

The efficiency of local public authorities and citizens' satisfaction



Citizens' satisfaction

Citizens' satisfaction with the activity of local public authorities in the locality



The elderly are currently the most satisfied with the mayoralties' activity and performance

49% of all the respondents are very satisfied or quite satisfied with the activity of mayoralties

21% are very or partially dissatisfied with the Mayorality activity

26% have no opinion

The Mayorality activity over time

3 years ago



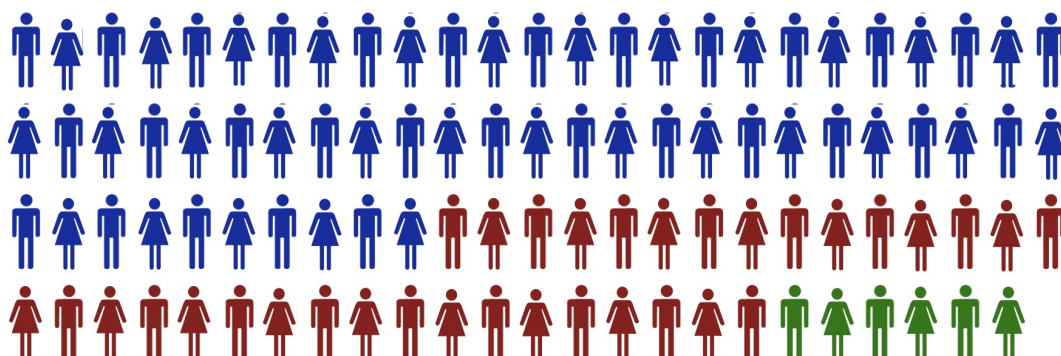
50% of the respondents consider the Mayorality's activity has improved compared to 3 years ago

in 3 years



40% believe the Mayorality's activity will improve in 3 years

Does the Mayorality solve citizens' issues quickly and fairly?



60%

of the respondents claimed the Mayorality solves citizens' issues quickly and fairly

33%

fully or partially disagree

7%

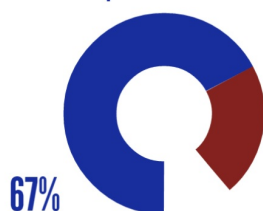
have no opinion



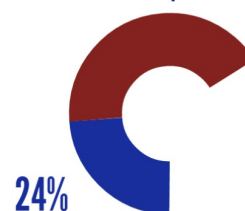
The image of local public authorities

Public officers are perceived as:

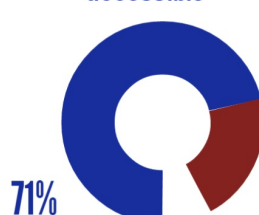
qualified



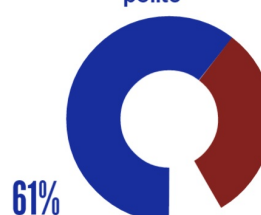
corrupt



accessible



polite



REFORMA
de DESCENTRALIZARE

This survey of public opinion was carried out by the Centre for Sociological Investigations and Marketing "CBS-AXA" on a sample of 1094 people (56,6% women and 43,3% men), residents of 30 villages, communes and towns that are beneficiaries of the Joint Integrated Local Development Programme. The survey was conducted during April 15-28, 2014 and has a margin of error of +/- 3%

Chisinau 2014