

# Current situation and level of satisfaction with local public services



**Community public services**

The most important local public services are:



**53%**

● Roads and streets in good condition



**39%**

● Centralized sewerage system in good condition



**37%**

● Collection and disposal of household waste



**29%**

● Centralized gas system



**28%**

● Centralized water supply system



**24%**

● Land management



**24%**

● Street lighting



**23%**

● Social protection system

**Lack of services in the locality**



**74%**

Respondents who consider that these services do not exist in the locality



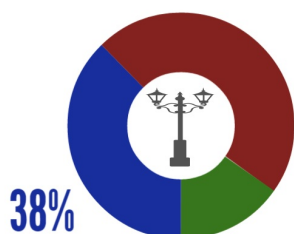
**43%**



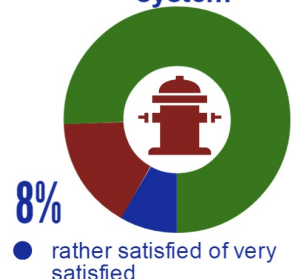
**14%**

**Respondents' satisfaction with public services in the locality**

**Street lighting**

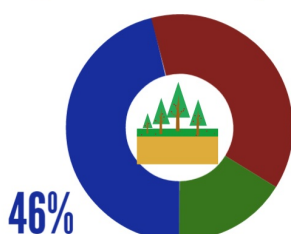


**Centralized sewerage system**

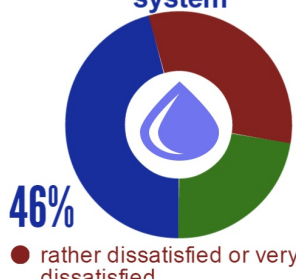


● rather satisfied or very satisfied

**Green areas and parks**

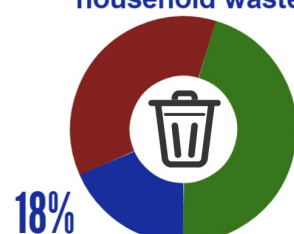


**Centralized water supply system**

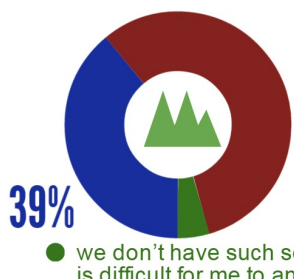


● rather dissatisfied or very dissatisfied

**Collection and disposal of household waste**



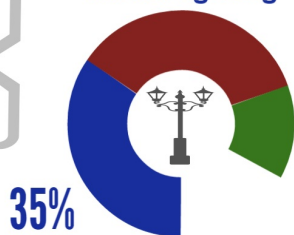
**Land management**



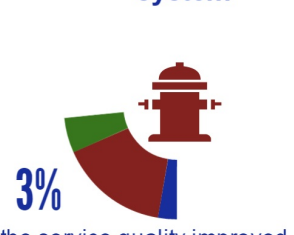
● we don't have such services or it is difficult for me to answer

**Evolution of service quality in the community**

**Street lighting**

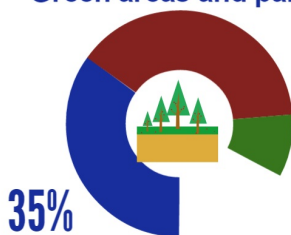


**Centralized sewerage system**

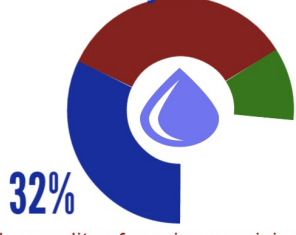


● the service quality improved

**Green areas and parks**

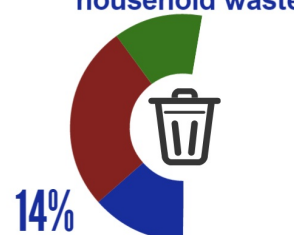


**Centralized water supply system**

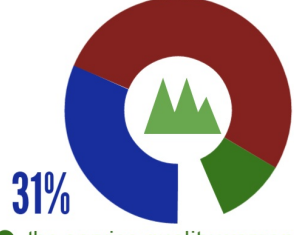


● the quality of service provision is the same

**Collection and disposal of household waste**



**Land management**



● the service quality worsened

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%.

