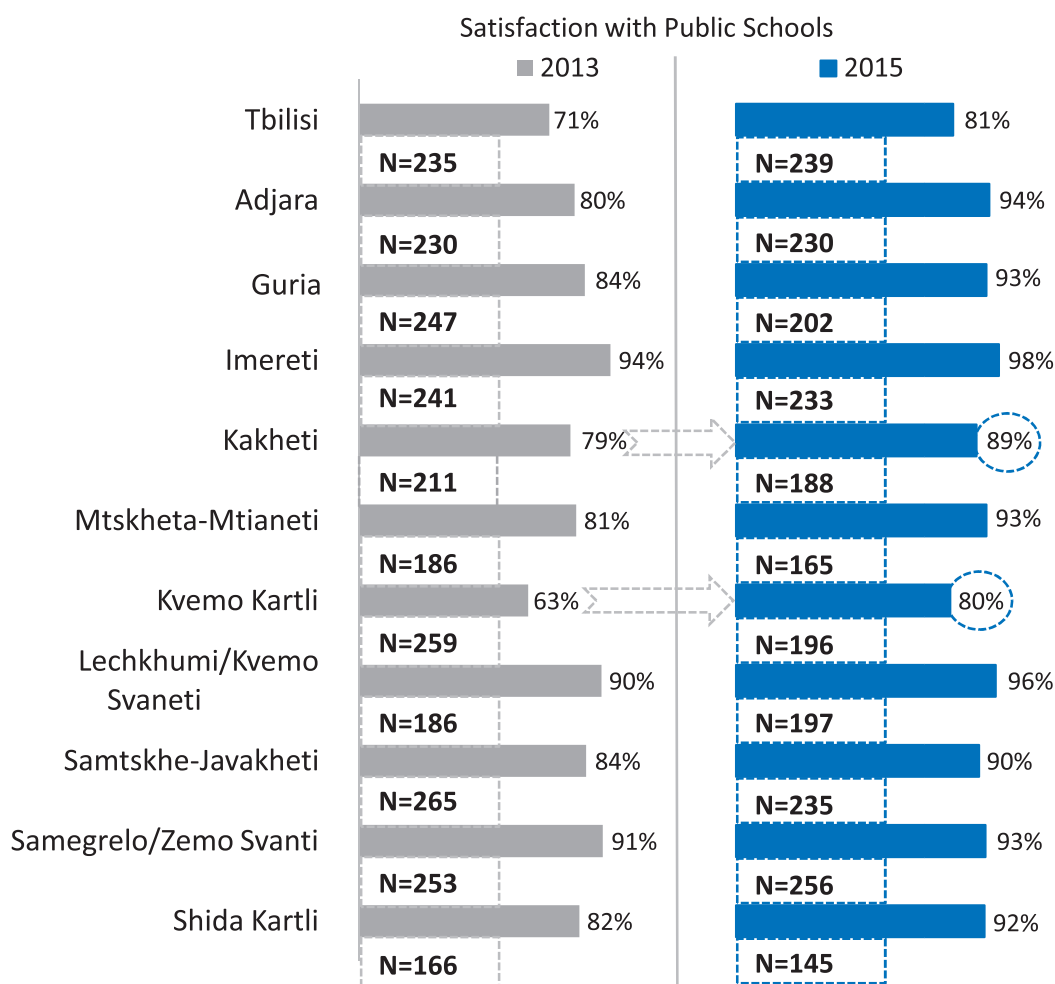
There were no significant differences according to **gender**, although the following tendencies emerged: in general, more women respondents have complained to the school management than man according to both survey results (2013: man – 39 percent, woman – 45 percent; 2015: man – 43 percent, woman – 53 percent).



In general, the majority of respondents are satisfied with public schools. It should be noted that satisfaction level slightly increased between 2013 and 2015 (2013 – 80 percent, 2015 – 89 percent).

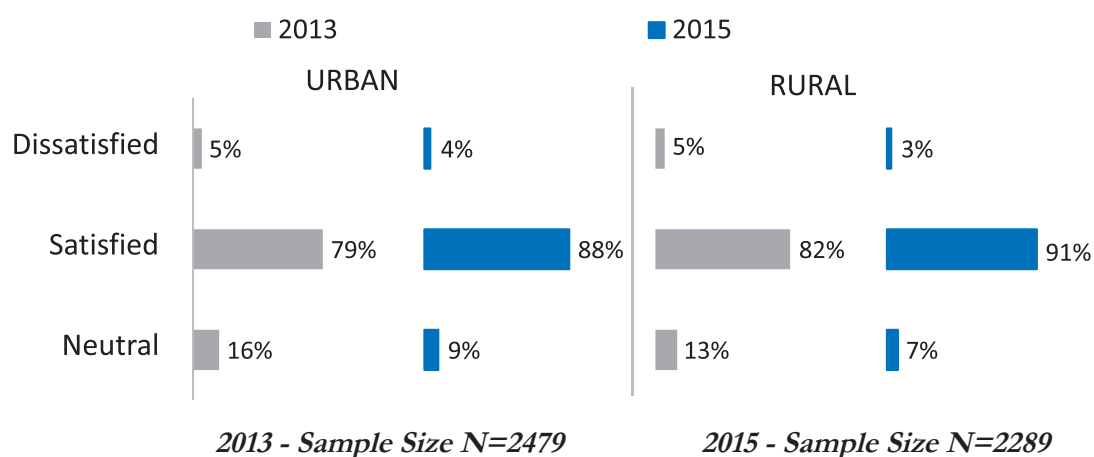
Regionally, the highest index of satisfaction is reported in Imereti region (97 percent). In general, the level of satisfaction increased in all regions between 2013 and 2015. However, the most significant positive change is revealed in Kakheti and Kvemo Kartli regions (by 20 and 17 percent respectively). (See figure #11)

*Figure 11 – General satisfaction with public schools by regions - 2013 and 2015 data*



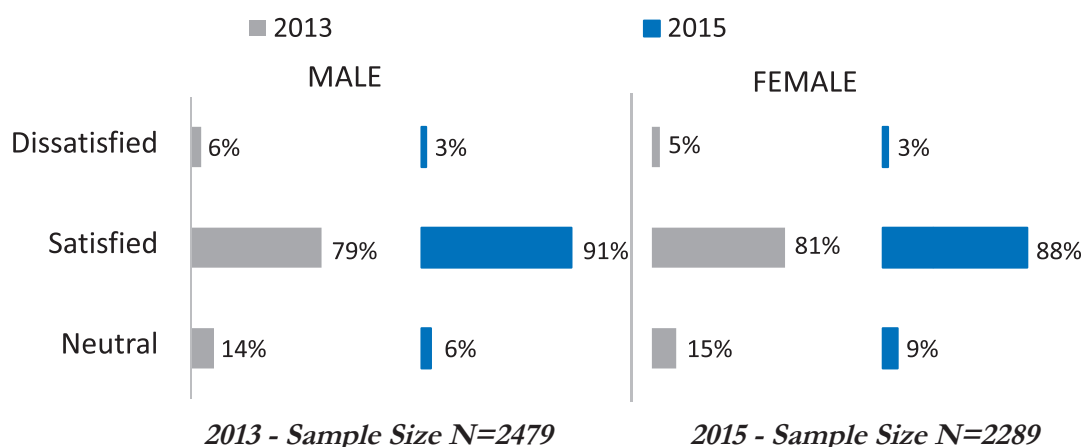
General satisfaction level regarding public schools has improved since 2013 in urban and rural areas. (See figure #12)

*Figure 12 – General satisfaction with public schools by urban and rural areas - 2013 and 2015 data*



No significant differences were noted **according to gender**, although the level of satisfaction level with public schools improved slightly more among male respondents than female (by 12 percent men and by seven percent women). (See figure #13)

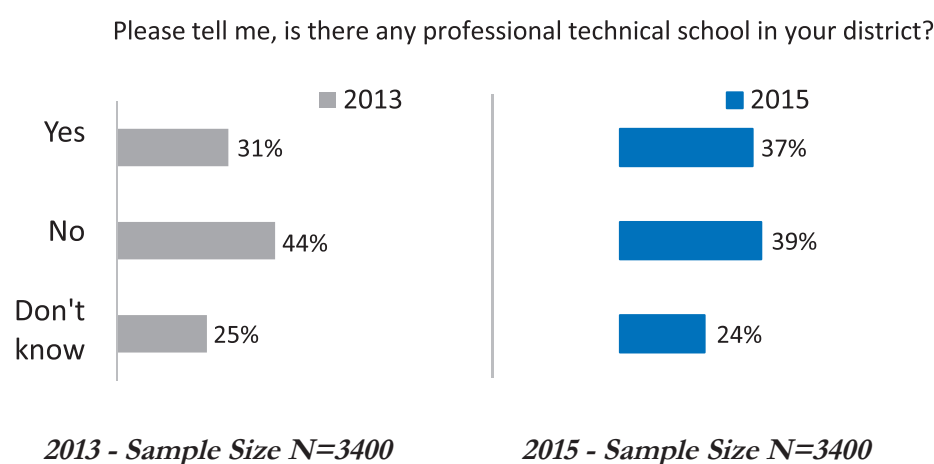
*Figure 13 - General satisfaction with public schools by gender - 2013 and 2015 data*



### 5.1.3. Vocational Education Institutions

According to the results of both surveys, most respondents (2013 – 44 percent, 2015 – 39 percent) said that there are no vocational institutions in their municipality, while every third respondent reported that vocational schools are available in their municipality (2013 – 31 percent, 2015 – 37 percent). Every fourth person asked did not know if such facilities exist in their municipality (2013 – 25 percent, 2015 – 24 percent). According to respondents in 2015, public transport was available to travel to vocational institutions and the situation has improved significantly in this regard since 2013 (2013 – 78 percent, 2015 – 90 percent). (See figure #14)

*Figure 14 – Existence of Vocational Institutions in the municipalities - 2013 and 2015 data*



**Regionally**, the majority of respondents from Samtskhe-Javakheti reported that there are vocational schools in their municipalities (2013 – 27 percent, 2015 – 59 percent). The situation regarding transport improved in almost all regions between 2015 and 2013 as the vast majority of respondents said that public transport was available for vocational institutions functioning in their municipalities in 2015.

More respondents in **highland settlements** reported vocational schools functioned in their municipalities in 2015 than in 2013 (2013 – 27 percent, 2015 – 42 percent) and public transport was available for the majority of such institutions.

The majority of respondents did not know the fees for vocational institutions (2013 – 51, 2015 – 60 percent). Only some respondents were aware of the price of education in the vocational institutions according to both surveys (2013 – 18 percent, 2015 – 15 percent), and most of them said that the fee is affordable (2013 – 62 percent, 2015 – 84 percent).

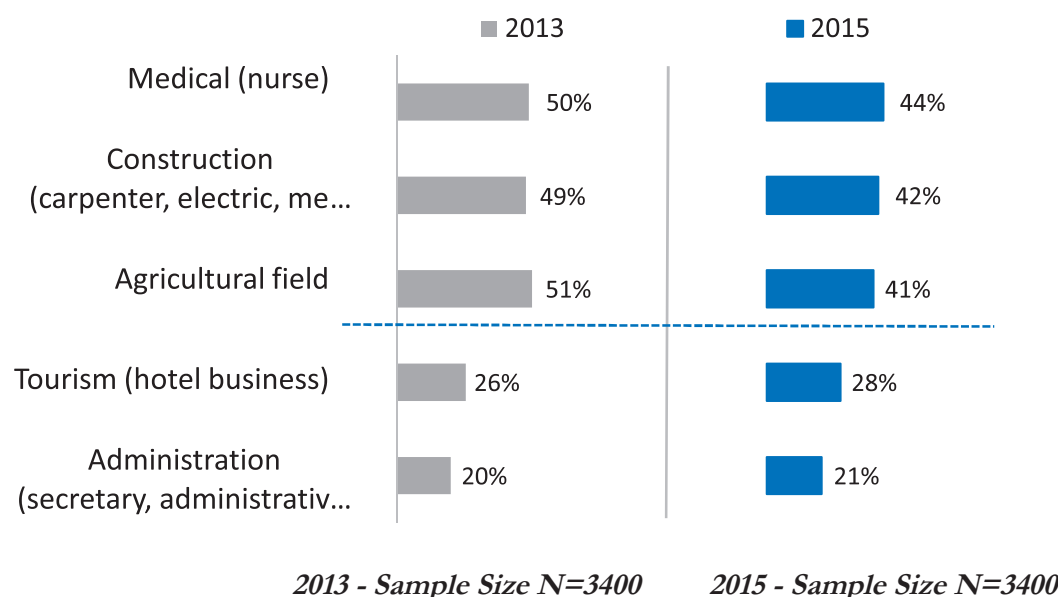
The survey also found that the majority of those respondents who were aware of the vocational institutions functioning in their municipalities were satisfied with them (2013 – 67 percent, 2015 – 70 percent). A small share of those who were not satisfied said that is largely due to the price of the education.

Due to the low number of respondents who were aware of existence of professional technical schools, it was impossible to analyze the data regarding satisfaction by **regions**.

Every respondent named the **three the most required professions** for their municipalities/regions which were taught at vocational institutions. It is worth noting that both surveys found the three most popular fields for those who responded to the survey were agriculture, medical and construction specialties. Tourism and administrative jobs were also a priority for the respondents. **(See figure #15)**

*Figure 15 – High priority fields for vocational institutions within the municipality - 2013 and 2015 data*

In your opinion, what are **the top 3 high-priority** fields to be studied in professional technical school by residents of your settlement/city?



**Note:** sum of answers exceed 100 percent as several answers were permissible.

### *Results of Qualitative Research – Education*

Focus groups showed respondents' high satisfaction with the municipal kindergartens, as a result of:

- ✓ Improved infrastructure in recent years – Renovation works, adequate heating, new toys. In cases of poor kindergarten infrastructure, respondents had been told that renovation of the particular kindergarten is planned.
- ✓ High quality food - Respondents primarily reported a balanced diet of three meals per day, however in few cases, respondents complain about the low nutritional value and monotony of the food.
- ✓ Caring staff - Respondents are mainly satisfied with the kindergarten staff. In particular, village residents pointed out that children in kindergartens get the best care due to the compactness of settlements and close family relations.

#### Comments of Focus Group respondents:

“It was okay before it was repaired, but now it is very well made [kindergarten] ... they renovated it, built a new interior. The renovations were well done, and the food has improved. They have two kinds of meat on the menu - first beef and then chicken. They also included fish in the menu. I am very pleased with the kindergarten. Heating and everything is maintained” [Residents of Gori]

“In terms of infrastructure, [the kindergarten] is currently being repaired. It wasn't good before; there was no water, rain leaked in the building, and now repairs are being made and the food is good, too” [Resident of Samegrelo village]

In the cities, registration was identified as a problematic issue. According to the respondents, if the parent does not take the precaution of booking a few months (and sometimes a year) in advance, the child may not be assigned in the desired kindergarten.

Opinions of focus group participants were more mixed regarding public secondary schools. Satisfaction for secondary schools is attributed to:

- ✓ Improved infrastructure - Respondents noted that most schools have either already been or are being refurbished or repaired. In general, schools are provided with the necessary equipment. Within the framework of the qualitative research, the situation was significantly different in a village school in Shida Kartli region, where respondents indicated that no repairs have been carried out and the infrastructure of the school is in terrible state. Conditions at other schools were essentially described as good, or a more or less satisfactory.
- ✓ Free books - While respondents said the purchase of additional books and other school materials is very expensive, they expressed clear satisfaction with the distribution of textbooks in schools.
- ✓ Respondents in the villages underlined that school buses significantly reduce the inconvenience of student transportation and the costs for parents.

#### Comments of Focus Group respondents:

“Everything is great in our village, computers are set up in the classrooms, so they [children] stay after the lessons. They have good facilities. Central heating, water, they have everything” [Resident of Shida Kartli village]

“Schools have been renovated several times thanks to the school principal; it bothers everyone, so they fix it. The roof, windows and doors are also new. Equipment and computers are sufficient, they're more or less good, however we want more” [Resident of Samegrelo village]

“We're really satisfied with the schools. Whatever facilities they need, they have. They changed everything completely. The yard and the gym are also fine. The work was done two years ago” [Resident of Gori]

“Our school, for instance, needs a completely redoing, it's never been renovated. Nobody has even touched it as long as I can remember. They were talking of starting repairs last year, but haven't actually done anything. It's a shame, since it's a big school” [Resident of Shida Kartli village]

When assessing the quality of education, respondents' opinions were divided between the quality of the acquired education and the qualifications of the teachers: some respondents were satisfied with their children's education, while the rest discussed the lack of qualified teachers and the need to tutor the children. In turn, respondents link the need to hire private tutors for students to two main reasons - teachers (due to

poor education of the student or a teacher's desire to obtain additional income by tutoring the student) or complicated training programs.

#### Comments of Focus Group respondents:

"Perhaps teachers are not willing or unable to properly explain or teach the children. They tell children to learn it [lesson] and let them go home, nothing more. In my time everything was explained thoroughly, when we came home, we only needed to read a lesson 2-3 times and we already knew it." [Resident of Zugdidi]

"The school program is complicated now; they assign so much work that children don't have time to comprehend it. Whether you like it or not, you have to give your child extra tutoring, because that's the system... Math is very complicated, it's different, the teacher will say (s)he doesn't have enough time to explain it at school, child cannot absorb the material, so you have to take them for additional tutoring." [Resident of Zugdidi]

Concerning rural schools, it was also noted that some of the bathrooms are outside (due to the water supply problems or lack of sewerage in the village). Furthermore, although the issue of heating in the schools has largely been resolved, wood stoves are being used due to the lack of gas in the villages, which pollute the environment and are not particularly safe for children.

#### Comments of Focus Group respondents:

"Toilets are outside, so it's horrible for small children, because their legs get wet in the mud and water..." [Resident of Samegrelo village]

"They heat with wood stoves. As a teacher, you can't constantly sit in the classroom, you might go to the staff-room or might have to leave the room, it's not safe at that moment - a child might pour some gas in the stove or want to add more wood..." [Resident in Samegrelo village]

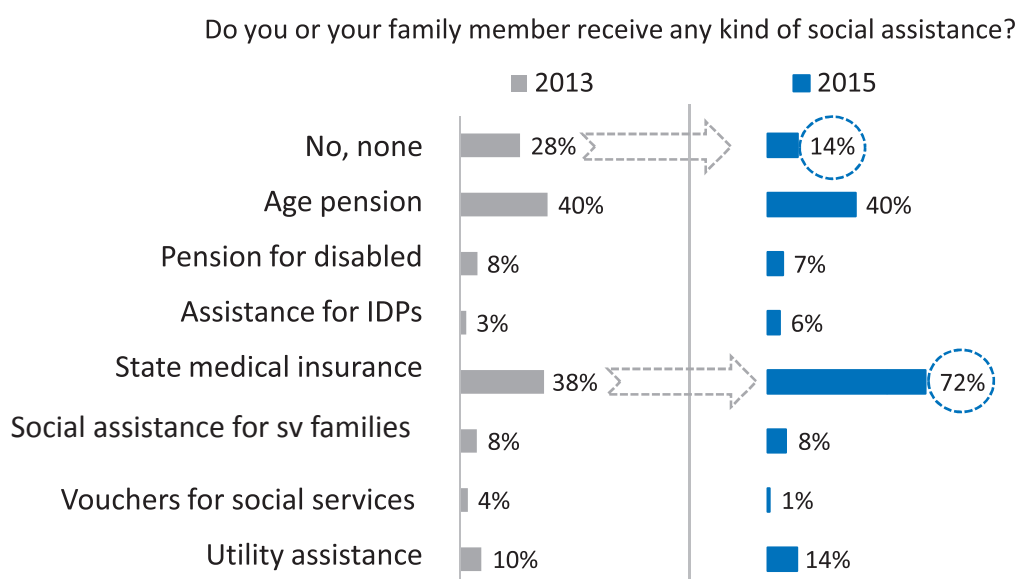
Additionally, it was noted that, in some cases, rural schools have computer equipment, but no internet.

## 5.2. VARIOUS SOCIAL ASSISTANCES

### 5.2.1. Receiving social assistance

The study included issues related to social assistance. In response to the question whether a respondent or his/her any family member received any kind of social assistance, some respondents said they did not receive any social assistance (2013 – 28 percent, 2015 – 14 percent), while the majority reported having state medical insurance (2013 – 38 percent, 2015 – 72 percent). It should be noted that the share of those who did not receive any assistance decreased and the share of those who received medical insurance increased between 2013 and 2015. 40 percent of respondents reported that they or their family members received a pension (due to age), according to the results of both surveys (*Note: Only 18 percent of survey respondents received a pension themselves. See pages 111-112.*) (See figure #16)

**Figure 16 – Social assistance - The data of 2013 and 2015**

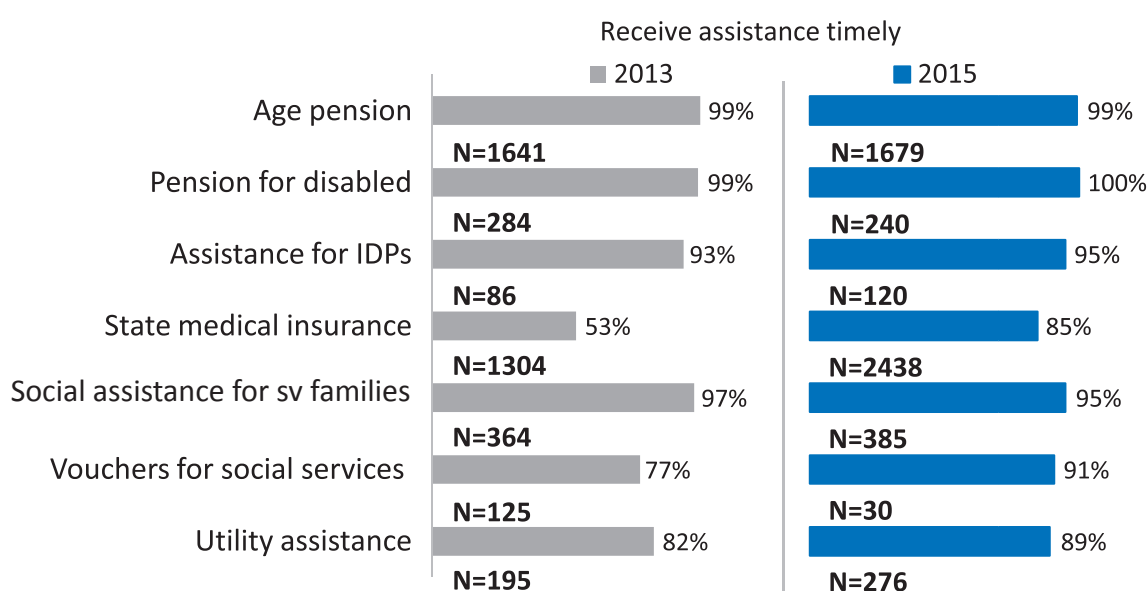


**2013 - Sample Size N=3400    2015 - Sample Size N=3400**

**Note:** sum of answers exceed 100 percent as several answers were permissible

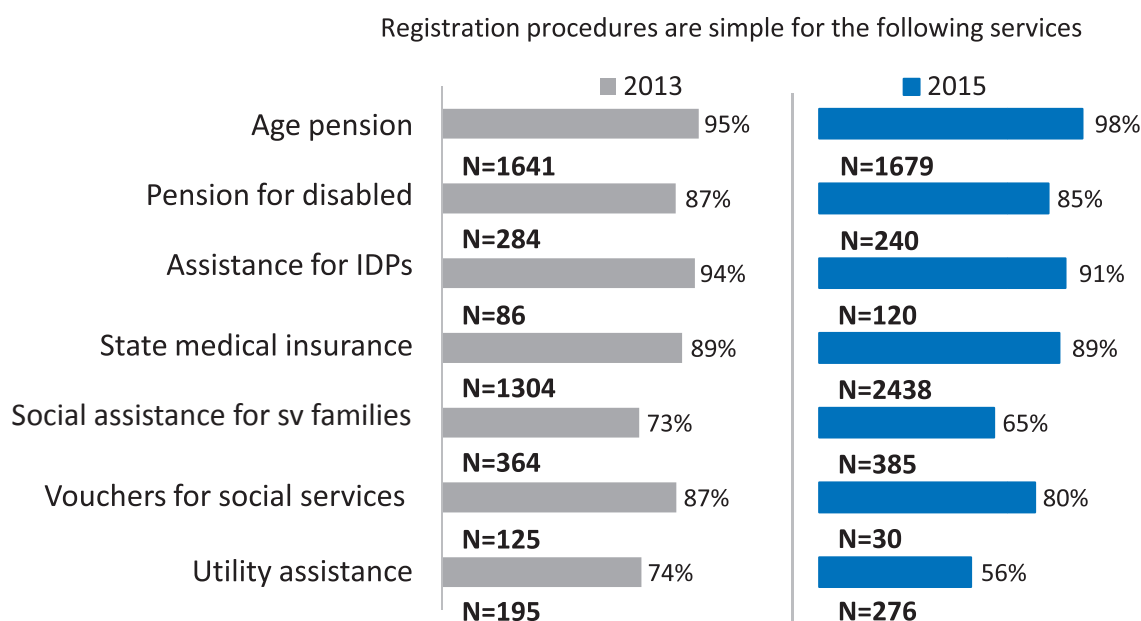
The majority of the population received social assistance on time, according to the results of both surveys. Fewer people reported receiving social assistance in the form of state medical insurance in 2013, however the situation improved in 2015. **(See figure #17)**

**Figure 17 – Satisfaction with social assistance – Timely received service - 2013 and 2015 data**



The majority of the population who receives social assistance was satisfied with the simplicity of the registration procedures, according to the results of both studies. However, it should be noted that satisfaction level in this regard decreased in the case of social assistance for families under the poverty line (socially vulnerable families) (2013 – 73 percent, 2015 – 65 percent), as well as utility subsidies (2013 – 74 percent, 2015 – 56 percent). In the case of the socially vulnerable, the fact that the system that determines who qualifies for assistance changed recently should be taken into consideration. (See figure #18)

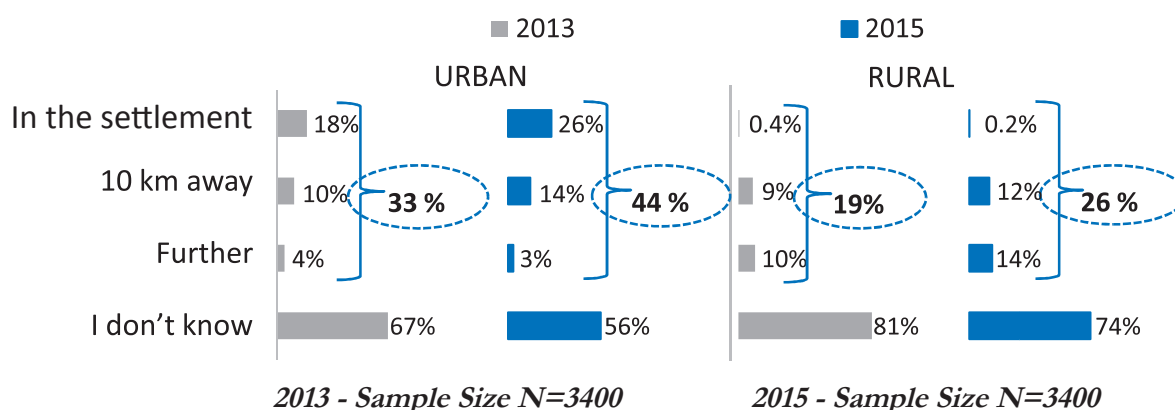
**Figure 18 – Satisfaction with social assistance – Simplicity of Registration Procedures - 2013 and 2015 data**



### 5.2.2. State free canteen

The majority of the population did not know the distance from their house to the state-run free canteen. However, it should be noted that more respondents were aware of existence of such institutions in 2015 than in 2013 (2013 – 27 percent, 2015 – 35 percent). More residents from **urban** areas were aware (2013 – 33 percent, 2015 – 44 percent) than in rural areas (2013 – 19 percent, 2015 – 26 percent). (See figure #19)

**Figure 19 – Distance to the nearest free canteen - 2013 and 2015 data**



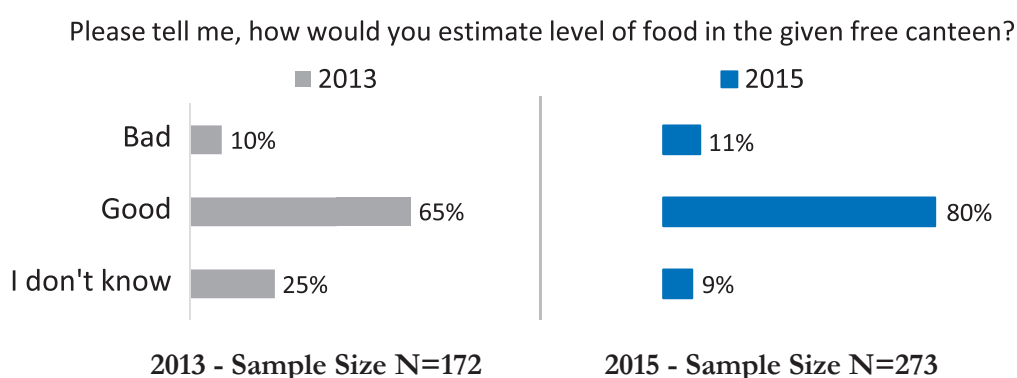


According to the 2013 and 2015 survey results, few respondents in **highland villages** said a free canteen was located in their settlements; some respondents in these areas reported the existence of free canteens further than ten kilometers from their settlements (2013 – 23 percent, 2015 – 15 percent).

The majority of the respondents who knew where the free canteen was located did not know whether the portions per person were sufficient (2013 – 69 percent, 2015 – 72 percent). From those who knew about the portion size, 21 percent noted that quantity of food was sufficient and eight percent said one portion per person was not sufficient (sufficient: 2013 – 17 percent, 2015 – 21 percent; not sufficient: 2013 – 14 percent, 2015 – 8 percent).

As for the quality of food offered in free canteen, the majority of those respondents who were aware of portions also positively evaluated the quality (2013 – 65 percent, 2015 – 80 percent). (See figure #20)

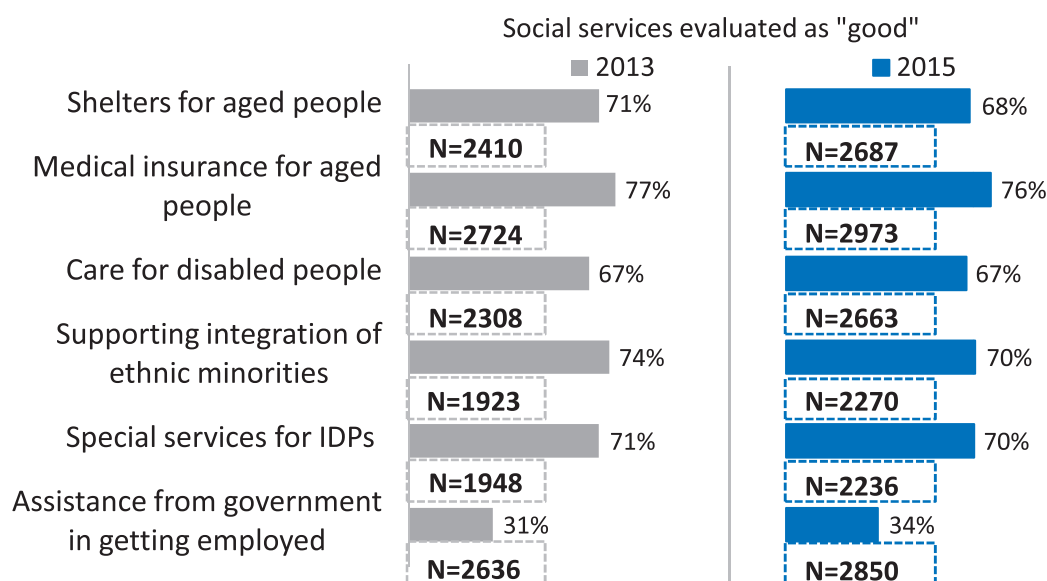
**Figure 20 – Level of food in the nearest free canteen - 2013 and 2015 data**



### 5.2.3. Evaluation of various state social services

Respondents' general satisfaction with various state social services was studied within the scopes of both surveys. (See figure #21)

**Figure 21 – Evaluation of various social services - 2013 and 2015 data**



As the figure above shows, in both studies, just one in every three respondents believed that the state provided valuable support through its employment program. The majority of the respondents positively evaluated the government's work in the following areas: shelters for the elderly; medical insurance for the elderly; care for the disabled; support for the integration of ethnic minorities; and special services for IDPs.

### 5.3. HEALTHCARE

#### 5.3.1. Applying to medical institutions in sickness

##### *Hospital*

A significant share of respondents, or their family members, had been to the hospital due to illness at least once in 2013 and 2015 (2013 – 42 percent, 2015 – 43 percent). In most cases, respondents noted that hospitals are further than five kilometers from their settlements (2013 – 55 percent, 2015 – 53 percent). Less than 20 percent said that hospitals were located in their settlements (2013 – 19 percent, 2015 – 14 percent). It is worth mentioning that, in most cases, people said that public transport was available to those medical institutions (2013 – 90 percent, 2015 – 89 percent). The vast majority of respondents who visited hospitals in 2013 or 2015 were satisfied with the services provided there (2013 – 83 percent, 2015 – 88 percent). (See figure #22)

In the case of **villages**, hospitals are commonly located further than five kilometers from respondents' settlements (2013 – 71 percent, 2015 – 75 percent). Though, reportedly, nearly all of them are accessible by public transportation (2013 – 93 percent, 2015 – 88 percent).

The majority of respondents from **highland villages** said that the hospitals they visited in 2013 and 2015 are located further than five kilometers from their settlements (2013 – 79 percent, 2015 – 86 percent). It is worth mentioning that few people from highland villages reported the existence of hospitals in their settlements (2013 – three percent, 2015 – one percent).

##### *Clinics*

Nearly one in every three respondents or his/her family members visited a medical clinic due to illness at least once in 2013 and 2015 (2013 – 29 percent, 2015 – 33 percent). In most cases, respondents noted that the clinics are located in their settlements (2013 – 38 percent, 2015 – 40 percent). Only one in every four respondents declared that clinics were located further than five kilometers from their settlements (2013 – 30 percent, 2015 – 25 percent). It is worth mentioning that, in most cases, the clinics are reportedly accessible by public transport (2013 – 86 percent, 2015 – 91 percent). The vast majority of respondents who visited clinics in 2013 or 2015 were satisfied with the services that were provided (2013 – 81 percent, 2015 – 89 percent). (See figure #22)

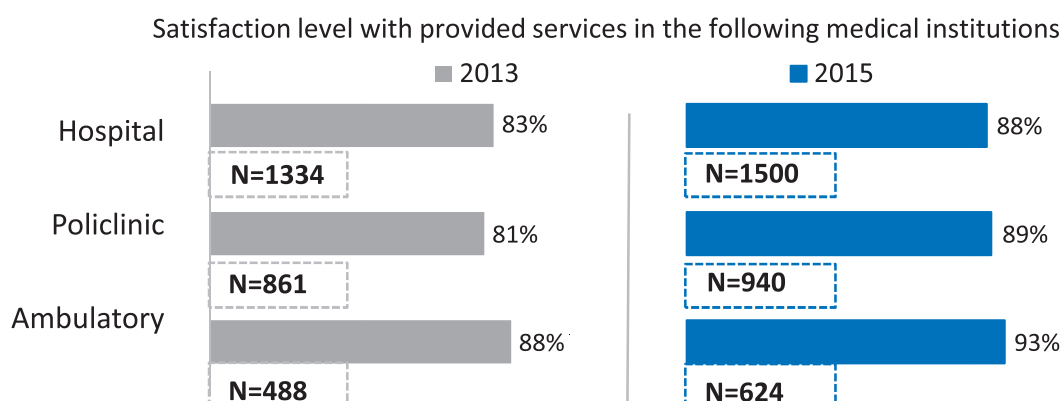
In **villages**, clinics were commonly located further than five kilometers from their settlements (2013 – 59 percent, 2015 – 64 percent). Though, according to the respondents, nearly all of them were accessible by public transport (2013 – 89 percent, 2015 – 88 percent).

The majority of respondents questioned from **highland villages** said that the clinics they visited in 2013 and 2015 were located further than five kilometers from their settlements (2013 – 60 percent, 2015 – 77 percent). It is worth mentioning that very few respondents from highland villages reported having clinics in their settlements (2013 – 15 percent, 2015 – seven percent).

### *Ambulatory/medical institution*

Only some respondents or their family members applied to ambulatories due to illness at least once in 2013 and 2015 (2013 – 14 percent, 2015 – 19 percent). In most cases, respondents noted that the ambulatories are located in their settlements (2013 – 57 percent, 2015 - 68 percent). Only a few respondents declared that ambulatories were located further than five kilometers from their settlements (2013 – 15 percent, 2015 – eight percent). It is worth mentioning that, in most cases, public transport was reportedly available to medical institutions (2013 – 63 percent, 2015 – 70 percent). The vast majority of respondents who visited ambulatories in 2013 or 2015 were satisfied with the services provided there (2013 - 88 percent, 2015 – 93 percent). (See figure #22)

*Figure 22 – Satisfaction with services in hospitals/policlinics/ambulatories - 2013 and 2015 data*



A significant share of respondents finds the price for the services provided in the medical institutions completely affordable (2013 – 22 percent, 2015 – 40 percent) and, for nearly half of them, the prices there are somewhat affordable (2013 – 46 percent, 2015 – 43 percent).

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

#### *Hospital*

Only some respondents reported that they had visited hospitals for preventive medical checks at least once in 2013 and 2015 (2013 – 12 percent, 2015 – 16 percent). The vast majority were satisfied with the services provided there (2013 – 88 percent, 2015 – 89 percent). Almost half of the respondents who visited hospitals for medical checkups believed that the price for medical service was affordable (2013 – 49 percent, 2015 – 45 percent), while the price seems expensive for many others (2013 – 40 percent, 2015 – 30 percent). It should be noted here that fewer respondents found the price for preventive medical checks in hospitals as expensive in 2015 as they had been in 2013. (See figure #23)

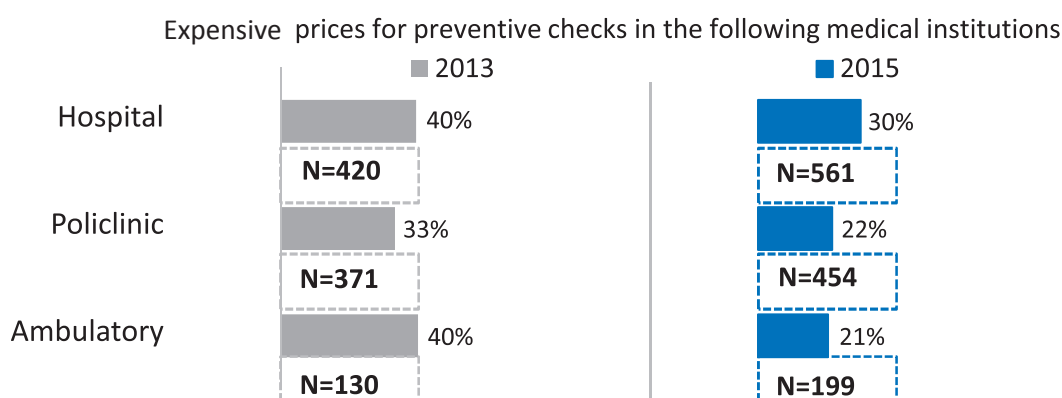
## Clinics

Only some respondents reported that they had visited clinics for preventive medical checks at least once in 2013 and 2015 (2013 – 12 percent, 2015 – 16 percent). The vast majority were satisfied with the services provided there (2013 – 85 percent, 2015 – 90 percent). Almost a half of the respondents who visited polyclinics for medical checks believed that the price was affordable (2013 – 56 percent, 2015 – 49 percent), while the price seemed expensive for some interviewees (2013 – 33 percent, 2015 – 22 percent). It should be noted here that fewer respondents found the price for preventive medical checks in polyclinics as expensive in 2015 than as they had been in 2013. (See figure #23)

## Ambulatory/medical facility

Only a few respondents reported that they had visited ambulatories for preventive medical checks at least once in 2013 and 2015 (2013 – four percent, 2015 – seven percent). The vast majority are satisfied with the services provided there (2013 – 84 percent, 2015 – 89 percent). Almost half of the respondents who had visited ambulances for medical checks believed that the price for medical service was affordable (2013 – 48 percent, 2015 – 44 percent), while the price seems expensive for some interviewees (2013 – 40 percent, 2015 – 21 percent). It should be noted here that significantly fewer respondents found the price for preventive medical checks in ambulatories as expensive in 2015 as they had been in 2013. (See figure #23)

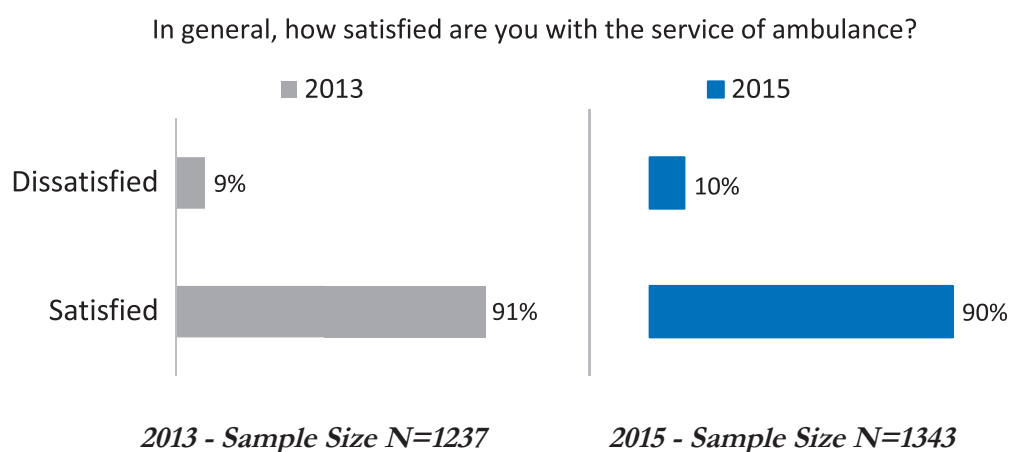
**Figure 23 – Attitude towards the price of medical service in hospitals/polyclinics/ambulances - 2013 and 2015 data**



### 5.3.3. State Ambulance Service

A significant share of respondents said that they had used emergency service in 2013 and 2015 (2013 – 39 percent, 2015 – 42 percent). The vast majority of them said that the state ambulance arrived on time (2013 – 90 percent, 2015 – 89 percent). The majority was also satisfied with the first aid medical service (2013 – 91 percent, 2015 – 90 percent). (See figure #24)

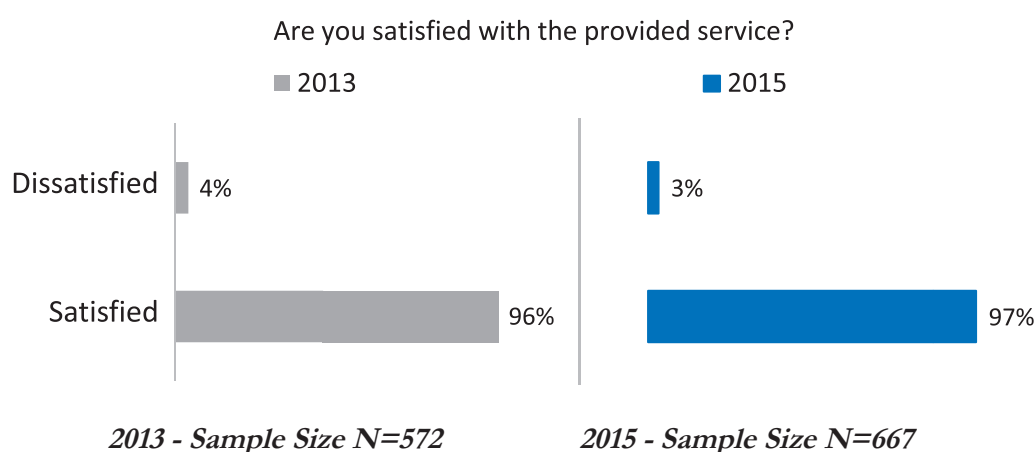
*Figure 24 – Satisfaction with emergency service - 2013 and 2015 data*



#### 5.3.4. Preventive vaccination of population

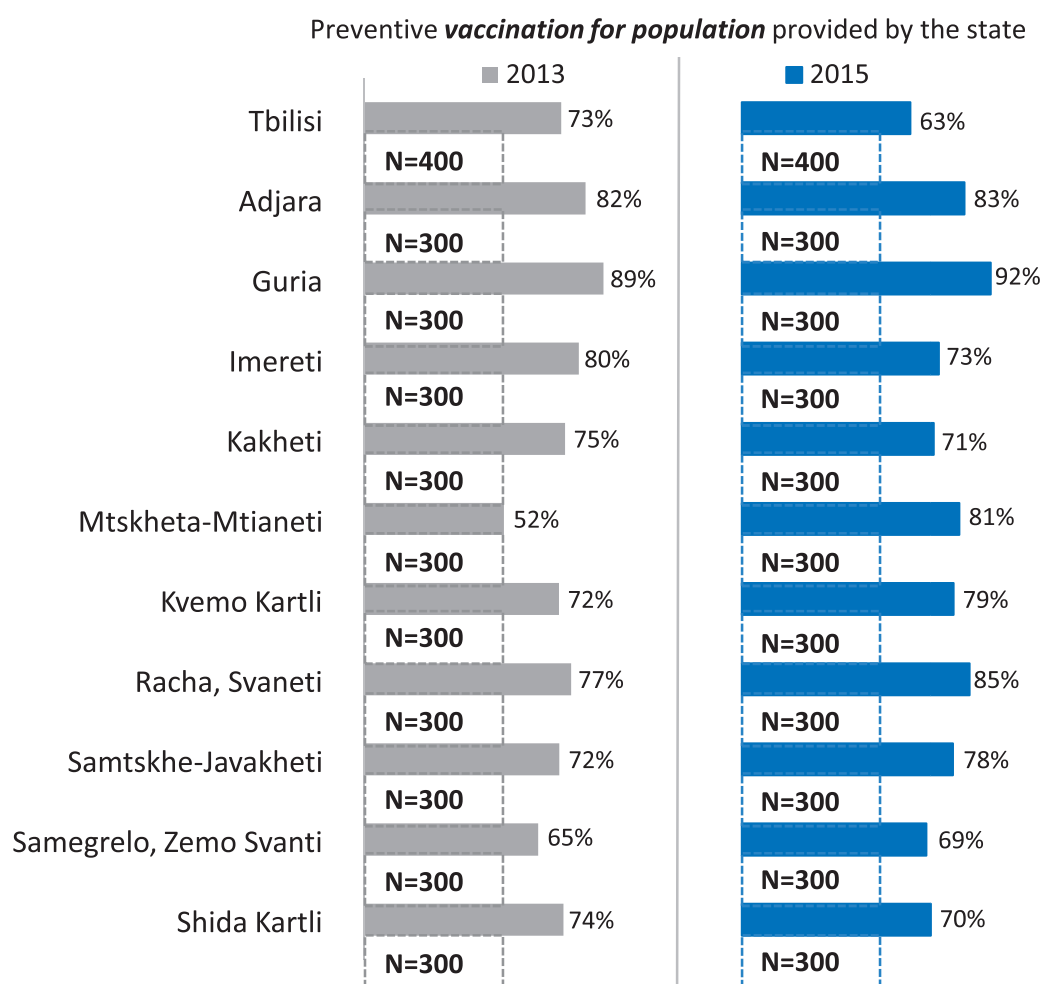
The majority of respondents in both the 2013 and the 2015 surveys said that preventive vaccinations were implemented within the state program (2013 – 74 percent, 2015 – 72 percent) although only one in every four received this service in 2013 and 2015 (2013 – 27 percent, 2015 – 28 percent). The vast majority said that they did not pay anything for the vaccination (2013 – 81 percent, 2015 – 91 percent). Only a few respondents reported paying for a vaccination (2013 – 16 percent, 2015 – nine percent) and most found the price acceptable and even inexpensive in 2015 (2013 – percent 49, 2015 - 94 percent). It is worth mentioning that the vast majority of respondents were satisfied with the service in 2013 and in 2015 (2013 – 96 percent, 2015 – 97 percent). (See figure #25)

*Figure 25 – General Satisfaction with Preventive Vaccination - 2013 and 2015 data*



**Regionally**, the lowest share of respondents who reported that preventive vaccination is carried out within the state program live in Tbilisi (2013 – 73, 2015 – 63 percent. (See figure #26)

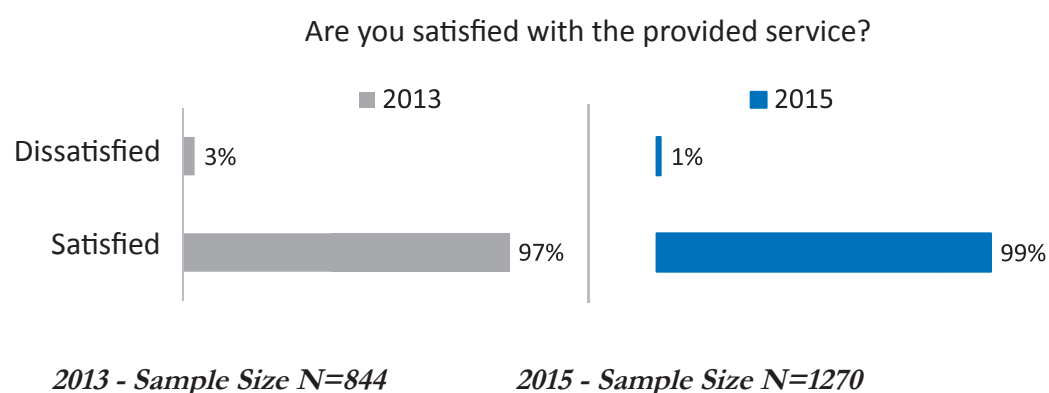
*Figure 26 – Provision of preventive vaccination of population by regions - 2013 and 2015 data*



### 5.3.5. Vaccination for domestic animals

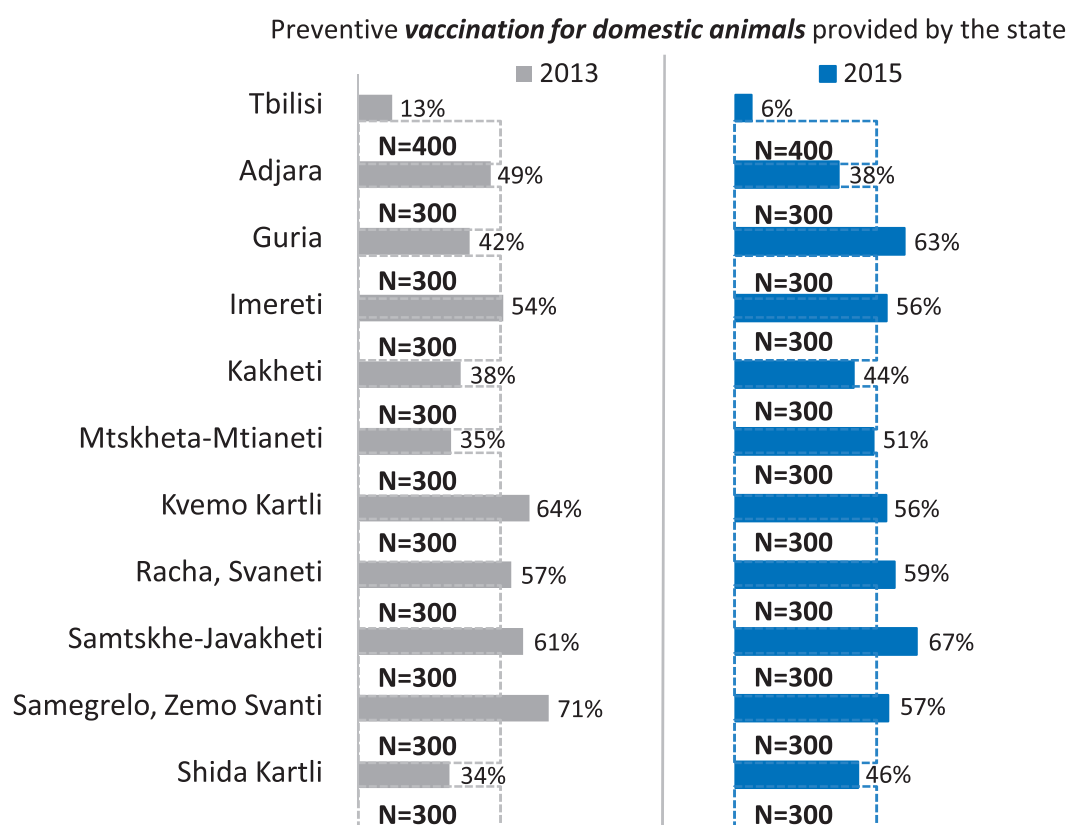
Based on both studies, the majority of respondents said that animal vaccinations are provided through the state vaccination program (2013 – 49 percent, 2015 – 67 percent). Half of them had vaccinated their domestic animals within the year of 2013 as well as 2015 (2013 – 50 percent, 2015 – 47 percent). The vast majority said that they did not pay for the vaccine (2013 – 85 percent, 2015 – 91 percent). The majority of those who did pay said the price was affordable (2013 – 66 percent, 2015 – 58 percent). It should be noted that in 2015, one out of every three respondents who used the service found the price to be inexpensive (2013 – 18 percent, 2015 – 33 percent). It is worth mentioning that the vast majority of respondents were satisfied with the service (2013 – 97 percent, 2015 – 99 percent). (See figure #27)

*Figure 27 – General satisfaction with vaccination of domestic animals - 2013 and 2015 data*



**Regionally**, a small part of Tbilisi residents had their domestic animals vaccinated in 2013 and 2015 (2013 – 13 percent, 2015 – six percent). It is worth mentioning that the majority of those who used vaccination services in the last twelve months lived in Samtskhe-Javakheti (2013 – 61 percent, 2015 – 67 percent). (See figure #28)

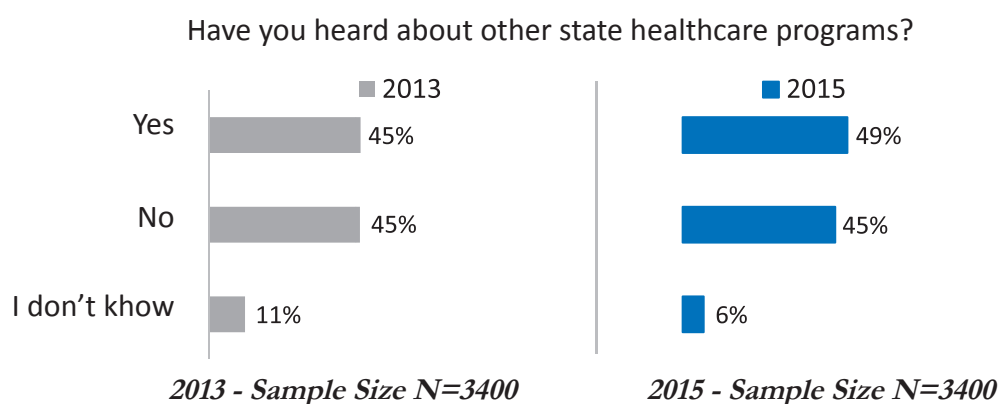
*Figure 28 – Provision of preventive vaccination of domestic animals by regions - 2013 and 2015 data*



### 5.3.6. State healthcare programs

Almost a half of respondents had heard about other state healthcare programs (2013 – 45 percent, 2015 – 49 percent). Only one in five of them received the service within the state program (2013 – 19 percent, 2015 – 18 percent) and the vast majority were satisfied with service (2013 – 81 percent, 2015 – 93 percent). (See figure #29)

*Figure 29 – Awareness of state healthcare programs - 2013 and 2015 data*



Fewer respondents from the **highland regions** had heard about any state healthcare programs than in any other part of Georgia, according to the results of both surveys (highland: 2013 – 33 percent, 2015 – 30 percent, lowland: 2013 – 46 percent, 2015 – 50 percent).

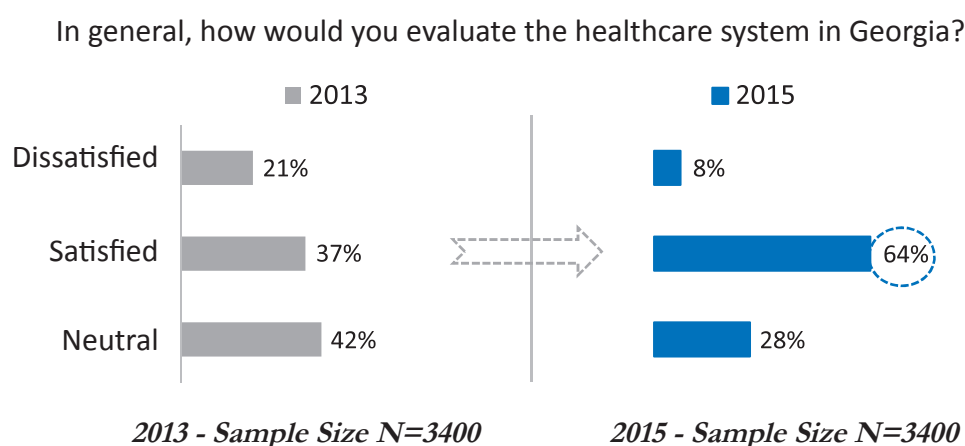
There were no noticeable differences **according to gender** in terms of satisfaction with state healthcare programs. However, several tendencies were revealed: more women than men were aware of state healthcare programs (female: 2013 – 46 percent, 2015 – 51 percent; male: 2013 – 43 percent, 2015 – 46 percent) and more of them expressed satisfaction with state healthcare programs (female: 2013 – 87 percent, 2015 – 96 percent; male: 2013 – 73 percent, 2015 – 90 percent).

### 5.3.7. General satisfaction with healthcare system

In 2013 only one in every three respondents reported to be satisfied with the healthcare system in Georgia (34 percent), compared to the majority in 2015 (64 percent). The level of dissatisfaction with the healthcare system was also quite low in 2015 (2013 – 21 percent, 2015 – eight percent). However, the majority were still dissatisfied with the price of treatment. (See figure #30)



**Figure 30 – General satisfaction with Healthcare System - 2013 and 2015 data**



No significant differences were reported **according to gender**. An almost identical number of women and men were pleased with the Georgian healthcare system (2013: man – 36 percent, woman – 38 percent; 2015: man – 62 percent, woman – 66 percent).

### Results of Qualitative Research – Healthcare

One of the most prominently discussed topics in the focus groups regarding medical services was the State Healthcare Program. Qualitative research shows that the beneficiaries of the State Healthcare Program are generally satisfied, but they also see certain problems with its implementation. FG participants were most pleased with the fact that people are able to receive medical services completely free of charge or with a minimal contribution, which provides many people with their only chance to receive medical care.

#### Comments of Focus Group respondents:

“I’ve had a heart surgery. 70 percent of it was financed; I paid rest of the 30 percent. I am very pleased and satisfied.... I am really grateful that I survived. I must mention that say, if I had to pay 10000, I only paid 3000...” [Resident of Shida Kartli village]

“I had an appendectomy in September. We haven’t paid anything since the minute we arrived [at the hospital]. I can’t say anything negative about the doctors and nurses either, as they were pretty good” [Resident of Gori]

“I cannot say that I am dissatisfied. I had a cesarean section and they fully financed me. Delivery is free of charge, and so is a cesarean whenever you need it” [Resident of Gori]

Respondents expressed discontent concerning specific complications in the course of implementation of the State Healthcare Program, however. In particular, they indicated that:

- ✓ There are certain restrictions for a range of medical services, which are not funded (for example, various types of examinations, surgeries).
- ✓ Medication purchases are partially financed or not financed at all, and the program does not provide funds for a patient’s rehabilitation.

- ✓ Based on respondent reports, patients are restricted from transferring from one medical facility to another - they are required to complete the course of treatment at the facility where they were initially examined by a doctor.
- ✓ Patients may face difficulties receiving information about the type of health benefits they are entitled to - respondents sometimes attribute this either to the dishonesty of the medical staff or to medical staff not having accurate information.
- ✓ In the opinions of some respondents, medical institutions are only interested in providing minimum service value to patients in order to “get bonuses” in return. Simultaneously, they think the state spends all the funds for the provision of medical before the end of the year.

#### Comments of Focus Group respondents:

“I had my father-in-law brought to Ghudushauri [Clinic], had the operation done, I paid 100 percent of everything. Later, it turned out that 70 percent of the overall cost ought to have been covered by the State Healthcare. They requested my father-in-law’s bank account number, said they would transfer the money, almost one year has passed and nothing has been transferred yet. If I have to go there 5 or 6 times, what’s the point? They can keep the money” [Resident of Shida Kartli village]

“It’s noticeable in the second half of the year, as though they’ve been warned to try to reduce the funded operations ... to stabilize the situation ... as if some sort of limit has been expired” [Resident of Gori]

Despite those concerns, focus group participants did not question the value of the program and during all the discussions expressed hope that the State Healthcare Program would continue.

Qualitative research showed that respondents have a variety of opinions regarding the healthcare facilities and the level of satisfaction with provided services (dispensaries, outpatient clinics, hospitals). The medical service quality assessment found respondents who were pleased and did not doubt high professionalism of the doctors, as well as very dissatisfied respondents who were unhappy with the services that they received and prefer to receive treatment either in their village/city, or often in the administrative center, or the capital. The cause for dissatisfaction could have also been informal fees, which may be required by a doctor/hospital or be paid on the patient’s own initiative as a symbol of “respect to the doctor”. Queues can also be problematic in district hospitals and outpatient clinics.

#### Comments of Focus Group respondents:

“I like that they’re financing 70 percent, but I don’t like that unless you give money to the nurse, she simply won’t pay any attention to you, won’t even give you a shot” [Resident of Zugdidi]

“I am satisfied with the fact that I did not have to pay as much money, but it depends on the kind of service they provide. We don’t necessarily receive high level of service” [Resident of Samegrelo village]

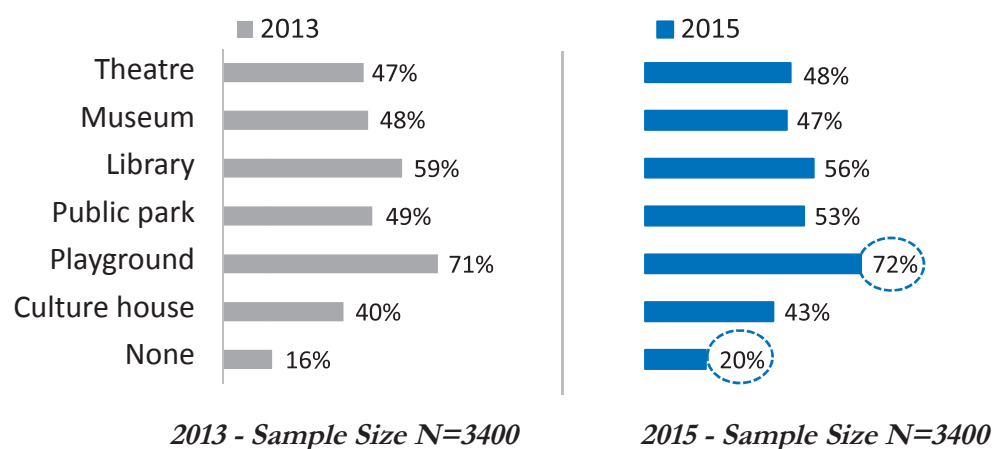
Focus group participants are mostly pleased with the quality of emergency medical services and the professionalism of the doctors. Minor dissatisfaction was caused by the late arrival of ambulances, however respondents attribute this to objective reasons, such as the lack of ambulance cars and poor road conditions (especially in villages).

## 5.4. RECREATION, LEISURE AND CULTURE

The results of both the 2013 and 2015 surveys revealed that cultural-recreational places like theaters, museums, libraries, public parks, playgrounds and culture houses are only present in one out of every five settlements of Georgia (2013 – 16 percent, 2015 – 20 percent). It should also be noted that culture houses are slightly rarer than other recreation, leisure and culture facilities. This could be explained by the fact that culture houses are more common for rural areas than urban areas. Theaters and museums are mostly presented in the towns and cities. According to both rounds of the survey, there are more playgrounds in Georgia than any other recreational facility (2013 – 71 percent, 2015 – 72 percent). (See figure #31)

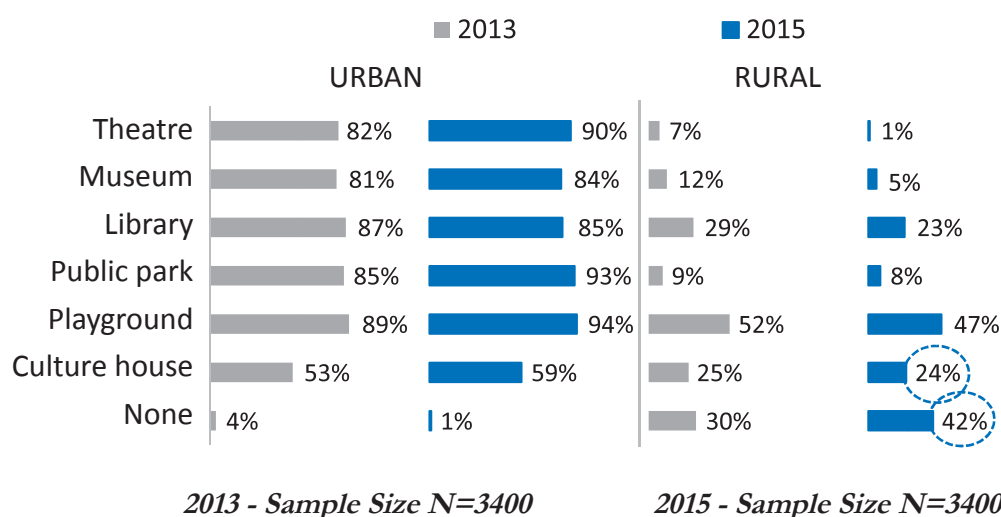
*Figure 31 – Existence of the following recreation, leisure and cultural places in the settlements/districts - 2013 and 2015 data*

Are there any places for entertainment/relaxation in your district/settlement?



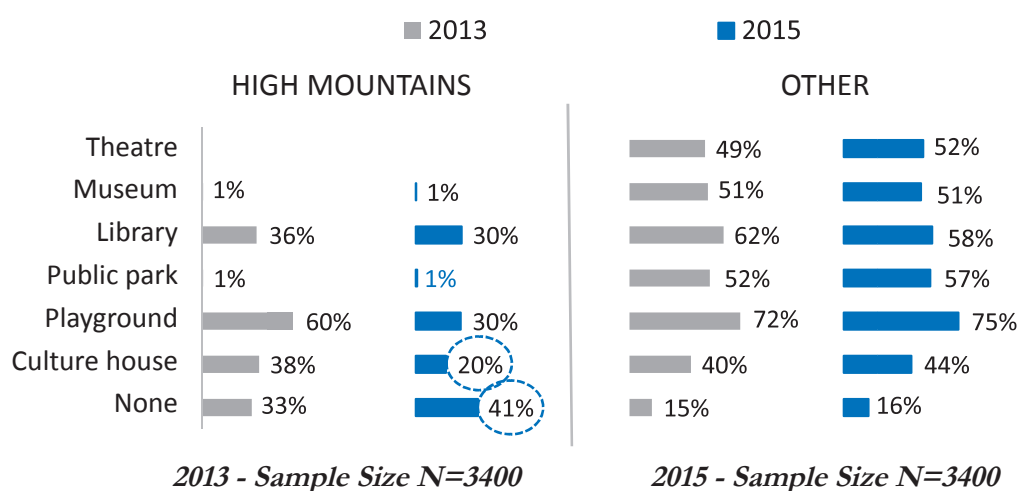
While few respondents from **urban** areas reported that there are no facilities from the list in their towns, 42 percent of **rural** inhabitants have no leisure, recreation and cultural facilities in their settlements. Playgrounds are presented only in a half of the villages included in the survey, and every fourth rural inhabitant also reported the existence of libraries and culture houses in their settlements. Taking into consideration the fact that culture houses are the most common cultural facility in rural areas, data shows that the situation is quite severe in this regard. (See figure #32)

*Figure 32 – Existence of the following recreation, leisure and cultural places in the settlements/ districts by urban and rural areas - 2013 and 2015 data*



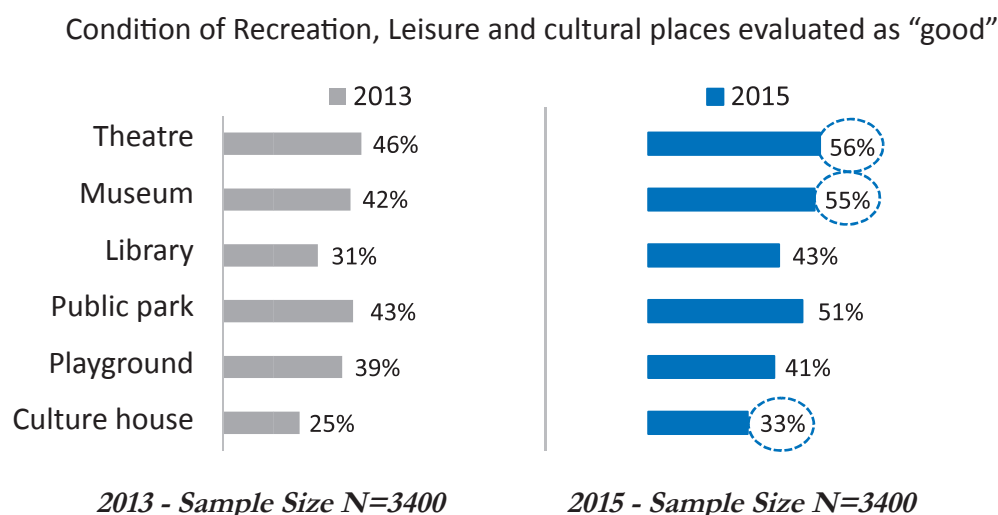
According to the study results theatres, museums and public parks are not presented in **highland settlements**. 41 percent of respondents also reported not having any cultural facilities in their villages (2013 – 33 percent). Cultural houses are only functional in 20 percent of highland settlements. (See figure #33)

*Figure 33 – Existence of the following recreation, leisure and cultural places in the settlements/ districts by high mountains and other places - 2013 and 2015 data*



The condition of cultural places was positively evaluated by only one in three of respondents (33 percent). It is worth mentioning that more than half of the respondents positively assessed the condition of theaters and museums in their cities (theater: 56 percent, museum: 55 percent). (See figure #34)

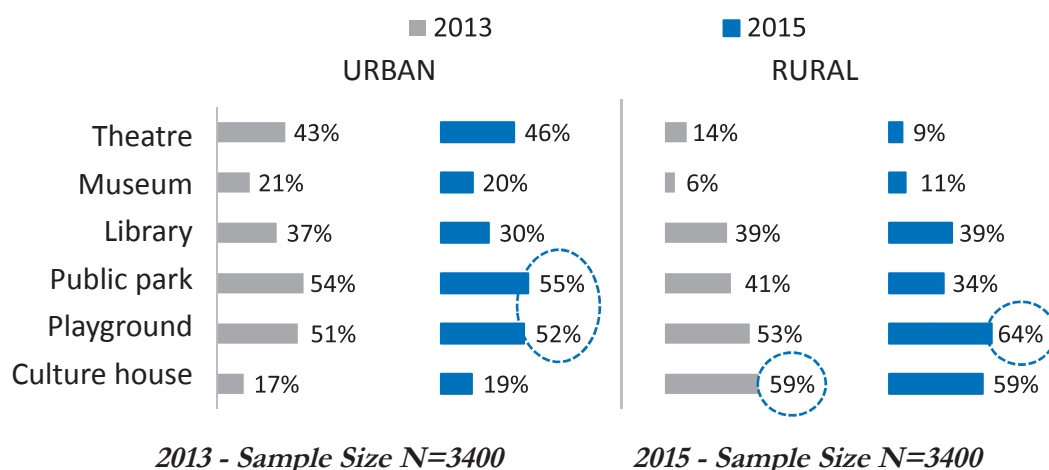
*Figure 34 – Evaluation of the following recreation, leisure and cultural places in the settlements/ districts - 2013 and 2015 data*



The majority of respondents think that well-organization of playgrounds are the highest priority for their settlements (2013 – 52 percent, 2015 – 58 percent). The lowest share of respondents believe that well-organized museums is a priority for their settlements (2013 – 14 percent, 2015 – 16 percent).

Functioning culture houses are more important for the inhabitants of **rural areas**, while well-organized public parks seem to be higher priority in **urban** settlements. Playgrounds appear to be the highest priority for all types of settlements. (See figure #35)

*Figure 35 – The most required recreation, leisure and cultural facilities by urban and rural places - 2013 and 2015 data*



No significant differences were reported according to **gender** regarding priority entertainment -recreational places. However, slightly more men than women reported that functional playgrounds are the highest priority in their settlements. (Female: 2013 – 52 percent, 2015 – 56 percent; Male: 2013 – 52 percent, 2015 – 60 percent).

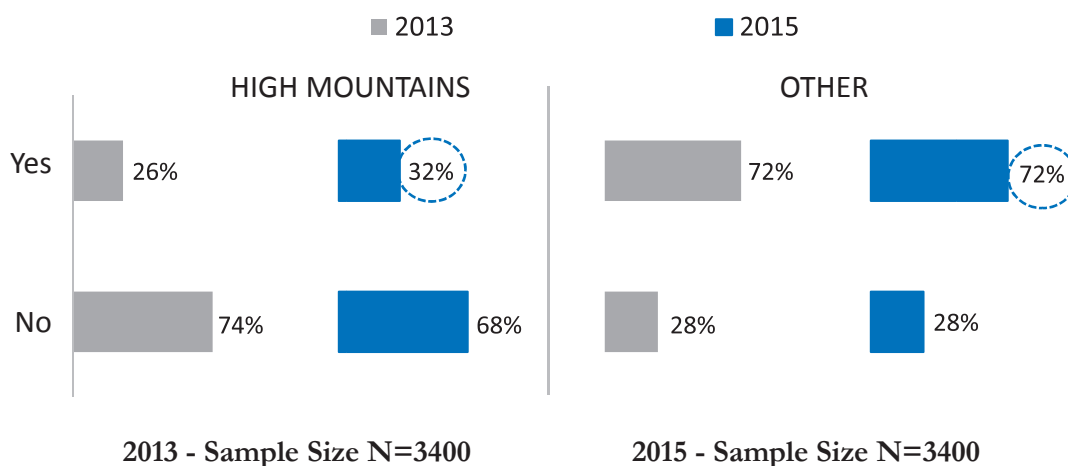
## 5.5. UTILITY INFRASTRUCTURE

Problems with infrastructure, like water supply, sewage system, electricity and gas supply, waste collection and cleaning, were studied.

### 5.5.1. Water supply

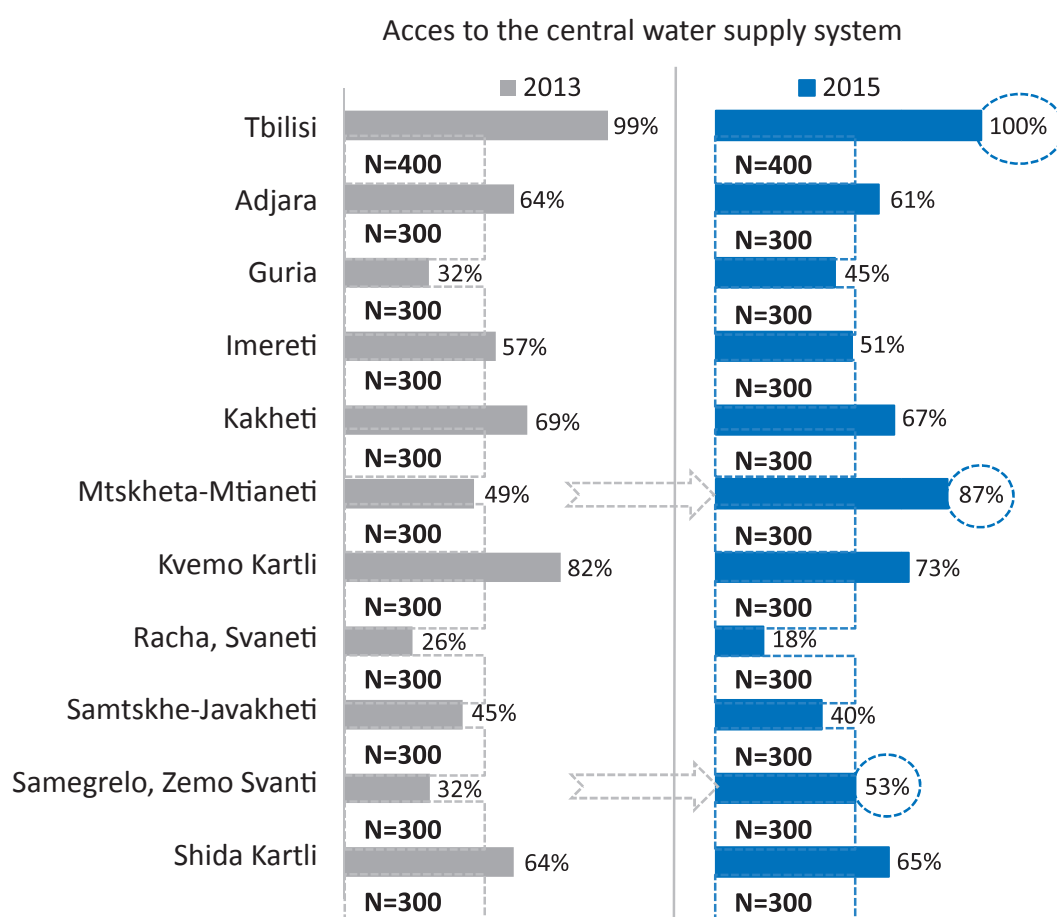
The research results showed the majority of the Georgian population has access to the central water supply system (2013 - 68 percent, 2015 – 69 percent). There is significant difference between the data from **rural** and **urban** areas in this regard. According to both rounds of the survey, the vast majority of urban citizens have access to the central water supply (2013 – 93 percent, 2015 – 95 percent), compared to less than half of those who live in rural areas (2013 - 40 percent, 2015 – 41 percent). This issue is even more problematic for those in **highland areas**, where even fewer residents have access to water (2013 – 26 percent, 2015 - 32 percent). (See figure #36)

*Figure 36 – Access to central water supply system in the high mountains and other areas - 2013 and 2015 data*



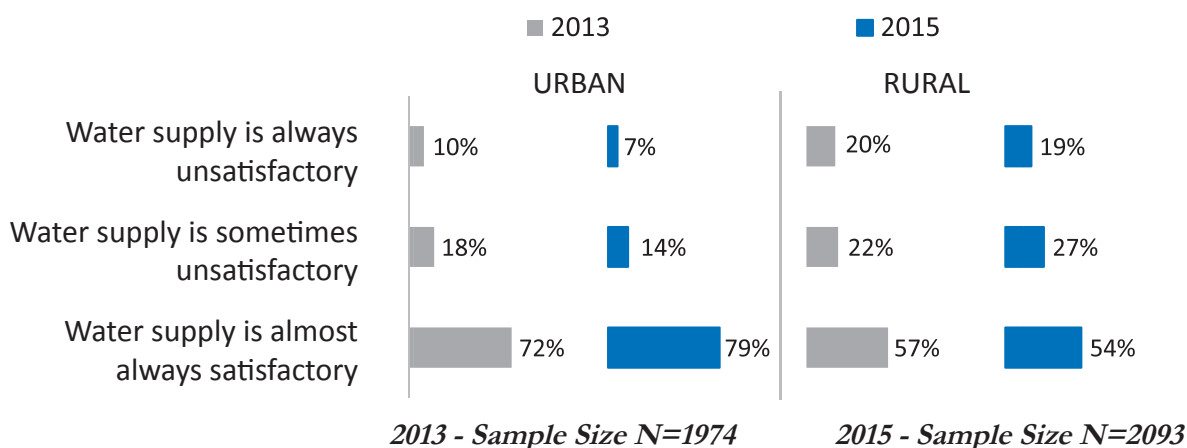
All respondents from Tbilisi reported access to the central water supply system (2013 - 99 percent, 2015 – 100 percent). The situation regarding the central water supply significantly improved in Mtskheta-Mtianeti (2013 – 49 percent, 2015 – 87 percent) and Samegrelo/Zemo Svaneti (2013 – 32 percent, 2015 – 53 percent). (See figure #37)

*Figure 37 – Access to central water supply system by regions - 2013 and 2015 data*



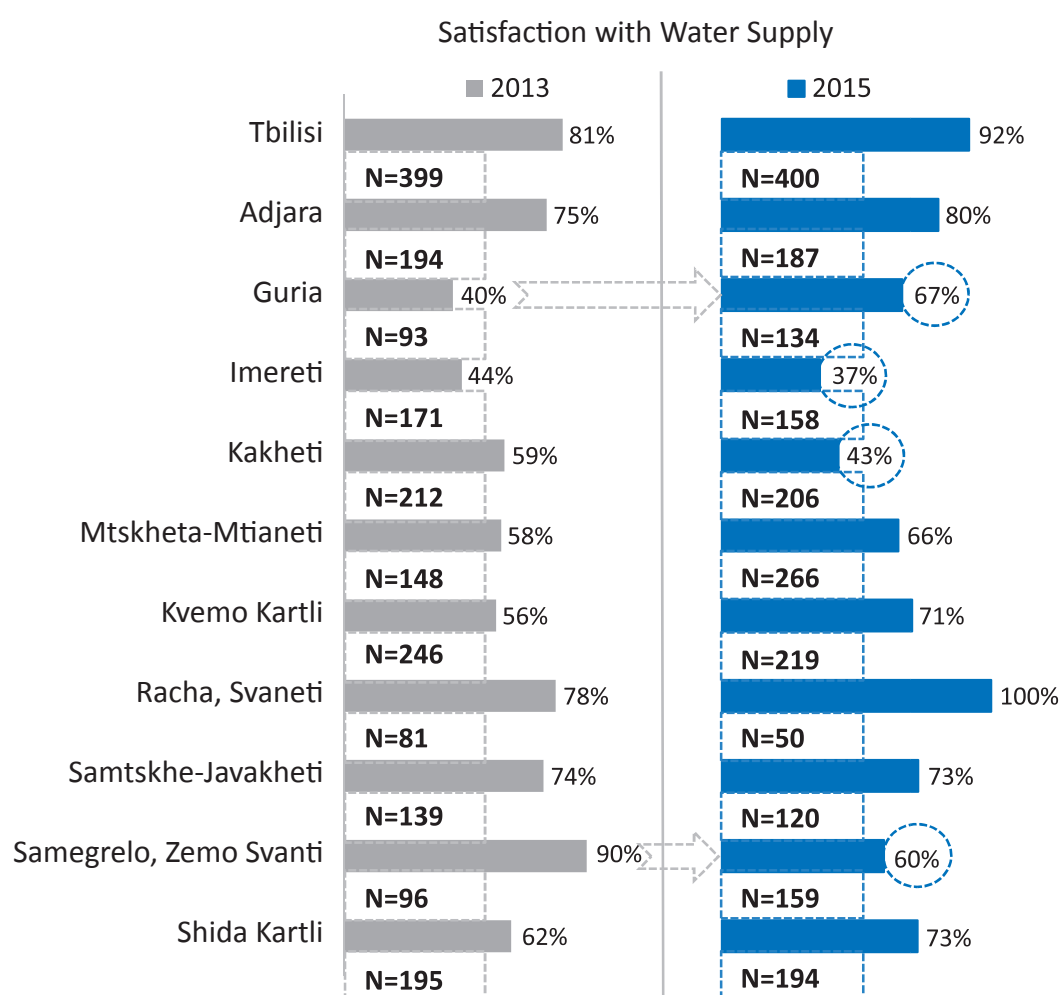
The majority of respondents said they used the central water for drinking (2013 – 77 percent, 2015 – 79 percent) and they reported having a near constant water supply (2013 – 65 percent, 2015 – 67 percent). However, every fourth interviewee said the central water supply is only available for certain periods of the day (2013 – 24 percent, 2015 – 24 percent). The majority of the respondents seemed to be mostly satisfied with the water supply (2013 – 68 percent, 2015 – 72 percent), while every fifth interviewee was less than satisfied with the water supply (2013 – 19 percent, 2015 – 18 percent). It should be noted that fewer **rural** residents were satisfied with the central water supply, than **urban** residents of Georgia. (See figure #38)

*Figure 38 – Satisfaction with water supply by urban and rural areas - 2013 and 2015 data*



Fewer people were satisfied with the water supply in Imereti (2013 – 44 percent, 2015 – 37 percent) and Kakheti (2013 – 59 percent, 2015 – 43 percent) regions than anywhere else in Georgia. It should be noted that the water situation has improved significantly in Guria (2013 – 40 percent, 2015 – 67 percent), although the satisfaction level with the water supply has decreased in Samegrelo (2013 – 90 percent, 2015 – 60 percent). However, such a large difference between the data collected in the two rounds could be explained by the low number of those respondents who have access to the central water supply system in these regions. So few people have access to the central water supply system in Racha-Lechkhumi/Kvemo Svaneti that any availability of this service is already cause for satisfaction. This might explain why so many of the interviewees reported that water supply is almost always satisfactory (100 percent). (See figure #39)

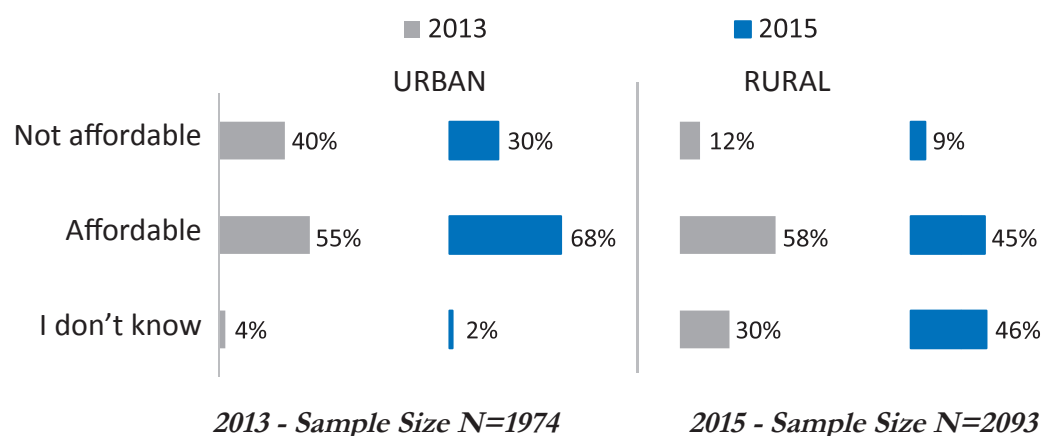
*Figure 39 – Satisfaction with water supply by regions - 2013 and 2015 data*



Half of the respondents report paying for access to the water supply according to the number of family members (2013 – 61 percent, 2015 – 50 percent), while every third interviewee paid based on how much they used (2013 – 23 percent, 2015 – 32 percent). The price of water seemed affordable for the majority of families included in the survey (2013 – 56 percent, 2015 – 61 percent), however every fourth respondent found it difficult to pay for the water supply (2013 – 32 percent, 2015 – 24 percent). It should be noted that a significantly higher share of respondents in urban areas reported that water price is not affordable for their families. However, almost half of rural inhabitants said they did not know how much it cost to access the water supply. (See figure #40)



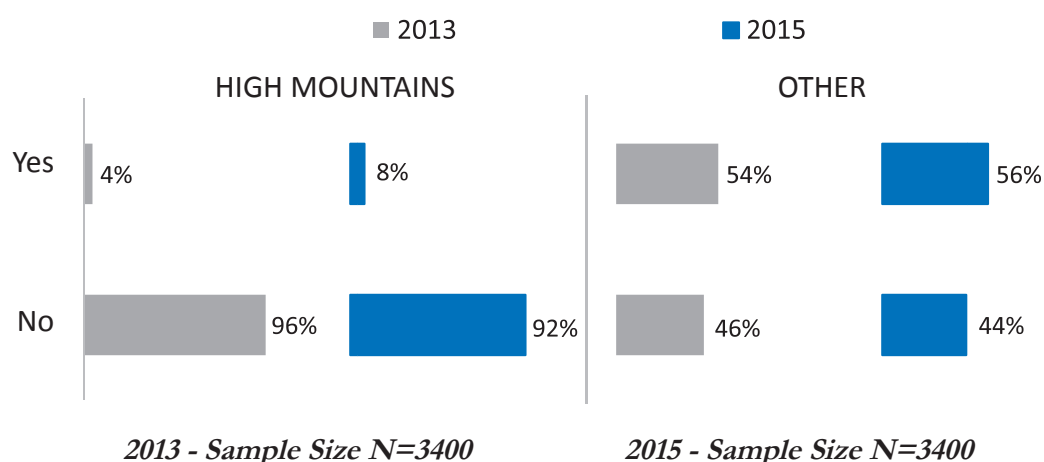
*Figure 40 – Affordability of water supply price by urban and rural areas - 2013 and 2015 data*



### 5.5.2. Sewage system

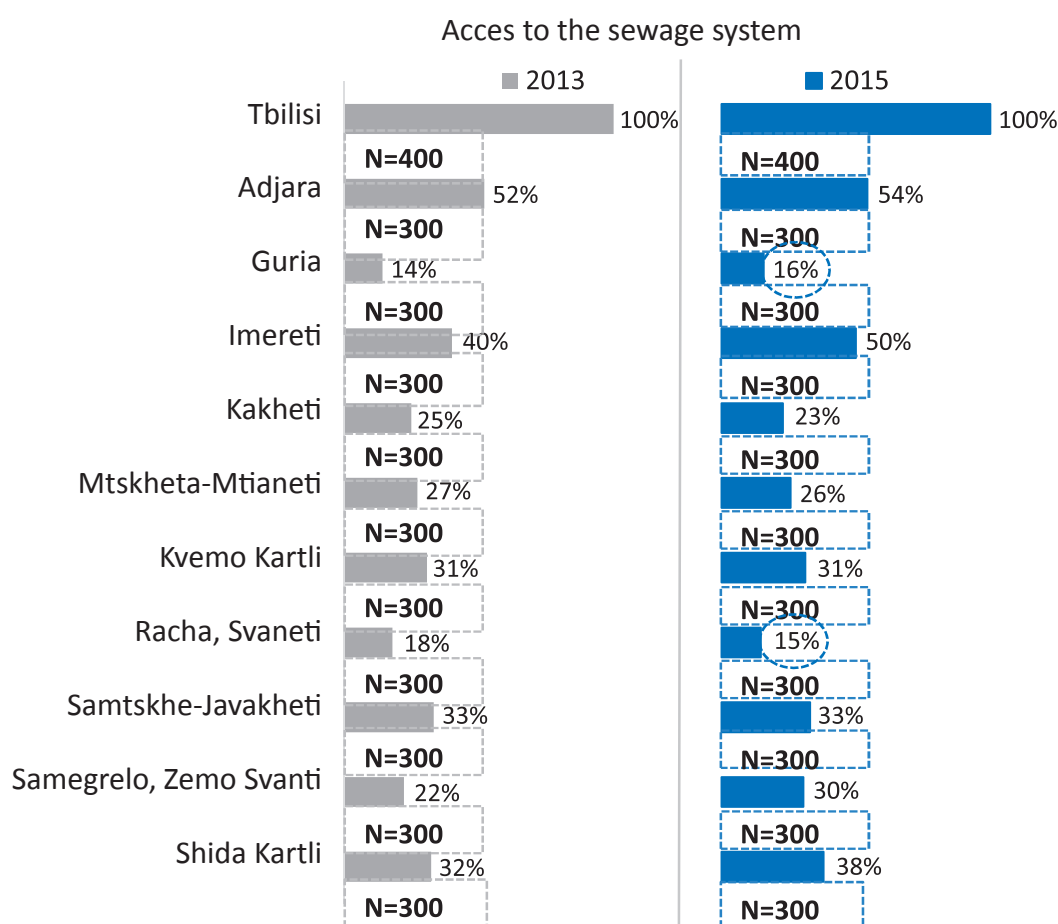
Half of all settlements in Georgia have access to the central sewage system (2013 – 50 percent, 2015 – 52 percent). It should be noted that the vast majority of inhabitants in **urban areas** report the presence of a sewage system in their towns (2013 – 90 percent, 2015 – 93 percent), while almost the same proportion of respondents in the **villages** note about absence of this system (2013 - 95 percent, 2015 – 93 percent). The situation is the similar in **highland villages**. (See figure #41)

*Figure 41 – Availability of the sewage system in the settlements by High Mountains and Other - 2013 and 2015 data*



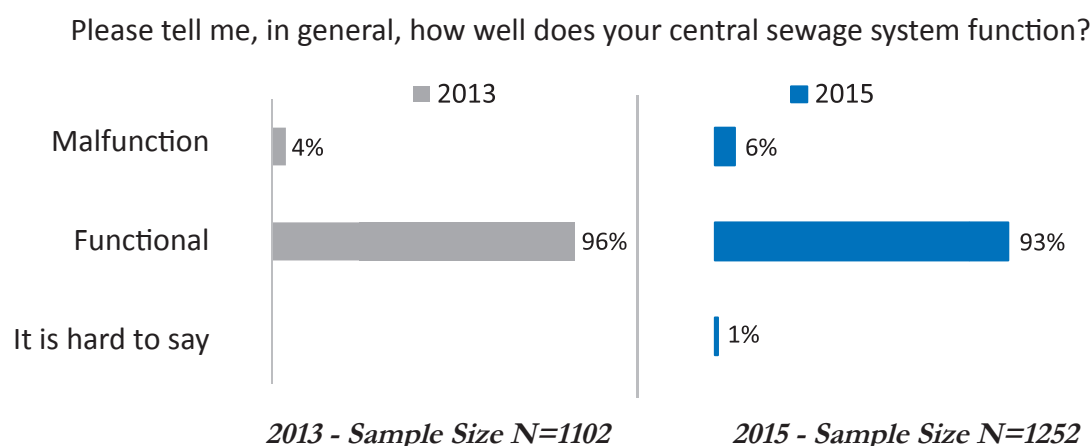
All respondents in Tbilisi reported having access to the central sewage system, while the situation in this regard was quite unsatisfactory in all other regions, according to the results of both rounds of the survey. The situation is somewhat satisfactory in Adjara and Imereti regions, where only a half of settlements have access to this system and mainly in urban areas. The poorest access to the sewage situation in the **regions** was in Racha-Lechkhumi/Kvemo Svaneti and Guria. (See figure #42)

*Figure 42 – Access to the sewage system by regions - 2013 and 2015 data*



The vast majority of the respondents who said that the central sewage system functions in their settlements are connected to this system. The vast majority also reported that the system works quite well. (See figure #43)

*Figure 43 – Viability of the existing sewage system - 2013 and 2015 data*

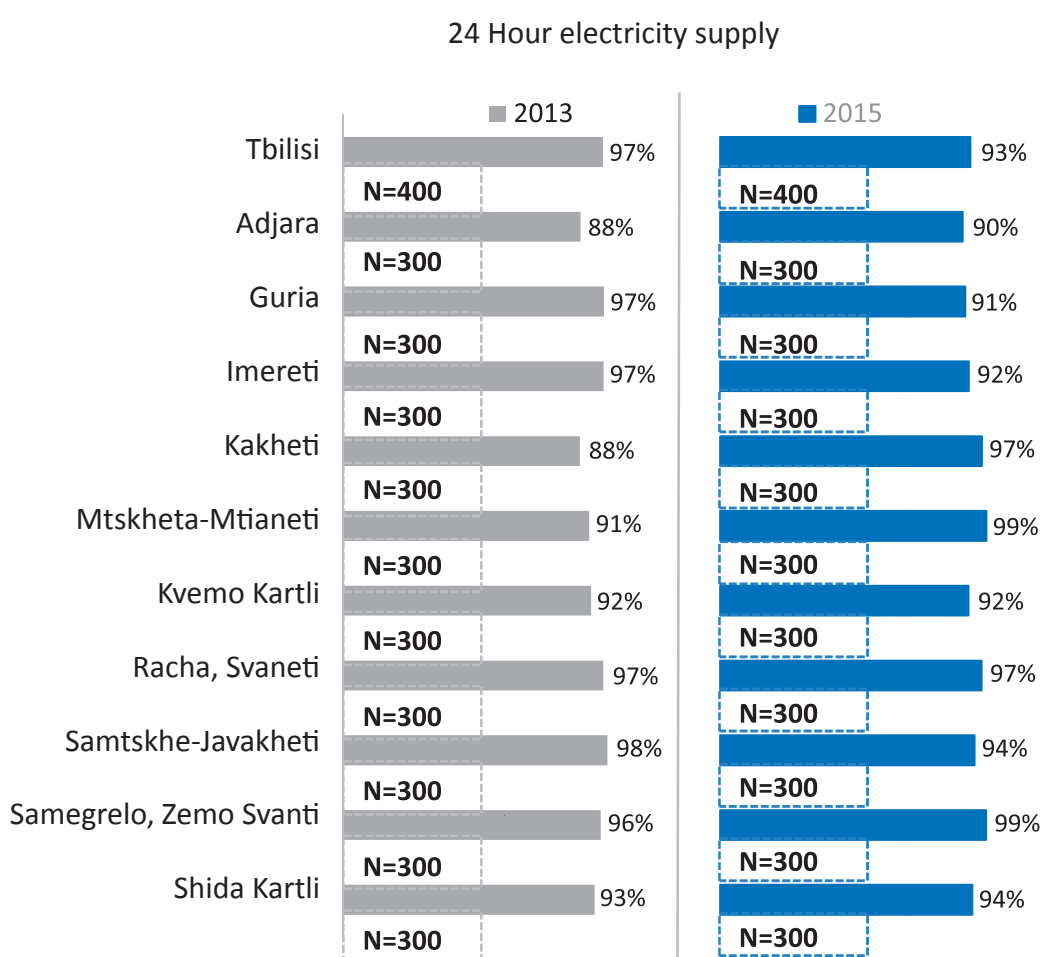


### 5.5.3. Electricity

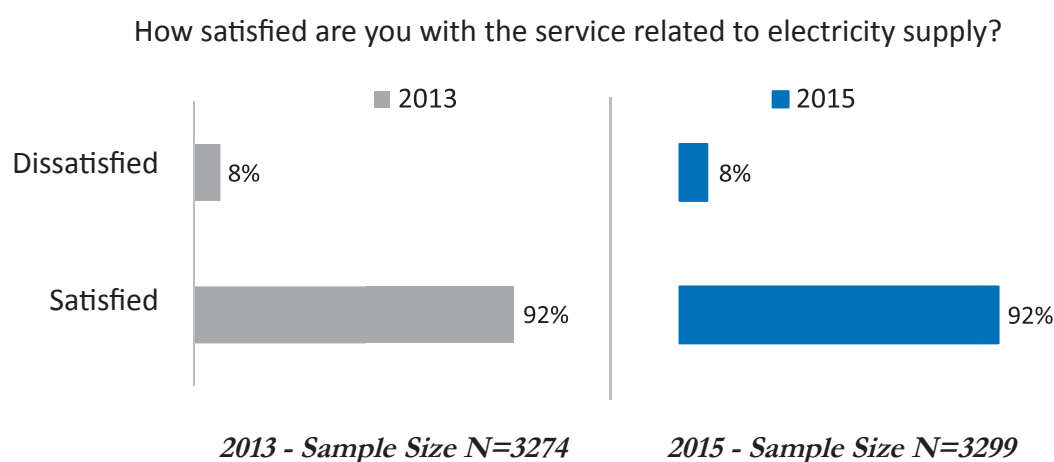
According to the results of both rounds of the study, 94 percent of the population in Georgia has a constant electricity supply. There is no difference in between settlement types or the region as the vast majority in every region, village or town reports the same. (See figure #44)

The vast majority of the population in Georgia are satisfied with the quality of the electricity supply in all seasons (winter: 2013 – 92 percent, 2015 – 93 percent; other seasons: 2013 – 95 percent, 2015 – 96 percent). The vast majority were also satisfied with the customer service (92 percent 2013-2015). There was no difference between settlement types or the regions as the vast majority in every region, village or town reported a similar situation. (See figure #45)

*Figure 44 – Regularity of electricity supply by regions - 2013 and 2015 data*



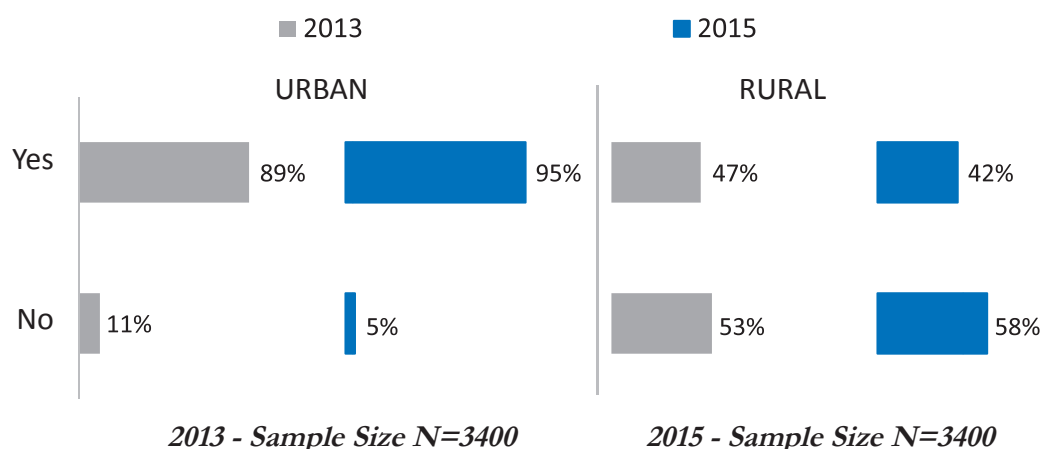
*Figure 45 – Satisfaction with electricity supply service - 2013 and 2015 data*



#### 5.5.4. Central gas supply

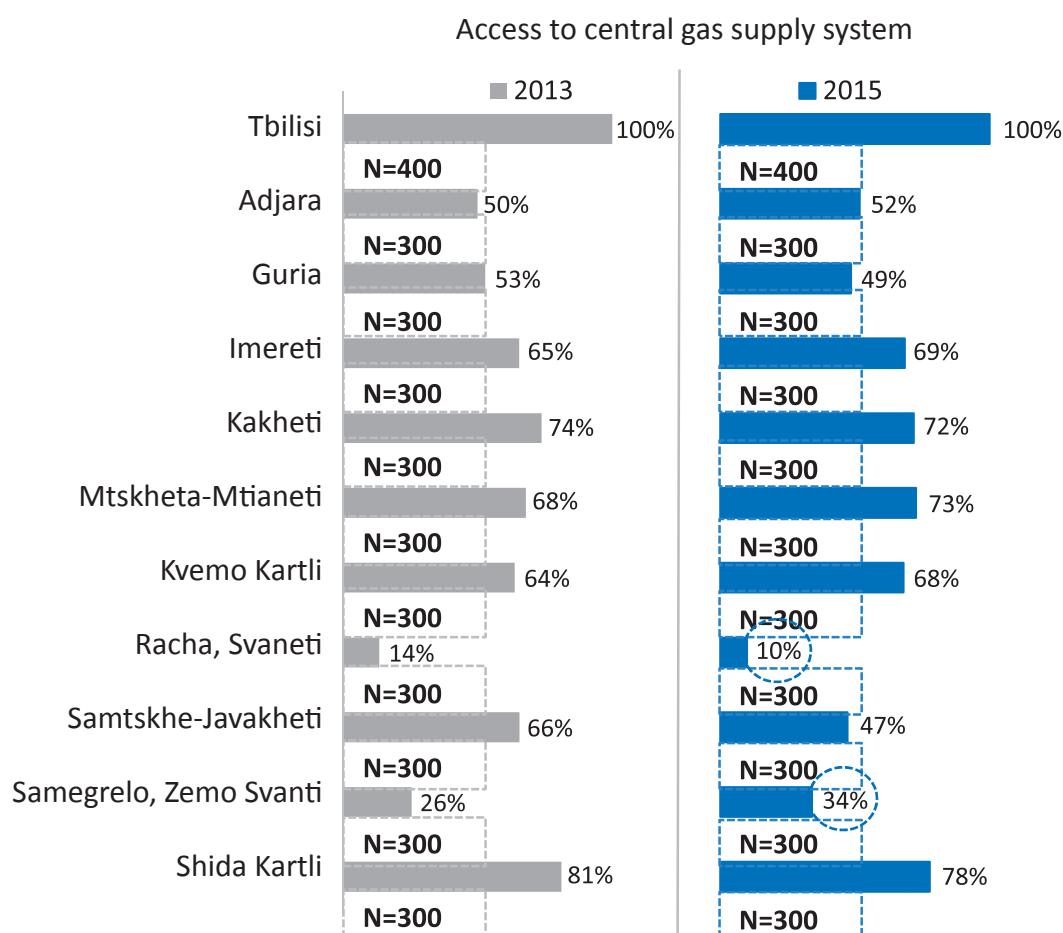
According to the results of both rounds of the study, the majority of respondents reported having central gas supply systems in their settlements (2013 – 69 percent, 2015 – 70 percent). However, every third interviewee said there is no access to the central gas supply in their settlements (2013 – 31 percent, 2015 – 30 percent). It should be noted that gas was available in the vast majority of **towns** (2013 – 89 percent, 2015 – 95 percent), while the majority of rural settlements did not have access to this system (2013 – 53 percent, 2015 – 58 percent). (See figure #46)

*Figure 46 – Access to the central gas supply system by urban and rural areas - 2013 and 2015 data*



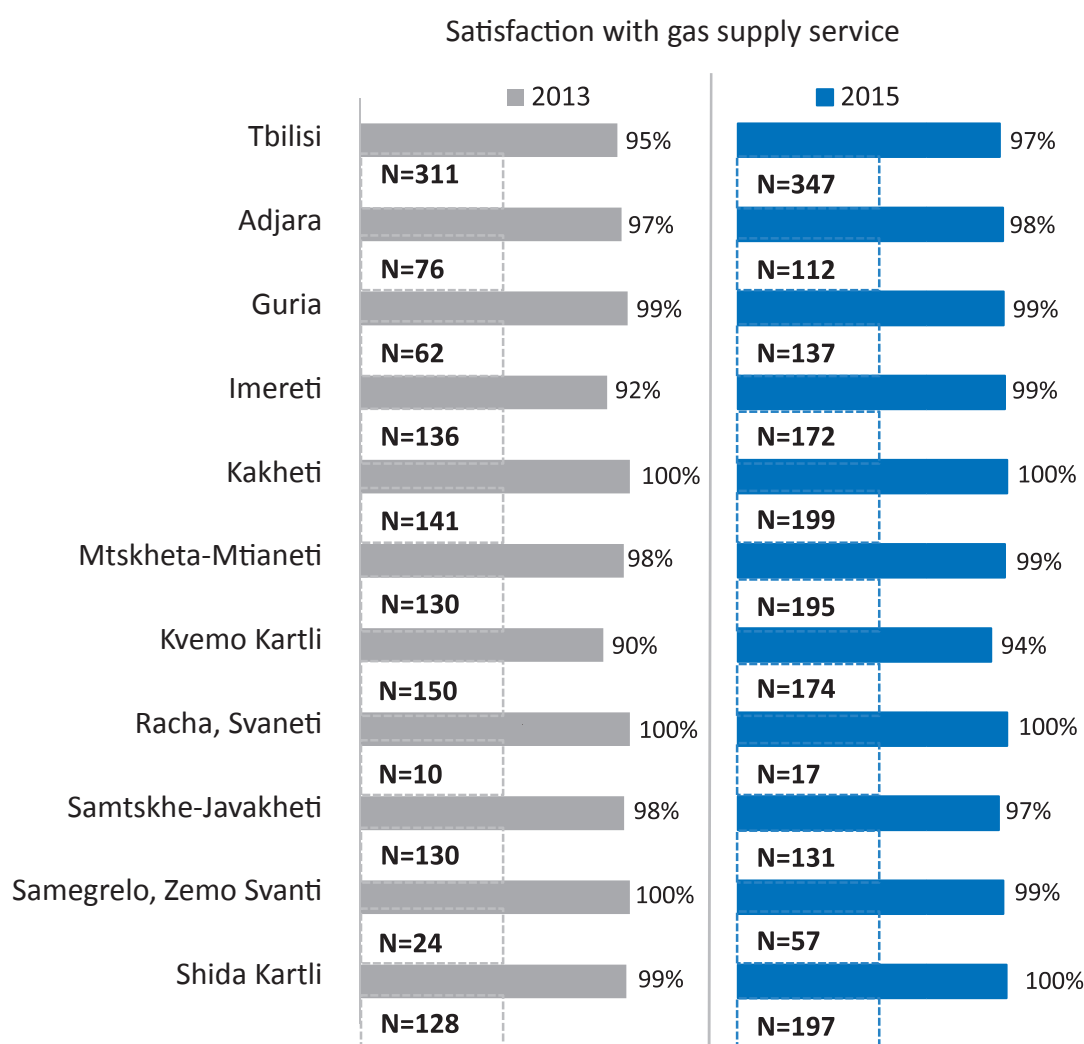
**According to regions,** the central gas system is in the best condition in Tbilisi (2013 and 2015 - 100 percent) and Shida Kartli (2013 – 81 percent, 2015 – 78 percent). Central gas pipe has been installed in least half of the settlements in other regions except for Racha-Lechkhumi/Kvemo Svaneti (2013 – 14 percent, 2015 – 10 percent) and Samegrelo-Zemo Svaneti (2013 – 26 percent, 2015 – 34 percent). (See figure #47)

*Figure 47 – Access to the central gas supply system by regions - 2013 and 2015 data*



If the gas supply system is available in the settlement, in most cases it is available for the majority of its inhabitants (2013 – 75 percent, 2015 – 92 percent). The vast majority of the respondents who have access to the central gas system at home, are satisfied with its quality (2013 – 93 percent, 2015 – 95 percent). There is no difference between the types of settlement or the region, as the vast majority in every region, village or town gave the same response to the question. The satisfaction level regarding gas supply service is also very high (2013 – 95 percent, 2015 – 98 percent). (See figure #48)

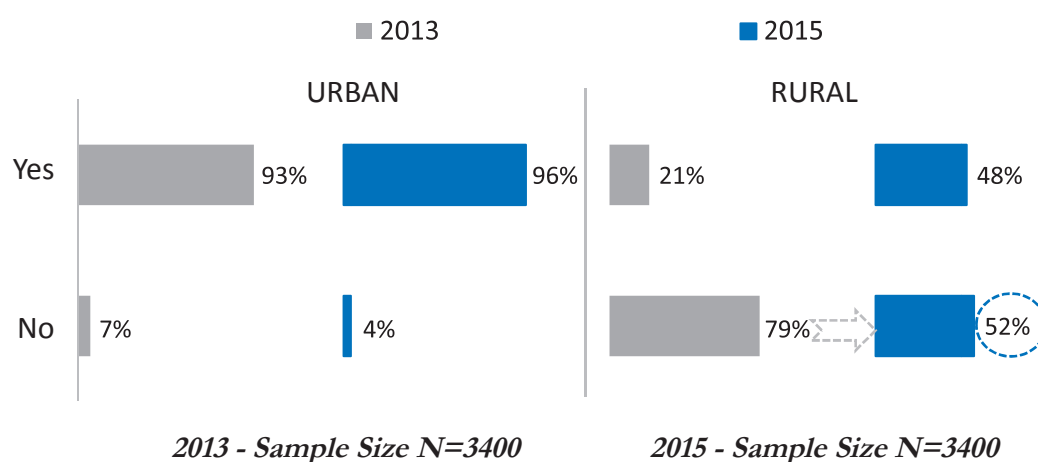
Figure 48 – Satisfaction with the gas supply service by regions - 2013 and 2015 data



#### 5.5.5. Waste collection

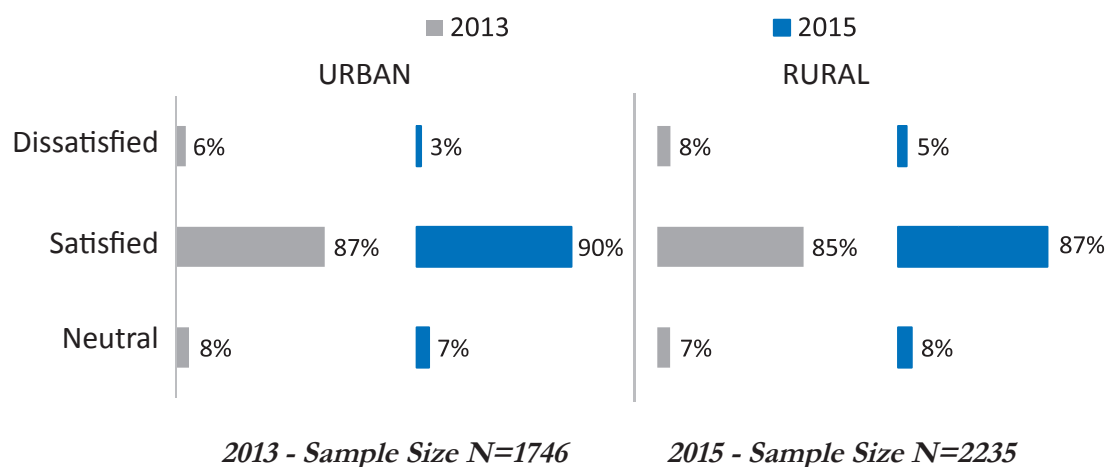
More respondents reported the availability of a waste collection service in 2015 than it was in 2013 (2013 – 59 percent, 2015 – 74 percent). According to the study results, the vast majority of **urban** citizens have this service, while waste collection is not available for half of the **rural** population (2013 – 79 percent, 2015 – 52 percent). It should be noted that the situation in this regard has significantly improved since 2013. (See figure #49)

*Figure 49 – Access to the waste collection service by urban and rural areas - 2013 and 2015 data*



As for the frequency of waste collection, it turns out that garbage is collected at least once every two days in **urban areas** of Georgia (2013 – 78 percent, 2015 – 81 percent) and at least once per week in the **villages** (2013 – 68 percent, 2015 – 67 percent). Despite the frequency of waste collection, the level of satisfaction was the same in **towns** (2013 – 87 percent, 2015 – 90 percent) and **villages** (2013 – 85 percent, 2015 – 87 percent). (See figure #50)

*Figure 50 – Satisfaction with waste collection service by urban and rural areas - 2013 and 2015 data*



Respondents who were not satisfied with the available waste collection system is extremely low (2013 – six percent, 2015 – three percent), and they are almost all dissatisfied over the frequency of waste collection.

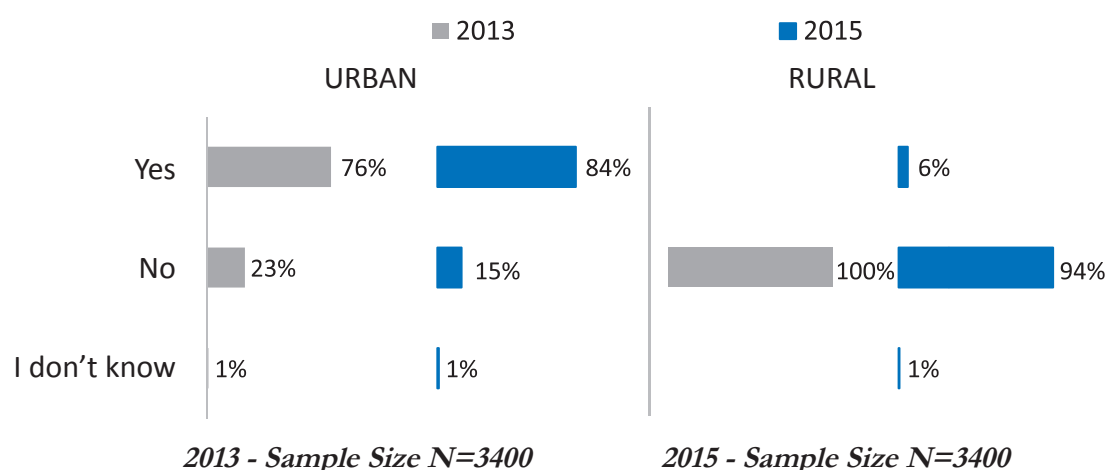
According to the survey results, the majority of respondents said the price for waste collection service is affordable (2013 and 2015 – 69 percent).

### 5.5.6. Cleaning

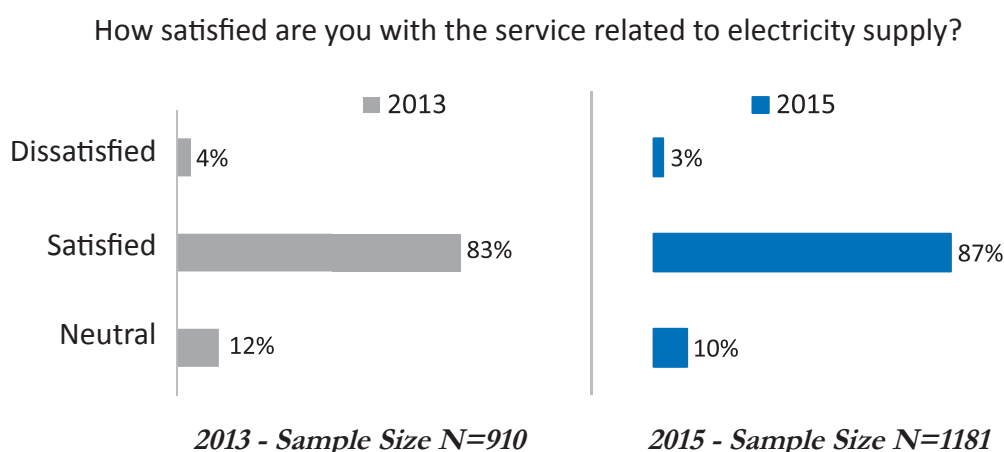
Cleaning service was available for only half the population in Georgia according to the results of both surveys (2013 – 40 percent, 2015 – 47 percent). It should be noted that it is mainly available in urban areas where the vast majority receive this service (2013 – 76 percent, 2015 – 84 percent), while almost no rural residents reported of the existence of the waste collection service in their settlements (2013 – zero percent, 2015 – six percent). (See figure #51)

According to the results of both rounds of the survey, the majority of those respondents who reported the cleaning service existed in their settlements said it operates on a daily basis (2013 – 79 percent, 2015 – 80 percent) and the satisfaction level with the service is quite high (2013 – 83 percent, 2015 – 87 percent). (See figure #52)

*Figure 51 – Access to the cleaning service by urban and rural areas - 2013 and 2015 data*



*Figure 52 – Satisfaction with the cleaning service - 2013 and 2015 data*





## Results of Qualitative Research – Utility Services

The qualitative research indicated that the level of satisfaction with the water supply is determined by the accessibility to the central water supply, as well as the availability of an unlimited water supply/absence of supply timetable. Even when respondents own wells with relatively easy access, preference is given to the central water supply, since wells may dry up, or the respondent might not like the taste / may not deem the water unfit to drink. Factually, in circumstances of well ownership, qualitative research has not identified a case where respondents do not drink well water, but several of them indicated that they had never checked the supply in their water cisterns.

Dissatisfaction with the water supply stems from its absence, as well as water supply timetables and low pressure, which leads to the need for a generator. In turn, using the generator means larger electricity bills for the respondents.

Sewage was one of the most frequently mentioned communal problems in all the focus groups. Where central sewer system exists, respondents emphasize its faultiness and periodic failure, together with the smell in the area. In cases where no central sewage system is present, families face even more difficulties taking care of the sewage system, in addition to it polluting the environment (e.g. flowing into the river).

### Comments of Focus Group respondents:

“The sewage system is in the most unorganized and in the poorest condition. We live near Tskhinvali and are in a terrible state. Especially if you live on lower floors. The children ask me to close windows to freshen the air. I personally know that the situation is horrible.” [Resident of Gori]

It should be noted that the respondents spoke positively about the waste disposal service, which never existed in the villages before, and now operates on a weekly basis. While they said that more frequent waste disposal would be better, but its very existence pleased respondents. As waste disposal services operate more frequently in the cities, focus group participants did not express dissatisfaction in this regard. The same is accurate for cleaning services in the cities - according to respondents, central streets are systematically cleaned.

### Comments of Focus Group respondents:

“Streets are being cleaned. I’ve left home early in the mornings and noticed that they dispose of the waste twice a day.” [Residents of Gori]

## Gas and Electricity

Respondents from the towns/villages are generally satisfied with the central gas supply as there is strong enough pressure; accidents are rare, and problems are eliminated within a reasonable timeframe.

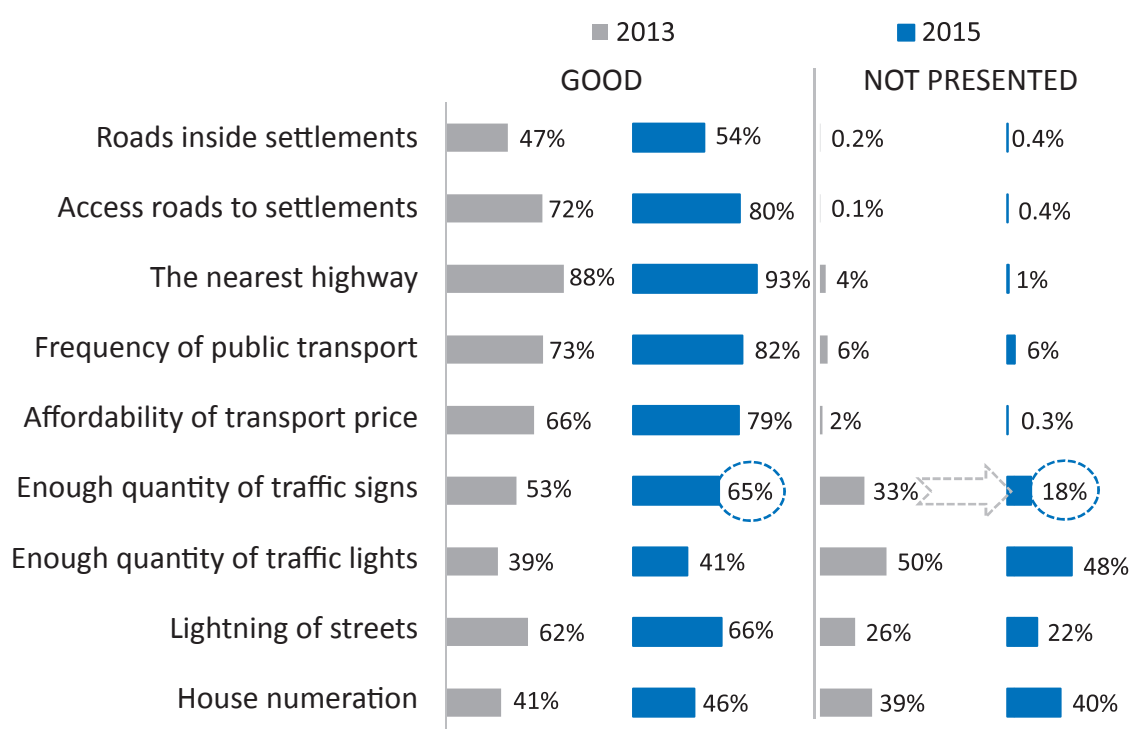
According to the qualitative research, participants were both satisfied and dissatisfied concerning the delivery of electricity. The reliability of the power supply and immediate response in emergency situations was reportedly satisfactory. Respondents expressed dissatisfaction if there were increased number of power outages (although brief) and decreased quality of electricity in some cities/villages.

## 5.6. ROADS

Notwithstanding the fact that the condition of all types of roads was deemed “good” by the majority of respondents, the share of interviewees who reported the same for local roads (roads inside the settlements) was the lowest of all (2013 – 47 percent, 2015 – 54 percent). The situation regarding the frequency of public transport, as well as its price affordability, has improved since 2013 (Frequency: 2013 – 73 percent, 2015 – 82 percent; Affordability: 2013 – 66 percent, 2015 – 79 percent).

The worst condition was reported in terms of traffic lights and house numbering, according to the results of both rounds of the survey (no traffic lights – 2013 – 50 percent, 2015 – 48 percent; no numeration – 2013 – 39 percent, 2015 – 40 percent). One in every four respondents reported that streets are not illuminated in the settlements (2013 – 26 percent, 2015 – 22 percent). It should be noted that, according to the 2015 survey, the situation regarding traffic signs have improved significantly since 2013 (No traffic signs in the settlement: 2013 – 33 percent, 2015 – 18 percent). (See figure #53)

*Figure 53 – Condition of road infrastructure - 2013 and 2015 data*



2013 - Sample Size N=3400

2015 - Sample Size N=3400

The situation in the **highland regions** in terms of road infrastructure is much worse than in other areas, according to the results of both rounds of the survey. The vast majority of the highland population stated that local roads are in bad condition (2013 – 84 percent, 2015 – 83 percent). The situation regarding access roads to the settlements, as well as the nearest highways, has improved significantly in the high mountainous areas since 2013: respondents evaluate their condition as “good” in 2015. The frequency of public transport and its affordability was also evaluated as “good” by more highland inhabitants in 2015 than in 2013. (See table #2)

According to the majority of respondents living in the highland areas, there were no traffic lights, street illumination and house numbering in their settlements. However, the situation concerning traffic signs in 2015 improved significantly compared to the situation in 2013. (See table #3)

*Table 2 – Evaluation of the road condition and the frequency of the public transport by high mountains and other areas - 2013 and 2015 data*

		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
highland	2013	84%	16%	0%	69%	31%	0%	39%	60%	1%	45%	42%	13%	47%	50%	4%
	2015	83%	17%	0%	39%	61%	0%	11%	86%	4%	28%	54%	19%	33%	66%	1%
lowland	2013	50%	49%	0%	24%	76%	0%	5%	91%	5%	19%	76%	5%	31%	68%	2%
	2015	43%	56%	0%	18%	82%	1%	6%	93%	1%	11%	84%	5%	20%	80%	0%

2013 - Sample Size N=3400

2015 - Sample Size N=3400

*Table 3 – Evaluation of the condition of the traffic signs, house numeration, traffic lights and the street illumination by high mountains and other areas - 2013 and 2015 data*

		Traffic signs			Traffic lights			Illumination			House numeration		
		Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented
highland	2013	24	14%	63%	18%	2%	80%	24%	15%	62%	22%	2%	76%
	2015	20%	46%	35%	9%	2%	89%	19%	25%	56%	16%	1%	84%
lowland	2013	13%	57%	30%	11%	43%	47%	11%	66%	23%	20%	45%	35%
	2015	18%	66%	17%	11%	44%	45%	11%	70%	20%	14%	49%	37%

2013 - Sample Size N=3400

2015 - Sample Size N=3400

As for **regions**, local and access roads were reportedly in the best condition in Tbilisi (local roads: 2013 – 75 percent, 2015 – 73 percent; access roads: 2013 – 87 percent, 2015 – 81 percent). According to the results of both rounds of the survey, the condition of local roads is the worst in Samtskhe-Javakheti, as the majority of respondents said the condition was “bad” (2013 – 87 percent, 2015 – 71 percent). The situation in terms of traffic signs, house numbers, traffic lights and street illumination was the best in Tbilisi. Few respondents said the street illumination was “good” in Samtskhe-Javakheti region (2013 – 34 percent, 2015 – 40 percent). House numbering was worse in Racha-Lechkhumi/Kvemo Svaneti (2013 – 79 percent, 2015 – 81 percent) (See tables #4 and #5).

**Table 4 – Evaluation of the road condition and the frequency of the public transport by the regions - 2013 and 2015 data**

		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	2013	25%	75%	0%	13%	87%	0%	4%	84%	13%	27%	72%	1%	50%	49%	2%
	2015	27%	73%	0%	19%	81%	0%	11%	88%	1%	18%	82%	0%	36%	64%	0%
Adjara	2013	32%	66%	1%	21%	78%	1%	5%	94%	2%	21%	78%	1%	15%	79%	6%
	2015	40%	60%	0%	25%	75%	0%	8%	89%	3%	12%	87%	1%	17%	83%	0%
Guria	2013	67%	33%	0%	44%	56%	0%	6%	94%	0%	16%	70%	15%	18%	80%	1%
	2015	58%	42%	0%	20%	80%	0%	1%	99%	0%	6%	91%	3%	16%	83%	1%
Imereti	2013	55%	45%	0%	32%	68%	0%	14%	86%	0%	22%	71%	7%	33%	66%	1%
	2015	48%	52%	0%	22%	78%	0%	6%	94%	0%	11%	84%	5%	12%	87%	1%
Kakheti	2013	72%	28%	1%	15%	85%	0%	3%	92%	5%	9%	79%	13%	22%	76%	3%
	2015	51%	45%	4%	7%	89%	4%	0%	98%	2%	3%	80%	17%	8%	92%	0%
Mtskheta-Mtianeti	2013	72%	28%	0%	39%	61%	0%	16%	84%	1%	14%	77%	9%	52%	47%	1%
	2015	66%	34%	0%	17%	83%	0%	0%	96%	4%	13%	76%	11%	43%	56%	1%
Kvemo Kartli	2013	81%	19%	0%	37%	63%	0%	3%	97%	0%	28%	68%	5%	33%	67%	0%
	2015	61%	39%	0%	5%	95%	0%	2%	98%	0%	8%	76%	16%	17%	83%	0%
Racha-Lechkhumi	2013	71%	29%	0%	56%	44%	0%	29%	70%	1%	37%	41%	22%	44%	54%	2%
	2015	46%	54%	0%	23%	77%	0%	10%	90%	0%	39%	58%	3%	27%	73%	0%
Samtskhe-Javakheti	2013	87%	13%	1%	51%	49%	0%	21%	78%	2%	29%	48%	23%	38%	62%	1%
	2015	71%	29%	0%	48%	52%	0%	15%	80%	5%	24%	46%	30%	28%	72%	0%
Samegrelo/Zemo Svaneti	2013	65%	35%	0%	38%	62%	0%	10%	88%	2%	15%	82%	3%	8%	90%	2%
	2015	53%	47%	0%	25%	75%	0%	7%	93%	0%	7%	93%	0%	5%	95%	0%
Shida Kartli	2013	53%	47%	0%	27%	73%	0%	7%	93%	0%	15%	84%	1%	26%	73%	1%
	2015	52%	48%	0%	23%	77%	0%	2%	98%	0%	7%	93%	0%	17%	83%	0%

**2013 - Sample Size N=3400**

**2015 - Sample Size N=3400**

*Table 5 – Evaluation of the condition of the traffic signs, house numbering, traffic lights and the street illumination by the regions - 2013 and 2015 data*

		Traffic signs			Traffic lights			Illumination			House numeration		
		Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented	Bad	Good	Not presented
Tbilisi	2013	11%	84%	5%	10%	85%	4%	1%	99%	0%	25%	75%	1%
	2015	10%	89%	1%	14%	85%	1%	10%	90%	0%	10%	90%	0%
Adjara	2013	11%	53%	36%	9%	50%	41%	6%	61%	33%	4%	56%	40%
	2015	15%	65%	21%	13%	49%	38%	15%	67%	18%	15%	57%	28%
Guria	2013	11%	30%	59%	5%	7%	89%	8%	45%	46%	10%	16%	74%
	2015	10%	55%	35%	2%	0%	98%	9%	51%	40%	4%	22%	74%
Imereti	2013	20%	39%	41%	22%	25%	53%	27%	49%	24%	24%	39%	38%
	2015	17%	66%	17%	16%	29%	55%	7%	45%	48%	13%	39%	48%
Kakheti	2013	20%	36%	44%	8%	6%	86%	13%	65%	23%	13%	18%	69%
	2015	21%	42%	37%	2%	2%	96%	14%	71%	15%	10%	18%	72%
Mtskheta-Mtianeti	2013	9%	24%	67%	1%	1%	99%	4%	41%	55%	18%	12%	70%
	2015	2%	38%	60%	0%	2%	98%	6%	52%	42%	5%	26%	69%
Kvemo Kartli	2013	10%	30%	61%	10%	18%	72%	11%	40%	49%	28%	17%	56%
	2015	27%	52%	22%	15%	31%	54%	6%	66%	28%	21%	21%	58%
Racha-Lechkhumi	2013	7%	29%	64%	2%	7%	91%	9%	42%	49%	5%	17%	79%
	2015	10%	66%	24%	0%	4%	96%	8%	54%	38%	8%	11%	81%
Samtskhe-Javakheti	2013	18%	39%	43%	8%	10%	81%	15%	34%	51%	13%	27%	60%
	2015	19%	49%	32%	10%	23%	67%	25%	40%	35%	23%	23%	54%
Samegrelo/Zemo Svaneti	2013	13%	60%	28%	9%	37%	54%	28%	53%	19%	25%	36%	39%
	2015	26%	68%	7%	8%	35%	57%	18%	52%	30%	15%	41%	44%
Shida Kartli	2013	16%	56%	28%	13%	25%	62%	5%	35%	60%	13%	26%	61%
	2015	33%	41%	27%	8%	28%	64%	12%	75%	13%	29%	15%	57%

2013 - Sample Size N=3400

2015 - Sample Size N=3400

No significant differences were noted between how **women/men** evaluated the road infrastructure. However, several tendencies were identified, for instance: more women give positive evaluation to house numbering (2013: men – 39 percent, women – 44 percent; 2015: men – 43 percent, women – 49 percent).

### *Results Of Qualitative Research – Road Infrastructure*

Qualitative research showed that some respondents are satisfied with the condition of roads, while others noted the lack of road maintenance and rated them unsatisfactory. Respondents agreed on the satisfactory condition and good maintenance of most of the highways. Similarly, they are mostly satisfied with the condition of roads connecting cities/villages. Most expressed dissatisfaction with inner city and rural roads, however; according to the respondents' observations, either roads are not being repaired, or are poorly fixed, and the road surface is susceptible to rapid deterioration. As for the quality of highways and village / city access roads, respondents are generally satisfied, with no mention of delays in road repairs.

#### Comments of Focus Group respondents:

“The roads are damaged. You can drive fine on the road during the day, and find it uprooted in the evening. They take too much time to fix them. Why are they digging, if they can’t fix it?” [Resident of Zugdidi]

“If you call a taxi, it might not show up. That’s how bad the roads are here, they avoid coming to us” [Resident of Gori]

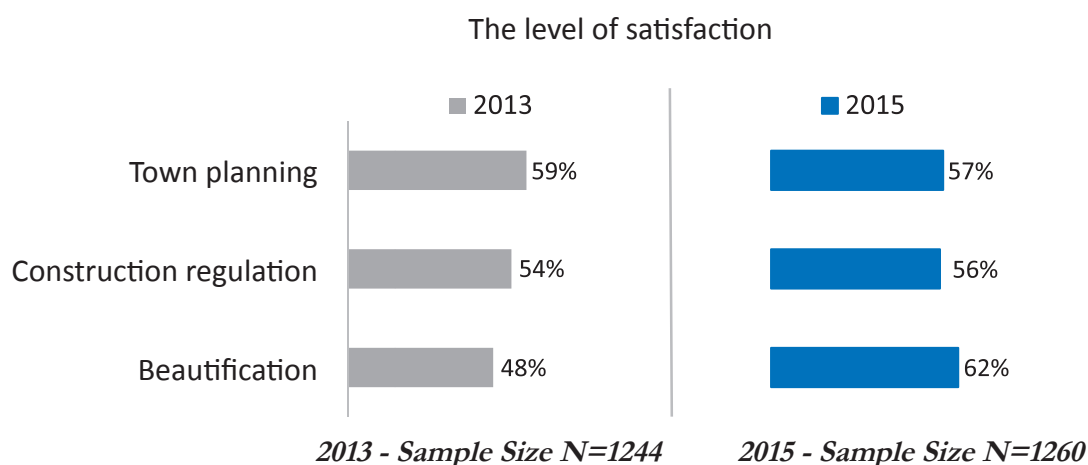
Qualitative research was ambiguous with regard to views on street illumination - respondents in Zugdidi spoke about a growing number of street lights, unlike respondents from Gori.

## 5.7. VARIOUS PUBLIC SERVICES

### 5.7.1. Planning of settlements

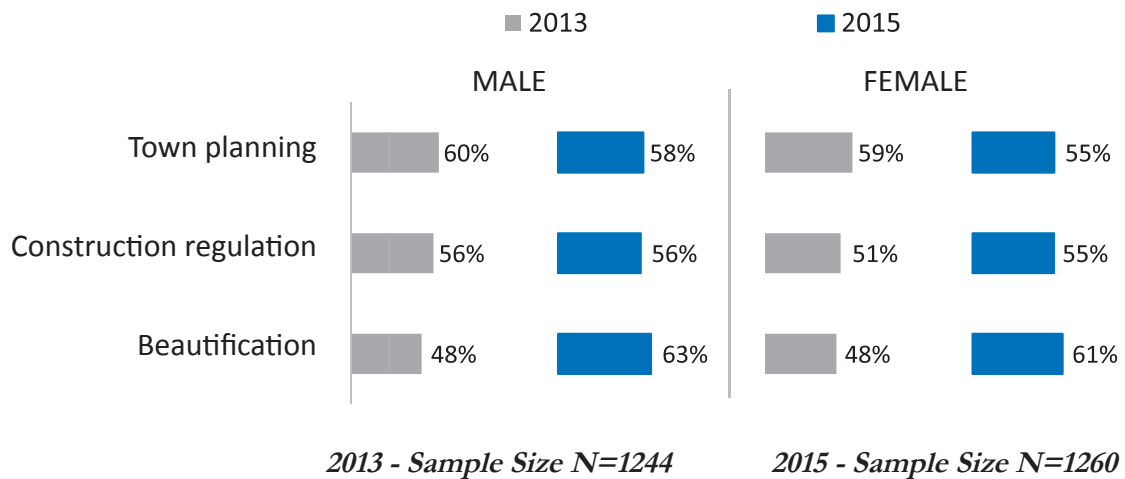
Satisfaction with urban planning, construction and beautification was evaluated by the respondents who live in Georgian towns. The survey indicated that the tendency is quite positive in regards to urban planning, construction and beautification in Georgia. The majority of respondents were satisfied with urban planning (2013 – 59 percent, 2015 – 57 percent). Although the number of those who were dissatisfied was fairly high, as well (2013 – 41 percent, 2015 – 43 percent). As for the regulation of construction and the beautification of towns, the majority of respondents were satisfied with these issues as well (construction: 2013 – 54 percent, 2015 – 56 percent; beautification: 2013 – 48 percent, 2015 – 62 percent). However, quite a large number were dissatisfied (construction: – 47 percent, 2015 – 44 percent; beautification: 2013 – 52 percent, 2015 – 38 percent). (See figure #54)

*Figure 54 – Satisfaction with regulation of construction and beautification –2013 and 2015 data*



There were no noticeable differences between opinions of **men and women** in terms of urban planning, construction and beautification of settlements, although men appeared to be slightly more satisfied than women. (See figure #55)

*Figure 55 – Satisfaction level with town planning, construction regulation and beautification by gender –2013 and 2015 data*

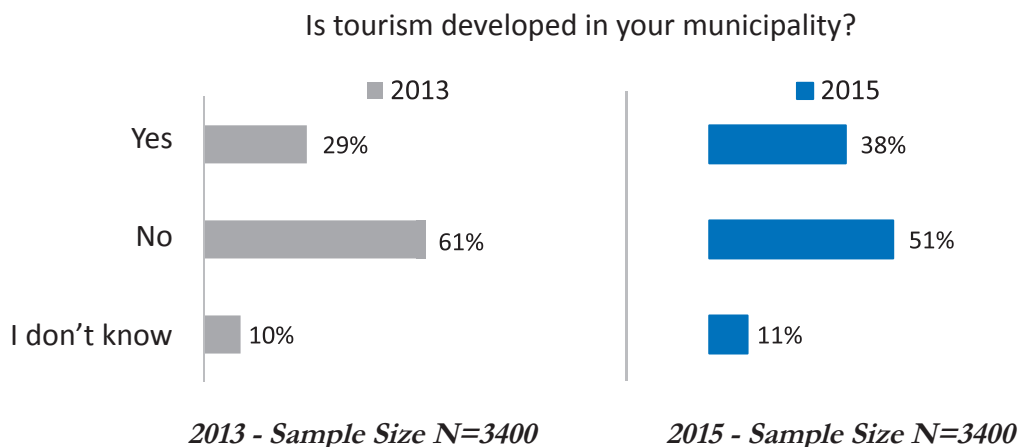


**In the regions,** respondents were the least satisfied with urban planning, construction regulations and beautification of their cities in Shida Kartli (planning: 19 percent, construction regulation: 19 percent, beautification: 27 percent) and Kvemo Kartli (planning: 33 percent, construction regulation: 43 percent, beautification: 42 percent). (See Annex #2 – figures # 103, 106, 109)

#### 5.7.2. Tourism

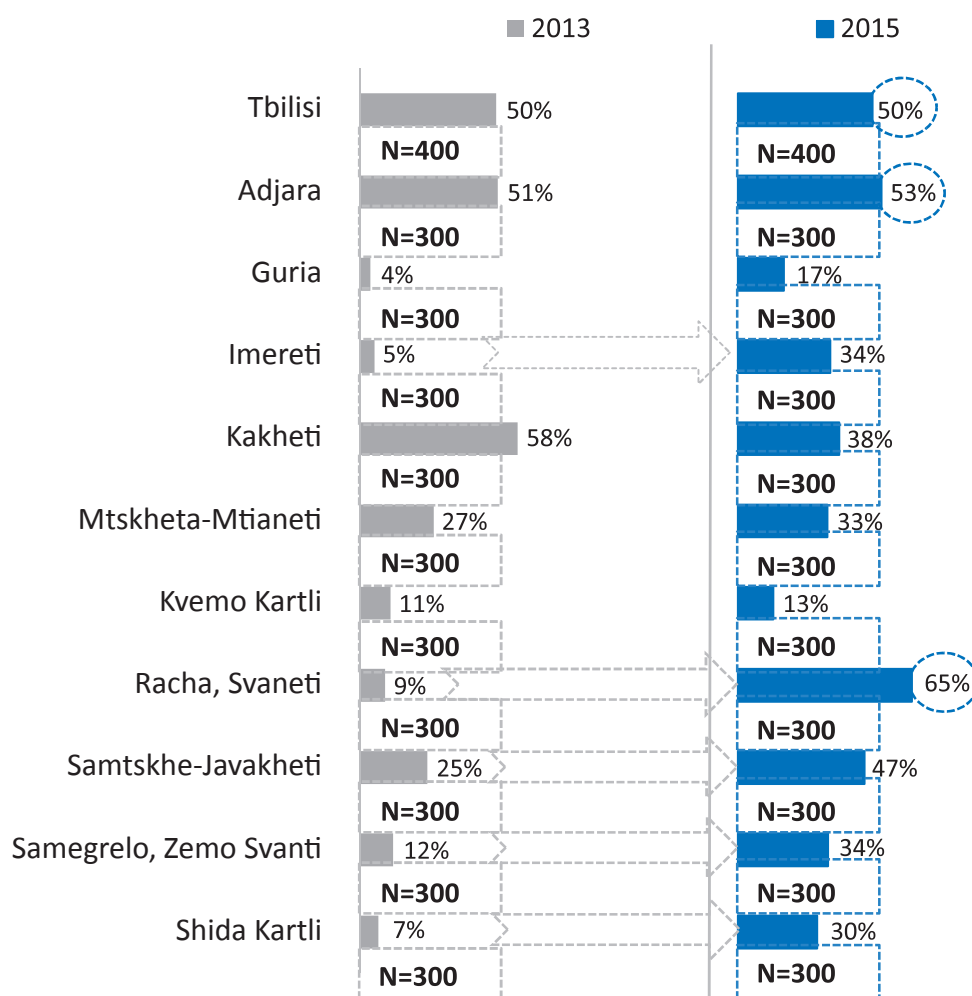
In 2015, 38 percent of respondents stated that tourism was developing in their municipalities. It should be noted that this is a slight increase since 2013 (29 percent). The majority of respondents from such municipalities said that a significant number of tourists had visited their settlements (2013 – 76 percent, 2015 – 78 percent), and they noted that the local infrastructure was not in the proper condition to host tourists (2013 and 2015 – 66 percent). The majority of survey respondents said summer is the peak season for tourists (2013 – 74 percent, 2015 – 77 percent). (See figure #56)

*Figure 56 – Tourism development –2013 and 2015 data*



**Regionally**, mostly respondents from Racha-Lechkhumi/Kvemo Svaneti, Tbilisi and Adjara said that tourism is has developed in their regions, with a significant increase in Racha-Lechkhumi/Kvemo Svaneti and Samtkhe-Javakheti since 2013. In general the surveys showed a tendency for more development for tourists in all regions, except Kvemo Kartli. (See figure #57)

*Figure 57 – Tourism development by regions –2013 and 2015 data*

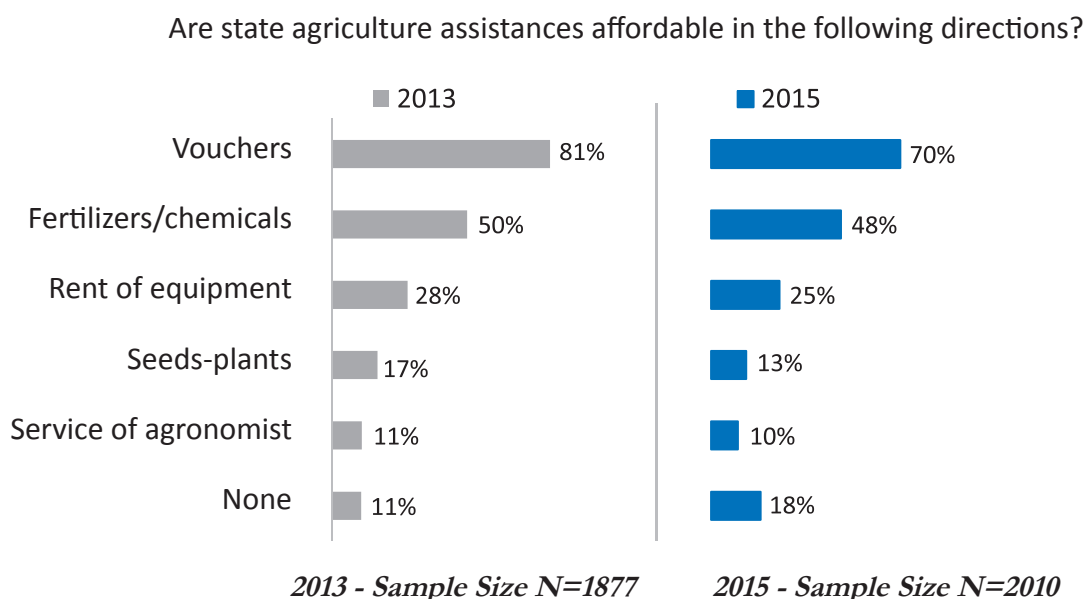


### 5.7.3. Agriculture

Respondents evaluated the importance of agriculture for their communities in the 2015 survey. The vast majority of rural inhabitants stated that this field is important for their municipalities (87 percent), while 38 percent of urban citizens reported the same. In rural communities, the majority said that the government supported agricultural development of their regions (57 percent), while only 22 percent of urban respondents said the same. In fact, the vast majority of urban respondents who said that agriculture is the priority for their municipality did not receive any social assistance in this field, while the majority of rural respondents reported receiving vouchers for land processing/technical equipment (2013 – 81 percent, 2015 – 70 percent). Half of interviewees living in the village also reported receiving fertilizers and toxic chemicals (2013 – 50 percent, 2015 – 48 percent). (See figure #58)

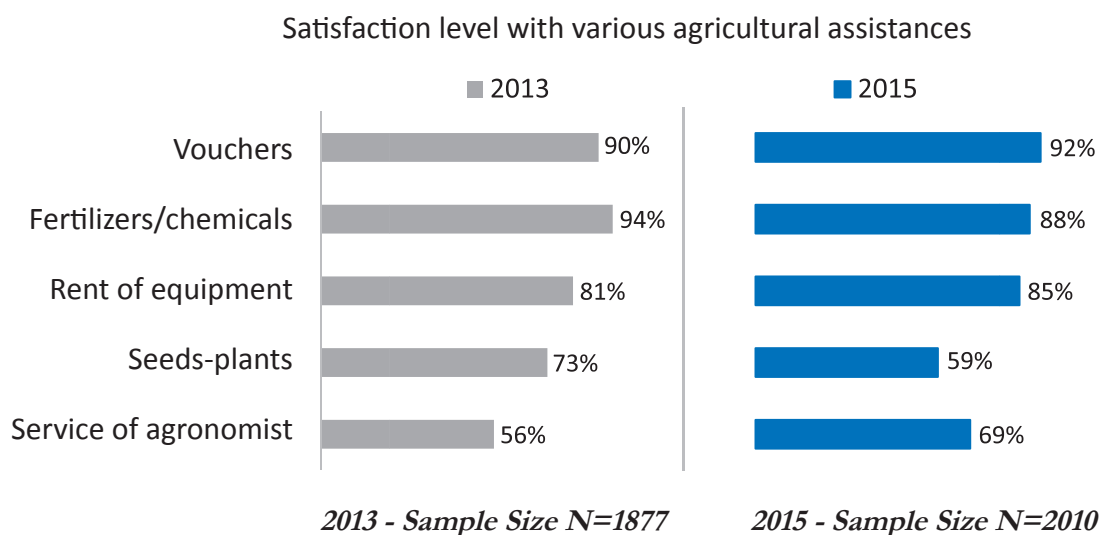


**Figure 58 – Agricultural assistance – Rural inhabitants – 2013 and 2015 data**



The majority of respondents said they were satisfied with all kind of agricultural assistances. The vast majority were satisfied with the vouchers for land processing/technical equipment that are provided by the government (2013 – 90 percent, 2015 – 92 percent). It should be noted that the satisfaction level for all other services was lower in 2015, compared to 2013, however, with the exception of the agronomist services, i.e. consultations. (See figure #59)

**Figure 59 – Satisfaction level with agricultural assistances – Rural inhabitants –2013 and 2015 data**



## Results of Qualitative Research – Agricultural Vouchers

Respondents singled out of the importance of vouchers for soil cultivation/equipment when discussing agricultural issues. Those who used the vouchers were satisfied with the financial savings it provided. However, in some villages, the lack of equipment remains a problem. It is also worth noting that, in some cases, using the land plowing voucher cost farmers more than when they plowed their fields without it.

### Comments of Focus Group respondents:

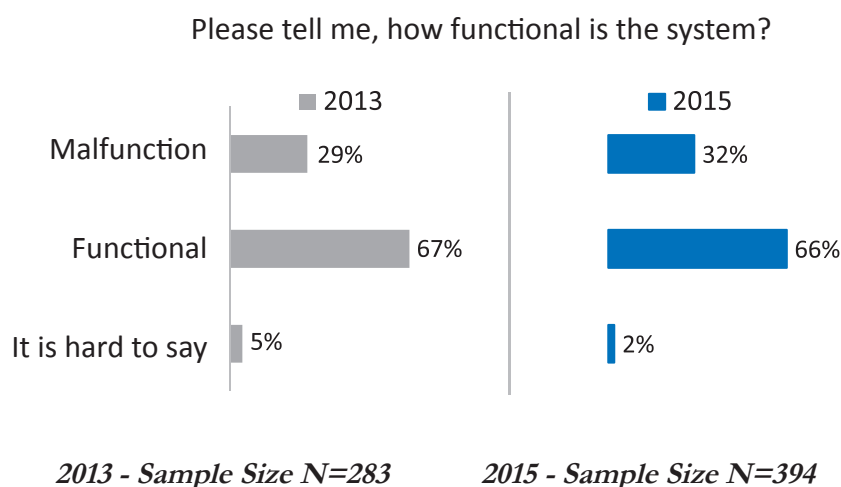
“Truth be told, we haven’t paid anything for gasoline, plowing, or sowing for the past three years. People are so impatient that they want everything [equipment] before their time. This used to be an issue before as well, now it’s just free” [Resident of Samegrelo village]

“We are not satisfied, and the problem is that there isn’t enough equipment. I had to plow 1 month after it was due, when it was already too late” [Resident of village in the vicinity of Zugdidi]

### 5.7.4. Irrigation system

The results of the research indicate that only one in every 10 respondents reported having access to the central irrigation system (2013 – eight percent, 2015 – ten percent), and one in every five **rural** inhabitant had access to irrigation (2013 – 14 percent, 2015 – 21 percent). In most cases respondents said the irrigation system was functioning in their settlements. (See figure #60)

*Figure 60 – Viability of existed central irrigation system –2013 and 2015 data*



Every fourth consumer of the irrigation system said the price to use the system was expensive (2013 – 15 percent, 2015 – 28 percent), while a significant share said the price was acceptable (2013 – 48 percent, 2015 – 41 percent).

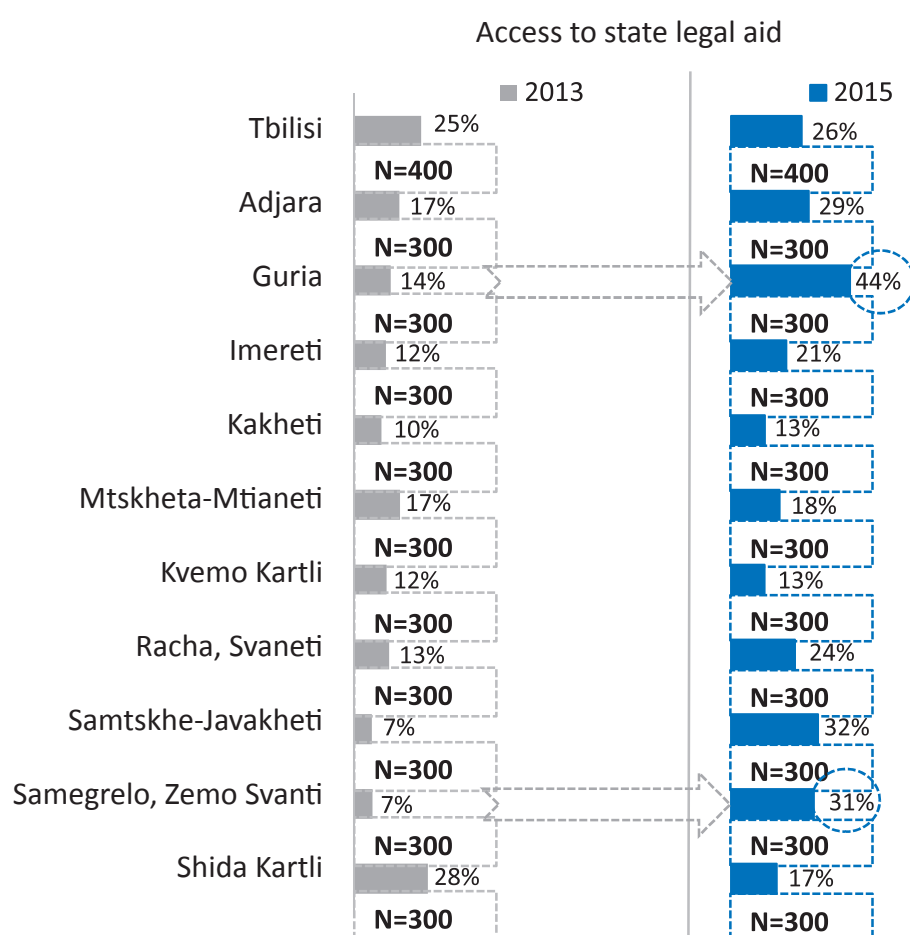
## Free legal aid

Slightly more respondents said that free legal aid, i.e. access to lawyers, was available in their municipalities in 2015 compared to 2013 (2013 – 16 percent, 2015 – 23 percent). However, only eleven percent of them used the service in 2013 and in 2015. The vast majority of free legal service consumers were satisfied with its efficiency and the qualifications of the staff.

More respondents from urban areas reported access to legal aid (2013 – 20 percent, 2015 – 28 percent) than those living in **rural** (2013 – seven percent, 2015 – 14 percent) or **highland communities** (2013 - seven percent, 2015 – 14 percent).

Regionally, the study results revealed that free legal aid is the most accessible in Guria (2013 – 14 percent, 2015 - 44 percent). The improvement is quite significant in this region since 2013. The lowest share of respondents reported access to legal aid services in Kvemo Kartli and Kakheti regions (13 percent). (See figure #61)

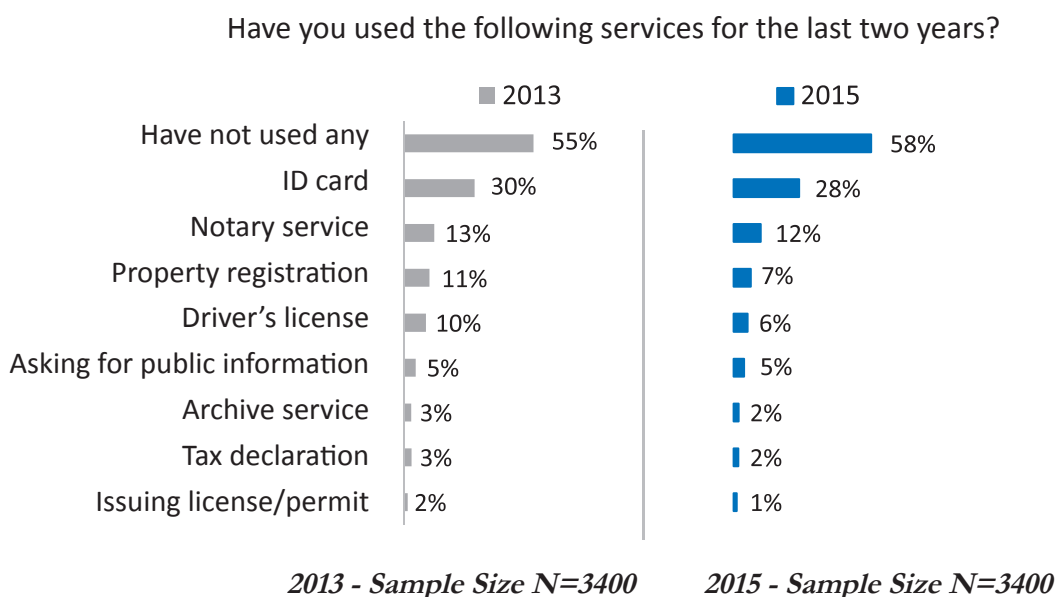
*Figure 61 – Accessibility of state legal aid in regions - 2013 and 2015 data*



## Various public services

The use of various public services was evaluated within the scopes of both rounds of the survey. Respondents selected services from the list created in advance. The majority of respondents did not use any services from the list either in 2013 or in 2015 (2013 – 55 percent, 2015 – 58 percent). As for other interviewees, they mostly renewed their ID card or used the notary service. (See figure #62)

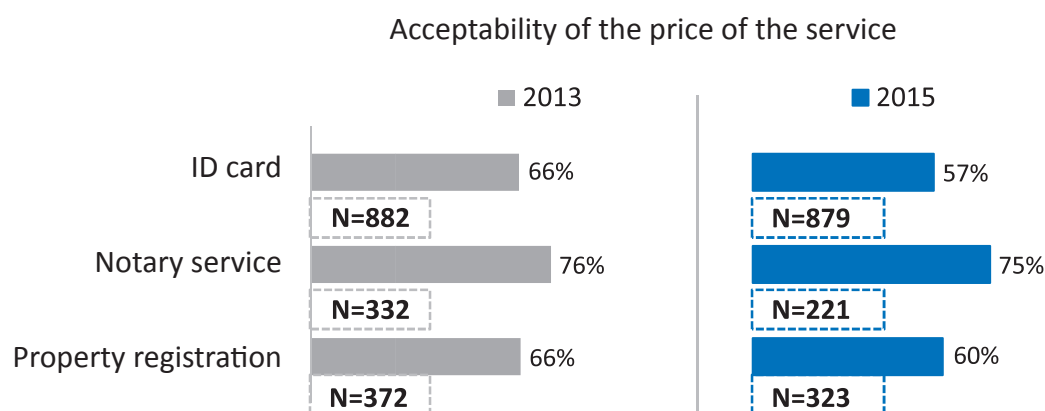
*Figure 62 – Consumption of various legal services –2013 and 2015 data*



Respondents using public services did not complain about the efficiency of the process to receive documents or information and location of the respective institutions, according to the results of both rounds of the survey. In general, people were satisfied with provided service.

The majority of respondents from every category, e.g. regions, gender, etc., were satisfied with the prices for the services. (See figure #63)

*Figure 63 – Acceptability of the price of public services –2013 and 2015 data*

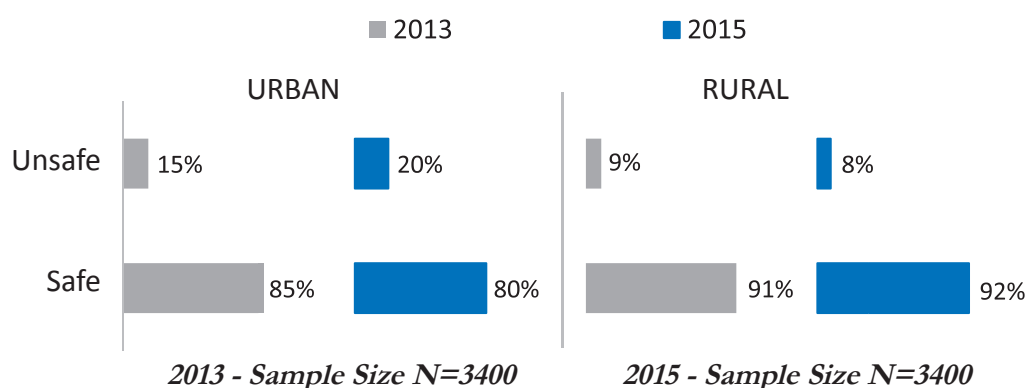


Only 15 respondents out of the pool of participants took part in public tenders, auctions and procurements. Due to the paucity of data, it is not recommended to analyze percentage distribution.

### 5.7.5. Safety

The majority of population reported that their communities are safe according to the results of both rounds of the survey (2013 – 88 percent, 2015 – 85 percent). It should be noted that the sense of safety was higher among those who lived in rural communities (rural: 2013 - 91 percent, 2015 – 92 percent; urban: 2013 – 85 percent, 2015 – 80 percent). Considering the fact that the highland area is mainly populated by villages, the attitude is the same there as in other rural areas of Georgia (2013 and 2015 – 92 percent). (See figure #64)

*Figure 64 – Safety of population in the settlements - 2013 and 2015 data*



The results of the research indicate that one of the most prevalent problems in society is the consumption of alcohol (2013 and 2015 – 24 percent). The vast majority did not report that problems like robberies, drug abuse, minor hooliganism, divorces and domestic violence exist in their communities.

According to both rounds of the survey, fire and rescue services are available for the majority of population in Georgia (fire service: 2013 - 78 percent, 2015 – 95 percent; rescue service: 2013 – 67 percent, 2015 – 92 percent). It should be noted that the accessibility of both services has significantly increased since 2013. Notwithstanding this fact, only a few of the survey respondents had ever used those services (fire service: 2013 – 11 percent, 2015 – nine percent; rescue service: 2013 – eight percent, 2015 – seven percent). However, in the vast majority of such cases, the services were provided on time and consumers were quite satisfied with them.

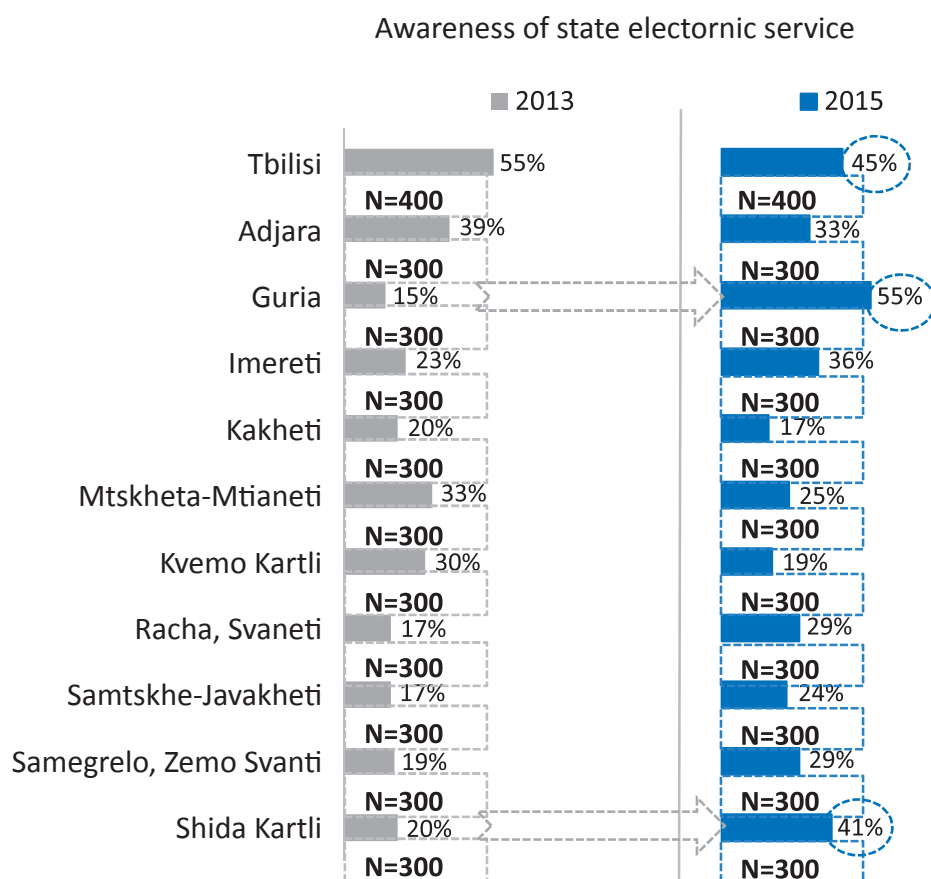
### *Results Of Qualitative Research – Safety Issues*

The qualitative research showed that respondents' attitude toward safety varies. For one of the focus groups, no dramatic changes were reported and they said petty crimes was still an issue. However these crimes are not considered to be a major problem or an indicator of crime rate surge. Other focus groups cited the existence of crime (mainly theft) in their village or region, and felt less protected compared to the previous years. It is noteworthy that respondents who could not remember specific criminal cases also felt less safe.

### 5.7.6. Online service

The situation regarding access/information about online services has not changed since 2013: only one out of three residents of Georgia was aware of them while 68 percent of population had no information about electronic services. More people are informed about such services in the **towns** (2013 – 42 percent, 2015 – 40 percent) than in the **villages** (2013 – 21 percent, 2015 – 26 percent). Guria, Tbilisi and Shida Kartli residents are the most informed ones among **regions**, while Kvemo Kartli and Kakheti are the least informed about them. (See figure #65)

*Figure 65 – Awareness regarding state electronic service by regions - 2013 and 2015 data*



There is slight difference between awareness of **men** and **women** about online services – more male respondents are informed about such services than female interviewees (male: 2013 and 2015 – 36 percent; female: 2013 - 28 percent, 2015 – 31 percent).

From those who had heard about online services, only one-fifth used them (2013 – 23 percent, 2015 – 19 percent). However, it should be noted that the vast majority of them were satisfied with the services provided (2013 – 98 percent, 2015 - 96 percent).

### 5.7.7. Ecology

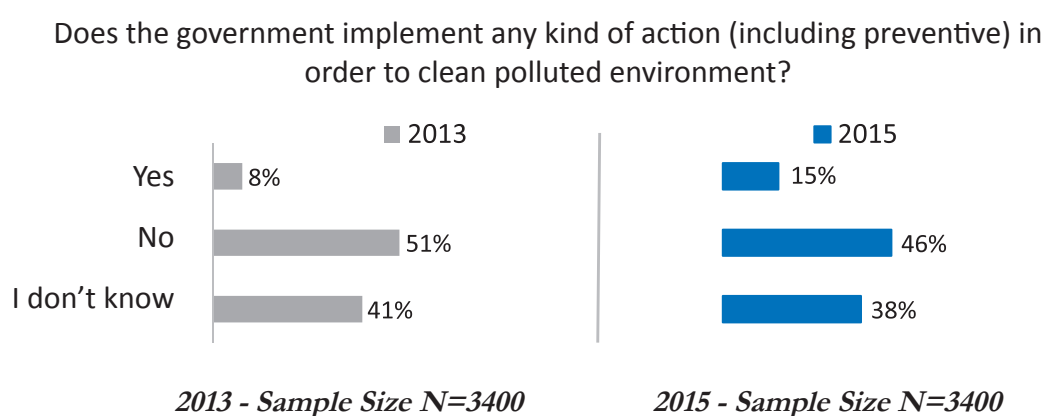
The vast majority of respondents from urban communities said there was air pollution where they live (2013 – 71 percent, 2015 – 85 percent), while most respondents from rural areas said air pollution was not a problem in their villages (2013 and 2015 – 61 percent).

**Regionally**, the vast majority of Tbilisi residents believed that the air was polluted there (2013 – 72 percent, 2015 – 89 percent), while most of Mtskheta-Mtianeti residents said that air was clean in their municipalities (2013 – 83 percent, 2015 – 88 percent).

In general, **rural** residents reported that air pollution, as well as soil pollution, were not an issue in their settlements. The attitude is the same regarding the pollution of natural water reservoirs. Fewer respondents from **villages** believed that the water is polluted compared to **urban** residents.

A significant share of the population believed that the government does not do anything to clean polluted areas (2013 – 51 percent, 2015 – 46 percent). Those who believed that specific actions were implemented by government mostly named restrictions and control on tree cutting in forests and planting plants/afforestation. (See figure #66)

*Figure 66 – Actions undertaken by government in regards of ecology – 2013 and 2015 data*



### *Results of Qualitative Research – Ecology Issues*

The qualitative research showed that environmental problems are of equal concern for both urban and rural populations. The main cause of concern is vehicular emissions (particularly in the cities) and garbage dumped in the rivers. In addition to many other objective reasons for the pollution, respondents also said that littering was a real problem.

Concurrently, focus group members both from Zugdidi and Gori mentioned the work being done in relation to landscaping, primarily ongoing maintenance work in yards and parks in the city centers. In this regard, Zugdidi botanical garden is an exception, according to the respondents, it was neglected and the public could not use it to its full potential.

### *Clearcutting*

An additional problem determined at focus groups in Shida Kartli –was access to clearcutting territories for the local population. Qualitative research uncovered some of the issues respondents face:

- ✓ Plots for clearcutting were allocated too late, which means families have to make arrangements to heat the houses themselves.

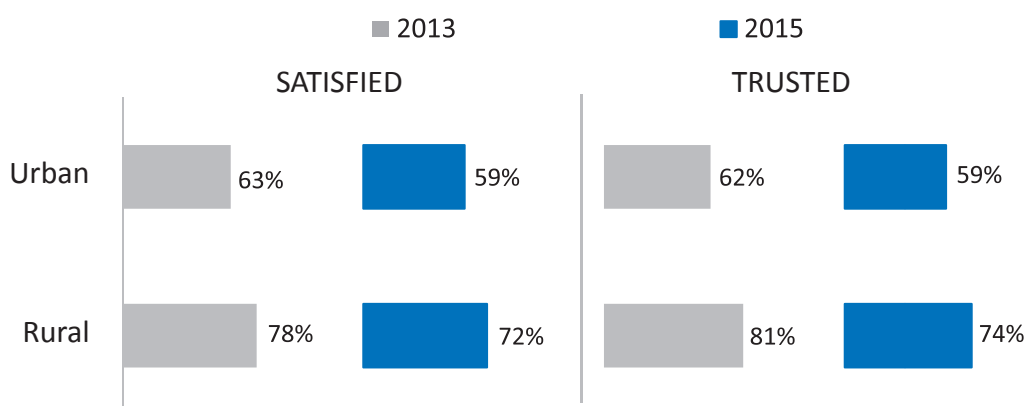
- ✓ Misunderstandings took place during the card distribution process, so they were “not being delivered to everyone”.
- ✓ Often, the plots were allocated in remote places from which it was either nearly impossible to transport wood or unreasonably expensive.

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

### 5.8.1. Satisfaction and trust toward the local self-governments

Every fourth respondent in 2013, and every fifth in 2015, could not say if they were satisfied with their local self-governments or not (2013 – 27 percent, 2015 – 19 percent). However, most other interviewees reported satisfaction (2013 – 71 percent, 2015 – 66 percent) and trust (2013 – 71 percent, 2015 – 67 percent) towards the local councils. It should be noted that the level of satisfaction and trust decreased slightly between 2013 and 2015, as well as the share of non-responses. Notwithstanding the fact that rural inhabitants of Georgia received fewer public services, they reported a higher level of satisfaction and trust for local councils than urban citizens of Georgia. Respondents from high mountains regions also reported a higher level of satisfaction and trust than any other territory in the country. (See figure #67)

*Figure 67 - Satisfaction with the local council and trust toward it in urban and rural areas – 2013 and 2015 data*



Number of respondents who rated their **SATISFACTION** with local government:

2013 - Sample Size N=1632

2015 - Sample Size N=1764

Number of respondents who rated their **TRUST** towards local government:

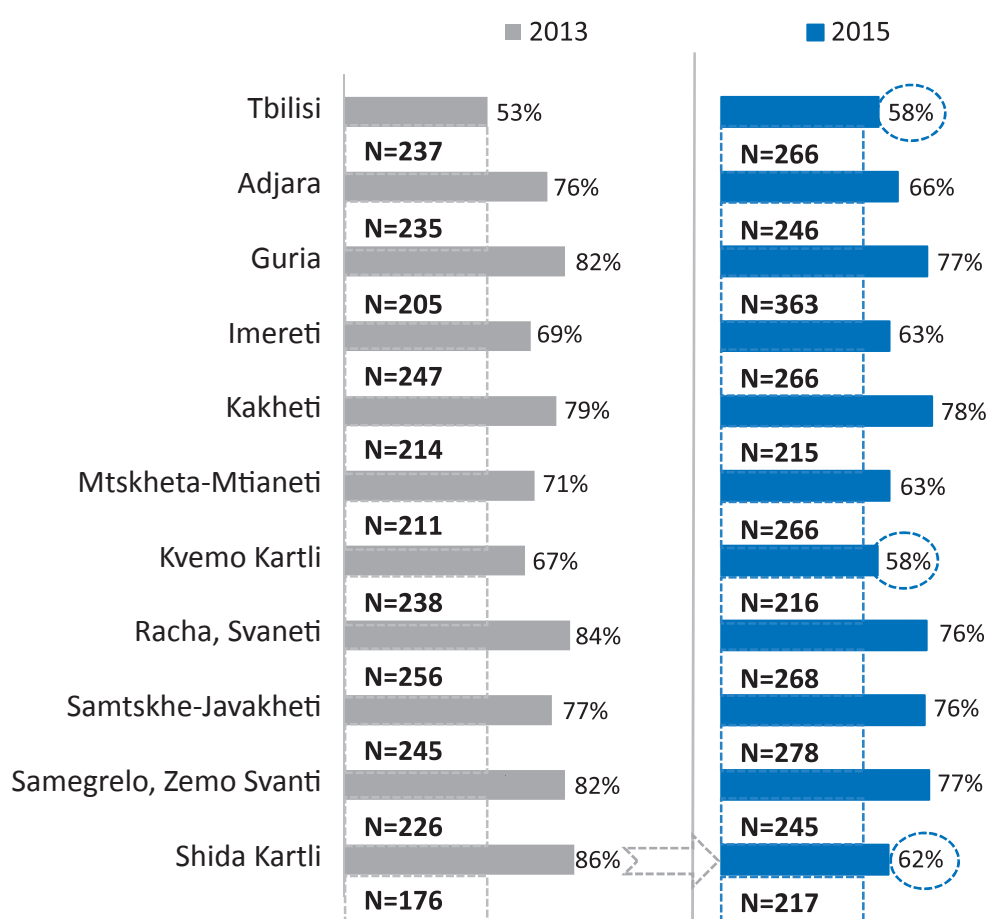
2013 - Sample Size N=2531

2015 - Sample Size N=2754



**Regionally**, the lowest indicators of satisfaction and trust towards local self-government were reported in Tbilisi and Kvemo Kartli regions. However, these indicators were still higher than average. In Tbilisi, the satisfaction and trust level towards the local self-government was higher in 2015, compared to 2013, while the level of satisfaction and trust in Shida Kartli was significantly lower in 2015, compared to 2013. (See figures #68 and #69)

*Figure 68 – Satisfaction with the local council by regions – 2013 and 2015 data*



No significant differences were reported **according to gender**, although slightly more women express satisfaction and trust towards the local councils than men. (See figure #70)

Figure 69 – Trust towards the local council by regions – 2013 and 2015 data

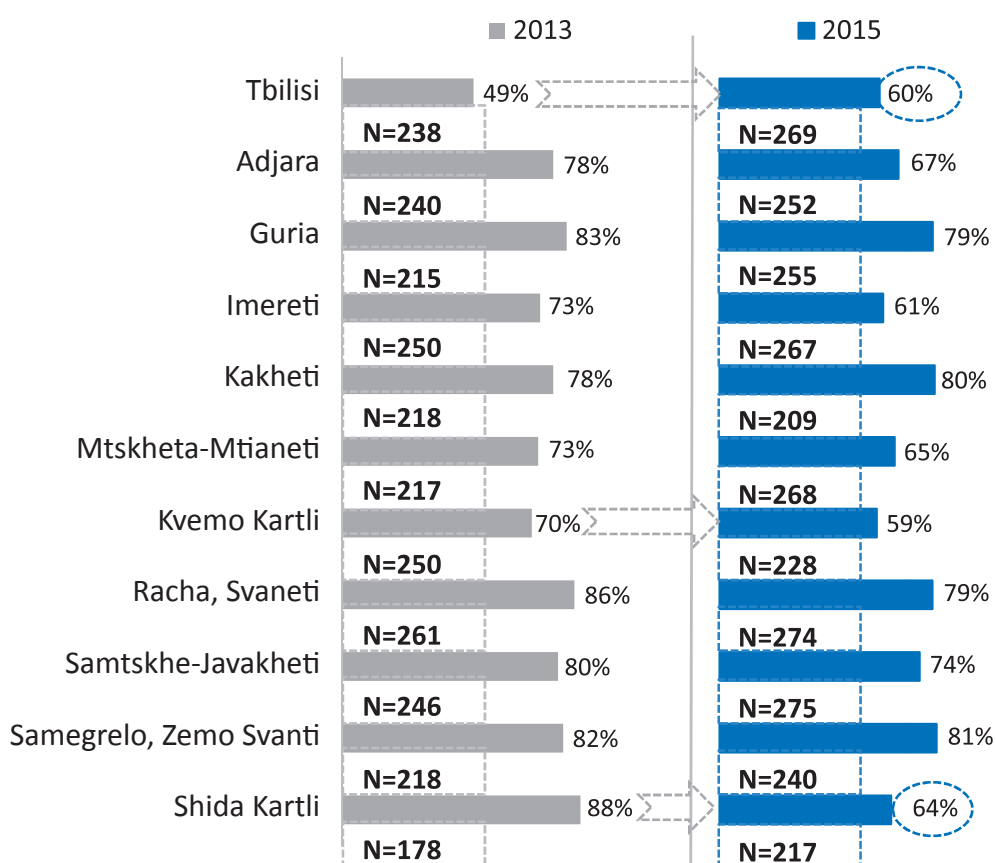
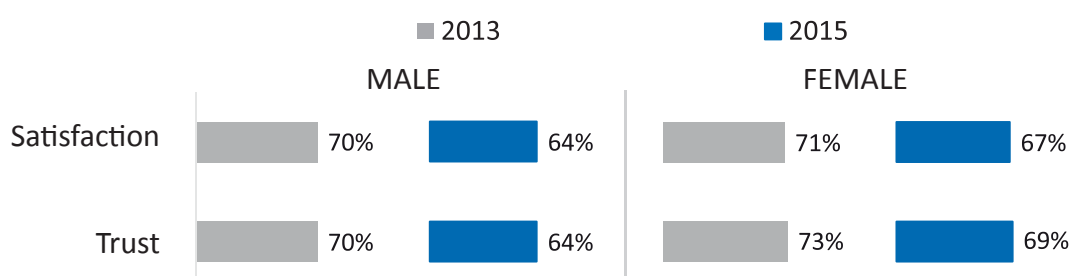


Figure 70 – Satisfaction and Trust towards the local self-government by gender – 2013 and 2015 data



Number of respondents who rated their SATISFACTION with local government:

2013 - Sample Size N=1632

2015 - Sample Size N=1764

Number of respondents who rated their TRUST towards local government:

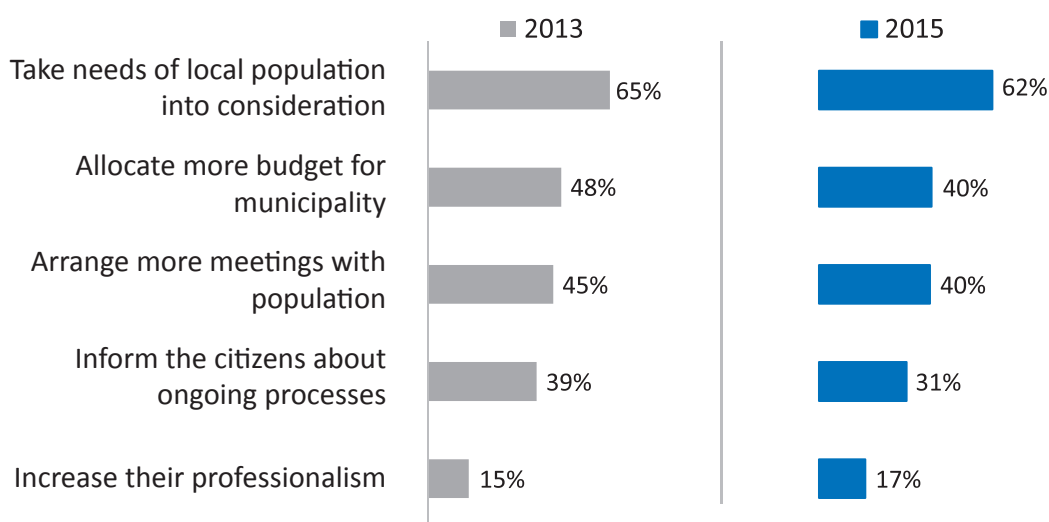
2013 - Sample Size N=2531

2015 - Sample Size N=2754

According to the results of both rounds of the survey, local self-governments need to take people's needs into consideration (2013 – 65 percent, 2015 – 62 percent). In addition, a significant share of respondents said more budgetary funds should be allocated to solve problems in the municipality (2013 – 48 percent, 2015 – 40 percent) as well as more frequent meetings with the local population (2013 – 45 percent, 2015 – 40 percent). (See figure #71)

*Figure 71 – Main issues to be improved by the government – 2013 and 2015 data*

In your opinion, in general, what are the main things that need to be improved by local self-government of your district (municipality) in order to satisfy your requirements?



*2013 - Sample Size N=3400*

*2015 - Sample Size N=3400*

*Note: sum of answers exceed 100 percent as several answers were permissible*

### 5.8.2. Level of population's engagement in public life

The results of both rounds of the survey showed that the vast majority of the population in Georgia is quite passive in terms of participating in public activities. Most respondents in 2013 and 2015 reported that they did not try to participate in any public social activity the entire year. Only a few interviewees declared that they had participated in some kind of public activities, mainly participation in the decision-making process about some problems in the neighborhood/district.

No difference was noted between respondents from **urban** and **rural** or **highland** communities in Georgia. The highest share of socially active population was reported in Kvemo Kartli, with just 12 percent of respondents.

One in every fifth respondent applied to local self-governments in 2013 and in 2015 due to a concrete problem at least once within the year, according to both surveys (2013 – 20 percent, 2015 – 18 percent).

**Regionally**, the population of Guria (2013 and 2015 – 29 percent) and Racha-Lechkhumi (2013 – 31 percent, 2015 – 27 percent) appeared to be the most active in terms of applying to the local self-governments for solving problems. It is worth mentioning that the lowest number of respondents who applied to the local

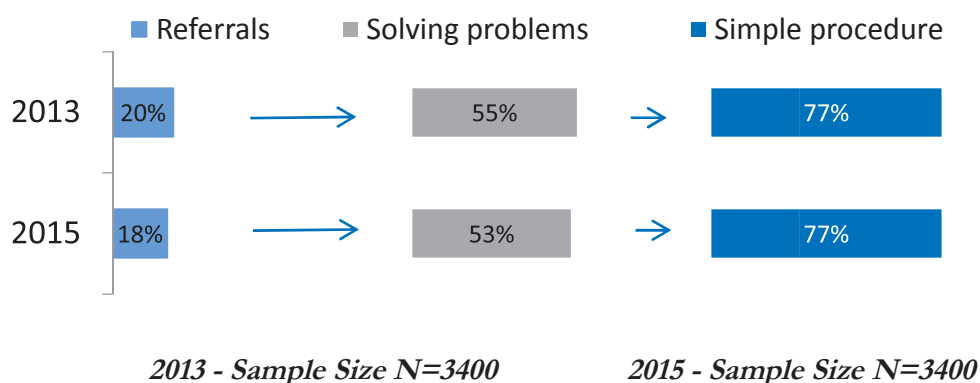
government/council for the last two years was in Shida Kartli (2013 – 17 percent, 2015 – eight percent).

No significant differences were noted **according to gender**: a nearly identical share of women and men reported that they had petitioned to the council/government to solve some concrete problem in 2013 as well as in 2015 (2013: men – 21 percent, women – 20 percent; 2015: men -17 percent, women – 19 percent).

While one third of respondents who petitioned to the council/government reported that local governments did not solve their problems (2013 – 35 percent, 2015 – 38 percent), the majority of petitioners said the council/self-government was able to solve their problem (2013 - 55 percent, 2015 – 53 percent).

The majority of those respondents who had applied to the local self-governments for help said it was a rather simple procedure (2013 and 2015 – 77 percent). One in every five respondents, however, found that procedures of applying to government/council to be difficult (2013 and 2015 – 23 percent). **(See figure #72)**

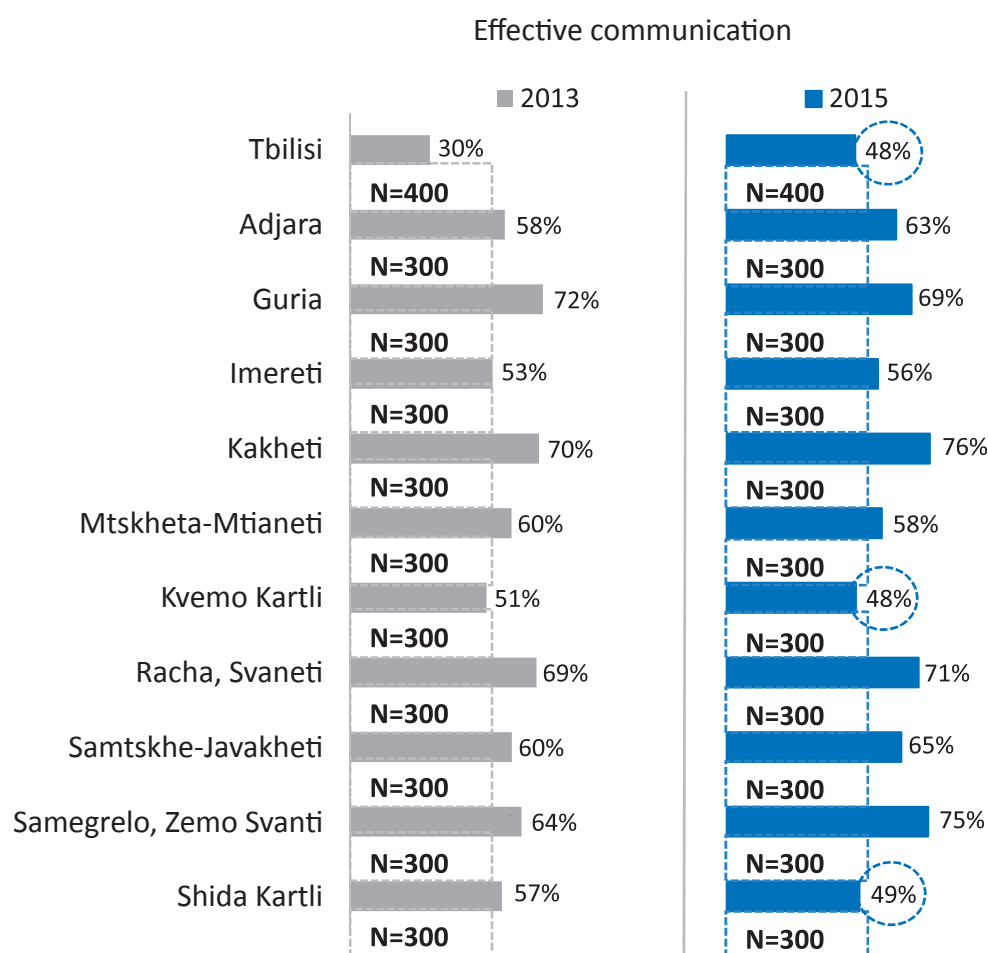
*Figure 72 – Referrals to local self-governments and results –2013 and 2015 data*



Majority of respondents said that local governments are efficient and effective in their communication with the population (2013 – 52 percent, 2015 – 58 percent), although a significant minority disagreed (2013 – 48 percent, 2015 – 42 percent).

**Regionally**, the most positive evaluation on effective communication between municipality heads and the population was reported in Kakheti (2013 – 70 percent, 2015 – 76 percent) and Samegrelo-Zemo Svaneti (2013 – 64 percent, 2015 – 75 percent), while the least positive were registered in Tbilisi (2013 – 30 percent, 2015 – 48 percent), Shida Kartli (2013 – 57 percent, 2015 – 49 percent) and Kvemo Kartli (2013 – 51 percent, 2015 – 48 percent). **(See figure #73)**

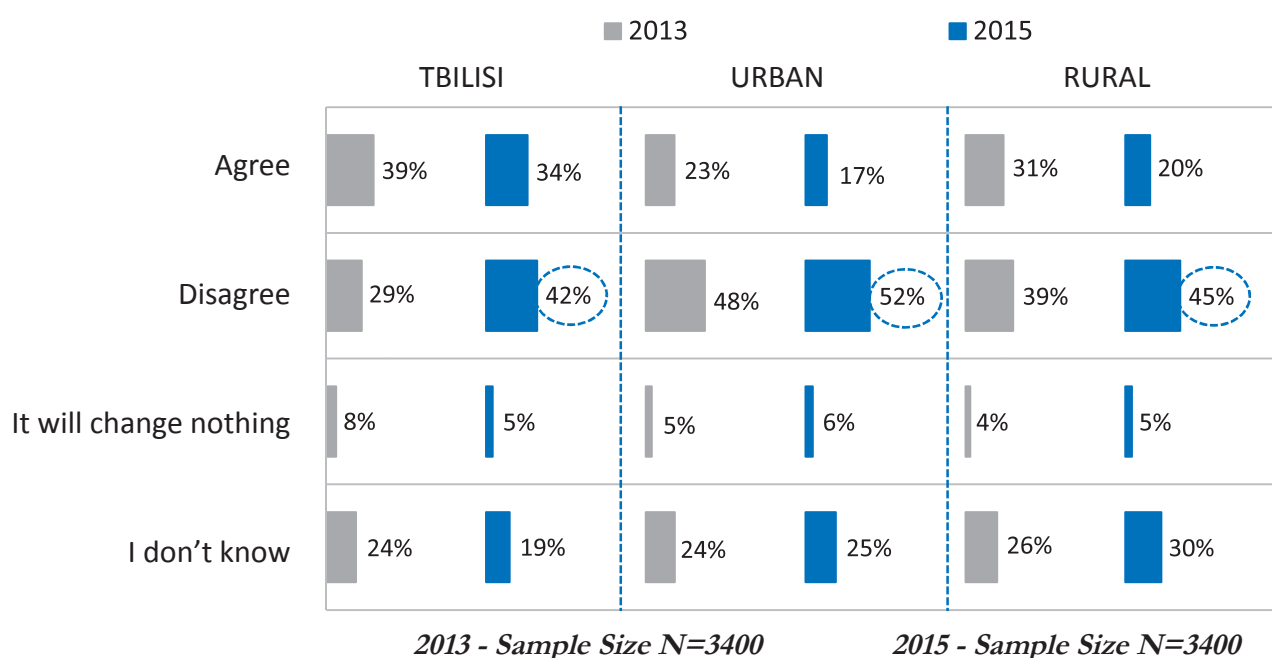
*Figure 73 – Evaluation of communication of municipality heads with population by regions – 2013 and 2015 data*



### 5.8.3. Direct election of governor/mayor

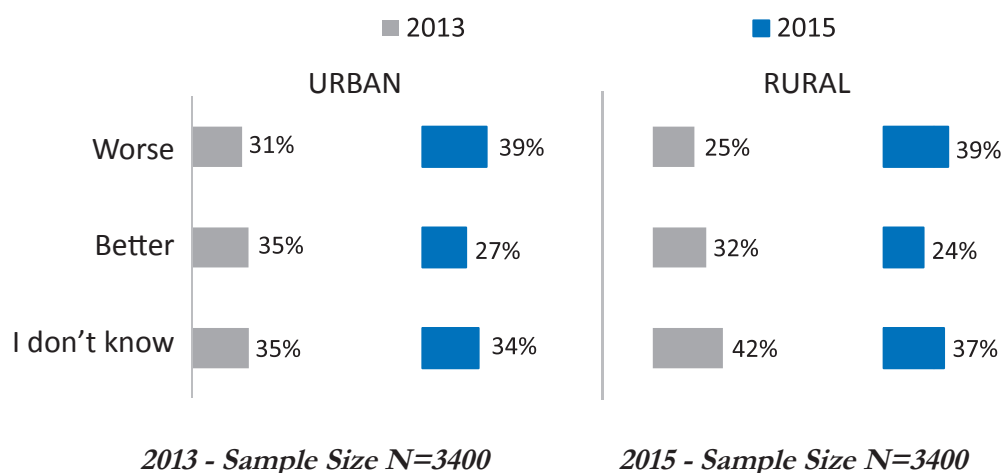
Considering the specific organization of the capital, the data regarding division of municipalities into smaller units were analyzed in three groups: Tbilisi, other urban communities and rural areas of Georgia. In 2015 every third respondent from Tbilisi was in favor of dividing municipalities into smaller units, however the share of those who disagreed significantly increased since 2013 (2013 - 29 percent, 2015 – 42 percent). In 2015 almost a half of respondents in urban, as well as rural, communities also disagreed with the division of municipalities into smaller units (urban: 2013 – 48 percent, 2015 – 52 percent; rural: 2013 – 39 percent, 2015 – 45 percent), while every fifth interviewee in the villages and towns agrees with the above-mentioned organization of the municipalities (urban: 2013 – 23 percent, 2015 – 17 percent; rural: 2013 – 31 percent, 2015 – 20 percent), (**Question:** *do you agree with the statement that municipality should be divided into smaller units and its functions should be taken by the council and local self-government elected by that certain part of city?*) (See figure #74)

*Figure 74 – Public attitudes towards the division of municipalities into smaller units by Tbilisi, urban and rural areas - 2013 and 2015 data*



Survey results in 2015 indicated a negative tendency in how the population viewed smaller units of government. A significant share of population in Georgia said that smaller self-governments would not solve problems more efficiently than larger ones. Every third respondent said it was difficult to register any opinion on this issue. Attitudes were also divided on the idea that, if the municipalities were divided into smaller units, there would be better communication between the population and the local government (2013: Easy – 65 percent, Difficult – 35 percent; 2015: Easy – 50 percent, Difficult – 50 percent). (See figure #75)

*Figure 75 – Public attitudes towards effectiveness of municipalities if they were divided into smaller units by urban and rural areas - 2013 and 2015 data*



#### 5.8.4. Direct election of governor/mayor

The majority of respondents supported the direct election of governor/mayor (2013 – 64 percent, 2015 – 67 percent) in both rounds of the survey, although a significant minority said that the municipality/town council must have the right to dismiss the governor/mayor (2013 – 47 percent, 2015 – 41 percent).

#### *Results of Qualitative Research – Local Government*

Respondents found it difficult to assess the work of local governments within the framework of the qualitative research. Apart from the fact that few had any experience communicating with them, one of the main criteria of evaluating local governments is how they resolve residents' specific problems, for instance issuing permission for construction or installing street lights. It was difficult for respondents to evaluate the performance of local governments as vast majority of them was unaware of the functions of these agencies.

Generally, a positive performance evaluation of the local authorities was based on any one of several factors: quick response to requests; accurate and competent delivery of information; friendliness; and, naturally, a concrete resolution. Those who rated it negatively based their evaluation on cases when residents had to appeal to the authorities several times; did not receive an adequate response; were unable to understand the information provided by the authority; or doubted the competence of that agency.

Within the framework of the Rural Support Program, the rural population participates in determining the priorities in different ways: some attend public hearings, while others entrust the workload to the village trustee and a selected number of active people who, according to residents, are aware of village problems and are able to make good decisions. While a few residents did not want to participate in public discussions, others said they are too busy to get involved, and a third category who said they did not participate because it will not change anything.

#### **Comments of Focus Group respondents:**

“Everyone was informed about it [Rural Support Program] in the village. People gathered to decide to build a fountain or a park and the majority supported the park” [Resident of Samegrelo village]

“Roads, bridges, other things are being made in agreement with the people, whatever worries the villagers at the time... our trustee is from our village, so he knows what goes on as well” [Resident of Samegrelo village]

“I have never participated in the public discussions. Sometimes I'm at my job, or I work in the garden, or I'm busy” [Resident of Shida Kartli village]

In order to improve the work of local governments, respondents said the most important achievements were: the qualification and training of the candidate; budget increases for the local governments; a higher level of activism from the village trustee; and strengthening of the institution. The local population's stronger engagement with local authorities was also viewed as important.

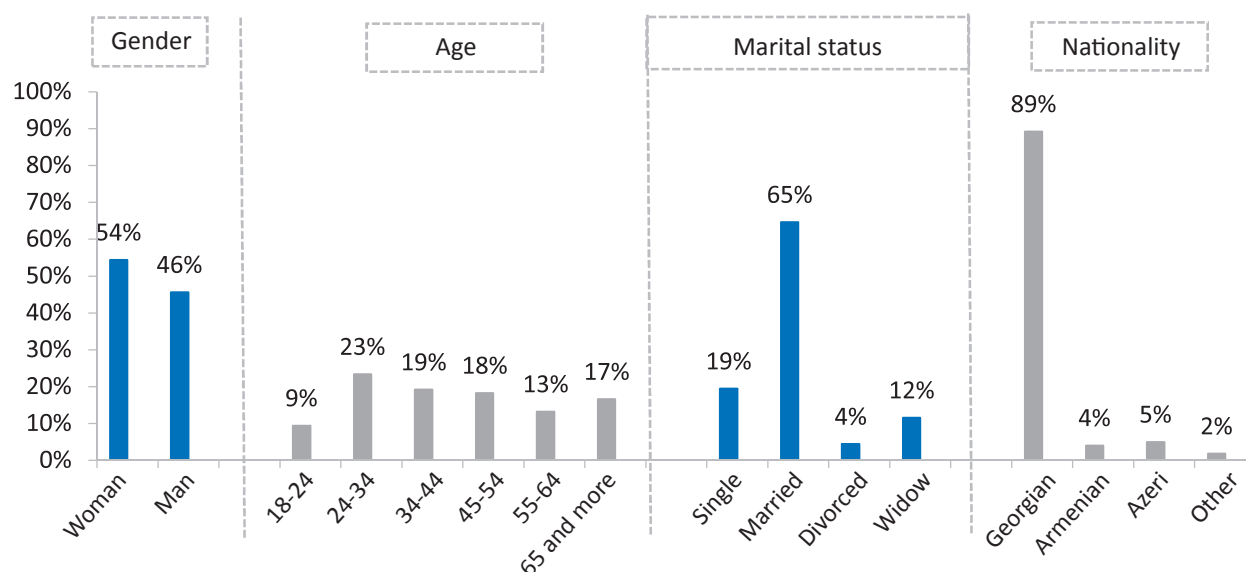
## 5.9. SOCIO-DEMOGRAPHIC PROFILE OF POPULATION

54 percent of respondents questioned in 2015 were female and 46 percent were male. The biggest percent of the respondents were aged 25-34 and 35-44 (23 and 19 percent respectively).

65 percent of the respondents from both rural and urban communities were married.

Most respondents were ethnic Georgians (89 percent), four percent were ethnically Armenian and five percent were ethnically Azeri. (See figure #76)

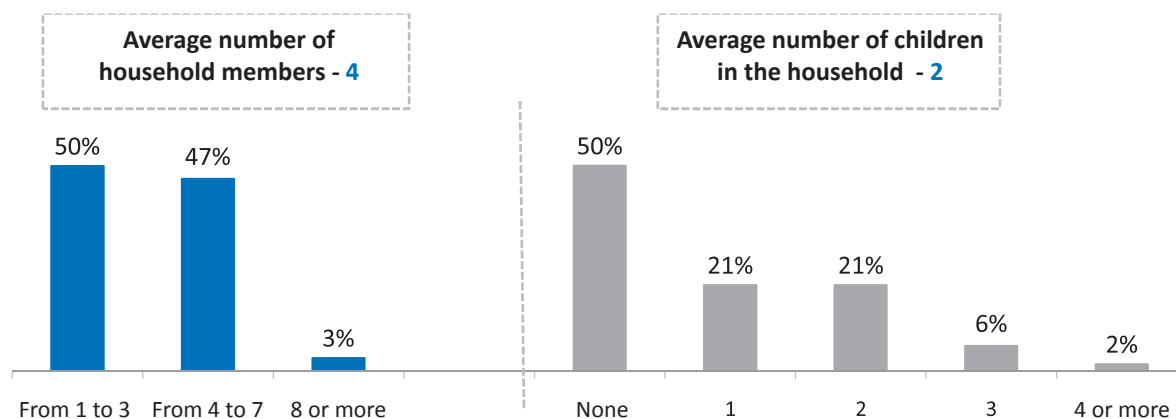
*Figure 76 – Gender, age, marital status and nationality –2015 data*



*Entire sampling generality N=3400*

The research showed that, on average, Georgian households consist of four members, including children, and on average there are no more than two children in a household. (See figure #77)

*Figure 77 - Family composition –2015 data*



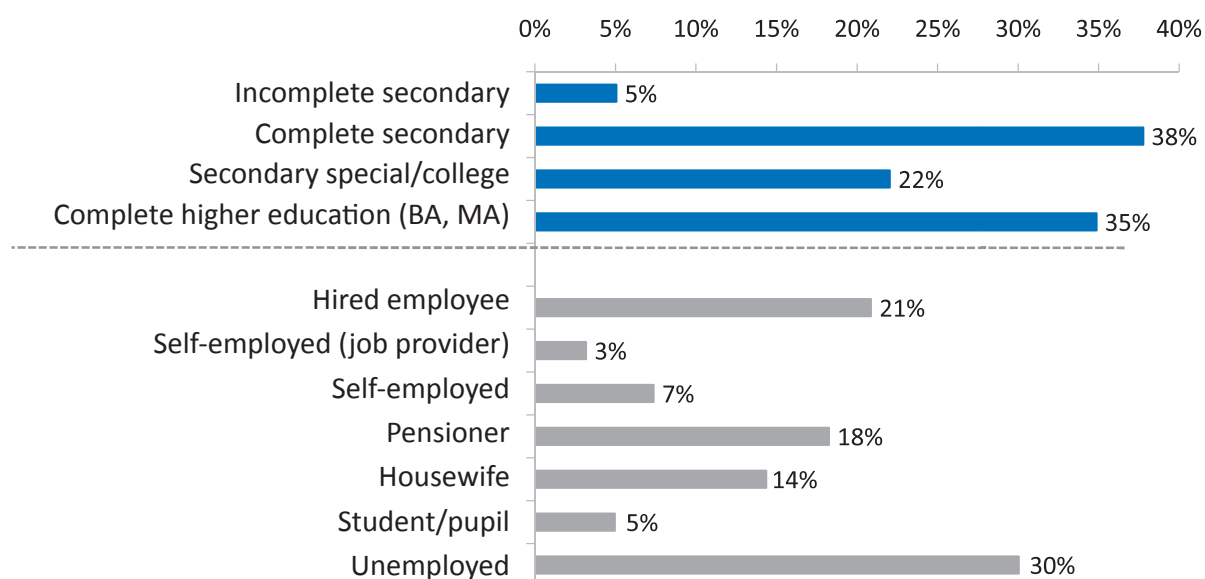
*Entire sampling generality N=3400*



Eight percent of respondents stated that their families are socially vulnerable, and seven percent were IDPs.

38 percent of population have secondary education and 35 percent have a higher education. As for employment, 30 percent are unemployed and 18 percent are pensioners. **(See figure #78)**

**Figure 78 – Education and working status –2015 data**



**Entire sampling generality N=3400**

As the research results have shown, a significant share of families included in the survey (39 percent) barely had the means to buy food. **(See table #6)**

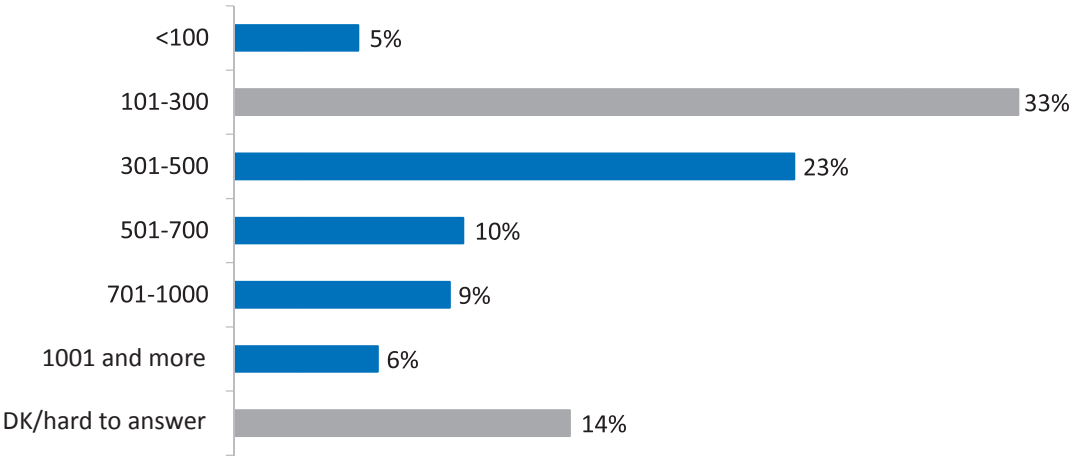
**Table 6 – Evaluation of financial condition –2015 data**

We can hardly buy food	39%
We have enough money for food, but we have to save or take money on loan to buy clothing and shoes	30%
We have enough money for food, for everyday clothing and shoes, but in order to buy good clothing, a mobile phone, a vacuum-cleaner and other home appliances, we have to save or take money on loan	22%
We have enough money for food, for everyday clothing and shoes, but in order to buy a car or apartment, we have to save or take money on loan	6%
DK/hard to answer	3%

**Entire sampling generality N=3400**

The monthly family income for five percent of population is less than 100 GEL; monthly income varied from 101 to 300 GEL in every third family included in the survey (33 percent). (Incomes imply any type of income including social assistance and pension). (See figure #79)

*Figure 79 – Monthly income of a family (GEL)*



*Entire sampling generality N=3400*

## 6. CONCLUSION

Several state and municipal services were studied within the scopes of the study on citizens' satisfaction with local public services in Georgia in 2013 and 2015. Due to the large number of services, this chapter describes only those services that are the most assessable for the population. Public services were grouped by type in several tables according to two parameters – availability of service and satisfaction with this service (In order to document the population's satisfaction with utility infrastructure, in some cases the indexes of proper functioning and supply were used because they better reflected the true cause of people's satisfaction).<sup>56</sup> In order to present the whole picture on a large scale, data are presented according to regions and year (2013 and 2015).

Research results from both years show that the supply of electricity is the best provided service among utilities. The largest share of the population expressed its satisfaction with the quality of electricity and the services provided (2013 and 2015: supply – 94 percent, satisfaction – 92 percent). **(See table #7)**

Based on the availability of services and respondents' satisfaction with them, Tbilisi has the best utilities.

According to the results of both rounds of the survey, the situation is worse in other regions when compared to Tbilisi. In Racha-Lechkhumi, very few people had access to services other than electricity. However, it must be noted that, despite the lack of such services, the population in Racha-Lechkhumi still expressed a high level of satisfaction. Presumably, the population's satisfaction was based on the existence of services and not their quality, due to the fact that these services are less prevalent in this region and the local inhabitants with access to some services believe that they are already better off than those who do not, so they did not complain about the quality of the services provided. This assumption might explain the high level of satisfaction in other regions as well.

It should be noted that the situation with the sewage system is quite dire in all regions of Georgia. No sewage system exists in the vast majority of rural communities. However, it is worth mentioning that the situation in Guria is the worst in this regard. As for the central water system, it is the most problematic in Samegrelo/Zemo Svaneti and Guria. **(See table #7)**

---

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

6 The tables present indexes of availability of services and satisfaction. Satisfaction with specific service is evaluated only by those respondents who have some services in their settlements. Due to 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 road infrastructure table (table #11) which presents absence of some infrastructure parameters.

*Table 7 – Presence of utility infrastructure and satisfaction by regions – 2013 and 2015 data*

Utility Infrastructure																								
Region	Water (State in towns/ Municipality in villages)				Sewage system (State/Municipality)				Electricity (State)				Gaz (State)				Cleaning (Municipality)				Waste collection (Municipality)			
	2013		2015		2013		2015		2013		2015		2013		2015		2013		2015		2013		2015	
	Supply	Satisfaction	Supply	Satisfaction	Supply	Functioning	Supply	Functioning	Supply	Satisfaction	Supply	Satisfaction	Supply	Satisfaction	Supply	Satisfaction	Existence	Satisfaction	Existence	Satisfaction	Existence	Satisfaction	Existence	Satisfaction
Tbilisi	99%	81%	100%	92%	100%	97%	100%	94%	94%	93%	93%	94%	100%	95%	100%	97%	97%	86%	97%	90%	100%	91%	100%	91%
Adjara	64%	75%	61%	80%	52%	91%	54%	86%	88%	93%	90%	89%	50%	97%	52%	98%	42%	92%	44%	91%	69%	89%	72%	93%
Guria	32%	40%	45%	67%	14%	73%	16%	94%	97%	88%	91%	93%	53%	99%	49%	99%	12%	77%	9%	85%	35%	90%	68%	96%
Imereti	57%	44%	51%	37%	40%	98%	50%	95%	97%	87%	92%	95%	65%	92%	69%	99%	29%	77%	32%	93%	41%	88%	60%	91%
Kakheti	69%	59%	67%	43%	25%	98%	23%	91%	88%	92%	97%	93%	74%	100%	72%	100%	15%	56%	16%	72%	61%	86%	85%	88%
Mtskheta-Mtianeti	49%	58%	87%	66%	27%	96%	26%	96%	91%	90%	99%	98%	68%	98%	73%	99%	15%	93%	29%	95%	66%	89%	77%	80%
Kvemo Kartli	82%	56%	73%	71%	31%	84%	31%	83%	92%	82%	92%	95%	64%	90%	68%	94%	25%	77%	37%	67%	38%	67%	58%	73%
Racha-Lechkhumi	26%	78%	18%	100%	18%	95%	15%	97%	97%	86%	97%	97%	14%	100%	10%	100%	14%	91%	14%	100%	18%	80%	28%	87%
Saamtskhe-Javakheti	45%	74%	40%	73%	33%	98%	33%	96%	98%	92%	94%	93%	66%	98%	47%	97%	8%	58%	24%	85%	35%	63%	49%	80%
Samegrelo	32%	90%	53%	60%	22%	94%	30%	88%	96%	98%	99%	84%	26%	100%	34%	99%	12%	85%	38%	84%	31%	77%	55%	92%
Shida Kartli	64%	62%	65%	73%	32%	96%	38%	99%	93%	98%	94%	86%	81%	99%	78%	100%	4%	93%	23%	94%	45%	89%	71%	96%
Total	68%	68%	69%	72%	50%	95%	52%	93%	94%	92%	94%	92%	69%	95%	70%	98%	76%	83%	47%	87%	59%	86%	74%	89%

Unlike utilities, respondents were largely satisfied with the education institutions in almost all regions. However, it should be noted respondents from most villages in Georgia's mountainous regions, especially Racha-Lechkhumi/Kvemo Svaneti, Kvemo Kartli, Samtskhe-Javakheti and Mtskheta-Mtianeti, reported there were no kindergartens in their settlements. In general, the population's level of satisfaction regarding state kindergartens, as well as public schools, has increased in all regions since 2013. **(See table #8)**

*Table 8 - Presence and satisfaction of educational institutions by regions –2013 and 2015 data*

Education								
Region	Kindergarten (Municipality)				School (State)			
	2013		2015		2013		2015	
	Supply	Satisfaction	Supply	Satisfaction	Supply	Satisfaction	Supply	Satisfaction
Tbilisi	89	64%	100%	82%	98%	71%	100%	81%
Adjara	52%	86%	66%	95%	100%	80%	75%	94%
Guria	72%	84%	79%	93%	88%	84%	87%	93%
Imereti	86%	94%	72%	95%	90%	94%	79%	98%
Kakheti	87%	73%	93%	96%	94%	79%	96%	89%
Mtskheta-Mtianeti	66%	81%	61%	95%	83%	81%	78%	93%
Kvemo Kartli	57%	43%	38%	85%	100%	63%	79%	80%
Racha-Lechkumi	43%	89%	51%	94%	74%	90%	61%	96%
Samtskhe-Javakheti	52%	87%	43%	87%	100%	84%	84%	90%
Samegrelo	89%	84%	87%	85%	93%	91%	96%	93%
Shida Kartli	59%	81%	78%	84%	90%	82%	87%	92%
<b>Total</b>	77%	77%	77%	89%	95%	80%	98%	89%

People who use healthcare services were mainly satisfied with the service, regardless of the region. The majority of the population was positive about the service and the index of satisfaction is quite high. The majority of respondents also expressed satisfaction with the timely provided ambulance service, as well as the state vaccination program for people and domestic animals. In general, the level of satisfaction with the healthcare system in Georgia has significantly improved since 2013. **(See table #9)**

*Table 9 – Usage of healthcare services and satisfaction by regions –2013 and 2015*

Healthcare												
Region	Emergency (State)				Vaccination for people (State/Municipality)				Vaccination for animals (State/Municipality)			
	2013		2015		2013		2015		2013		2015	
	Call	Satisfaction	Call	Satisfaction	Referral	Satisfaction	Referral	Satisfaction	Referral	Satisfaction	Referral	Satisfaction
Tbilisi	46%	89%	48%	88%	73%	96%	63%	98%	13%	100%	6%	88%
Adjara	43%	96%	46%	94%	82%	94%	83%	100%	49%	100%	38%	100%
Guria	30%	80%	35%	93%	89%	100%	92%	98%	42%	98%	63%	99%
Imereti	34%	90%	42%	93%	80%	91%	73%	100%	54%	94%	56%	100%
Kakheti	34%	93%	36%	90%	75%	100%	71%	91%	38%	96%	44%	98%
Mtskheta-Mtianeti	35%	87%	41%	94%	52%	100%	81%	100%	35%	99%	51%	97%
Kvemo Kartli	42%	96%	40%	87%	72%	100%	79%	96%	64%	97%	56%	99%
Racha-Lechkumi	40%	97%	45%	92%	77%	100%	85%	100%	57%	98%	59%	98%
Samtskhe-Javakheti	28%	88%	32%	87%	72%	92%	78%	99%	61%	97%	67%	97%
Samegrelo	34%	98%	38%	98%	65%	99%	69%	91%	71%	96%	57%	99%
Shida Kartli	33%	89%	36%	70%	74%	94%	70%	97%	34%	96%	46%	100%
<b>Total</b>	38%	92%	42%	90%	27%	96%	28%	97%	49%	97%	67%	99%

In general, the vast majority of the Georgian population feel safe in their communities, according to the results of both rounds of the survey (2013 – 88 percent, 2015 – 85 percent).

According to the results of the survey, fire and rescue services are available in all regions of Georgia and have significantly improved since 2013. It should be noted that the drastic change is revealed in availability of the fire and rescue services in Shida-Kartli region. **(See table #10)**

*Table 10 – Presence of safety services and satisfaction by regions –2013 and 2015 data*

Region	Safety							
	Fire Service (Municipality)				Rescue Service (State/Municipality)			
	2013		2015		2013		2015	
	Presence	Satisfaction	Presence	Satisfaction	Presence	Satisfaction	Presence	Satisfaction
Tbilisi	92%	89%	94%	98%	89%	93%	94%	92%
Adjara	81%	82%	94%	87%	76%	69%	92%	90%
Guria	93%	53%	96%	100%	83%	62%	96%	100%
Imereti	72%	63%	98%	79%	59%	67%	98%	100%
Kakheti	94%	81%	100%	100%	80%	69%	99%	100%
Mtskheta-Mtianeti	94%	61%	96%	66%	93%	79%	97%	97%
Kvemo Kartli	59%	21%	95%	90%	47%	65%	81%	94%
Racha-Lechkumi	62%	76%	100%	97%	43%	84%	97%	100%
Samtskhe-Javakheti	75%	67%	99%	75%	46%	81%	94%	90%
Samegrelo	75%	88%	93%	73%	49%	73%	80%	73%
Shida Kartli	43%	58%	90%	100%	39%	29%	90%	100%
<b>Total</b>	<b>78%</b>	<b>75%</b>	<b>95%</b>	<b>85%</b>	<b>67%</b>	<b>81%</b>	<b>92%</b>	<b>90%</b>

In general, roads connecting settlements were more highly assessed in all regions rather than local roads inside settlements. For example, only some of Samtskhe-Javakheti residents said local roads are in good condition (2013 – 13 percent, 2015 – 29 percent). Some residents from this region also complained about the lack of public transport (2013 – 23 percent, 2015 – 30 percent). When asked about roads, respondents spoke most frequently about the absence of traffic lights, although it is worth mentioning that they may be unnecessary in some places. Absence of street illumination and house numbering was also very prevalent – street illumination was the most problematic in Samtskhe-Javakheti and house numbering in Racha-Lechkumi. (See table #11)

**Table 11 – Road infrastructure by regions - The data of 2013 and 2015**

		Local roads	Access roads	Highways	Public transport		Price of transport		Traffic signs		Traffic lights		Illumination		House numeration	
		Good	Good	Good	Good	Not presented	Good	Not presented	Good	Not presented	Good	Not presented	Good	Not presented	Good	Not presented
Tbilisi	2013	75%	87%	84%	72%	1%	49%	2%	84%	5%	85%	4%	99%	0%	75%	1%
	2015	73%	81%	88%	82%	0%	64%	0%	89%	1%	85%	1%	90%	0%	90%	0%
Adjara	2013	66%	78%	94%	78%	1%	79%	6%	53%	36%	50%	41%	61%	33%	56%	40%
	2015	60%	75%	89%	87%	1%	83%	0%	65%	21%	49%	38%	67%	18%	57%	28%
Guria	2013	33%	56%	94%	70%	15%	80%	1%	30%	59%	7%	89%	45%	46%	16%	74%
	2015	42%	80%	99%	91%	3%	83%	1%	55%	35%	0%	98%	51%	40%	22%	74%
Imereti	2013	45%	68%	86%	71%	7%	66%	1%	39%	41%	25%	53%	49%	24%	39%	38%
	2015	52%	78%	94%	84%	5%	87%	1%	66%	17%	29%	55%	45%	48%	39%	48%
Kakheti	2013	28%	85%	92%	79%	13%	76%	3%	36%	44%	6%	86%	65%	23%	18%	69%
	2015	45%	89%	98%	80%	17%	92%	0%	42%	37%	2%	96%	71%	15%	18%	72%
Mtskheta-Mtianeti	2013	28%	61%	84%	77%	9%	47%	1%	24%	67%	1%	99%	41%	55%	12%	70%
	2015	34%	83%	96%	76%	11%	56%	1%	38%	60%	2%	98%	52%	42%	26%	69%
Kvemo Kartli	2013	19%	63%	97%	68%	5%	67%	0%	30%	61%	18%	72%	40%	49%	17%	56%
	2015	39%	95%	98%	76%	16%	83%	0%	52%	22%	31%	54%	66%	28%	21%	58%
Racha-Lechkhumi	2013	29%	44%	70%	41%	22%	54%	2%	29%	64%	7%	91%	42%	49%	17%	79%
	2015	54%	77%	90%	58%	3%	73%	0%	66%	24%	4%	96%	54%	38%	11%	81%
Samtskhe-Javakheti	2013	13%	49%	78%	48%	23%	62%	1%	39%	43%	10%	81%	34%	51%	27%	60%
	2015	29%	52%	80%	46%	30%	72%	0%	49%	32%	23%	67%	40%	35%	23%	54%
Samegrelo/Zemo Svaneti	2013	35%	62%	88%	82%	3%	90%	2%	60%	28%	37%	54%	53%	19%	36%	39%
	2015	47%	75%	93%	93%	0%	95%	0%	68%	7%	35%	57%	52%	30%	41%	44%
Shida Kartli	2013	47%	73%	93%	84%	1%	73%	1%	56%	28%	25%	62%	35%	60%	26%	61%
	2015	48%	77%	98%	93%	0%	83%	0%	41%	27%	28%	64%	75%	13%	15%	57%

**2013 - Sample Size N=3400**

**2015 - Sample Size N=3400**

The links between the satisfaction with self-governments and state services were also analyzed. Based on the results of the research, respondents who were satisfied with self-governments are mostly satisfied with both types of services. These results not presented in tables as they are almost identical to the tendencies reflected in the tables above.

The general conclusions that can be drawn are as follows:

1. The results of both surveys show the difference between the state of provided public services, and citizens' satisfaction with the quality of the services.

Naturally, people display positive attitudes about changes when they observe tangible results. Nevertheless, there was often a disconnect between the reality on the ground and the approval of basic services. For instance: People approved of certain changes, however they also identified some negative aspects; respon-



dents from rural communities noted more problems concerning kindergartens, health systems, and local roads compared to those living in urban areas. They still express positive attitude toward the attempts to solve the problems.

2. A number of cases demonstrating the inefficiency of public policy should be taken into consideration. Despite the multi-million infrastructure programs and projects that have been implemented over the last decade, issues that were significant on the state agenda a decade ago remain relevant (supply of drinking water, local roads). This is a sign that new reforms need to be introduced to decentralize these fields.
3. The results of the survey indicate that respondents' level of satisfaction has increased in the following service fields:
  - Public school activities (infrastructure, management, catering, staff professionalism), the satisfaction of which has increased from 80 percent to 89 percent (it will almost certainly be interesting to conduct research in this field after 2019, when the responsibility over education will be transferred to the municipalities);
  - Hospitals - satisfaction rates have increased: 86 percent in 2013, 91 percent in 2015;
  - Electricity supply - satisfaction held steady at 92 percent both years;
  - Agricultural programs (particularly the voucher system), which over 90 percent of respondents approved;
  - Safety and security (88 percent in 2013, 85 percent in 2015). It should be noted, that this figure fell slightly, despite the fact that respondents could not recall specific negative experiences.
4. Some types of services, which were assessed as being on a relatively low (or average) level in 2013, have significantly improved:
  - Citizens' satisfaction regarding kindergarten services have increased from 77 percent to 89 percent, while in the level of satisfaction in specific fields (infrastructure, management, catering, and staff professionalism) increased even more (from approx. 50 percent to approx. 75 percent). In particular, this trend concerned schools in the Shida Kartli region, where the state has carried out major programs in the areas adjacent to the occupied territories;
  - Respondents noted progress in the area of public transport. In mountainous regions, the satisfaction rate increased from 5 percent to 42 percent;
  - The level of satisfaction also increased in the field of social programs. For instance, the introduction of health insurance resulted in an increase of the level of satisfaction from 38 percent to 72 percent; moreover, socially vulnerable respondents reported a lower level of dissatisfaction with the existing social programs has decreased (73 percent to 65 percent);
  - A progressive trend was also visible in the field of healthcare (from 34 percent to 64 percent), where negative responses dropped (from 21 percent to 8 percent);

- Positive changes have likewise been observed in the field of household waste disposal (from 59 percent to 74 percent), particularly in rural areas, where negative responses dropped significantly (from 79 percent to 52 percent);
  - Satisfaction with the cleaning services in the cities has also increased (from 76 percent to 84 percent r).
5. A number of issues in the public service field still remain problematic:
- Citizens' low level of information regarding vocational institutions (1/4 of respondents did not possess information about this field);
  - While medical clinic and outpatient clinic performance was assessed positively, the quality of the referral system was much lower when compared to hospital referrals. One possible explanation for the difference in responses is that citizens normally only seek medical facility services when required (operations, etc.);
  - Villages and mountainous regions are still experiencing a fundamental lack of cultural and sports facilities - more than 40 percent of the local respondents reported concern over the complete lack of these facilities. Rural areas are only provided with a moderate number of culture houses and meeting locations, compared to what is necessary;
  - Centralized supply of drinking water was only available in 40-41 percent of villages and 26-32 percent of mountainous regions;
  - Only 50-52 percent of the population reported using a sewage system (predominantly in the cities), on the basis of studies conducted 2013 and 2015, in 95 percent and 92 percent of the rural areas respectively, a wastewater system did not exist;
  - Natural gas supplies reportedly reached 69-70 percent of the population. Based on the 2013 survey, 53 percent of the villages lacked natural gas, compared to 58 percent in 2015.
  - Despite the partial improvement of the roads, respondents still complained about unsatisfactory conditions (particularly local roads). 47 percent of the respondents in 2013 and 54 percent in 2015 reported that the current state of the roads to be in a more or less acceptable condition. In mountainous regions, this figure is significantly lower (16 percent and 17 percent respectively);
  - 71 percent (2013) / 85 percent (2015) of urban population and 61 percent of the rural population said the environment in their communities to be polluted;
  - Only 6 percent of villages reported access to waste disposal and cleaning services.
6. These findings indication that the distribution of public services is disproportionate; in rural and remote areas, as well as in the mountainous regions, issues regarding the water supply; irrigation; the natural gas supply; municipal waste collection and disposal; and the rehabilitation of local roads were more problematic in than in urban areas, where the government has paid more attention to resolving these problems. In order to tackle these challenges, it is necessary to create the necessary governmental agencies so they comply with local interests. For example, 38 percent of respondents in the mountainous regions assessed conditions in kindergartens negatively, and 83-84 percent of the respondents reported that the local roads were in poor condition (in spite of access to transportation being increased from 31 percent to 61 percent during 2013-2015). Provisions of the internet and online services to mountain-

ous and rural areas was also significantly low (21 percent and 26 percent respectively in 2013 and 2015), which was notably less than respondents reported in urban areas (42 percent and 40 percent).

7. Despite the respondents relatively high level of satisfaction (2013 - 71 percent, 2015 - 66 percent) and trust (2013 - 71 percent, 2015 - 67 percent) toward the local governments, the volume of public appeals to them over the past few years remained fairly low (approx. 18-20 percent), notwithstanding the number of problems identified. It should be noted that the degree of satisfaction reported by beneficiaries is lower in the cities (63 percent and 59 percent) than in rural areas (78 percent and 72 percent). While the respondents emphasized the process of discussing priority issues with the local governments (e.g. compliance with the budgetary needs - 48 percent and 40 percent; distribution of information to the citizens - 39 percent and 31 percent), they simultaneously noted that there were few, if any, cases of civil activism and initiatives for solving particular issues from the general public. The exception is Tbilisi, where respondents reported an increase in effective communication between the local self-government with the population (30 percent in 2013, 48 percent in 2015).
8. Lastly, the shift in citizens' attitudes toward administrative structures should be noted. Compared to 2013, the number of people who opposed the proposed new structure increased in 2015 (from 29 percent to 42 percent in Tbilisi, from 48 percent to 52 percent in other cities, from 39 percent to 45 percent in the villages), which was also reflected in the lower number of supporters (from 39 percent to 34 percent in Tbilisi, from 23 percent to 17 percent in other cities, from 31 percent to 20 percent in villages). This can be explained by several reasons:
  - The issue was hotly debated in public throughout 2013. However, the process has slowed since 2014, and is no longer perceived as a priority. Accordingly, the respondents focused more on the means of improving the current system, rather than on the need for changing the system itself (particularly in the capital);
  - In 2014, subsequent to the establishment of seven self-governing cities, no division into new, rural, homogenous units took place in the respective municipalities.

Unfortunately, the research format does not allow for the possibility of confirming or disproving of these opinions. Conducting a more in-depth study would be beneficial in the municipalities where the divisions were carried out. Furthermore, it would be best to carry out this research after the implementation of new structures, once they have been able to demonstrate their effectiveness or ineffectiveness (from 2016 onwards).

One of the main conclusions that can be drawn from the results of the study is that the public is not fully informed about specific issues, which means respondents, regardless of their opinions, find it difficult to present reasonable arguments on certain positions. This means the officials responsible for implementing the ongoing decentralization process should continue updating the public on reform trends and motives.