

Baseline Survey on the Public Perception of Local-Self Governing Bodies

2015





Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

**Swiss Agency for Development
and Cooperation SDC**



*Empowered lives.
Resilient nations.*

Baseline Survey on the Public Perception of Local Self-Governing Bodies

The survey was conducted by the Mongolian Marketing Consulting Group (MMCG), contracted by the “Capacity Strengthening of Local Self-governing Bodies” project, being implemented by the Parliament Secretariat of Mongolia, with support from United Nations Development Programme (UNDP) and Swiss Agency for Development and Cooperation (SDC).

The Survey adheres to ESOMAR Codes and Guidelines and (ISO 20252:2012) Standards on Market, Opinion, and Social Research. The Survey was conducted in April 2015, covering respondents from five aimags and seven districts in Ulaanbaatar, Mongolia.

Table of contents

| | |
|---|-----------|
| LIST OF TABLES | 4 |
| LIST OF FIGURES | 6 |
| INTRODUCTION | 8 |
| SUMMARY OF THE FINDINGS | 10 |
| | |
| CHAPTER 1. METHODOLOGY | 11 |
| 1.1 SCOPE OF RESEARCH AND SAMPLING | 11 |
| | |
| CHAPTER 2. PROCESS OF CONDUCTING THE SURVEY | 16 |
| 2.1 PREPARATION OF THE SURVEY QUESTIONNAIRE | 16 |
| 2.2 PILOT SURVEY | 16 |
| 2.3 TRAINING..... | 17 |
| 2.4 DATA COLLECTION PROCESS AND QUALITY CONTROL | 17 |
| 2.5 FOCUS GROUP DISCUSSION AND INDIVIDUAL INTERVIEW | 18 |
| 2.6 DATA ENTRY AND EDITING..... | 18 |
| | |
| CHAPTER 3. FINDINGS OF THE STUDY | 19 |
| 3.1 GENERAL INFORMATION ABOUT THE RESPONDENTS..... | 19 |
| <i>General information about the survey participants</i> | 19 |
| <i>General information about participants of the qualitative study</i> | 22 |
| 3.2 CITIZENS' PARTICIPATION IN ELECTIONS AND THEIR OPINION ABOUT THE ELECTORAL SYSTEM | 24 |
| 3.2.1 Voter turnout | 24 |
| 3.2.2 Understanding and perception of electoral system..... | 26 |
| 3.3 PUBLIC PERCEPTION AND RATING OF CRH | 29 |
| 3.3.1 Common perception of CRH..... | 29 |
| <i>Public perception of main functions of CRH</i> | 31 |
| <i>Sources of information on CRH activities</i> | 33 |
| 3.3.2 Aimag/capital city CRH | 39 |
| <i>Familiarity of citizens with aimag/capital city CRH reports</i> | 40 |
| <i>Citizens awareness of decisions of aimag/capital city CRH</i> | 41 |
| <i>Naming of decisions of aimag/capital city CRH</i> | 42 |
| <i>Citizens' rating of aimag/capital city CRH</i> | 44 |
| 3.3.3 Soum/district CRH..... | 46 |
| <i>Residents' familiarity with soum/district reports</i> | 46 |
| <i>Residents' awareness of soum/bagh CRH decisions</i> | 49 |
| <i>Naming of decisions of soum/district CRH</i> | 50 |
| <i>Residents' ratings of soum/district CRH activities</i> | 53 |
| 3.4 PUBLIC PERCEPTION AND RATING OF CRH REPRESENTATIVES | 56 |
| 3.4.1 Familiarity with aimag/capital city CRH Representatives..... | 56 |
| 3.4.2 Familiarity of residents with their soum/district CRH Representatives..... | 58 |
| <i>Contacting soum/district CRH Representative</i> | 62 |
| <i>Ratings of soum/district CRH Representatives</i> | 66 |
| 3.5 PUBLIC PERCEPTION, AWARENESS AND PARTICIPATION IN BAGH/KHOROOS MEETING | 69 |
| 3.6 PUBLIC PARTICIPATION IN LOCAL SELF-GOVERNING BODIES AND FUTURE OUTLOOK | 78 |
| 3.7 CONCLUSION..... | 81 |
| ANNEX..... | 84 |
| <i>Characteristics of aimags and soums selected for the study</i> | 84 |
| <i>Questionnaire</i> | 92 |
| <i>Guidelines of focus group discussions</i> | 104 |
| <i>Guidelines of individual interviews</i> | 108 |

LIST OF TABLES

| | |
|--|----|
| Table 1. Total population and population of voting age, end of 2013 | 11 |
| Table 2. Criteria used for classification of soums..... | 12 |
| Table 3. Soums selected for the survey, their classification..... | 12 |
| Table 4. Criteria for classification of khorooos | 13 |
| Table 5. UB khorooos selected for the survey..... | 13 |
| Table 6. Number of participants of the pilot..... | 16 |
| Table 7. Training programme | 17 |
| Table 8. Location of UB respondents, by district..... | 19 |
| Table 9. Location of rural respondents, by aimags, % | 19 |
| Table 10. Age composition of respondents, % | 20 |
| Table 11. Educational level of respondents, %..... | 20 |
| Table 12. Employment status of respondents..... | 20 |
| Table 13. Types of housing of respondents..... | 21 |
| Table 14. Duration respondents have been living at their current residence | 21 |
| Table 15. Income levels of respondents | 21 |
| Table 16. Information on individual interview participants..... | 22 |
| Table 17. Information on focus group discussion participants, by location, %..... | 22 |
| Table 18. Voter turnout of 2012 parliamentary and local elections, by location, %..... | 24 |
| Table 19. Intention to vote in 2016 local elections, by location, % | 26 |
| Table 20. Public opinion about ability of Representatives elected from constituency and party list to represent them, by location, % | 27 |
| Table 21. Sources of information on CRH activities, by location, % | 33 |
| Table 22. Top 5 sources of information about CRH activities,, by aimag, %..... | 34 |
| Table 23. Top 5 sources of information on CRH activities, by gender/age, %..... | 35 |
| Table 24. Public awareness of www.khural.mn website, %..... | 39 |
| Table 25. Reporting back to people by aimag/capital city CRH, % | 40 |
| Table 26. Aimag/capital city CRH informing their decisions to citizens, % | 41 |
| Table 27. List of decisions named by citizens as having passed by their aimag/capital city CRH | 43 |
| Table 28. Rating of CRH activities by UB residents | 44 |
| Table 29. Residents' rating of aimag CRH, by aimag, % | 45 |
| Table 30. Reasons behind the ratings given to aimag CRH, by aimag..... | 45 |
| Table 31. Reporting of district CRH to residents, by district, %..... | 46 |
| Table 32. Reporting of soum CRH to residents, by soum, % | 47 |
| Table 33. Informing residents of district CRH decisions, % | 49 |
| Table 34. Informing soum residents of CRH decisions, by soum, % | 49 |
| Table 35. Residents' ratings of district CRH activities, by district, %..... | 53 |
| Table 36. Reasons for ratings of district CRH, by district | 53 |
| Table 37. Ratings of soum CRH activities, by soum, %..... | 54 |
| Table 38. Naming of aimag/capital city CRH Representatives, by location, % | 56 |
| Table 39. Aimag/capital city CRH Representatives last seen by residents, by timing, %..... | 57 |
| Table 40. Aimag/capital city CRH Representatives last seen by residents, by mode of contact, % | 57 |
| Table 41. Naming of soum/district CRH Representatives, by location, %, | 58 |
| Table 42. Naming of district CRH Representatives by residents, by khoroo, %..... | 60 |
| Table 43. Soum/district CRH Representatives last seen by residents, by location, % | 62 |
| Table 44. How issues addressed to CRH representative are solved, by location, in % | 64 |

| | |
|--|-----------|
| <i>Table 45. Ratings of soum/district CRH, by location, %</i> | <i>67</i> |
| <i>Table 46. Attendance of the meeting to nominate bagh/khoroo Governor, by location, %.....</i> | <i>69</i> |
| <i>Table 47. Attendance of CGM in 2014, by location, %.....</i> | <i>71</i> |
| <i>Table 48. Intention to attend CGM in the future, by location, %</i> | <i>76</i> |
| <i>Table 49. Intention to attend CGM in the future, attendance of 2014, by location, %.....</i> | <i>77</i> |
| <i>Table 50. Effect of increasing public participation, as shared by CRH Representatives and local authorities</i> | <i>79</i> |
| <i>Table 51. Effect of increasing public participation, as shared by citizens</i> | <i>80</i> |
| <i>Table 52. Population of Darkhan-Uul aimag, by urban and rural areas, thous.people</i> | <i>84</i> |
| <i>Table 53. Population of Uvurkhangai aimag, by urban and rural areas, thous. people</i> | <i>85</i> |
| <i>Table 54. Population of Khuvsgul aimag, by urban and rural areas, thous. people</i> | <i>87</i> |
| <i>Table 55. Population of Khentii aimag, by urban and rural areas, thous. people.....</i> | <i>88</i> |
| <i>Table 56. Population of Khovd aimag, by urban and rural areas, thous. people.....</i> | <i>90</i> |

LIST OF FIGURES

| | |
|---|----|
| Figure 1. Areas and locations selected for the survey | 14 |
| Figure 2. Sample households as marked on maps..... | 15 |
| Figure 3. Stages of quality control during data collection..... | 17 |
| Figure 4. Participant of individual interview..... | 18 |
| Figure 5. Participants of focus group discussion..... | 18 |
| Figure 6. Training of Operators..... | 18 |
| Figure 7. Age ratio of respondents, %..... | 19 |
| Figure 8. Reasons for not voting in 2012 Parliamentary elections, %..... | 25 |
| Figure 9. Reasons for not voting in 2012 local elections, | 25 |
| Figure 10. Public perception of the current electoral system, %..... | 27 |
| Figure 11. Meeting of the Capital city CRH..... | 29 |
| Figure 12. Public perception of main functions of CRH, by location, %..... | 32 |
| Figure 13. Samples of reports printed by local governments to deliver to citizens | 36 |
| Figure 14. Receipt of print materials related to activities of CRH, %..... | 37 |
| Figure 15. Percentage of people who read reports and print materials, %..... | 38 |
| Figure 16. Integrated website of CRH..... | 38 |
| Figure 17. Khuvsgul aimag Erdenebulgan soum’s CRH and Governor’s Office organize a meeting with rural residents | 48 |
| Figure 18. Examples of decisions named by residents, photos | 51 |
| Figure 19. Examples of decisions named by residents, photos | 52 |
| Figure 20. Information Board of Erdenebulgan soum administration, Khuvsgul aimag..... | 59 |
| Figure 21. Contacts made with soum/district CRH Representative..... | 63 |
| Figure 22. Purpose for contacting CRH Representatives, by location | 63 |
| Figure 23. Meeting with CRH Representatives, by location | 65 |
| Figure 24. Difficulties in meeting with CRH Representatives, by location..... | 65 |
| Figure 25. Officials/organizations to turn to when residents face problems | 66 |
| Figure 26. Criteria for Representative, qualities highlighted by residents as most important..... | 68 |
| Figure 27. Views about gender of Representative..... | 69 |
| Figure 28. Reasons for non-attendance of bagh/khoroov Governor nomination meeting, by location, %..... | 71 |
| Figure 29. Reasons for not attending CGM, by location, % | 73 |
| Figure 30. Channels through which residents receive notification of bagh/khoroov meetings, by location, %..... | 74 |
| Figure 31. Issues discussed at CPM, Ulaanbaatar, % | 74 |
| Figure 32. Issues discussed at CPM, in rural areas, %..... | 75 |

LIST OF ACRONYMS

| | |
|--------------|--|
| CGM | Citizens' General Meeting |
| CRH | Citizens' Representatives' Hural |
| CSLSB | "Capacity Strengthening of Local Self-Governing Bodies" project |
| CWGP | Civil Will-Green Party |
| DP | Democratic Party |
| FGD | Focus Group Discussion |
| LATUG | Law on Administrative and Territorial Units and their Governance |
| LSGB | Local Self-governing Body |
| MNDP | Mongolian National Democratic Party |
| MNT | Mongolian tugrug |
| MPP | Mongolian People's Party |
| MPRP | Mongolian People's Revolutionary Party |
| TV | Television |
| SDC | Swiss Agency for Development and Cooperation |
| UNDP | United Nations Development Programme |

INTRODUCTION

With the adoption of the new Constitution of Mongolia in 1992, a new system of local governance, as an important guarantee of democracy, was created. Administratively, Mongolia is divided into 21 aimags (provinces) and a Capital city; the capital city is divided into 9 districts, with districts divided into 152 khoros whereas aimags are subdivided into 330 soums; and soums are divided into 1592 baghs. As the hierarchy of administrative units gets higher it becomes impossible to decide on issues of soum, district, aimag, or the capital city by convening meeting of all citizens. Therefore, 'representative bodies' are needed so that citizens can participate in governance through their elected representatives, which is also called a representative democracy. The Constitution of Mongolia states, "The self-governing bodies in aimag, the capital city, soum and district shall be Hural of Representatives of citizens of respective territories, in bagh and khoroo, General meetings of citizens".

Article 8.1 of the Mongolian Law on Administrative and Territorial Units and Their Governance (LATUG) states that, "*Governance of administrative and territorial units will independently organize its territorial economic and social life on the basis of the combination of principles of both self-government and central government and will uphold the principles of democracy, justice, freedom, equality, national unity and rule of law in its activities*". Furthermore, Article 8.2 of the same law states that, "*The local self-governing body shall enjoy legal capacity of having a freely elected representative body, to which reports an executive body and shall decide independently their economic and social matters in conformity with the interests of local population and within the framework of existing laws and regulations.*".

In order to exercise the principle of local self-governance in practical terms, it is important for khurals, as bodies representing citizens, to reflect public interest in their decisions, and for citizens to trust this institution; understand its role, function and responsibilities; and hold their elected representatives accountable through elections and other means.

The "Capacity Strengthening of Local Self-governing Bodies" project (2013-2016) is being implemented by the Parliament Secretariat of Mongolia, United Nations Development Programme (UNDP) and the Swiss Agency for Development and Cooperation (SDC). The project aims to develop capacities of local representatives to fulfil their representational and oversight roles.

During the project preparation stage, it was decided to conduct a survey on public perception about Citizens' Representative Hural (CRH) to set a baseline and use it as a monitoring and evaluation tool for measuring the project outcome. In addition, the survey is expected to provide empirical evidence of CRHs' activities and assist in determining ways for increasing public participation in the local decision-making process and improving relations between citizens and elected representatives.

The **Baseline Survey on the Public Perception of Local Self-governing Bodies** was carried out within 3 months from February to end of April 2015. This survey on public perception of local self-governing bodies was the **first national** survey on this topic and includes respondents from 5 aimags, 15 soums, 7 districts of Ulaanbaatar, and 20 khoros. The study used three research methods including quantitative or household questionnaires, qualitative or focus group discussions with citizens, and individual interviews with CRH Representatives and local government officials. In addition, information collected from citizens was consolidated with feedback obtained from CRH Representatives, Secretariat staff, Governors, and Governor's office staff and consolidated in the detailed report.

As the CRH are institutions elected by people, the survey attempts to clarify how active citizens participate in local elections and their opinion on how well the electoral system enables their

representation (Section 3.2). After a description of the general public's understanding of local self-governing bodies and their functions, and clarifying methods through which citizens obtain information about activities of CRH, the survey reveals the public perception and assessment of CRH of different levels, namely, aimag, district, soum, and khoroo CRHs (Section 3.3). The study presents public perception and assessment of CRH Representatives, by population groups and rural versus urban areas (Section 3.3). Also, the survey describes citizens' participation in Bagh and Khoroo General Meetings (Section 3.4) and the future outlook of public participation in activities of local self-governing bodies (Section 3.5). Based on the survey findings, the final chapter presented an overview of the current situation and future trend of local self-governing bodies in addition to policy and practical issues for improved relations between CRHs and the public (Section 3.7).

The survey team believes it has created a baseline data needed for future work of the Parliament of Mongolia, Government of Mongolia, local self-governing bodies, development partners, civil society and academic research organizations.

SUMMARY OF THE FINDINGS

| Key findings | Ulaanbaatar | Rural area | For detailed results, please see following sections |
|---|-------------|------------|---|
| Voted in 2012 parliamentary elections | 86.6% | 90.7% | Section 3.2 |
| Voted in 2012 local elections | 66.4% | 83.1% | Section 3.2 |
| Likelihood of voting in 2016 local elections | 90.6% | 92.0% | Section 3.2 |
| Considers the current election system adequate | 24.5% | 23.6% | Section 3.2 |
| Considers that representatives elected from constituencies can represent the people | 33.6% | 46.0% | Section 3.2 |
| Considers that representatives elected under party lists can represent the people | 13.6% | 18.3% | Section 3.2 |
| Citizens with general understanding about CRH | 68.0% | 29.0% | Section 3.3 |
| Channels through which information about CRH is received/ National TV channels | 53.0% | 18.6% | Section 3.3 |
| Channels through which information about CRH is received/ Local TV channels | 7.2% | 22.0% | Section 3.3 |
| Channels through which information about CRH is received/ Newspapers and other print materials | 10.8% | 11.3% | Section 3.3 |
| Has heard about www.khural.mn | 23.2% | 26.6% | Section 3.3 |
| Does the aimag/district CRH report its activities to citizens? | 40.8% | 45.3% | Section 3.3 |
| Does the aimag/district CRH inform its decisions to citizens? | 48.4% | 45.5% | Section 3.3 |
| Could name decisions of the aimag/district CRH | 34.0% | 23.0% | Section 3.3 |
| Evaluated activities of aimag/district CRH as “Excellent” and “Good in some ways” | 18.4% | 27.3% | Section 3.3 |
| Does the soum/district CRH report its activities to citizens? | 45.6% | 57.6% | Section 3.3 |
| Does the soum/district CRH inform its decisions to citizens? | 36.0% | 54.6% | Section 3.3 |
| Could name decisions of soum/district CRH | 19.0% | 34.6% | Section 3.3 |
| Evaluated activities of soum/district CRH as “Excellent” and “Good in some ways” | 18.8% | 34.2% | Section 3.3 |
| Correctly named aimag/capital city CRH representative elected from their constituency | 4.8% | 23.7% | Section 3.4 |
| Correctly named soum/district CRH representative elected from their constituency | 6.4% | 26.3% | Section 3.4 |
| Met with soum/district CRH representatives raising a concern or issue? | 14.0% | 5.0% | Section 3.4 |
| Ease of meeting with soum/district CRH representative | 20.8% | 2.0% | Section 3.4 |
| Request, issue or complaint raised by citizens was resolved effectively | 20.8% | 48.5% | Section 3.4 |
| Evaluated soum/district CRH representative as “Excellent” and “Good in some ways” | 15.0% | 32.7% | Section 3.4 |
| Participated in meeting to nominate bagh/khoroo Governor | 29.8% | 69.4% | Section 3.5 |
| Participated last year in bagh/khoroo General Meeting | 28.0% | 56.7% | Section 3.5 |
| Likelihood of participating in future meetings if notified | 51.8% | 70.0% | Section 3.5 |

CHAPTER 1. METHODOLOGY

The survey aims to provide an insight to the public perception of CRH and public participation in local self-governance.

This chapter outlines the survey methodology, and sampling methods for the selection of aimags, soums, and districts, and for the selection of households. Conducting the sampling correctly, ensuring that the sample represents the national territory and the total population, and selecting the right research methods are the first and key steps for conducting quality research.

To meet the above objective, both quantitative and qualitative methods were used and in order to validate the findings with information from multiple sources, interviews with citizens, CRH Representatives, and Governors were conducted.

Quantitative method. Data was collected using an approved questionnaire during face to face meetings.

- Quantitative data collected by questionnaire – Data were collected from households living in aimags and districts included in the survey sample.

Quantitative method. Interviews were conducted with citizens and government officials were pre-selected according to the approved interview guidelines and by making interview appointments.

- *Individual interviews* included Governors of baghs, khoroos, soums, and districts, and CRH representatives in soums, districts, aimags, and UB.
- *Focus group discussions (FGD)* included citizens of the sample areas, who had been screened through a questionnaire before FGD.

1.1 Scope of research and sampling

Sampling design

Size of sample. Given the objective of the survey, the target population is all Mongolians aged 18 years old and above, in other words, citizens of voting age. Each respondent represents one household.

Table 1. Total population and population of voting age, end of 2013

| Indicators | Number of population (thousand) ¹ |
|------------------------------|--|
| Total population | 2 930.3 |
| Population aged 18 and above | 1 981.2 |

As of the end of 2014, Mongolia had 1,981,2 thousand (or 1.91 million) people aged 18 and above. This makes up 67.6 percent of the total population of Mongolia. Based on these statistical data, the number of respondents for the survey was defined as the following. The sample size (95% confidence interval, 2.5% confidence limit)

$$n = \frac{Z^2 p(1 - p)}{e^2} \quad n = \frac{(1.96)^2 \times (0.68)(1 - 0.68)}{(0.025)^2}$$

¹ Statistical Bulletin of Mongolia 2013

Here: n – sample size, z – Z score that corresponds to a confidence interval, p – the proportion of the attribute expressed in decimal, e – percent confidence level in decimal

$$n = \frac{0.8417}{0.000625} \quad n = 1347$$

Based on the above calculation, a total of 1,200 respondents (representing 1,200 households) were selected for the survey with a 95% confidence interval and 2.5% confidence limit. Taking into account the population distribution among UB and aimags, a ratio of 500:700 was used in the survey. Sampling for UB and aimags was done by two different ways.

Selection of aimags, soums and districts. Sampling for UB and aimags was done differently. For the selection of soums, factors such as infrastructure development, population size, and remoteness from the centre, were taken into account. Therefore, in the first stage of sampling, all 329 soums were classified according to the following criteria and the stratified random sampling method was used to select soums.

Table 2. Criteria used for classification of soums

| Criteria | Classification |
|--------------------------|--|
| Geographical code | Geographical code: 1st central tier (1), 2nd central tier (2), eastern tier (3), western tier (4) |
| Soum type | Soum classification: Big cities (1), Other aimag centers (2), Soums with populated town (3), Other rural soums (4) |
| Population size | Population size code 1-2,999 1 3,000-5,999 2 6,000-9,999 3 10,000-12,999 4 13,000 and above 5 |

Using the above criteria, each soum (a total of 329 soums) was classified. For example, Dalanzadgad soum of Umnugobi aimag is in stratum of “2/2/5” (second central tier/aimag center soum/13,000 and above population).

Once all soums were sorted by stratum, sample soums were selected from each stratum randomly. The number of soums to be selected from each stratum was decided using Newman’s allocation through standard deviation. In accordance with this method, 15 soums of 5 aimags were selected.

Table 3. Soums selected for the survey, their classification

| Aimags | Soums | Soum code | Number of households | Total population | Population aged 18+ | Stratum |
|-------------|--------------|-----------|----------------------|------------------|---------------------|---------|
| Darkhan-Uul | Darkhan | 1901 | 21,576 | 71,784 | 49,722 | 1/1/5 |
| Uvurkhangai | Arvaikheer | 1001 | 8,284 | 26,007 | 17,485 | 1/2/5 |
| Darkhan-Uul | Shariin gol | 1904 | 2,150 | 8,121 | 5,433 | 1/3/3 |
| Darkhan-Uul | Khakhorin | 1018 | 3,628 | 12,601 | 8,477 | 1/3/4 |
| Darkhan-Uul | Guchin-Uus | 1008 | 601 | 2,235 | 1,433 | 1/4/1 |
| Darkhan-Uul | Khongor | 1903 | 1,529 | 5,693 | 3,757 | 1/4/2 |
| Khuvsgul | Murun | 1701 | 10,571 | 36,077 | 25,291 | 2/2/5 |
| Khuvsgul | Erdenebulgan | 1723 | 765 | 2,745 | 1,843 | 2/4/1 |
| Khuvsgul | Tarialan | 1711 | 1,587 | 5,965 | 4,029 | 2/4/2 |
| Khentii | Kherlen | 1801 | 6,327 | 19,317 | 12,770 | 3/2/5 |
| Khentii | Batnorov | 1802 | 1,778 | 5,989 | 3,807 | 3/3/2 |
| Khentii | Undurdelger | 1816 | 1,634 | 5,227 | 3,351 | 3/4/2 |

| | | | | | | |
|-------|-----------|------|-------|--------|--------|-------|
| Khovd | Jargalant | 1601 | 6,855 | 25,279 | 16,972 | 4/2/5 |
| Khovd | Bulgan | 1603 | 2,169 | 9,018 | 5,583 | 4/3/3 |
| Khovd | Mankhan | 1609 | 940 | 4,001 | 2,412 | 4/4/2 |

It is more appropriate to use Newman's allocation method for deciding on the number of respondents to be selected from each unit of such a large sample with multiple differing features. Using this method, a total of 700 households were selected. On average, one respondent/household represents 505 households.

Selection of khoros in UB: We classified khoros through the following criteria and used the stratified random sampling.

Table 4. Criteria for classification of khoros

| Criteria | Classification | | | | | | | | | | | | |
|------------------------|---|-----------------|------|---------|---|-------------|---|-------------|---|---------------|---|-----------------|---|
| Khoroo type | <i>Khoroo classification:</i> Central district khoros with apartment areas (1), Central district khoros with ger areas (2), Central district khoros with both apartment and ger areas (3), Outskirt khoros with apartment areas (4), Outskirt khoros with ger areas (5), Outskirt khoros with both apartment and ger areas (6) | | | | | | | | | | | | |
| Population size | <table border="1"> <thead> <tr> <th>Population size</th> <th>Code</th> </tr> </thead> <tbody> <tr> <td>1-4,999</td> <td>1</td> </tr> <tr> <td>5,000-7,999</td> <td>2</td> </tr> <tr> <td>8,000-9,999</td> <td>3</td> </tr> <tr> <td>10,000-12,999</td> <td>4</td> </tr> <tr> <td>13,000 and more</td> <td>5</td> </tr> </tbody> </table> | Population size | Code | 1-4,999 | 1 | 5,000-7,999 | 2 | 8,000-9,999 | 3 | 10,000-12,999 | 4 | 13,000 and more | 5 |
| Population size | Code | | | | | | | | | | | | |
| 1-4,999 | 1 | | | | | | | | | | | | |
| 5,000-7,999 | 2 | | | | | | | | | | | | |
| 8,000-9,999 | 3 | | | | | | | | | | | | |
| 10,000-12,999 | 4 | | | | | | | | | | | | |
| 13,000 and more | 5 | | | | | | | | | | | | |

Using the above-mentioned criteria, all 152 khoros of Ulaanbaatar were classified. For example, the first khoroo of Chingeltei district is in stratum of "1/1" (khoroo with apartment households of central districts /1-4999 population).

Then, the number of khoros to be selected from each stratum was defined, using Newman's method, and based on the standard deviation of the stratum, 20 khoros of 7 districts were selected for the survey.

Table 5. UB khoros selected for the survey

| District | District code | Khoroo | Bagh/khoroo code | Number of households | Total population | Population aged 15-60 | Stratum |
|---------------------|---------------|-------------|------------------|----------------------|------------------|-----------------------|---------|
| Chingeltei district | 2007 | 1st khoroo | 200701 | 918 | 3,213 | 2,191 | 1/1 |
| Chingeltei | 2007 | 4th khoroo | 200704 | 1,497 | 5,334 | 3,638 | 1/2 |
| Songinokhairkhan | 2009 | 14th khoroo | 200914 | 1,402 | 5,290 | 3,608 | 1/2 |
| Bayanzurkh | 2003 | 7th khoroo | 200307 | 1,714 | 7,191 | 4,904 | 1/2 |
| Sukhbaatar | 2006 | 10th khoroo | 200610 | 2,060 | 8,340 | 5,688 | 1/3 |
| Khan-Uul | 2001 | 3rd khoroo | 200103 | 2,820 | 10,938 | 7,460 | 1/4 |
| Bayangol | 2005 | 6th khoroo | 200506 | 4,252 | 14,846 | 10,125 | 1/5 |
| Sukhbaatar | 2006 | 20th khoroo | 200620 | 1,020 | 2,900 | 1,978 | 2/1 |
| Bayangol | 2005 | 11th khoroo | 200511 | 1,613 | 6,427 | 4,383 | 2/2 |
| Sukhbaatar | 2006 | 15th khoroo | 200615 | 1,628 | 6,588 | 4,493 | 2/2 |
| Sukhbaatar | 2006 | 14th khoroo | 200614 | 1,490 | 6,033 | 4,115 | 2/2 |
| Sukhbaatar | 2007 | 19th khoroo | 200719 | 2,641 | 9,906 | 6,756 | 2/3 |

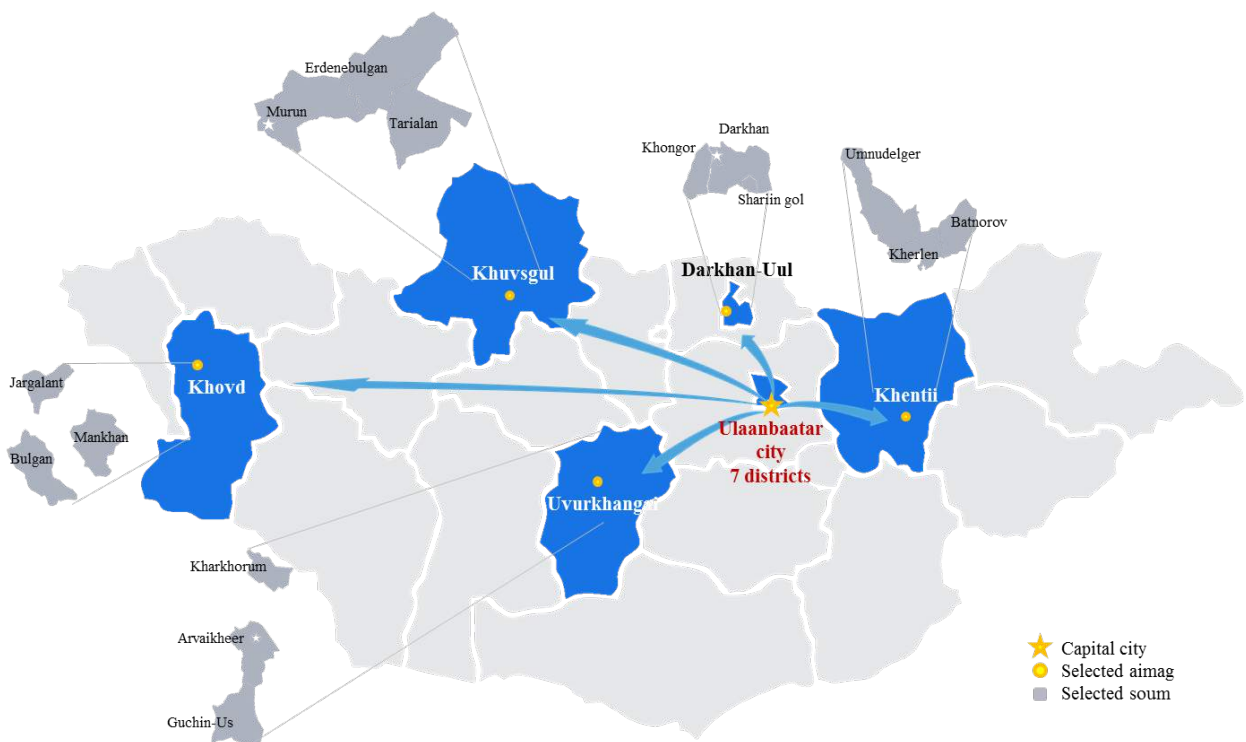
| | | | | | | | |
|------------------|------|------------------------|--------|-------|-------|-------|-----|
| Songinokhairkhan | 2009 | 24th khoroo | 200924 | 2,668 | 9,934 | 6,775 | 2/3 |
| Nalaikh | 2004 | 2nd khoroo | 200402 | 2,215 | 7,475 | 5,098 | 4/2 |
| Nalaikh | 2004 | 5 th khoroo | 200405 | 778 | 2,458 | 1,676 | 5/1 |
| Nalaikh | 2004 | 1 st khoroo | 200401 | 1,586 | 6,050 | 4,126 | 5/2 |

A total of 500 households from Ulaanbaatar were selected for the survey, on average one household selected representing 634 households.

Scope of survey

The geographical distribution of areas selected for the survey through sampling method is shown in Figure 1 below. Aimags, soums and khorooos with different features were classified and representatives from each of the categories were selected using the random sampling method. Thus, according to the multi-stage sampling method, the survey was conducted in 20 khorooos of 6 central districts and 1 peri-urban district of UB, and in 15 soums of 5 aimags.

Figure 1. Areas and locations selected for the survey



A detailed list of Ulaanbaatar khorooos and soums of the survey and categories they represent can be seen in Appendix 5.1.1. For example,

- Ulaanbaatar city, Bayangol district, 6th khoroo- (1/5) – (1) with apartment khoroo of central district, (5) 13,000 and above population
- Ulaanbaatar city, Nalaikh district, 1st khoroo– (5/2) – (5) with apartment and ger khoroo, peri-urban khoroo of district, (2) 5,000-7,999 population
- Uvurkhangai aimag, Kharkhorum soum – (1/3/4) – (1) 1-Central area, (3) populated soum, (4) 10,000-12,999 population
- Khuvsgul aimag, Murun soum – (2/2/5) – (2) 2nd central area, (2) Other aimags' Center, (5) 13,000 and above population.

Household sampling

While the survey areas were selected in the first stage of sampling, households to take part in the survey were selected in the second stage of sampling. A map of each area selected was prepared using satellite bird's eye view images 2.00-2.10km above, depending on household density. Then, split screens of minimum of 1 and a maximum of 16 separate maps were prepared, again depending on the size of khorroos. For soums, 1-5 separate screen maps were prepared, depending on the size of baghs.

Using the field maps, area based sampling frames were prepared, and then were divided into a grid of squares, which represents a household. Each household is then numbered using the random sampling method with MS-Excel program function, "RANDBETWEEN" which ranked the given numbers. Of these, the households for the survey were selected randomly.

Figure 2. Sample households as marked on maps



The advantages of using sampling maps in data collection are:

- Less time for data collection;
- Problem of having no respondent in a given location or having households moved out does not happen;
- Increased quality control of data collection;
- Convenient for household survey;
- Easy to develop sampling frame.

When selecting a participant from the households selected, the Kish grid method was used. All household members above the age of 18 are listed according to age, and the respondent is selected randomly using Kish grid table. This allows for random selection of respondents from household members, and reduces the probability of the survey to disproportionately include the unemployed or housewives.

CHAPTER 2. PROCESS OF CONDUCTING THE SURVEY

2.1 Preparation of the survey questionnaire

During the preparation of the questionnaire and guidance instructions for the quantitative survey, focus group discussions, and in-depth interviews, the following resources and materials were used:

- *Constitution of Mongolia*
- *Law on Elections of Aimag, Soum, District CRH, 2012*
- *Law on Parliamentary Elections (Revised), 2011*
- *Law on Administrative and Territorial Units and their Governance (revised), 2006*
- *On Constitution, B. Chimid, 2008*
- *Sector Analysis: Local Self-governing Bodies in Mongolia, UNDP, 2013*
- *A self-assessment tool for citizen participation at the local level, 2008*
- www.khural.mn articles
- *Citizens' Representatives' Meeting: Training Manual for Representatives, Parliament Secretariat, UNDP, Academy of Management, SDC, 2014, Ulaanbaatar*
- *"Mongolian Youth: Perception of democracy and political participation", 2014, Institute of Philosophy, Sociology, and Law, Academy of Sciences*
- *Baseline Study "Fostering Engagement at Subnational levels", 2013, SDC, the Asia Foundation, IRIM*

UNDP Mongolia Governance unit provided useful advice and guidance for the development of the questionnaire and interview guidelines. A meeting was organized on 11 March 2015 to review the questionnaire and guidelines in addition to incorporate comments of stakeholders. Present stakeholders included MMCG LLC, UNDP Governance unit, "Capacity Strengthening of Local Self-Governing Bodies" (CSLSB) project, Parliament Secretariat, Cabinet Secretariat, SDC, Mongolian Association of Local Authorities, and IRIM LLC. Feedback provided by representatives from the above organizations was important for improvement of the survey questionnaire and guidelines.

2.2 Pilot survey

A pilot to test the quantitative and qualitative methods of data collection was conducted in UB, Erdene soum and Zuunmod soum of Tuv aimag from 25 to 28 February 2015. A total of 19 households, and 8 officials, including a CRH Representative, an aimag Governor, and a bagh/khoroo Governor, participated in the pilot study. One focus group discussion with 6 participants was also organized.

Table 6. Number of participants of the pilot

| | Type of method | Target group | Ulaanbaatar | Zuunmod soum | Erdene soum | Total |
|---|--|-------------------------|------------------------|--------------|-------------|-------|
| 1 | Questionnaire of the quantitative survey | Households | 10 | 5 | 3 | 18 |
| 2 | Guidelines of individual interview | Representatives of CRH | 2 | 1 | 1 | 4 |
| | | Governor of Bagh/khoroo | 1 | 1 | 1 | 3 |
| 3 | Guidelines of focus group discussion | Citizens | 1 FGD /6 participants/ | | | 1 |

The pilot study was useful for reviewing all questions asked one by one, and updating the questionnaire.

2.3 Training

The training of interviewers was held from 13 to 16 March 2015. The classroom instruction was given to 27 people, of whom 24 were selected based on the execution of test tasks and skills for further training. On 16 March 2015, a mock survey was conducted with 3 teams of interviewers in the 12th and 13th khoroos of Bayanzurkh district. Each interviewer visited 2-3 households, accompanied by their team leader.

Below is the training programme agenda of the classroom and practical training.

Table 7. Training programme

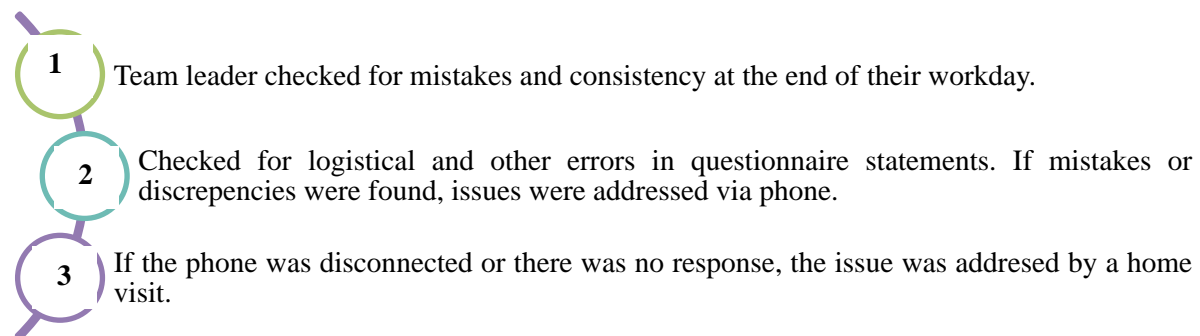
| Classroom training | Practical training |
|--|--|
| <ul style="list-style-type: none"> - Purpose of the survey, logistics - Responsibilities and duties of the survey team - Stages of data collection - Manual for questionnaire of survey - Classroom practice - Homework for practice | <ul style="list-style-type: none"> - Review of homework assignment - Collect data at target places - Discussion on challenges encountered, problems and solutions - Final test |

A total of 18 interviewers were selected for the survey, based on selective criteria including previous experience as an interviewer, strong navigation skills, solid understanding of the content and purpose of the survey, and interview skills.

2.4 Data collection process and quality control

The data collection process was organized in Ulaanbaatar from 18 to 25 March 2015, and in selected aimags from 25 March to 4 April 2015. The data collection duration was 18 days. Quality control measures were taken simultaneously throughout the data collection process.

Figure 3. Stages of quality control during data collection



Quality control of the statements within the questionnaire was conducting by phone checking (90%) and home checking (10%). All conversations were recorded, and “check-back sheets” were collected with each questionnaire.

- Phone check (100%). Phone checking were conducted as a way for office based reviewers to ensure that responses via phone matched those recorded on the “check-back sheets”.
- Home check (only in UB). Home checking included the actual visit of respondents’ residences through a random selection of addresses. Similar to the phone checking, the respondents’ responses made in person had to match the “check back sheet”.
- Spot check. Two spot checks were conducted to ensure that interviewers were in the field and had correctly selected households and actual respondents.

In addition to the questionnaire, the questions with potential errors were clarified during phone and home checks using “check back sheets”, and correct data was entered into the control sheets and into the database.

2.5 Focus group discussion and individual interview

A total of 11 focus group discussions were organized, each comprised of six citizens. Around 900 citizens had been screened in order to select appropriate respondents for the FGD. To ensure a balanced representation of respondents, the criteria for participation in FGDs included age, gender, type of dwelling, length of residence in given area, participation in Citizens’ General Meetings, knowledge of CRH and representatives, educational level, and employment status.

Figure 3. Participant of individual interview



Figure 5. Participants of focus group discussion



A total of 19 individual interviews were conducted. CRH representatives were selected from local areas selected in the sample, and included soum, district, bagh and khoroo Governors. This allowed for a comparison of opinions of residents and representatives.

2.6 Data entry and editing

Prior to data entry, specialized training was conducted for database operators, introducing the purpose of the survey and explaining in detail the questionnaire, operational structure of the software, parts of the questionnaire which require extra attention, and actions to be taken when problems arise.

The information system used was Batch Editor of the CSPro-5.03 program, with data entered in two stages. After the double-entry of data, “Compare data” modules were used on two sets of data to check for data entry errors, in an effort to minimize database errors. The data was processed using IMB SPSS-20.0 software.

In terms of qualitative data, all recordings from the focus group discussions and in-depth interviews were transcribed into files.

Figure 6. Training of operators



CHAPTER 3. FINDINGS OF THE STUDY

This chapter presents the consolidated findings of the survey by focus area. The findings of the quantitative research are supplemented by tables and graphics and the findings of the qualitative research are supplemented by quotations.

3.1 GENERAL INFORMATION ABOUT THE RESPONDENTS

General information about the survey participants

The survey covered 500 households in UB and 700 households in pre-selected aimags. In UB, 4 khoros were selected from Songinokhairkhan and Sukhbaatar districts, and 3 khoros of Nalaikh district were selected to represent remote districts.



Table 8. Location of UB respondents, by district

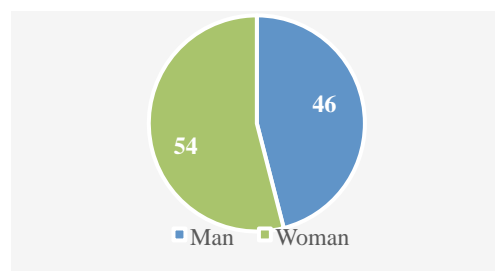
| District | Number | % |
|------------------|--------|------|
| Bayangol | 51 | 10.2 |
| Bayanzurkh | 81 | 16.2 |
| Chingeltei | 76 | 15.2 |
| Songinokhairkhan | 113 | 22.6 |
| Sukhbaatar | 101 | 20.2 |
| Khan-Uul | 32 | 6.4 |
| Nalaikh | 46 | 9.2 |
| Total | 500 | 100 |

The quantitative data was collected from 15 soums of 5 aimags, representing different regions. The table below shows that number of households of selected aimags that took part in the survey.

Table 9. Location of rural respondents, by aimag

| Aimag | Number | % |
|-------------|--------|------|
| Darkhan-Uul | 143 | 20.4 |
| Uvurkhangai | 164 | 23.4 |
| Khuvsgul | 116 | 16.6 |
| Khentii | 171 | 24.4 |
| Khovd | 106 | 15.1 |
| Total | 700 | 100 |

Figure 7. Age ratio of respondents, %



The demographic characteristics of the survey participants match those of the total population of Mongolia, as described below. This is an indication of validity of the survey sample.

As of 31 December 2013, 48.7% of the total population of Mongolia was male and 51.3% female. The gender ratio of Ulaanbaatar respondents was 48% male versus 52% female, whereas the ratio of rural respondents was 46% male versus 54% female.

The minimum age of respondents was 18 or the voting age. The average age of respondents was 43.5, and the age composition of the survey reflects that of the country's total population.

Table 10. Age composition of respondents, %

| Age groups | Total | | Ulaanbaatar | Rural areas |
|--------------|--------|------|-------------|-------------|
| | Number | % | (%) | (%) |
| 18-24 | 95 | 7.9 | 11.4 | 5.4 |
| 25-29 | 165 | 13.8 | 12.2 | 14.9 |
| 30-34 | 128 | 10.7 | 10.8 | 10.6 |
| 35-39 | 138 | 11.5 | 12.0 | 11.1 |
| 40-44 | 135 | 11.3 | 10.2 | 12.0 |
| 45-49 | 139 | 11.6 | 9.4 | 13.1 |
| 50-54 | 134 | 11.2 | 8.0 | 13.4 |
| 55-59 | 86 | 7.2 | 8.8 | 6.0 |
| 60 or above | 180 | 15.0 | 17.2 | 13.4 |
| Total | 1200 | 100 | 100 | 100 |

In terms of educational attainment, the highest number of respondents (or 46%) had secondary education. Around 33% of UB respondents and 20% of respondents in rural areas had a bachelor's degree or higher.

According to the 2010 Population and Housing Census of Mongolia, 92.5% of the total population aged over 18 had some level of formal education with 7.5% having no education at all. As for this survey, 98.8% of the respondents had some level of formal education while 1.2% had no formal education.

Table 11. Educational level of respondents, %

| Educational level | Total | | Ulaanbaatar | Rural areas |
|-----------------------------|--------|------|-------------|-------------|
| | Number | % | (%) | (%) |
| Masters/PhD and above | 27 | 2.3 | 4.6 | 0.6 |
| Bachelor diploma education | 283 | 23.6 | 29.0 | 19.7 |
| Secondary school | 555 | 46.3 | 45.8 | 46.6 |
| Vocational education | 114 | 9.5 | 8.8 | 10.0 |
| Incomplete secondary school | 164 | 13.7 | 10.0 | 16.3 |
| Primary education | 42 | 3.5 | 1.2 | 5.1 |
| No education at all | 14 | 1.2 | 0.6 | 1.6 |
| Refused to answer | 1 | 0.1 | 0.0 | 0.1 |
| Total | 1200 | 100 | 100 | 100 |

In terms of employment status of rural citizens, 18% of respondents were self-employed, 14% civil servants, and 15% were working in the private sector with 9% or 112 respondents responding they were herders.

Table 12. Employment status of respondents

| Employment | Total | | Ulaanbaatar | Rural areas (%) |
|--------------------------------|--------|------|-------------|-----------------|
| | Number | % | (%) | |
| Government organization | 172 | 14.3 | 9.4 | 17.9 |
| NGO/international organization | 8 | 0.7 | 1.2 | 0.3 |

| | | | | |
|-------------------|-------------|------------|------------|------------|
| Private company | 174 | 14.5 | 19.6 | 10.9 |
| Self-employed | 213 | 17.8 | 20.0 | 16.1 |
| Herder | 112 | 9.3 | 0.0 | 16.0 |
| Student | 48 | 4.0 | 8.2 | 1.0 |
| Retired | 229 | 19.1 | 23.2 | 16.1 |
| Disabled | 33 | 2.8 | 3.2 | 2.4 |
| Not employed | 202 | 16.8 | 14.6 | 18.4 |
| Other | 7 | 0.6 | 0.4 | 0.7 |
| Refused to answer | 2 | 0.2 | 0.2 | 0.1 |
| Total | 1200 | 100 | 100 | 100 |

In terms of housing, the majority or 41% of respondents live in gers. According to the 2010 Population and Housing Census of Mongolia, 45% of all households were living in ger and 54% were living in houses and apartments. The breakdown of types of dwellings show that 30% of UB respondents live in a ger, 32% live in khashaa [fenced in land] plot and 36% live in apartment buildings. On the contrary, 49% of respondents in rural areas live in ger, 40% in khashaa plot and 10% live in apartment buildings.

Table 13. Types of housing of respondents

| Types of housing | Total | | Ulaanbaatar | Rural areas |
|--------------------|-------------|------------|-------------|-------------|
| | Number | % | (%) | (%) |
| Mongolian ger | 493 | 41.1 | 30.0 | 49.0 |
| Khashaa plot | 442 | 36.8 | 32.4 | 40.0 |
| Apartment building | 253 | 21.1 | 36.4 | 10.1 |
| Communal building | 6 | 0.5 | 0.6 | 0.4 |
| Private house | 1 | 0.1 | 0.2 | 0.0 |
| Other | 5 | 0.4 | 0.4 | 0.4 |
| Total | 1200 | 100 | 100 | 100 |

In terms of the duration living within their current residence, UB respondents had lived relatively fewer years in their current residence than the rural respondents. For example in UB, 13% of households were living in their current location for at least 1 year, 11% were living for 1-2 years, 17% had been living there for 3-5 years, 20% were living for 6-10 years, and 38% had been living in their current residence for over 11 years. As for rural respondents, 5% had been living in their current residence for at least 1 year, 7% had been living for 1-2 year, 14% for 3-5 years, 14% for 6-10 years and 60% had been living in their current residence for 11 or more years.

Table 14. Duration respondents have been living at their current residence

| Duration | Total | | Ulaanbaatar | Rural areas |
|-------------------|-------------|------------|-------------|-------------|
| | Number | % | (%) | (%) |
| 6 month- 1 year | 97 | 8.1 | 13.0 | 4.6 |
| 1-2 year | 109 | 9.1 | 11.4 | 7.4 |
| 3-5 year | 181 | 15.1 | 16.8 | 13.9 |
| 6-10 year | 202 | 16.8 | 20.4 | 14.3 |
| 11 and more years | 611 | 50.9 | 38.4 | 59.9 |
| Total | 1200 | 100 | 100 | 100 |

With regards to household income, 452 households or 38% of total respondents reported a monthly income of 200,000-500,000 Mongolian tugrug (MNT). As for UB respondents, households earnings of 500,000 MNT or more a month constituted 56% of those surveyed.

Table 15. Income levels of respondents

| Monthly income | Total | | Ulaanbaatar | Rural areas |
|----------------|--------|---|-------------|-------------|
| | Number | % | (%) | (%) |

| | | | | |
|----------------------------|-------------|------------|------------|------------|
| Up to 200.000 tugrug | 233 | 19.4 | 10.0 | 26.1 |
| 200.001-500.000 tugrug | 452 | 37.7 | 32.4 | 41.4 |
| 500.001-1.000.000 tugrug | 345 | 28.8 | 37.8 | 22.3 |
| 1.000.001-1.500.000 tugrug | 79 | 6.6 | 10.4 | 3.9 |
| 1.500.001-2.000.000 tugrug | 36 | 3.0 | 5.4 | 1.3 |
| Over 2.000.001 tugrug | 17 | 1.4 | 2.6 | 0.6 |
| Refused to answer | 38 | 3.2 | 1.4 | 4.4 |
| Total | 1200 | 100 | 100 | 100 |

General information about participants of the qualitative study

For individual interviews, participants were first contacted by phone to obtain their permission to give an interview and to make an appointment. CRH representatives and Governors were welcoming, especially, those in rural areas met interviewers without any barriers or delays.

In total, 19 officials were interviewed with 6 of them representing district CRHs and 14 representing rural CRHs. Three respondents held dual responsibilities, as bagh/khoroo Governors and district CRH representatives.

In terms of gender, 22% of interviewees were female and 78% were male.

Table 16. Information on individual interview participants

| Soum/district CRH Representatives | Soum/district Governors | Bagh/khoroo Governors |
|--|-------------------------------|--|
| 14 Representatives | 2 Governors | 3 Governors |
| male-11 Female-3 | Males-2 | Males-2 Females-1 |
| In average, serving 2nd term | In average, serving 1.5 time | In average, serving 2 nd term |
| Ulaanbaatar-5 Rural area-9 | Ulaanbaatar-1 Rural area-1 | Rural area-3 |

A total of 11 focus group discussions were held with citizens. Each discussion had 6 participants and 3 back-up participants to avoid potential delays or in case of issues arising.

Of 11 focus group discussions, 3 were held in UB, one in 2 central districts and 1 in a suburban district, and 1-2 discussions were in each of the selected aimags.

In order to select main and back-up participants, meetings were held with citizens and only those who met the specified requirements and criteria were selected.

Table 17. Information on focus group discussion participants, by location, %

| Information | Ulaanbaatar | Rural areas |
|-----------------------|---|--|
| Gender | Male - 44% Female - 56% | Male - 50% Female - 50% |
| Average | 20-35 – 28% 36-45 – 39% 46-60 – 33% | 20-31 – 21% 31-40 – 21% 41-50 – 27% 51-60 – 31% |
| Type of housing | Ger – 56% Apartment 44% | Ger – 67% Apartment - 33% |
| Duration of residence | 6 months- 1 year – 6% 3-6 year – 17% | 6 months-1 year – 4% 1-2 year – 4% |

| | | |
|---|--|--|
| | 7-9 year – 17% 10 or above – 61% | 3-6 year – 17% 7-9 year – 10% 10 or above – 65% |
| Educational level | Primary – 11% Incomplete secondary school– 6% Full secondary school– 39% Vocational school– 11% University – 33% | Primary – 17% Incomplete secondary school– 8% Full secondary school– 40% Vocational school– 13% University – 23% |
| Employment | Private sector– 28% Self-employed – 22% Government organization– 11% Retired – 17% Unemployed – 22% | Private sector– 21% Self-employed – 23% Government organization– 17% Retired – 21% Unemployed – 19% |
| Participation in bagh/khoroo Citizens' General Meetings | Never participates – 39% Participates sometime - 22% Always participates – 39% | Never participates – 27% Participates sometimes - 33% Always participates – 39% |
| Information about CRH | Yes, received it – 61% No, never received – 39% | Yes, received it – 56% No, never received – 44% |
| Whether read print materials issued by CRH and local government | Yes, read it – 61% No, never read it - 39% | Yes, read it – 54% No, never read it - 46% |

3.2 CITIZENS' PARTICIPATION IN ELECTIONS AND THEIR OPINION ABOUT THE ELECTORAL SYSTEM

This section describes participation of respondents in elections, reasons for not participating in elections, and their understanding of electoral system of local elections.

3.2.1 Voter turnout

9 out of 10 respondents voted in 2012 parliamentary elections and 8 out of 10 respondents voted in local elections. The breakdown of participation rate of parliamentary elections by location reveals that the turnout rate of rural residents is 4.1% higher than in Ulaanbaatar. The local elections turnout rate of residents in rural areas was 16.7% higher than the rate of Ulaanbaatar residents.

In 2012, 67.3% of the country's registered voters participated in the parliamentary election.²

Table 18. Voter turnout of 2012 parliamentary and local elections, by location, %

| Location | 2012 Parliamentary elections | | | 2012 Local elections | | |
|--------------------|------------------------------|--------------|-------------------|----------------------|--------------|---------------|
| | Voted | Did not vote | Refused to answer | Voted | Did not vote | Do not recall |
| Total | 89.0 | 10.8 | 0.2 | 76.2 | 22.5 | 1.3 |
| Ulaanbaatar | 86.6 | 13.4 | 0 | 66.4 | 31.4 | 2.2 |
| Rural areas | 90.7 | 9.0 | 0.3 | 83.1 | 16.1 | 0.7 |
| By district | | | | | | |
| Bayangol | 80.4 | 19.6 | 0.0 | 54.9 | 43.1 | 2.0 |
| Bayanzurkh | 86.4 | 13.6 | 0.0 | 55.6 | 40.7 | 3.7 |
| Chingeltei | 96.1 | 3.7 | 0.0 | 73.7 | 26.3 | - |
| Songinokhairkhan | 81.4 | 18.6 | 0.0 | 61.1 | 37.2 | 1.8 |
| Sukhbaatar | 87.1 | 12.9 | 0.0 | 74.3 | 24.8 | 1.0 |
| Khan-uul | 84.4 | 15.6 | 0.0 | 78.1 | 18.8 | 3.1 |
| Nalaikh | 91.3 | 8.7 | 0.0 | 73.9 | 19.6 | 6.5 |
| By aimag | | | | | | |
| Darkhan-Yyn | 89.5 | 10.5 | 0.0 | 76.9 | 22.4 | 0.7 |
| Uvurkhangai | 92.7 | 13.4 | 6.7 | 86.6 | 13.4 | - |
| Khovsgul | 86.2 | 12.9 | 11.2 | 80.2 | 18.1 | 1.7 |
| Khentii | 91.2 | 14 | 8.8 | 84.2 | 15.2 | 0.6 |
| Khovd | 93.4 | 25.5 | 4.7 | 87.7 | 11.3 | 0.9 |

For Ulaanbaatar residents, reasons for not participating in the Parliamentary elections include "not eligible to vote and were under age (30.9%) and "were away from home at that time" (33.8%). For rural residents, the primary reasons for not participating in elections were "ID issues" (27.0%), "were away from home" (20.6%), and "were ineligible (under age) for elections (20.6%).

The share of people who reported lack of information about local elections as the reason for not voting was relatively more frequent among UB residents than among those living in rural areas.

² Mongolian Statistical Yearbook 2013

Figure 8. Reasons for not voting in 2012 Parliamentary elections, %

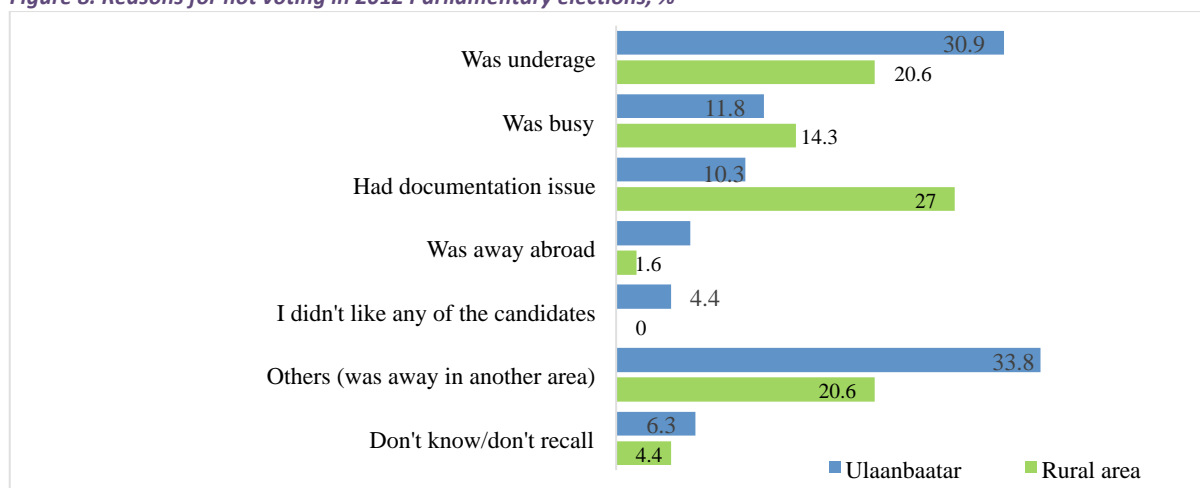
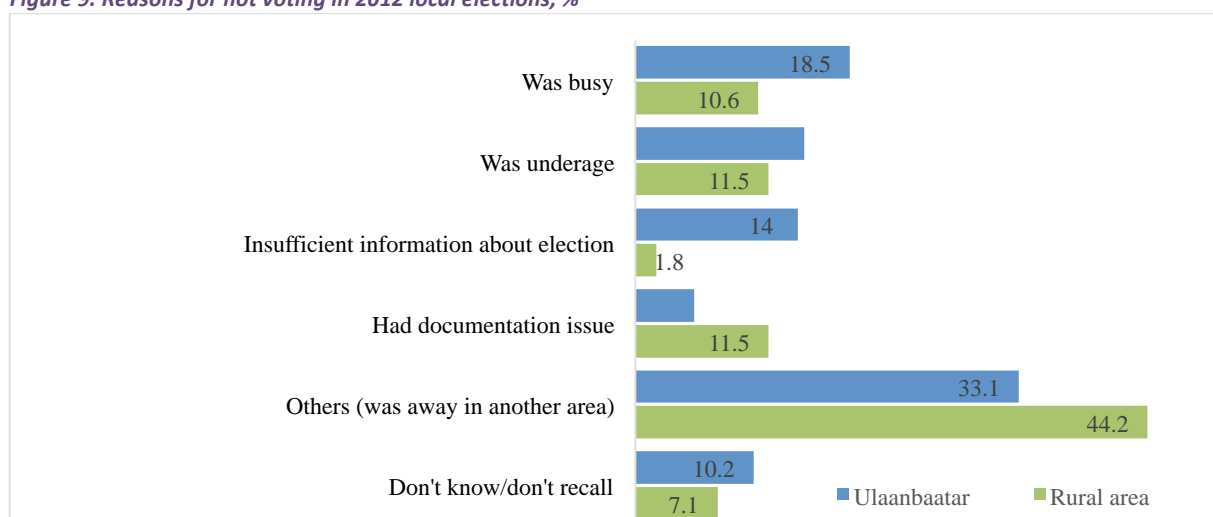


Figure 9. Reasons for not voting in 2012 local elections, %



According to CRH representatives and Governors interviewed, voter turnout in UB and rural areas has been relatively good in Presidential and Parliamentary elections, but in local elections voter turnout has been declining every year. The other reasons for better turnout of national elections include funds allocated for Presidential and Parliamentary elections are higher than that of local elections; and candidates running in national elections have increased visibility through greater publicity of their platform, conduct more campaigning, and reach out more to the public to deliver information. Also, the timing of elections contribute to higher voter turnout rates. The following are the consolidated reasons for lower voter turnout of local elections compared to other elections:

- Public trust in the State has declined;
- Public is unaware of the importance of voting in local elections;
- Funding for local elections is small, therefore, information is not well disseminated;
- Increased politicization as elections approach;
- A political party with a lower chance of winning uses a tactic to reduce voter turnout, hoping to hold repeat elections;
- Local elections take place in October, when the cold season has already begun.

Notes from individual interviews:

First, citizens are unaware of the advantage of electing CRH representatives and the importance for citizens. CRH representatives previously elected did not give any

information about their roles, functions, responsibilities. Secondly, political party tactics to keep local election turnout below the required level works well. When repeat elections take place, members and supporters of that political party turn out to vote. Other people would not come to vote.

CRH Representative, Chingeltei, Ulaanbaatar

Our soum residents actively participate in presidential, parliamentary and local elections. However, when elections are held in spring and autumn conflicting with their seasonal work, the citizens' participation rate tends to decline. Because they are busy with livestock rearing and wheat harvesting, citizens prioritize their work over election participation.

CRH presidium member, Khongor soum, Darkhan-Uul aimag

Citizens actively participate in presidential and parliamentary elections. Funding for these elections amounts to billions, therefore, information disseminated and PR [public relations] campaigns are done intensively, and reach out to people. So, voter turnout is high. As for local elections, they start in November when the cold season has already started and funding is low - not sufficient for delivering information to citizens. Moreover, by that time, some would already be fed-up with elections, resulting in low voter turnout.

Governor, Bayanzurkh district, Ulaanbaatar

For the upcoming 2016 local elections, most respondents, regardless of location, are planning to participate.

Table 19. Intention to vote in 2016 local elections, by location, %

| Location | Will vote | Will not vote | Currently do not know | Refused to answer | Total |
|-------------------------|-------------|---------------|-----------------------|-------------------|------------|
| Total | 91.4 | 2.2 | 6.3 | 0.2 | 100 |
| Ulaanbaatar | 90.6 | 2.8 | 6.2 | 0.4 | 100 |
| Rural areas | 92.0 | 1.7 | 6.3 | - | 100 |
| By district | | | | | |
| Bayangol | 90.2 | 2.0 | 7.8 | - | 100 |
| Bayanzurkh | 90.1 | 2.5 | 7.4 | - | 100 |
| Chingeltei | 90.8 | - | 7.9 | 1.3 | 100 |
| Songinokhairkhan | 88.5 | 4.4 | 6.2 | 0.9 | 100 |
| Sukhbaatar | 91.1 | 4.0 | 5.0 | - | 100 |
| Khan-uul | 90.6 | 6.3 | 3.1 | - | 100 |
| Nalaikh | 95.7 | - | 4.3 | - | 100 |
| Nalaikh | | | | | |
| Darkhan-Уул | 88.8 | 4.9 | 6.3 | - | 100 |
| Увурхangaй | 91.5 | 1.8 | 6.7 | - | 100 |
| Khuvsgul | 94.0 | 0.9 | 5.2 | - | 100 |
| Khentii | 94.2 | - | 5.8 | - | 100 |
| Khovd | 91.5 | 0.9 | 7.5 | - | 100 |

3.2.2 Understanding and perception of electoral system

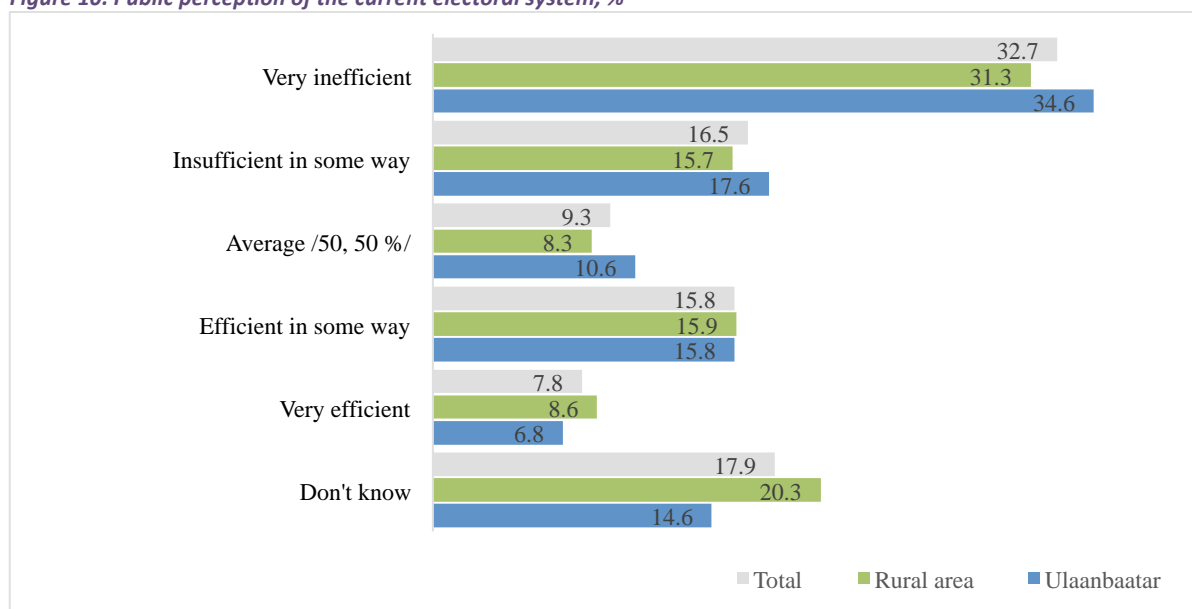
At present, countries around the world predominantly use three types of electoral systems: majoritarian, proportional, and mixed. From 1992 to the most recent elections of 2012, Mongolia had used a majoritarian system. Prior to every election since the transition, the weaknesses of the majoritarian system had been pointed out and criticized, yet the system remains. The key drawback of this electoral system is the loss of non-majority votes.

The 2012 elections were organized using a combination of majoritarian and proportional systems. While 48 out of 76 Members of Parliament were elected from 26 constituencies by the majoritarian system, the remaining 28 were elected by the proportional system. The 2012 CRH elections were also held using the similar electoral system.

When respondents were asked about their understanding of the electoral system and its adequacy, 50% of them thought that the system was inadequate. Other figures were 17.9% of respondents replied they “do not know” about this issue while 23.6% of respondents found the electoral system adequate. These responses do not show differences between urban and rural areas.

While 57% of respondents think that CRH representatives elected from constituency can represent them “somewhat average” or “well”, only 27% respondents gave the same answer for CRH representatives elected under the party list. The breakdown of this response by location shows that 48.8% of UB residents and 62.6% of rural residents trust their CRH representatives elected from constituencies.

Figure 10. Public perception of the current electoral system, %



While 24% of respondents maintain that CRH representatives elected at constituencies cannot represent citizens, 51% of respondents think those elected by party list cannot represent citizens. Disaggregated by urban and rural areas, 58.4% of UB residents and 45.5% of rural residents think representatives elected by party list can not represent them. Overall, **40% of respondents believe representatives elected under party lists can not represent the interests of citizens at all.**

Table 20. Public opinion about ability of Representatives elected from constituency and party list to represent them, by location, %

| | Can represent well | Can represent in some way | Can represent moderately | Cannot represent in some way | Cannot represent at all | Do not know | Total |
|--|--------------------|---------------------------|--------------------------|------------------------------|-------------------------|-------------|-------|
| Representatives elected from constituency | | | | | | | |
| Total | 18.3 | 22.6 | 16.0 | 12.2 | 12.0 | 19.0 | 100 |
| Ulaanbaatar | 14.6 | 19.0 | 15.2 | 17.2 | 16.8 | 17.2 | 100 |
| Rural areas | 20.9 | 25.1 | 16.6 | 8.6 | 8.6 | 20.3 | 100 |

Representatives elected by party list

| | | | | | | | |
|--------------------|------------|-------------|-------------|-------------|--------------------|-------------|------------|
| Total | 5.9 | 10.4 | 10.8 | 11.1 | <u>39.8</u> | 22.1 | 100 |
| Ulaanbaatar | 4.6 | 9.0 | 9.4 | 12.6 | 45.8 | 18.6 | 100 |
| Rural areas | 6.9 | 11.4 | 11.7 | 10.0 | 35.4 | 24.6 | 100 |

3.3 PUBLIC PERCEPTION AND RATING OF CRH

This section outlines the results related to public perception of CRHs as local self-governing bodies, their opinion about functions of CRHs, sources from which they learn about CRH activities and decisions, whether citizens receive print materials and reports about CRH activities, and citizens' evaluation of aimag, district, soum and khoroo CRHs, and reasons for giving such rating. These findings are presented by a combination of quantitative and qualitative data.

Figure 11. Meeting of the Capital city CRH



3.3.1 Common perception of CRH

At the beginning of interviews, respondents were requested to provide their opinion about CRH and its functions. This was done without giving them any clarification or information on CRHs, in other words, trying not to influence their response.

It was observed that during the data collection that citizens could not specify straightaway what kind of organization CRH was, when they heard the name "Citizens' Representatives' Hural". The interviewers repeated the question and explained the meaning of the question, however, this was not useful.

55% of respondents replied they "do not know anything" about CRHs. 32% of UB residents and 71% of those in rural areas do not know about CRHs, and some citizens are unaware that such an entity exists.

Respondents without any knowledge and information about CRHs have no specific characteristics in terms of age, gender, employment and housing condition. In other words, it is difficult to conclude that a group of people with certain demographic characteristics lack such knowledge or understanding. This demonstrates that **citizens in general have poor knowledge and understanding of local self-governing bodies and representative democracy.**

When those who were unaware of CRHs were asked if they have participated in Citizens' General Meetings, 73% replied that they did not participate in CGM last year (2014), 63% did not participate in CPM which elected bagh/khoroo Governors. This is more than 20% higher than the CGM participation of all respondents (See section 3.5 on citizens' participation in bagh/khoroo CGM). In other words, citizens tend to gain more information about local government organizations by participating in their bagh/khoroo CGM.

Responses given by citizens who explained their understanding about CRHs in some way, are listed below, with most repeated ones being at the top:

UB residents' understanding of CRH:

- Citizens Representative body elected by people;
- Service organization that receives suggestions and requests from citizens, passes them on to relevant authorities, and gets them resolved;
- Organization that brings people's voice to the State and serves as a bridge between the State and citizens;
- Organization that is supposed to improve people's lives and local development;
- Organization that is supposed to work most closely with each household and citizen;
- Organization that works with khoroos;
- Highest organization that provides public services in local area;
- Organization that provides information to citizens and organizes them;
- Organization that protects the interests of citizens;
- Organization authorized to distribute allocated funding to local areas and approve the spending;
- Organization that approves law;
- Organization that embezzles money;
- Organization that oversees Governor and other district officials;
- Organization uniting volunteers who do not get salary.

Rural residents' understanding of CRH:

- Citizens representative body elected from among people;
- Service organization that receives suggestions and requests from citizens, passes them on to relevant authorities and gets them resolved;
- Highest organization that provides public services in local area;
- Organization that is supposed to improve people's lives and local development;
- Organization that delivers the voices of citizens to the State and serves as bridge between the State and citizens;
- Organization that is supposed to work most closely with each household and citizen;
- Organization authorized to distribute allocated funding to local areas and approve the spending;
- Organization that protects the interests of citizens;
- Organization that provides information to citizens and organizes them;
- Organization that works with the Governor, oversees and guides his/her work;
- Organization that oversees works/activities being done in local areas;
- Organization obliged to report its activities to the public;
- Organization which does not do any work;
- Organization responsible for increasing political participation of people.

In addition to the above replies provided during the survey, participants of focus group discussions gave more elaborate responses regarding CRHs.

Notes from focus group discussions:

I understand CRH as the highest organization at the local level which represent people. I think soum and aimag Hurals work to address soum issues through representatives elected from among citizens. Local self-governing body means people govern through their representatives.

Resident, Batnorov soum, Khentii aimag, male

[CRH] works for local development and improvement of livelihood and living standards of people. Also I think CRH provides information about decisions made by the Parliament to people. Maybe, it is a bridge that links the State with citizens?

Resident, Darkhan soum, Darkhan-Uul aimag, female

To me, CRH is the highest organization. It appoints the aimag Governor. I think it also oversees all departments and agencies. It also approves important decisions such as local regulations and fees.

Resident, Kherken soum, Khentii aimag, male

I think soum CRH is, after all, people elected from among soum residents to work for the interests of soum residents.

Resident, Jargalant soum, Khovd aimag, female

Public perception of main functions of CRH

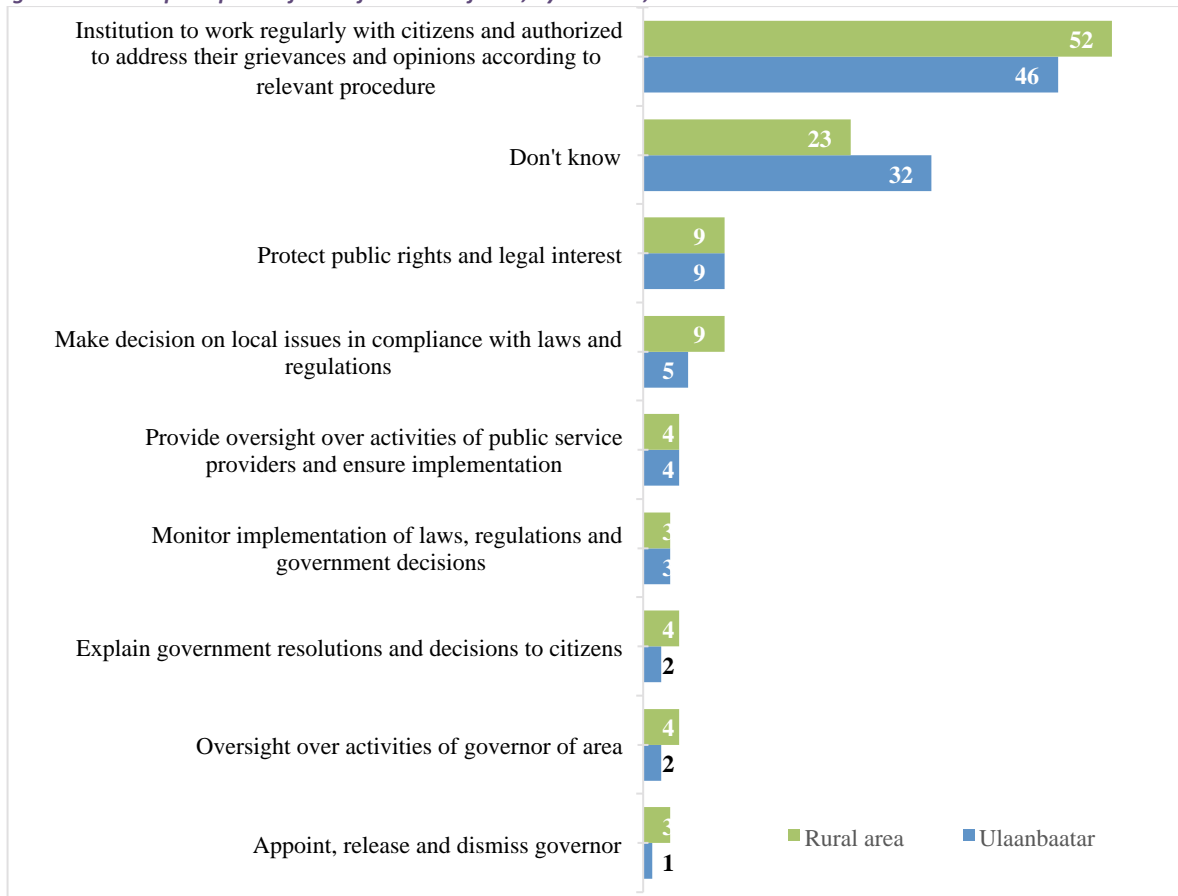
According to the law, CRH and the Presidium session (in between Hural sessions) should discuss and address socio-economic and development policy issues of their respective territory; implement decisions it has made; monitor the implementation of laws and regulations; protect the interests of citizens by working closely with them and addressing complaints and suggestions; nominate and dismiss Governors; and oversee the activities of Governor and organizations that provide public services in a given territory.³

When asked about CRH main functions, the percentage of response “do not know” given by rural citizens decreased. A total of 32% of UB residents replied “don’t know” or stated they have no knowledge and information about this.

Around 49% of respondents or every second person stated that the main function of CRH is “to work closely with citizens and resolve suggestions, requests and complaints submitted by citizens according to relevant regulations”.

³ Constitution of Mongolia, Law on Administrative and Territorial Units and their Governance

Figure 12. Public perception of main functions of CRH, by location, %



People who have no knowledge and information about CRH make up 25% of all respondents. In other words, 1 out of every 4 people replied “do not know, have no knowledge about this”. UB residents have slightly better knowledge about CRH than rural residents.

CRH and other local government officials stated that they provide knowledge and information about local self-governing bodies to public in the following ways:

Notes from individual interviews:

A STAREX van is furnished and used as a mobile citizens’ podium..

Chair, CRH of Murun soum, Khuvsgul aimag

We are working to reduce the symbolic nature of LSGB by organizing and monitoring activities for citizens. We have also approved our Town Rules, introduced a measure called Street of Representatives. In cooperation with international organizations, we conduct training for households and implement projects.

Chair, CRH of Tarialan soum, Khuvsgul aimag

We organize Open Day of CRH Representatives every year, at each constituency, and hold various contests and competitions to engage citizens. So, in general, we believe public awareness about CRH will be increased.

Bagh Governor of Guchin-Uus soum, Uvurkhangai aimag

We are working to improve the Citizens’ Hall activities. I think it helps a lot in disseminating information to about this area [CRH] to the public.

Presidium member, CRH of Khongor soum, Darkhan-Uul aimag

Elders, khoroo volunteers, group leaders (khesgiin akhlagch), and social workers provide information about their planned work to those who do not receive information by visiting them at home.

Representative, Chingeltei district CRH, Ulaanbaatar

Citizens gave the following reasons when explaining why they have poor knowledge and information about local self-governing bodies and why people are inactive and do not participate:

Firstly, public trust in government and politics has deteriorated and people think there will be no positive change no matter who gets elected;

Secondly, people’s lifestyles have changed, are busier, thus, do not know much about local government bodies;

Thirdly, people do not get information through appropriate channels, in other words, with the increased number of media outlets, citizens receive a lot of information from numerous sources simultaneously, which results in the filtering of information.

The fact that people do not know much about local self-governing bodies entails several negative implications, including people not knowing where to go when they face problems, public services becoming distant from people, decline in voter turnout and participation in other activities, and a decline of reputation of CRH as a constitutional body.

Sources of information on CRH activities

In terms of primary sources to obtain information about local government bodies, national TV channels were most commonly (53%) mentioned by UB residents and local TV channels were most commonly (22%) cited by rural residents. The percentage of people who get information about CRH activities during meetings is 22% in rural areas and 4% in UB. People who get such information from neighbours and acquaintances constitute 14% in rural areas and 4% in UB. It is noteworthy that the percentage of UB residents who get information from their khoroo is relatively higher than for rural residents. Around 17% of all respondents do not receive any such information, with no difference between UB and rural areas.

The comparison of the above findings with the results of the 2013 survey conducted by “Fostering Participation at Sub-national Levels” project⁴ shows that the number of people who get information from TV has increased while those who get information at meetings has decreased. In other words, 44% of respondents had reported they receive information from TV channels and 23% at meetings, in the above mentioned survey. The percentage of people who are unable to get information about local government bodies remains almost the same with the previous survey.

Table 21. Sources of information on CRH activities, by location, %

| Sources of information | Total | UB | Rural areas |
|---|-------|------|-------------|
| TV (nationally aired) | 32.9 | 53.0 | 18.6 |
| Never receives information | 17.1 | 17.4 | 16.9 |
| TV (rural) | 15.8 | 7.2 | 22.0 |
| At meetings | 13.5 | 4.0 | 20.3 |
| Neighbours and acquaintance | 10.2 | 4.2 | 14.4 |
| Newspapers | 7.3 | 6.8 | 7.6 |
| Do not know/do not recall | 5.7 | 8.0 | 4.0 |
| Bagh/khoroo | 4.7 | 8.8 | 1.7 |
| Information board of local administration | 4.6 | 2.2 | 6.3 |
| Directly from CRH Representatives | 4.1 | 1.4 | 6.0 |

⁴ Baseline Survey “Fostering Citizens Engagement at Sub-national Levels”, 2013

| | | | |
|---|-----|-----|-----|
| Print materials, promotional materials | 3.8 | 4.0 | 3.7 |
| Secretariat of soum/district CRH | 3.4 | 1.8 | 4.6 |
| Radio | 3.4 | 2.8 | 3.9 |
| Local government websites, other websites | 3.3 | 5.2 | 1.9 |
| Bagh/khoroo Governor | 2.8 | 0.2 | 4.6 |
| Other | 1.3 | 2.0 | 0.9 |
| SMS | 1.0 | 0.2 | 1.6 |
| Chair of soum/district CRH | 0.7 | 0.2 | 1.0 |
| E-mail | 0.7 | 1.6 | 0.0 |
| Group leader (khesgiin akhlagch) and khoroo volunteer | 0.7 | 1.2 | 0.3 |
| Website of local government body/online website | 0.5 | 0.8 | 0.3 |
| Political party staff | 0.4 | 0.2 | 0.6 |
| Citizens' Hall | 0.4 | 0.4 | 0.4 |
| Secretariat of aimag/capital city CRH | 0.3 | 0.0 | 0.6 |
| Chair of aimag/capital city CRH | 0.1 | 0.0 | 0.1 |

Sources for obtaining information about CRH activities vary among aimags. In other words, aimag CRHs use different means to disseminate information about local self-governing bodies to the public.

For example, Darkhan-Uul aimag primarily uses local TV channels to deliver information about local self-governing bodies with 56% of respondents receiving information via this source. 26% of Khovd aimag respondents and 28% of Khuvsgul aimag respondents get information at public meetings. In Uvurkhangai, 13% of people obtain information from their bagh/khoroo Governors while 10% receive such information from newspapers, a relatively high percentage compared to other aimags.

Table 22. Top 5 sources of information about CRH activities,, by aimag, %

| Sources of information | TV |
|------------------------------|------|
| Darkhan-Uul aimag | |
| TV (nationally aired) | 55.9 |
| Never receives information | 22.4 |
| TV (rural) | 16.8 |
| At meetings | 10.5 |
| Neighbours and acquaintances | 10.5 |
| Uvurkhangai aimag | |
| Never receives information | 21.3 |
| TV /local / | 18.3 |
| At meetings | 13.4 |
| Bagh/khoroo Governor | 12.8 |
| Newspaper | 10.4 |
| Khuvsgul aimag | |
| At meetings | 28.4 |
| Never receives information | 29.8 |
| TV /local/ | 19.0 |
| Neighbours and acquaintances | 9.5 |
| Bagh/khoroo Governor | 5.2 |
| Khentii aimag | |
| TV/nationally aired/ | 34.5 |
| At meetings | 25.7 |
| Never receives information | 21.6 |
| Neighbours and acquaintances | 15.2 |
| TV/local/ | 10.5 |
| Khovd aimag | |

| | |
|---|------|
| At meetings | 26.4 |
| Neighbours and acquaintances | 26.4 |
| TV/nationally aired/ | 17.9 |
| Directly from CRH Representatives | 15.1 |
| Information board of local administration | 9.4 |

The reasons of above findings were clarified during the interviews. Citizens interviewed shared the following information on how the local governing bodies disseminate information and activities to public.

Notes from focus group discussions:

In our community, information is regularly provided through TV, Soyombo and Arvaikheer channels. Before the new year [January 2015], the aimag CRH Chair presented his report for almost 3 hours. Also, the Chair of Arvaikheer soum presented his report. Citizens had the opportunity to call the hotline at 70321111, 99321111 (Soyombo TV) to raise their pressing issues. Unfortunately, young people do not watch it at all. When this programme is on, I tune to this channel on purpose.

Resident, Arvaikheer soum, Uvurkhangai aimag, female

We watch news about CRH meetings on TV. We live in a rural area and always lack information. Bagh meeting is held twice a year, but sometimes, we are unable to attend.

Resident, Erdenebulgan soum, Khuvsgul soum, male

Such information is aired on our district TV. Our district has two channels: Nalaikh and Buyan, and reporting to the public is done through these channels. There is also a newspaper called "Life of Nalaikh", distributed by khoros to households through Group leaders. The newspaper costs 4,000 tugrug, but when important information is published, it is distributed freely.

Resident, Nalaikh district, Ulaanbaatar, female

Sources of information about decisions of CRH are very scarce. I have to ask around and then find out through word-of-mouth.

Resident, Bulgan soum, Khovd aimag, female

I receive such information from local TV, and receive some print materials. Unfortunately, these are printed on thick and expensive paper, and do not burn even when we toss it into the fire. I still have the materials that were handed out two years ago. I read them, but my children do not read even though I place them on the kitchen table, so that they can see.

Darkhan soum, Darkhan-Uul aimag, male

Participants from the focus group discussions who are more active and well-informed than others, seem to have been able to receive information mostly from the local media, though this is true only for middle-aged and older people. As people share, youth ignore this type of information even when it is aired and played on numerous channels, they show minimal interest in print materials, despite such materials being readily available. Also young people do not attend bagh/khoroo CGM, thus, further missing out on information about CRH.

The table below shows the primary sources of information citizens receive information of CRH activities, disaggregated by age.

Table 23. Top 5 sources of information on CRH activities, by gender/age, %

| Sources of information | TV (national) | TV (local) | At meetings | Neighbours and acquaintances | Do not receive any information |
|------------------------|------------------|---------------|----------------|------------------------------------|--------------------------------------|
| Gender | | | | | |

| | | | | | |
|--------------|------|------|------|------|------|
| Male | 31.1 | 13.3 | 13.6 | 8.7 | 19.3 |
| Female | 34.5 | 18.0 | 13.4 | 11.4 | 15.2 |
| Age | | | | | |
| 18-24 | 46.3 | 11.6 | 3.2 | 11.6 | 16.8 |
| 25-29 | 31.5 | 13.3 | 12.7 | 15.8 | 14.5 |
| 30-34 | 26.6 | 10.9 | 8.6 | 12.5 | 22.7 |
| 35-39 | 32.6 | 12.3 | 13.8 | 10.1 | 21.0 |
| 40-44 | 34.8 | 19.3 | 16.3 | 10.4 | 11.9 |
| 45-49 | 32.4 | 18.7 | 12.9 | 9.4 | 15.1 |
| 50-54 | 24.6 | 22.4 | 18.7 | 9.7 | 17.9 |
| 55-59 | 39.5 | 16.3 | 15.1 | 7.0 | 19.8 |
| 60- or above | 33.9 | 16.7 | 16.7 | 5.0 | 16.1 |

CRH Representatives and Governors distribute print materials to households in order to introduce themselves to citizens and report their work. However, due to budgetary constraints, they face difficulties, and print fewer copies or distribute to fewer households. As observed from interviews with CRH Representatives, Ulaanbaatar districts print thick, multi-page reports, but deliver to fewer households, whereas in rural areas, information booklets with fewer pages are distributed to more households.

Figure 4. Samples of reports printed by local governments to deliver to citizens



Print materials are often in the form of booklets, newspaper and magazines, and distributed to households through Group leaders and active citizens.

Notes from individual interviews:

Directions for activities of this year and activities completed in 2014 of Bayanzurkh district were published into a book. It also includes a report of the Governor's Office, information about the 1111 hotline, online complaints submission etc. This book is published

annually and distributed to households. This is the most suitable way to deliver information to ger households without internet access.

*Governor, Bayanzurkh district,
Ulaanbaatar*

For soum and aimag, information to citizens is delivered through the media. The soum produces 3-4 newspapers a year. One page of the newspaper is dedicated to CRH and the remaining pages publish on other activities. There are people who genuinely show interest and read them. For the aimag, meetings are aired on TV, and held open to public.

Bagh Governor of Guchin-Uls soum, Uvurkhangai aimag

We provide information for citizens in partnership with Governor’s Office through the newspaper “Tarialangiin Javkhaa”. We also have an online page (Tarialan.Khuvsgul.khural.mn) and provide information through Facebook.

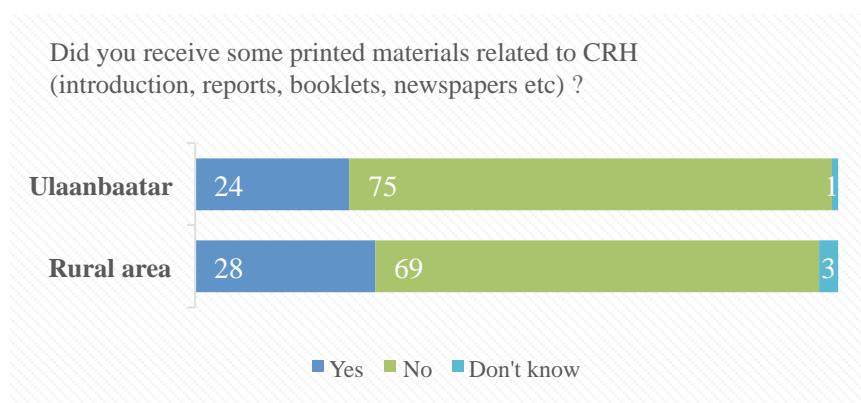
Chair, CRH of Tarialan soum, Khuvsgul aimag

[CRH] reports are presented to citizens at bagh CGM, bagh Open Days and other open-door events. Events and meeting such as “Let’s Listen to Citizens” are held; quarterly and annual newspapers are published; and report reporting are aired on local TV once a year (Shariin Gol soum is the only rural soum with its own local TV station “Od”).

Governor of the Shariin Gol soum, Darkhan-Uul aimag

CRH Representatives and Governors distribute print materials to households, providing information regarding their activities, decisions made, relevant contact information, and introduction of themselves with pictures. They consider this as one of the main means of communication to make themselves known and communicate with citizens.

Figure 5. Receipt of print materials related to activities of CRH, %

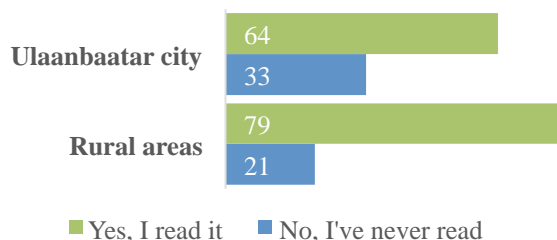


When asked if they received print materials related to CRH activities, 24% of Ulaanbaatar residents and 28% of rural residents confirmed they received such materials and 26% of respondents received some kind of print materials. According to CRH Representatives and local government officials, at least 60% of all households should have received print materials.

Of those who received print materials at home, 64% of Ulaanbaatar residents and 79% of rural residents read them, as seen from the Figure below. Residents 60 years old and above make up the highest percentage (23%) of respondents who read the print materials, and 61% of those who read the print materials were women. Thus, older people are more likely to read reports and print materials distributed.

Figure 6. Percentage of people who read reports and print materials, %

Did you review and read printed materials related to CRH that were distributed to your home?



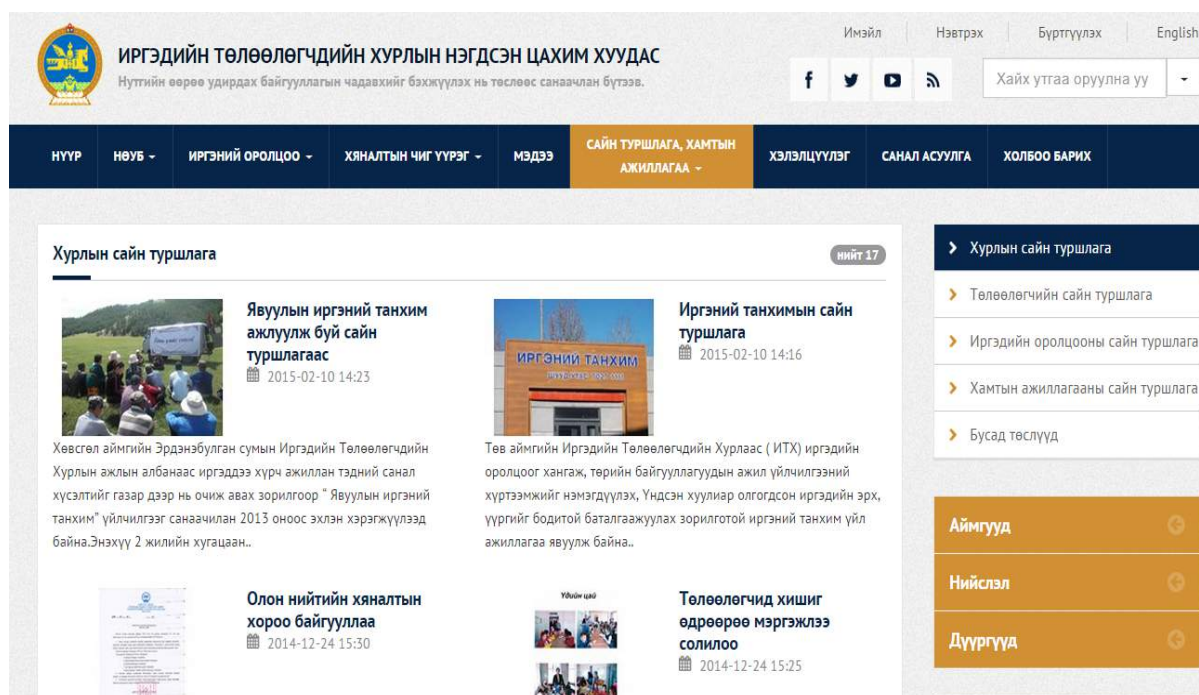
A higher percentage of rural residents tend to read and review the printed materials that came to their homes than UB residents.

When asked about reasons for not reading the print materials, one respondent explained “I think these are election promotional materials; it is not clear who actually did it, but everybody claims they did it; I am fed up with such materials and not interested in reading them”.

Citizens’ awareness of khural.mn website

An integrated website of CRHs, www.khural.mn website was developed by the CSLSB project to sensitize people about local self-governing bodies, to provide information about activities and decisions of CRHs to people, and to improve public participation and transparency. The website has been operational since September 2014, and disseminates information of CRHs, Representatives, and good practices of 9 districts of 9 UB, 21 aimags, and 329 soums.

Figure 7. Integrated website of CRH



In accordance with the terms of reference of this study, respondents were asked if they have heard about this website or visited it and it was found that 3 out of 4 people or 75% of the respondents are not aware of the website. Only 1% of those who have heard about the website regularly visit and obtain information, while 11% stated they have visited the website in the past. People who have heard about the website but never accessed make up 88%.

The table below shows a comparison of awareness of UB and rural respondents about www.khural.mn website.

Table 24. Public awareness of www.khural.mn website, %

| | Heard about it, regularly visit | Heard about it, have visited | Heard about it, but never visited | Never heard about it |
|-------------------------|------------------------------------|------------------------------------|---|-------------------------|
| Ulaanbaatar | 0.4 | 2.6 | 20.2 | 76.8 |
| Bayangol | 0.0 | 3.9 | 11.8 | 84.3 |
| Bayanzurkh | 1.2 | 0.0 | 25.9 | 72.8 |
| Chingeltei | 1.3 | 2.6 | 27.6 | 68.4 |
| Songinokhairkhan | 0.0 | 2.7 | 20.4 | 77.0 |
| Sukhbaatar | 0.0 | 3.0 | 13.9 | 83.2 |
| Khan-uul | 0.0 | 6.3 | 15.6 | 78.1 |
| Nalaikh | 0.0 | 2.2 | 23.9 | 73.9 |
| Aimags | 0.1 | 2.7 | 23.7 | 73.4 |
| Darkhan-Uul | 0.0 | 5.6 | 25.9 | 68.5 |
| Uvurkhangai | 0.0 | 1.2 | 21.3 | 77.4 |
| Khuvsgul | 0.0 | 4.3 | 18.1 | 77.6 |
| Khentii | 0.0 | 1.8 | 33.3 | 64.9 |
| Khovd | 0.9 | 0.9 | 15.1 | 83.0 |

Currently, 23.2% of UB residents and 26.5% of rural residents have heard about the website. Those who regularly visit the website make up 0.4% of UB residents and 0.1% of rural residents.

As Internet use is increasing, CRHs and Representatives actively deliver news and information through their websites and social media. However, very few people actually access and receive that information.

Of those who visit the website to some extent, 60% hold Bachelor's degree or above and the majority or 60% are aged 18-44.

While www.khural.mn website enables people to get to know their CRH representatives, it also provides information about CRH decisions and their implementation. Unfortunately, only 3% of UB residents and 2.8% of rural residents visited the website. In terms of sources of information, 4.5% of respondents receive information online (e-mail, local government website and other websites).

3.3.2 Aimag/capital city CRH

Respondents were requested to evaluate the extent to which each of the aimag/capital city and soum/district CRH work with people, report on their activities, and whether people are aware of decisions made by CRH.

It was observed during the data collection process that people generally lack understanding of local government institutions, especially CRH. The general understanding of the role and main functions of CRH is poor, and in particular, people do not know that CRH work at two levels; aimag/capital city and soum/district. Most respondents replied that they do not know or do not recall, and interviewers had to clearly explain prior to interviews that they are going to ask a question about aimag/capital city CRH or about soum/district CRH.

This section describes the rating and perception of citizens about aimag/capital city CRH.

Familiarity of citizens with aimag/capital city CRH reports

Around 41% of Ulaanbaatar residents and 46% of rural residents think that CRH report their work to citizens one way or another. Nalaikh district and Khovd aimag had the highest percentage of residents who believe their CRH fully report back to people .

Table 25. Reporting back to people by aimag/capital city CRH, %

| | Reports fully | Reports most activities | Reports half of activities | Reports few activities | Does not report | Do not know/recall |
|--------------------|---------------|-------------------------|----------------------------|------------------------|-----------------|--------------------|
| Ulaanbaatar | 4.2 | 8.0 | 14.4 | 14.2 | 20.2 | 39.0 |
| Bayangol | 3.9 | 9.8 | 9.8 | 7.8 | 13.7 | 54.9 |
| Bayanzurkh | 2.5 | 7.4 | 18.5 | 19.8 | 17.3 | 34.6 |
| Chingeltei | 0.0 | 9.2 | 9.2 | 19.7 | 21.1 | 40.8 |
| Songinokhairkhan | 7.1 | 8.0 | 14.2 | 15.9 | 19.5 | 35.4 |
| Sukhbaatar | 4.0 | 7.9 | 10.9 | 8.9 | 24.8 | 43.6 |
| Khan-uul | 0.0 | 3.1 | 9.4 | 9.4 | 34.4 | 43.8 |
| Nalaikh | 10.9 | 8.7 | 32.6 | 13.0 | 13.0 | 21.7 |
| Aimags | 7.1 | 14.1 | 13.4 | 10.6 | 14.3 | 40.4 |
| Darkhan-Uul | 6.3 | 21.0 | 18.9 | 15.4 | 8.4 | 30.1 |
| Uvurkhangai | 4.3 | 11.6 | 16.5 | 11.0 | 21.3 | 35.4 |
| Khuvsgul | 5.2 | 12.1 | 11.2 | 11.2 | 15.5 | 44.8 |
| Khentii | 9.4 | 18.7 | 7.0 | 6.4 | 4.1 | 54.4 |
| Khovd | 11.3 | 3.8 | 14.2 | 9.4 | 26.4 | 34.9 |

During interviews it was observed that Nalaikh district residents are more aware about local self-governing bodies. Below is description of views of people who think that CRH report back their work to some extent.

Notes from focus group discussions:

I think they use local local newspaper to report their activities. Information about CRH activities appear on 1st or 2nd page of newspaper, however, usually it is Hural chairman's greetings rather than decisions issued by the hural.

Resident of Kherlen soum, Khentii aimag, male

Nowadays, a child would knock on your door and hand out something. Or somebody would stick a magazine on the door handle. There is no system or set rule for reporting activities back to citizens. In old times, when we were children, every Friday there was a lecture/news session. Everyone had to participate. Everybody got all information about decisions made and status or stages of their implementation.

Resident, Darkhan soum, Darkhan-Uul aimag, male

Brochures and materials come and discussions on TV are held once in a while. However, CRH people never talk to us face-to-face. The representatives should at least appoint people to talk to people face-to-face, listen to their suggestions and collect proposals.

Live brochures [communication] is more important. Information spreads through word-of-mouth.

Resident, Jargalant soum, Khovd aimag, male

Responses disaggregated by soums reveal that 70% of Arvaikheer soum, Uvurkhangai aimag residents claim that their CRH report to citizens in one way or another, representing the highest level. In Darkhan uul aimag, 66% of Darkhan soum residents and 61% of Shariin Gol soum reported that their CRH report back to citizens. The highest percentage of those who think their CRH do not report back to citizens was recorded by Khovd aimag Bulgan soum residents, with 51% of respondents giving such replies.

With this information in mind concerning the public perception of CRHs reporting back to their citizens as described above, CRH Representatives and Governors state that they use all possible means to report their activities back to people:

Notes from individual interviews:

We meet people at bagh General Meetings, in our meeting rooms, or in our office and talk freely over the phone and organize open door events. We also walk down the streets to meet people and visit households.

Governor of Darkhan soum, Darkhan-Uul aimag,

Information is provided at bagh General Meetings, also we gather certain target groups, meet them face-to-face to provide information. Group leaders (khesgiin akhlagch) meet with residents and provide information too.

Bagh Governor, Arvaikheer soum, Uvurkhangai aimag

We meet people during Bagh General Meetings, that are organized 4 to 5 times a year. Bagh residents come and meet openly with CRH Representatives. Also we meet with herders during livestock census. In Khutul district, we find the opportunity to meet people every time electricity cables get laid, boreholes are dug, street addresses are installed, roads are fixed, among others public works.

CRH Representative, Darkhan soum, Darkhan-Uul aimag

It is clear that information provided via local media does reach certain target groups. However, as seen from responses given by Representatives of areas where the highest percentage was recorded for CRH reporting back to people to some extent, all other possible means are used for meeting with people and listening to them, in addition to using local media outlets.

Citizens awareness of decisions of aimag/capital city CRH

When asked whether aimag/capital city CRH inform their decisions to citizens, 48% of UB residents replied that they were given such information, to some extent. In the previous section, 41% stated that the CRH reported their activities to some extent.

As for rural residents, 55% of Darkhan-Uul residents replied the aimag CRH does provide information about decisions it has made. This is 10 times higher than in other aimags.

Table 26. Aimag/capital city CRH informing their decisions to citizens, %

| | All decisions | Most decisions | Half of all decisions | Few decisions | Never informs | Do not know/recall |
|--------------------|---------------|----------------|-----------------------|---------------|---------------|--------------------|
| Ulaanbaatar | 1.8 | 10.2 | 16.4 | 20.0 | 21.4 | 30.2 |
| Bayangol | 3.9 | 7.8 | 21.6 | 13.7 | 15.7 | 37.3 |

| | | | | | | |
|------------------|------------|-------------|-------------|-------------|-------------|-------------|
| Bayanzurkh | 1.2 | 8.6 | 22.2 | 17.3 | 21.0 | 29.6 |
| Chingeltei | 1.3 | 7.9 | 13.2 | 28.9 | 17.1 | 31.6 |
| Songinokhairkhan | 0.9 | 13.3 | 15.0 | 23.9 | 23.0 | 23.9 |
| Sukhbaatar | 2.0 | 11.9 | 10.9 | 11.9 | 24.8 | 38.6 |
| Khan-uul | 0.0 | 9.4 | 6.3 | 28.1 | 31.3 | 25.0 |
| Nalaikh | 4.3 | 8.7 | 28.3 | 19.6 | 17.4 | 21.7 |
| Aimags | 5.6 | 15.0 | 13.3 | 11.7 | 16.6 | 37.9 |
| Darkhan-Uul | 6.3 | 16.1 | 15.4 | 17.5 | 9.8 | 35.0 |
| Uvurkhangai | 4.9 | 15.2 | 15.9 | 11.0 | 20.7 | 32.3 |
| Khuvsgul | 5.2 | 17.2 | 15.5 | 9.5 | 12.9 | 39.7 |
| Khentii | 5.8 | 14.0 | 8.2 | 9.4 | 8.8 | 53.8 |
| Khovd | 5.7 | 12.3 | 12.3 | 11.3 | 35.8 | 22.6 |

The focus group discussion held with residents of Darkhan soum, Darkhan-Uul aimag confirmed that they are well-informed regarding the decisions made by their CRH.

Notes from focus group discussions:

All 'eight goods stores' used to sell vodka. This was changed by a decision to have only two stores from each Bagh to sell vodka. Moreover, waste sites were set up, with one dump site in the middle of 2 apartment buildings. Community police initiative is being implemented in an effort to prevent crime. At their bagh and soum, they reveal breaches and violations before the police arrives and inform the police. Overall, I think enough information is provided to people who attend Citizens' General Meetings. All work done is visible.

Resident, Darkhan soum, Darkhan-Uul aimag, female

The construction of a 3rd reserve road linking the new and old Darkhan is underway. The work started in 2014. Also 1.8 km road was built in 7th bagh nearby school no.12 with lot of disputes. Citizens have voted for many years to improve this road and it paid off. Citizens' views are noted down. Also they can vote by raising hands during General Meetings.

Resident, Darkhan soum, Darkhan-Uul aimag, male

Those residents who replied that aimag/capital city CRH report their activities to citizens to some extent (*report all, most, half, few activities*) were people who took part in the meetings to nominate bagh/khoroo Governor and in Citizens' General Meeting last year. A total of 59% of residents who stated that CRH does report their activities were people who participated in bagh/khoroo Citizens' General Meetings (*See 3.5 for further details on participation in Citizens' General Meetings*).

People who participate in bagh/khoroo CGM have more knowledge and information about activities of CRH and its decisions than other residents.



Naming of decisions of aimag/capital city CRH

When requested to name decisions passed by aimag/capital city CRH, 66% of UB residents were unable to do so. In the countryside, 87% of Khuvsgul aimag residents, 83% of Khovd residents, 82% of Uvurkhangai residents, 71% of Khentii residents, 63% of Darkhan-Uul residents were unable to name any decision passed by their respective aimag CRH.

Below is the list of decisions named by citizens as having passed by their aimag/capital city CRH. (*most repeated ones listed first*).

Table 27. List of decisions named by citizens as having passed by their aimag/capital city CRH

| <i>Decisions of aimag/capital city CRH – as named by residents</i> | |
|--|--|
|  Ulaanbaatar | <ul style="list-style-type: none"> ▪ Restriction of traffic based on car plate numbers ▪ Distribution of garbage bags to households ▪ Urban re-development ▪ Land ownership ▪ Repair of roads and sidewalks ▪ Decided to switch to day-time saving schedule ▪ Addition of schools and kindergartens ▪ Affordable housing projects for public servants ▪ Construction of greenery in downtown area ▪ Construction of street lights ▪ Traffic regulations, including bus lanes ▪ Demolition of unlicensed buildings ▪ Distribution of 8% housing loans ▪ Improvement of water wells ▪ Vehicle tax each month ▪ Improved streets in ger area ▪ Introduction of digital cards for use in public transportation ▪ Repair of bridges |
| <p><i>Residents of Darkhan-Uul aimag</i></p>  | <ul style="list-style-type: none"> ▪ Repair of roads and sidewalks ▪ More kindergartens were built ▪ More playgrounds were built ▪ Reduction of unemployment ▪ Improved water supply in ger area ▪ Construction of bridges ▪ Land development planning ▪ Creation of micro-districts ▪ Pastureland regulations for management use, allocation and protection ▪ Improved street lights ▪ New garbage bins ▪ Renovation and repair of old apartment buildings |
| <p><i>Residents of Uvurkhangaï aimag</i></p>  | <ul style="list-style-type: none"> ▪ Announced the upcoming year as the Year to promote health ▪ Announced a programme to be alcohol and tobacco free ▪ Announced a road programme ▪ Developed soum development plan ▪ Announced a Year to support small and medium size enterprises ▪ Actions taken to reduce pastureland desertification ▪ Actions taken to purify drinking water ▪ Construction of statue, monument and park named after Zanabazar ▪ Actions to promote sports and culture |
| <p><i>Residents of Khuvsgul aimag</i></p>  | <ul style="list-style-type: none"> ▪ Repairing of roads and sidewalks ▪ Implemented projet to improve household livelihood ▪ Announcement of the year to support youth ▪ Improved infrastructure for ger area ▪ Construction of boreholes ▪ Repaired Ol mountain pass ▪ Actions taken for protection of forests ▪ Project of soum development was prepared ▪ Improvement of street lights ▪ Repairing of bridge (in soums) ▪ Construction of kindergartens (in soums) ▪ Constructed physical training fields |

| | |
|--|---|
| <p>Residents of Khentii aimag</p>  | <ul style="list-style-type: none"> ■ Implemented a programme to be alcohol free in Khentii ■ Implemented a housing program ■ Improved medical equipment ■ Implemented a programme to be “garbage free” ■ Took measures to develop small and medium enterprises ■ Repaired auto and pedestrian roads ■ Took measures to reduce the animal mortality rate during winter ■ Approved budget ■ Announced a year to support youth, children and elders ■ Implemented land management works ■ Made decisions to protect natural environment ■ Made decisions related to factor for producing concentrates ■ Constructed a park ■ Constructed a building for emergency authority ■ Culled stray dogs |
| <p>Residents of Khovd aimag</p>  | <ul style="list-style-type: none"> ■ Developed a soum development plan ■ Repaired auto roads and sidewalks ■ Took measures to improve household livelihoods ■ Improved street lights ■ Constructed housing units ■ Cleaned roads and public squares ■ Announced Year to support small and medium size enterprises ■ Decided to build a sports complex building ■ Took measures to address electricity issues ■ Decided to build kindergartens ■ Created more greeneries |

During individual interviews, questions were asked on recent major construction works in local areas and key decisions made. Below are the list of main activities more commonly mentioned by Representatives:

- Approved allocations of the Local Development Fund (LDF);
- Approved the local budget;
- Approved relevant policy documents;
- Oversaw budget implementation;
- Approved the local development plan;
- Other issues related to local development.

Thus, while approval of local plans, budget, and the allocation of LDF are important, people do not know that these decisions are made by CRH; they recall first of all construction works that are visible, and resolutions and decisions that affect their livelihood.

Citizens’ rating of aimag/capital city CRH

As for UB respondents, 41% or the highest number of respondents evaluated CRH as ‘average’. The positive ratings total 18% and the negative ratings make up 16%.

Table 28. Rating of CRH activities by UB residents

| Rating | Number | % |
|-------------------|--------|------|
| Excellent | 19 | 3.8 |
| Good in some ways | 73 | 14.6 |

| | | |
|-------------------|------------|------------|
| Average | 206 | 41.2 |
| Bad in some ways | 20 | 4.0 |
| Very bad | 62 | 12.4 |
| Do not know | 116 | 23.2 |
| Refused to answer | 4 | 0.8 |
| Total | 500 | 100 |

Reasons for rating the capital city CRH performance as “excellent” include: 1) *CRHs have become more open and transparent*; 2) *the work is done in front of our eyes and affect the livelihood*; 3) *information to public is provided regularly*.

Reasons for rating “good in some ways” include: *the implementation of some decisions is inadequate; some decisions do not live up to our expectations; information is not sufficient, we do not know the details*, in addition to explanations such as *UB has become more beautiful; we can now see the development with our own eyes; we feel the results of work – this has never been the case before*.

On the other hand, reasons for rating “very bad” and “bad in some ways” include: 1) *they do not meet with residents, do not provide information*; 2) *they have not done anything concrete*; 3) *they do not do anything to actually improve the livelihood of residents*.



As for rural residents, the highest total percentage of ratings “excellent” and “good in some ways” was recorded in Darkhan-Uul aimag. In Khentii, the percentage of positive ratings of CRH was 30.4%, and 25% in in Khuvsgul, 24.5% in Khovd, and 23.2% in Uvurkhangai aimag.




Table 29. Residents’ rating of aimag CRH, by aimag, %

| | Excellent | Good in some ways | Average | Bad in some ways | Very bad | Do not know/recall | Refused to answer |
|----------------|-----------|-------------------|---------|------------------|----------|--------------------|-------------------|
| In rural areas | 5.3 | 22.0 | 34.4 | 3.6 | 5.6 | 28.6 | 0.6 |
| Aimag | | | | | | | |
| Darkhan-Uul | 0.0 | 32.2 | 37.1 | 7.0 | 4.2 | 18.9 | 0.7 |
| Uvurkhangai | 6.1 | 17.1 | 33.5 | 2.4 | 2.4 | 38.4 | 0.0 |
| Khuvsgul | 6.9 | 18.1 | 44.0 | 2.6 | 4.3 | 23.3 | 0.9 |
| Khentii | 8.2 | 22.2 | 26.3 | 2.9 | 6.4 | 33.3 | 0.6 |
| Khovd | 4.7 | 19.8 | 34.9 | 2.8 | 12.3 | 24.5 | 0.9 |

Reasons behind the ratings given to aimag CRH are shown below, by aimag.

Table 30. Reasons behind the ratings given to aimag CRH, by aimag

| | Reasons for rating “excellent” and “good in some ways” | Reasons for rating “very bad” and “bad in some ways” |
|---|---|--|
|  <p>Darkhan-Uul</p> | <p>Good ratings – 32.2%</p> <ul style="list-style-type: none"> Tasks it carries out are visible for public It provides information and reports openly its activities Makes decisions for residents, that respond to people’s needs | <p>Bad ratings – 11.2%</p> <ul style="list-style-type: none"> It provides little information to residents Livelihood is getting better Nothing has been done that is felt by people |
|  <p>Uvurkhangai</p> | <p>Good ratings – 23.2%</p> <ul style="list-style-type: none"> It works hard for residents The work it is doing locally is good enough | <p>Bad ratings – 4.8%</p> <ul style="list-style-type: none"> It does not provide information It does not meet or communicate with residents |

| | | |
|--|---|--|
|  <p>Khuvsgul</p> | <p><i>Good ratings – 25.0 %</i></p> <ul style="list-style-type: none"> ▪ Promises it makes materialize in practice ▪ It organizes meetings with residents ▪ It works in an open and transparent manner | <p><i>Bad ratings – 6.9%</i></p> <ul style="list-style-type: none"> ▪ It does not listen to people ▪ It does not report to people ▪ It does nothing |
|  <p>Khentii</p> | <p><i>Good ratings – 30.4%</i></p> <ul style="list-style-type: none"> ▪ Many construction works are underway in the aimag ▪ It ensures that decisions made are implemented and followed by residents ▪ Information is provided well and through online means | <p><i>Bad ratings – 9.3%</i></p> <ul style="list-style-type: none"> ▪ It provides little information to residents ▪ It does not serve people ▪ It argues with each other and work does not move ahead |
|  <p>Khovd</p> | <p><i>Good ratings – 2.5%</i></p> <ul style="list-style-type: none"> ▪ Aimag centre exterior has been improved ▪ Some construction works are being done | <p><i>Bad ratings – 15.7%</i></p> <ul style="list-style-type: none"> ▪ It does not provide any information ▪ Bureaucratic ▪ It does not work closely with people |

As compared to UB residents, the reasons of rural residents for giving positive ratings to CRH include provision of information and work being visible in the eyes of residents, rather than naming specific actions or activities. As for residents who negatively rated their CRH, the lack of information was mentioned in most cases.

3.3.3 Soum/district CRH

The previous section outlined public perception of and ratings given to aimag/capital city CRH, and reasons behind the ratings. This section presents the extent to which district/soum CRH work with residents, the public perception and ratings given to district/soum CRH, and reasons behind the particular ratings.

Residents' familiarity with soum/district reports

Around 63% of Nalaikh district residents think their CRH report back their activities, constituting the highest percentage for Ulaanbaatar. The smallest percentage of statements that their CRH report back their activities to some extent was found for Khan-Uul and Bayangol district. In these two districts, 3 out of every 4 residents stated that CRHs do not report or they do not know. 47% of Khan-Uul residents or twice as many residents than in other districts stated their CRH do not report its activities at all. This could be attributed to the fact that Khan-Uul district has many apartment buildings with many newly settled residents.

Overall for UB, 40% of respondents are unaware if district CRH reports its activities.

Table 31. Reporting of district CRH to residents, by district, %

| | Reports all | Reports most | Reports half | Reports few | Never reports | Do not know/recall |
|--------------------|-------------|--------------|--------------|-------------|---------------|--------------------|
| Ulaanbaatar | 5.6 | 8.4 | 12.6 | 9.0 | 24.0 | 40.4 |
| Bayangol | 3.9 | 15.7 | 2.0 | 7.8 | 23.5 | 47.1 |
| Bayanzurkh | 1.2 | 6.2 | 13.6 | 12.3 | 25.9 | 40.7 |

| | | | | | | |
|------------------|------|-----|------|------|------|------|
| Chingeltei | 6.6 | 9.2 | 11.8 | 10.5 | 22.4 | 39.5 |
| Songinokharikhan | 8.0 | 7.1 | 14.2 | 8.0 | 18.6 | 44.2 |
| Sukhbaatar | 5.9 | 9.9 | 10.9 | 2.0 | 25.7 | 45.5 |
| Khan-uul | 0.0 | 3.1 | 3.1 | 15.6 | 46.9 | 31.3 |
| Nalaikh | 10.9 | 6.5 | 30.4 | 15.2 | 17.4 | 19.6 |

As for rural areas, the table below shows reporting of soum CRH to their residents.

Table 32. Reporting of soum CRH to residents, by soum, %

| | Reports all | Reports most | Reports half | Reports few | Never reports | Do not know/recall |
|-----------------------|-------------|--------------|--------------|-------------|---------------|--------------------|
| In rural areas | 11.4 | 21.0 | 15.6 | 9.6 | 12.0 | 30.4 |
| Darkhan-Uul | 7.7 | 29.4 | 16.1 | 14.0 | 8.4 | 24.5 |
| Darkhan | 2.9 | 34.3 | 10.0 | 11.4 | 5.7 | 35.7 |
| Shariin gol | 23.7 | 34.2 | 13.2 | 15.8 | 0.0 | 13.2 |
| Khongor | 0.0 | 14.3 | 31.4 | 17.1 | 22.9 | 14.3 |
| Uvurkhangai | 9.1 | 17.1 | 19.5 | 8.5 | 14.6 | 31.1 |
| Arvaikheer | 8.5 | 17.0 | 14.9 | 8.5 | 14.9 | 36.2 |
| Kharkhorin | 11.8 | 9.8 | 5.9 | 13.7 | 21.6 | 37.3 |
| Guchin-Us | 7.6 | 22.7 | 33.3 | 4.5 | 9.1 | 22.7 |
| Khuvsgul | 14.7 | 21.6 | 15.5 | 7.8 | 6.9 | 33.6 |
| Murun | 4.7 | 9.3 | 16.3 | 2.3 | 11.6 | 55.8 |
| Erdenebulgan | 25.6 | 27.9 | 14.0 | 16.3 | 7.0 | 9.3 |
| Tarialan | 13.3 | 30.0 | 16.7 | 3.3 | 0.0 | 36.7 |
| Khentii | 15.8 | 24.0 | 12.3 | 5.3 | 9.9 | 32.7 |
| Kherlen | 6.0 | 10.0 | 14.0 | 8.0 | 12.0 | 50.0 |
| Batnorov | 16.0 | 37.3 | 12.0 | 5.3 | 9.3 | 20.0 |
| Omnodelger | 26.1 | 17.4 | 10.9 | 2.2 | 8.7 | 34.8 |
| Khovd | 9.4 | 10.4 | 14.2 | 14.2 | 21.7 | 30.2 |
| Jargalant | 0.0 | 3.2 | 9.7 | 9.7 | 19.4 | 58.1 |
| Bulgan | 0.0 | 2.6 | 17.9 | 17.9 | 38.5 | 23.1 |
| Mankhan | 27.8 | 25.0 | 13.9 | 13.9 | 5.6 | 13.9 |

Thus, 56% Murun soum residents of Khuvsgul aimag and 58% Jargalant soum residents of Khovd aimag reported they “do not know” if the soum CRH reports their activities to its constituents. In Bulgan Soum of Khovd aimag, 39% of residents reported that the soum CRH does not report its activities at all, which is twice as high as the other soums. Participants of the focus group discussions held in Bulgan soum confirmed that residents receive minimal information. As compared to other soums, Bulgan is more densely populated.

Notes from focus group discussions:

Nothing has been done to inform rural residents about the work carried out by soum CRH representatives. Regular rural meetings are held, however, these are not productive and end up criticizing each other.

Resident, Bulgan soum, Khovd aimag, male

On the contrary, 87% of respondents of Shariin Gol soum of Darkhan-Uul aimag, 84% of Erdenebulgan soum of Khuvsgul aimag, and 81% of respondents of Mankhan soum of Khovd aimag, agree that their soum CRH report their activities to residents. These are relatively sparsely populated soums.

Notes from individual interviews:

We report our activities during bagh CGM, during open-door events, meetings called “Let’s Listen to Citizens”, and quarterly newspapers. Using local TV, we disseminate our annual report once a year and other ad hoc reports throughout the year.

Governor, Shariin gol soum, Darkhan-Uul aimag

Meeting with residents can mitigate risks. Our soum Governor’s Office and Hural pass budget and workplans during open-door events. For example, discussions include when a bagh should organize the number of open days in the upcoming year. Every year, we go around and meet with residents, no matter how far they live, be it even on a mountain top. Our soum has 9 budgetary organizations. Representatives from each organization go out to meet with residents. When we come back, we share and approve the suggestions received from residents.

CRH representative, Mankhan soum, Khovd aimag

Figure 8. Khuvsgul aimag Erdenebulgan soum’s CRH and Governor’s Office organize a meeting with rural residents and listen to their opinions



In soums where meetings with residents are held regularly, the awareness and understanding of residents about local government bodies are relatively good. Regularly listening to and noting down suggestions and views of people, and disseminating information related to their work, both at formal meetings and in informal surroundings, is a good source of information for citizens. If all soums can establish a Citizens’ hall and work effectively, it can improve public perception about local government bodies and increase their participation. Unfortunately, at present, the percentage of residents receiving information from CRH through Citizens’ hall is very low (0.4%).

Residents' awareness of soum/bagh CRH decisions

Residents' awareness of decisions passed by CRHs is varied. As was the case in the previous section, 71% of Nalaikh respondents agree that their CRH inform its decisions "to some extent", followed by Songinokhairkhan district, with 41% of respondents agreeing that their CRH inform its decisions in some ways (See the table below).

While 59% of Khan-Uul respondents claimed that their CRH "never reports" decisions, 51% of Bayangol district respondents did not know if their CRH informs its decisions to residents, the highest percentage among districts.

Table 33. Informing residents of district CRH decisions, %

| | All decisions | Most decisions | Half of decisions | Few decisions | Never informs | Do not know/recall |
|--------------------|---------------|----------------|-------------------|---------------|---------------|--------------------|
| Ulaanbaatar | 4.6 | 8.4 | 13.0 | 10.0 | 26.0 | 38.0 |
| Bayangol | 3.9 | 11.8 | 5.9 | 9.8 | 17.6 | 51.0 |
| Bayanzurkh | 2.5 | 4.9 | 13.6 | 16.0 | 30.9 | 32.1 |
| Chingeltei | 3.9 | 10.5 | 10.5 | 5.3 | 27.6 | 42.1 |
| Songinokhairkhan | 4.4 | 10.6 | 12.4 | 13.3 | 19.5 | 39.8 |
| Sukhbaatar | 5.9 | 5.9 | 14.9 | 4.0 | 26.7 | 42.6 |
| Khan-uul | 0.0 | 0.0 | 0.0 | 3.1 | 59.4 | 37.5 |
| Nalaikh | 10.9 | 13.0 | 30.4 | 17.4 | 15.2 | 13.0 |

In terms of breakdown by soum, 36% of respondents of Bulgan soum, Khovd aimag, reported that their soum CRH does not inform at all the decisions it has made. This is at least 10% higher than other soums.

The number of people not knowing or not recalling about such decisions was highest in Kherlen soum of Khentii aimag, Jargalant soum of Khovd aimag, and Murun soum of Khuvsgul aimag. The number of people not knowing or not recalling whether their CRH inform the decisions it has made was higher for aimag centre soums than for rural soums. Awareness of rural citizens about their CRH decisions is better than those in aimag centres and districts.

As the number of population increases, reaching out to people to provide information becomes more difficult.

Table 34. Informing soum residents of CRH decisions, by soum, %

| | All decisions | Most decisions | Half of decisions | Few decisions | Never informs | Do not know/recall |
|----------------------|---------------|----------------|-------------------|---------------|---------------|--------------------|
| In rural area | 9.3 | 18.3 | 14.3 | 12.7 | 13.7 | 31.7 |
| Darkhan-Uul | 6.3 | 26.6 | 13.3 | 18.2 | 11.9 | 23.8 |
| Darkhan | 2.9 | 28.6 | 8.6 | 17.1 | 10.0 | 32.9 |
| Shariin gol | 18.4 | 42.1 | 10.5 | 10.5 | 2.6 | 15.8 |
| Khongor | 0.0 | 5.7 | 25.7 | 28.6 | 25.7 | 14.3 |
| Uvurkhangai | 9.1 | 14.5 | 18.3 | 8.5 | 17.7 | 31.7 |
| Arvaikheer | 10.6 | 8.5 | 17.0 | 6.4 | 21.3 | 36.2 |
| Kharkhorin | 11.8 | 9.8 | 7.8 | 11.8 | 23.5 | 35.3 |
| Guchin-Uus | 6.1 | 22.7 | 27.3 | 7.6 | 10.6 | 25.8 |

| | | | | | | |
|-----------------|------|------|------|------|------|------|
| Khuvsgul | 10.3 | 24.1 | 12.1 | 17.2 | 6.9 | 29.3 |
| Murun | 2.3 | 14.0 | 4.7 | 23.3 | 14.0 | 41.9 |
| Erdenebulgan | 20.9 | 27.9 | 18.6 | 16.3 | 2.3 | 14.0 |
| Tarialan | 6.7 | 33.3 | 13.3 | 10.0 | 3.3 | 33.3 |
| Khentii | 9.4 | 17.5 | 11.7 | 9.4 | 11.7 | 40.4 |
| Kherlen | 0.0 | 10.0 | 16.0 | 10.0 | 10.0 | 54.0 |
| Batnorov | 9.3 | 28.0 | 12.0 | 9.3 | 9.3 | 32.0 |
| Omnodelger | 19.6 | 8.7 | 6.5 | 8.7 | 17.4 | 39.1 |
| Khovd | 12.3 | 7.5 | 16.0 | 12.3 | 20.8 | 31.1 |
| Jargalant | 0.0 | 3.2 | 6.5 | 12.9 | 25.8 | 51.6 |
| Bulgan | 0.0 | 2.6 | 15.4 | 12.8 | 35.9 | 33.3 |
| Mankhan | 36.1 | 16.7 | 25.0 | 11.1 | 0.0 | 11.1 |

As seen above, 82% of residents of Shariin Gol soum of Darkhan-Uul aimag, 84% of residents of Erdenebulgan soum of Khuvsgul aimag, and 89% of residents of Mankhan soum of Khovd aimag agree that their respective soum CRH informs its decisions to residents to some extent.

Naming of decisions of soum/district CRH

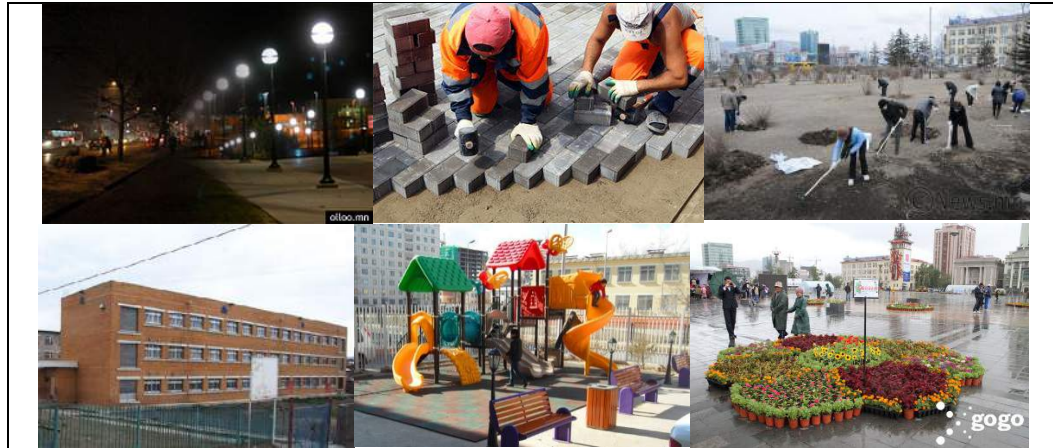
A large majority of UB respondents (81%) were unable to name any decision passed by district CRHs. Otherwise said, district CRHs inform its decisions to only 19% of all residents. 1% of UB residents believe CRH did not do anything.

Below is a list of decisions named by UB respondents made by district CRH, with the more frequently mentioned decisions, ranked first.

UB residents:

- Decision to build schools and kindergartens;
- Construction of playgrounds;
- Development of green facilities (i.e. green lawn and flower beds);
- Installation of street lights;
- Repair of roads and sidewalks;
- Public garbage cleaning campaign, improvement of garbage dump sites, issues related to garbage and waste;
- Improved park gardens;
- Land ownership campaign;
- Tree planting campaign;
- Improved bus stops;
- Decisions to establish development centre for the elderly;
- Construction of bridges;
- Digging of new boreholes and repairing existing ones;
- Repairing apartment buildings;
- Conducted training to support small and medium sized enterprises.

Figure 9. Examples of decisions named by residents, photos



Darkhan-Uul aimag: 54% of Darkhan-Uul respondents could not cite any decision made by their soums' CRH. Residents that could, named the following decisions:

- Repair of roads and sidewalks;
- Works to develop and improve the soum;
- Installation of street lights;
- Addressing issues related to waste;
- Land allocation;
- Establishment of kindergartens;
- Supporting small and medium sized enterprises;
- Subsidizing coal and wood costs;
- Approve the spending of allocated budget;
- Construction of infrastructure for clean water supply.

Uvurkhangaï aimag: 68% of Uvurkhangaï respondents could not cite any decision made by their soums' CRH. Residents that could, named the following decisions:

- Repair of motor and pedestrian roads;
- Works to improve the livelihood of residents, made donations, and assisted the less fortunate;
- Construction of a deep water well;
- Developed green facilities and planted trees;
- Development work on the 90th anniversary of the soum establishment;
- Project to provide livestock animals for residents;
- Installment of street lights;
- Land ownership;
- Created jobs;
- Installed CCTV cameras in some areas;
- Announced year to support health.

Khuvsgul aimag: 72% of Khuvsgul aimag respondents could not cite decisions made by their soums' CRH. Residents that could, named the following decisions:.

- Repair of roads and sidewalks;
- Improving household livelihoods and projects to provide livestock animals to residents;
- Constructed kindergartens including in ger areas;
- Implemented "Alcohol free soum", "Alcohol free Lunar New year" campaign;

- Completed previously unfinished construction projects;
- Installation of street lights;
- Construction of a cultural center;
- Approved budget;
- Construction of schools;
- Construction of a water well and protected spring water source.

Khentii aimag: 67% of Khentii aimag respondents could not cite decisions made by their soums' CRH. Residents that could, named the following decisions:

- "Alcoholc free soum" campaign;
- Collected residents' opinions on consruction of a flourspar plant;
- Adopted a "Garbage Free Soum" campaign;
- Approved soum development plan;
- Repaired roads and sidewalks;
- Provided certificates for herders' winter and spring camps;
- Issued loans to support small and medium sized enterprises;
- Installed street lights;
- Approved land management plan.

Khovd aimag: 76% of Khovd aimag respondents could not cite decisions made by their soums' CRH. Residents that could, named the following decisions:

- Repair of road and sidewalks;
- Approved soum development budget;
- Installation of street lights;
- Decisions related to greenery;
- Implemented project to provide animals to herders;
- Addressed waste management issue;
- Made decision to build boreholes;
- Implemented project to support small and medium sized enterprises;
- Addressed stray dog issue;

Figure 19. Examples of decisions named by residents, photos



Residents' ratings of soum/district CRH activities

UB residents. 21.7% of Nalaikh residents, 21.6% of Bayangol residents, and 21.2% of Songinokhairkhan district residents rated the activities of their CRH as “excellent” and “good in some ways”, the highest percentages compared to other districts. On the other hand, 27.1% of Bayanzurkh residents and 24.7% of Sukhbaatar residents gave poor ratings to their CRH, making them the worst among the surveyed districts.





Table 35. Residents' ratings of district CRH activities, by district, %




| | Excellent | Good in some ways | Average | Bad in some ways | Very bad | Do not know/recall | Refused to answer |
|--------------------|------------|-------------------|-------------|------------------|-------------|--------------------|-------------------|
| Ulaanbaatar | 6.6 | 12.2 | 29.8 | 7.2 | 13.8 | 28.6 | 1.9 |
| Bayangol | 9.8 | 11.8 | 27.5 | 5.9 | 3.9 | 39.2 | 2.0 |
| Bayanzurkh | 3.7 | 11.1 | 30.9 | 14.8 | 12.3 | 27.2 | 0.0 |
| Chingeltei | 2.6 | 17.1 | 31.6 | 3.9 | 17.1 | 22.4 | 5.3 |
| Songinokhairkhan | 11.5 | 9.7 | 29.2 | 5.3 | 15.0 | 28.3 | 0.9 |
| Sukhbaatar | 5.9 | 10.9 | 25.7 | 5.9 | 18.8 | 30.7 | 2.0 |
| Khan-uul | 6.3 | 9.4 | 15.6 | 6.3 | 9.4 | 50.0 | 3.1 |
| Nalaikh | 4.3 | 17.4 | 47.8 | 8.7 | 10.9 | 10.9 | 0.0 |

Ratings of district CRH reveal that those who report their activities back to citizens, inform decisions they have made tend to receive higher percentages of “excellent” and “good in some ways” ratings.

Below are explanations given by respondents for their ratings.

Table 36. Reasons for ratings of district CRH, by district

| | Reasons for rating CRH as “excellent” and “good in some ways” | Reasons for rating CRH as “very bad” and “bad in some ways” |
|---|--|--|
| Bayangol district  | Good ratings – 21.6% <ul style="list-style-type: none"> Surroundings have been improved, construction works are taking place It provides information to residents It does things which improve livelihoods | Bad ratings – 9.8% <ul style="list-style-type: none"> No information about CRH is provided Distant and does not meet with residents |
| Bayanzurkh district  | Good ratings – 14.8% <ul style="list-style-type: none"> The work it does is tangible Its work focuses on residents | Bad ratings – 27.1% <ul style="list-style-type: none"> Does not work closely with residents; does not meet with them No information is provided |
| Chingeltei district  | Good ratings – 19.7% <ul style="list-style-type: none"> Provides information well Surroundings have been improved It works well | Bad ratings – 21% <ul style="list-style-type: none"> No information about CRH is provided No tangible work is done |
| Songinokhairkhan district  | Good ratings – 21.2% <ul style="list-style-type: none"> The works are being felt Meets with residents face-to-face and closely works with them | Bad ratings – 20.3% <ul style="list-style-type: none"> No information about CRH is provided Improvement of surroundings are done poorly |

| | | |
|---|---|--|
|  <p>Sukhbaatar district</p> | <p><i>Good ratings – 16.8%</i></p> <ul style="list-style-type: none"> Development work is done well in the district Playgrounds built Its activities are open to the public | <p><i>Bad ratings – 24.7%</i></p> <ul style="list-style-type: none"> No information about CRH is provided No tangible work is done |
|  <p>Khan-Uul district</p> | <p><i>Good ratings – 15.7%</i></p> <ul style="list-style-type: none"> Built road fence Repaired sidewalk Developed park | <p><i>Bad ratings – 15.7%</i></p> <ul style="list-style-type: none"> No information about CRH is provided Bureaucratic Does not work closely with people |
|  <p>Nalaikh district</p> | <p><i>Good ratings – 21.7%</i></p> <ul style="list-style-type: none"> Provides information to residents efficiently Listens to people and takes their opinions and requests Current representatives are working much better than previous ones | <p><i>Bad ratings – 19.6%</i></p> <ul style="list-style-type: none"> Does not provide information Internal arguments, high turnover Does not make decisions that meet the needs of people |

The reasons for good ratings of district CRHs include provision of information to residents, tangible works, and works being felt by residents. On the contrary, the reasons for bad ratings include lack of information and lack of tangible work which residents can see.

Ratings by rural residents. 53.5% of respondents of Erdenebulgan soum of Khuvsgul aimag and 52.6% of Shariin Gol soum of Darkhan-Uul aimag rated their soum CRH as “excellent” and “good in some ways”. Also, 47% of respondents of Mankhan soum of Khovd aimag and Darkhan soum of Darkhan-Uul aimag rated their soum CRH as “good in some ways”.

The average percentage of positive soum CRHs ratings was twice as high as ratings received by UB residents. For example, 18.8% of UB residents gave positive ratings to their district CRH as opposed to 34.2% of rural residents giving the same positive ratings to their soum CRHs.

Table 37. Ratings of soum CRH activities, by soum, %

| | Excellent | Good in some ways | Average | Bad in some ways | Very bad | Do not know/recall | Refused to answer |
|--------------------|------------|-------------------|-------------|------------------|------------|--------------------|-------------------|
| Rural areas | 6.6 | 27.6 | 32.0 | 3.9 | 8.7 | 20.1 | 1.1 |
| Darkhan-Uul | 1.4 | 39.2 | 35.0 | 7.7 | 4.9 | 11.9 | 0.0 |
| Darkhan soum | 1.4 | 44.3 | 30.0 | 7.1 | 1.4 | 15.7 | 0.0 |
| Shariin gol soum | 2.6 | 50.0 | 39.5 | 0.0 | 0.0 | 7.9 | 0.0 |
| Khongor soum | 0.0 | 17.1 | 40.0 | 17.1 | 17.1 | 8.6 | 0.0 |
| Uvurkhangai | 6.7 | 25.0 | 28.7 | 3.0 | 7.3 | 28.7 | 0.6 |
| Arvaikheer | 8.5 | 17.0 | 27.7 | 6.4 | 8.5 | 31.9 | 0.0 |
| Kharkhorin | 9.8 | 23.5 | 19.6 | 2.0 | 15.7 | 27.5 | 2.0 |
| Guchin-Uus | 3.0 | 31.8 | 36.4 | 1.5 | 0.0 | 27.3 | 0.0 |
| Khuvsgul | 9.5 | 29.3 | 34.5 | 3.4 | 6.0 | 13.8 | 3.4 |
| Murun | 4.7 | 18.6 | 34.9 | 2.3 | 4.7 | 27.9 | 7.0 |
| Erdenebulgan | 9.3 | 44.2 | 32.6 | 4.7 | 7.0 | 2.3 | 0.0 |
| Tarialan | 16.7 | 23.3 | 36.7 | 3.3 | 6.7 | 10.0 | 3.3 |
| Khentii | 8.2 | 26.9 | 28.1 | 1.8 | 9.4 | 24.6 | 1.2 |
| Kherlen | 8.0 | 20.0 | 28.0 | 2.0 | 12.0 | 28.0 | 2.0 |
| Batnorov | 5.3 | 40.0 | 29.3 | 2.7 | 2.7 | 18.7 | 1.3 |
| Omnodegter | 13.0 | 13.0 | 26.1 | 0.0 | 17.4 | 30.4 | 0.0 |

| | | | | | | | |
|--------------|------|------|------|------|------|------|-----|
| Khovd | 7.5 | 15.1 | 36.8 | 3.8 | 17.9 | 17.9 | 0.9 |
| Jargalant | 3.2 | 3.2 | 54.8 | 0.0 | 12.9 | 25.8 | 0.0 |
| Bulgan | 0.0 | 12.8 | 17.9 | 10.3 | 35.9 | 23.1 | 0.0 |
| Mankhan | 19.4 | 27.8 | 41.7 | 0.0 | 2.8 | 5.6 | 2.8 |

Reasons behind ratings of CRH show that people who are unable to obtain information rated their CRHs' activities as bad. Therefore, it is essential for local government bodies to improve their information dissemination methods, meet with people and promote public participation.

3.4 PUBLIC PERCEPTION AND RATING OF CRH REPRESENTATIVES

This section describes the extent people know their elected CRH Representatives, the mode used and reasons they contacted their elected Representatives, difficulties they encounter in meeting with Representatives, and whether or not the issue was successfully resolved by meeting with Representatives. The section also describes the qualities identified by the public as most important for their Representatives to have.

3.4.1 Familiarity with aimag/capital city CRH Representatives

One third of all respondents could name their aimag/capital city CRH Representatives to some extent and 15.8% of respondents named their Representatives correctly. The percentage of respondents able to correctly name their Representatives is 5 times higher in rural areas than in Ulaanbaatar.

People who could name the capital city CRH Representatives although they are not elected from given constituency make up 9.8%, while those who could name their aimag CRH representatives make up 37.3%. Nonetheless, **7 out of 10 respondents did not know their elected aimag/capital city CRH Representatives and this number is 30% higher for Ulaanbaatar than for rural areas.**

Table 38. Naming of aimag/capital city CRH Representatives, by location, %

| Location | Correctly named | Named, but not those elected from his/her constituency | Named incorrectly | Do not know anyone | Total |
|-------------------------|-----------------|--|-------------------|--------------------|------------|
| Total | 15.8 | 10.0 | 6.7 | 67.5 | 100 |
| Ulaanbaatar | 4.8 | 5.0 | 5.4 | <u>84.8</u> | 100 |
| Rural areas | <u>23.7</u> | 13.6 | 7.6 | 55.1 | 100 |
| By district | | | | | |
| Bayangol | 0 | 3.9 | 15.7 | 80.4 | 100 |
| Bayanzurkh | 3.7 | 4.9 | 2.5 | 88.9 | 100 |
| Chingeltei | <u>7.9</u> | 1.3 | 1.3 | 89.5 | 100 |
| Songinokhairkhan | 1.8 | 1.8 | 7.1 | 89.4 | 100 |
| Sukhbaatar | 2.0 | 9.9 | 5.0 | 83.2 | 100 |
| Khan-uul | 0 | <u>15.6</u> | 3.1 | 81.3 | 100 |
| Nalaikh | <u>23.9</u> | 2.2 | 4.3 | 69.6 | 100 |
| By aimag | | | | | |
| Darkhan-Uul | <u>33.6</u> | 4.9 | 6.3 | 55.2 | 100 |
| Uvurkhangai | 15.9 | 13.4 | 6.7 | 64.0 | 100 |
| Khuvsgul | 25.9 | 12.9 | 11.2 | 50.0 | 100 |
| Khentii | 24.6 | 14.0 | 8.8 | 52.6 | 100 |
| Khovd | 18.9 | 25.5 | 4.7 | 50.9 | 100 |

The percentage of respondents who know their elected Representative is relatively higher in Nalaikh district than in other districts. Residents of Nalaikh district became more familiar with S. Amarsaikhan, their Representative in the capital city CRH after the meeting on “Opinion poll to make Nalaikh district a city”, organized in January of 2015, as explained during the qualitative studies.

In some instances respondents mistakenly named some capital city CRH Representatives as coming from their constituencies, for example, they think D.Battulga, Chairman of the capital city CRH, E.Bat-Uul, Mayor of Ulaanbaatar, and T.Gantumur, Presidium member of the CRH, were elected

from their constituency (district and khoroo). Although these people are Representatives of the capity city CRH, they were elected by party lists, not from a specific district or khoroo.

Khoroo Governors in UB, bagh Governors in rural areas work more closely with residents, and when something happens residents first approach their khoroo/bag Governor, therefore, people may not know their elected Representatives in different administrative units. As shared during focus group discussions, people recall circling the names of candidates during local elections but forgot them after the elections.

Notes from focus group discussions:

I circled the name of a candidate on the ballot paper. Since then, I have not seen them and logically, I forgot whose name I had circled. I just remember the candidate was from the Democratic Party.

Resident, Darkhan soum, Darkhan-Uul aimag

We don't get enough information from the Representatives. It is not because we do not take initiative, but because we work in the private sector and work day and night. Representatives provide very inadequate information to residents. I think delivery of information is bad because of population density.

Resident, Bayanzurkh district, Ulaanbaatar

The majority of Ulaanbaatar respondents (65.6%) have never seen their elected Representatives and 15% of them do not remember when they last saw their Representative. The remaining 20% have seen their Representative at some point since the 2012 local election campaign. They have mainly seen their representatives from national TV channels. Overall, 15 % of Ulaanbaatar respondents have seen their CRH representatives, though they do not know their names.

By comparison, one third of rural residents saw their aimag CRH representatives within the last month and mostly at meetings.

Table 39. Aimag/capital city CRH Representatives last seen by residents, by timing, %

| When residents saw/met last their Representatives | Total | UB | Rural area | | Darkhan-Uul | Uvur-khangai | Khuvsgul | Khentii | Khovd |
|---|-------------|------|------------|-----------------|-------------|--------------|----------|---------|-------|
| A month ago | 19.8 | 4.8 | 30.6 | By aimag | 30.1 | 22.0 | 35.3 | 35.7 | 31.1 |
| 2-5 months ago | 7.1 | 4.4 | 9.0 | | 11.9 | 1.8 | 10.3 | 10.5 | 12.3 |
| 6 months ago | 1.5 | 1.0 | 1.9 | | 3.5 | 0.6 | 2.6 | 1.2 | 1.9 |
| 1 year ago | 1.9 | 2.0 | 1.9 | | 2.8 | 1.2 | 2.6 | 1.8 | 0.9 |
| 2 years ago | 0.8 | 0.8 | 0.9 | | 2.1 | 0.6 | 0.9 | 0 | 0.9 |
| During election campaign (2012) | 5.3 | 6.6 | 4.4 | | 3.5 | 6.7 | 0.9 | 5.8 | 3.8 |
| Never seen | 52.7 | 65.6 | 43.4 | | 25.9 | 59.8 | 43.1 | 40.4 | 47.2 |
| Do not know/recall | 10.8 | 14.8 | 8.0 | | 20.3 | 7.3 | 4.3 | 4.7 | 1.9 |
| Total | 100 | 100 | 100 | | 100 | 100 | 100 | 100 | 100 |

Table 40. Aimag/capital city CRH Representatives last seen by residents, by mode of contact, %

| Where residents saw/met last their Representative | Total | UB | Rural areas | | Darkhan-Uul | Uvur-khangai | Khuvsgul | Khentii | Khovd |
|---|-------------|------|-------------|-----------------|-------------|--------------|----------|---------|-------|
| In person/individual meeting | 4.6 | 0.6 | 6.3 | By aimag | 2.8 | 10.6 | 6.1 | 7.8 | 5.4 |
| During meeting | 23.1 | 16.3 | 26.0 | | 28.3 | 18.2 | 33.3 | 26.5 | 21.4 |
| At CRH office | 5.3 | 1.2 | 7.1 | | 7.5 | 3.0 | 10.6 | 1.0 | 17.9 |

| | | | | | | | | |
|---------------------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Online /web site/ | 0.2 | 0 | 0.3 | 0 | 0 | 0 | 0 | 1.8 |
| Citizens' hall | 0.7 | 0 | 1.0 | 0 | 1.5 | 0 | 2.0 | 1.8 |
| TV /national/ | 6.3 | 18.6 | 1.0 | 0.9 | 3.0 | 0 | 1.0 | 0 |
| TV /local/ | 5.1 | 4.7 | 5.3 | 6.6 | 1.5 | 7.6 | 4.9 | 5.4 |
| Newspaper/magazine | 0.7 | 0.6 | 0.8 | 1.9 | 0 | 0 | 0 | 1.8 |
| Printed materials | 0.2 | 0.6 | 0 | 0 | 0 | 0 | 0 | 0 |
| Open door event | 0.5 | 0.6 | 0.5 | 0.0 | 0 | 0 | 1.0 | 1.8 |
| Other | 29.9 | 14.0 | 36.9 | 27.4 | 45.5 | 36.4 | 44.1 | 32.1 |
| Do not know/do not recall | 23.4 | 43.0 | 14.9 | 24.5 | 16.7 | 6.1 | 11.8 | 10.7 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |

3.4.2 Familiarity of residents with their soum/district CRH Representatives

Respondents were only slightly better able to name their soum/district CRH Representatives correctly (3%) than their aimag/capital city Representatives. In Nalaikh district the likelihood of residents knowing their district CRH Representative is 2 times less than knowing their capital city CRH representatives.

In aimag center soums, familiarity with their soum CRH Representatives is lower than in other soums. This is due to the fact that aimag center soums have relatively more baghs and more people than other soums. Rural residents tend to name their soum CRH Chair as well as their Representative.

Respondents of Darkhan soum of Darkhan-Uul aimag could more accurately name their Representatives than other aimag center soums. Participants of Darkhan soum focus group discussions shared that their bagh Representatives work well.

Notes from focus group discussions:

I think [a] bagh is the lowest level of government, therefore, the country will develop if bagh leaders work well. Our bagh Governor works well and also serves as Representative in our soum CRH. When issues arise, meetings are promptly organized. He encourages us to actively participate in meetings regularly and be active.

Resident, Darkhan soum, Darkhan-Uul aimag

Guchin-Us soum of Uvurkhangai, Erdenebulgan of Khuvsgul, and Mankhan soum of Khovd have relatively small population (2,200-4,000), therefore, their CRH Representatives have more opportunity to reach out to their residents, and the community's familiarity with CRH Representatives is higher.

Table 41. Naming of soum/district CRH Representatives, by location, %

| Location | Correctly named | Named, but not those elected from his/her constituency | Named incorrectly | Do not know anyone | Total |
|--------------------|-----------------|--|-------------------|--------------------|------------|
| Total | 18.0 | 10.9 | 9.6 | 61.5 | 100 |
| Ulaanbaatar | 6.4 | 3.2 | 7.8 | 82.6 | 100 |
| Rural areas | 26.3 | 16.4 | 10.9 | 46.4 | 100 |
| By district | | | | | |
| Bayangol | 2.0 | 7.8 | 15.7 | 74.5 | 100 |
| Bayanzurkh | 0.0 | 1.2 | 3.7 | 95.1 | 100 |

| | | | | | |
|--------------------|------|------|------|------|-----|
| Chingeltei | 13.2 | 0.0 | 3.9 | 82.9 | 100 |
| Songinokhairkhan | 8.8 | 5.3 | 5.3 | 80.5 | 100 |
| Sukhbaatar | 4.0 | 2.0 | 9.9 | 84.2 | 100 |
| Khan-uul | 0.0 | 9.4 | 0.0 | 90.6 | 100 |
| Nalaikh | 15.2 | 0.0 | 19.6 | 65.2 | 100 |
| Darkhan-Uul | | | | | |
| Darkhan | 21.4 | 5.7 | 4.3 | 68.6 | 100 |
| Shariin Gol | 55.3 | 15.8 | 5.3 | 23.7 | 100 |
| Khongor | 40.0 | 8.6 | 5.7 | 45.7 | 100 |
| Uvurkhangai | | | | | |
| Arvaikheer | 12.8 | 0.0 | 10.6 | 76.6 | 100 |
| Kharkhorin | 15.7 | 3.9 | 15.7 | 64.7 | 100 |
| Guchin-Uс | 28.8 | 28.8 | 16.7 | 25.8 | 100 |
| Khuvsgul | | | | | |
| Murun | 4.7 | 2.3 | 7.0 | 86.0 | 100 |
| Erdenebulgan | 39.5 | 25.6 | 7.0 | 27.9 | 100 |
| Tarialan | 26.7 | 30.0 | 16.7 | 26.7 | 100 |
| Khentii | | | | | |
| Kherlen | 0.0 | 8.0 | 14.0 | 78.0 | 100 |
| Batnorov | 34.7 | 28.0 | 8.0 | 29.3 | 100 |
| Omnodelger | 34.8 | 4.3 | 10.9 | 50.0 | 100 |
| Khovd | | | | | |
| Jargalant | 6.5 | 9.7 | 19.4 | 64.5 | 100 |
| Bulgan | 23.1 | 59.0 | 15.4 | 2.6 | 100 |
| Mankhan | 58.3 | 19.4 | 11.1 | 11.1 | 100 |

The number of soum population is certainly different but it is the approach taken by soum/district CRH Representatives to reach out residents which contributes to familiarity of residents with CRH Representatives. For example, in Erdenebulgan soum of Khuvsgul aimag, names of Representatives and baghs they represent, and their phone numbers are clearly written down on the Information Board of the Soum Administrative building, and this contributes to residents' familiarity with their Representatives.

Figure 10. Information Board of Erdenebulgan soum administration, Khuvsgul aimag

Эрдэнэбулган сумын иргэдийн төлөөлөгчдийн хурлын төлөөлөгчид

Аймгийн иргэдийн төлөөлөгчдийн хурлын төлөөлөгч: Б.Эрдэнэнаран 98380405

| ЭРДЭНЭБУЛГАН СУМЫН ИРГЭДИЙН ТӨЛӨӨЛӨГЧДИЙН ХУРЛЫН ТӨЛӨӨЛӨГЧИД | | | |
|--|-------------|----------|-------------------|
| 1. П.Ариунсан | 1-р баг | 98221626 | 11. Д.Дагва |
| 2. Б.Батхүрэл | Жагсаалтаар | 98445566 | 12. Э.Энхтөр |
| 3. Б.Сонинбаяр | Жагсаалтаар | 88458687 | 13. М.Эрхбаяр |
| 4. Д.Ичинхорлоо | Жагсаалтаар | 98800586 | 14. С.Эрдэнэбат |
| 5. У.Гансүх | Жагсаалтаар | 88046035 | 15. Б.Энхбаяр |
| 6. Ч.Жамьянсүрэн | Жагсаалтаар | 88964488 | 16. А.Батбаяр |
| 7. Я.Батганаа | Жагсаалтаар | 89814747 | 17. А.Батболд |
| 8. С.Дэлгэрдалай | Жагсаалтаар | 89525050 | 18. Б.Саруул |
| 9. Г.Батчулуун | 1-р баг | 98131799 | 19. Б.Гансүх |
| 10. А.Мөнхтөр | 1-р баг | 93155255 | 20. М.Гүнтэвсүрэн |
| | | | 21. Х.Нямдаваа |

| БАГИЙН ИРГЭДИЙН НИЙТИЙН ХУРЛЫН ДАРГА НАР | | | |
|--|---------|----------|----------------|
| 1. О.Батзаяа | 1-р баг | 98162141 | 4. А.Ганбаатар |
| 2. С.Эрдэнэбат | 2-р баг | 98382181 | 5. Х.Нямдаваа |
| 3. А.Батбаяр | 3-р баг | 88389194 | |

ХОРООДЫН ЭРХЛЭХ АСУУДАЛ

Although all Representatives interviewed mentioned that they organize at least 4 meetings with residents annually, listens to their opinions, meet with people individually or in groups, and visit them at their homes, residents still do not know their Representatives well.

Notes from individual interviews:

I personally went to all baghs 21 times in total. I go to all bagh meetings of the soum. A bagh organizes 4 official meetings and 2 additional events annually and I go to all these events.

CRH Representative, Erdenebulgan soum, Khuvsgul aimag

The best way to listen to opinions of residents is individual meetings. During public meetings, residents do not fully express what they think.

CRH Representative, Kharkhorin soum, Uvurkhangai aimag

I go to every public meeting, and ask people about their views. I also visit homes of older and disabled voters who cannot come to these meetings. Last year, I participated in 4 meetings.

CRH representative, Kherlen soum, Khentii aimag

Familiarity of residents with their district CRH Representatives varies by khoroo.

Table 42. Naming of district CRH Representatives by residents, by khoroo, %

| Location | Correctly named | Named, but not those elected from his/her constituency | Named incorrectly | Do not know anyone | Total |
|-------------------------|-----------------|--|-------------------|--------------------|------------|
| Ulaanbaatar | | | | | |
| Total | 6.4 | 3.2 | 7.8 | 82.6 | 100 |
| Bayangol | | | | | |
| 6th khoroo | 0 | 12.5 | 4.2 | 83.3 | 100 |
| 11th khoroo | 3.7 | 3.7 | 25.9 | 66.7 | 100 |
| Bayanzurkh | | | | | |
| 7th khoroo | 0 | 4.2 | 8.3 | 87.5 | 100 |
| 8th khoroo | 0 | 0 | 0 | 100 | 100 |
| 27th khoroo | 0 | 0 | 3.4 | 96.6 | 100 |
| Chingeltei | | | | | |
| 1st khoroo | 28.6 | 0 | 0 | 71.4 | 100 |
| 4th khoroo | 0 | 0 | 8.0 | 92.0 | 100 |
| 19th khoroo | 13.3 | 0 | 3.3 | 83.3 | 100 |
| Songinokhairkhan | | | | | |
| 14th khoroo | 16.7 | 0 | 0 | 83.3 | 100 |
| 24th khoroo | 0 | 16.7 | 13.3 | 70 | 100 |
| 25th khoroo | 20.7 | 3.4 | 3.4 | 72.4 | 100 |
| 31st khoroo | 0 | 0 | 3.3 | 96.7 | 100 |
| Sukhbaatar | | | | | |
| 10th khoroo | 6.7 | 3.3 | 16.7 | 73.3 | 100 |
| 14th khoroo | 0 | 0 | 7.4 | 92.6 | 100 |
| 15th khoroo | 3.7 | 3.7 | 11.1 | 81.5 | 100 |
| 20th khoroo | 5.9 | 0 | 0 | 94.1 | 100 |
| Khan-uul | | | | | |
| 3rd khoroo | 0 | 9.4 | 0 | 90.6 | 100 |
| Nalaikh | | | | | |
| 1st khoroo | 23.5 | 0 | 17.6 | 58.8 | 100 |
| 2nd khoroo | 6.7 | 0 | 20 | 73.3 | 100 |
| 5th khoroo | 14.3 | 0 | 21.4 | 64.3 | 100 |

Notes from individual interviews:

Residents come to see me and call me on the phone and I work individually with each of the residents.

Khoroo Governor, CRH Representative, Khan-uul district, Ulaanbaatar

In Ulaanbaatar, the percentage of respondents who “have never seen their district Representative” is not that different from those who, “have never seen their capital city Representative”. In other words, Ulaanbaatar residents do not know their district nor capital city CRH Representatives. On the contrary, in the countryside, rural residents know their soum CRH Representatives better than their aimag Representatives. The percentage of people who “have seen their Representative a month ago” is higher in all soums except in aimag center soums.

Although the percentage of those who “have seen their soum/district Representatives a month ago” is higher, those who correctly named their bagh/khoroo Representative is not high, meaning while people know their soum/district CRH Representatives, they are unaware of which bagh/khoroo they represent.

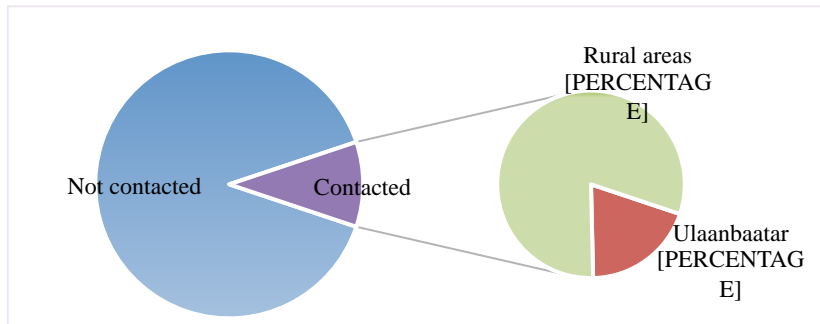
Table 43. Soum/district CRH Representatives last seen by residents, by location, %

| Location | A month ago | 2-5 months ago | 6 months ago | 1 year ago | 2 year ago | During election campaign (2012) | Never seen | Do not know/recall | Total |
|-------------------------|-------------|----------------|--------------|------------|------------|---------------------------------|-------------|--------------------|-------|
| Total | 31.3 | 7.6 | 1.8 | 2.0 | .8 | 4.0 | 42.8 | 9.8 | 100 |
| Ulaanbaatar | 9.4 | 6.2 | 1.8 | 2.2 | 1.0 | 5.2 | <u>61.0</u> | 13.2 | 100 |
| Rural areas | <u>46.9</u> | 8.6 | 1.7 | 1.9 | .7 | 3.1 | 29.7 | 7.4 | 100 |
| By district | | | | | | | | | |
| Bayangol | <u>13.7</u> | 7.8 | 5.9 | 2.0 | 0 | 2.0 | 66.7 | 2.0 | 100 |
| Bayanzurkh | 4.9 | 1.2 | 1.2 | 2.5 | 2.5 | 6.2 | 65.4 | 16.0 | 100 |
| Chingeltei | <u>13.2</u> | 13.2 | 1.3 | 1.3 | 2.6 | 7.9 | 39.5 | 21.1 | 100 |
| Songinokhairkhan | 10.6 | 6.2 | .9 | .9 | 0 | 5.3 | 59.3 | 16.8 | 100 |
| Sukhbaatar | 7.9 | 1.0 | 3.0 | 3.0 | 0 | 5.0 | 65.3 | 14.9 | 100 |
| Khan-uul | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 | 100 |
| Nalaikh | <u>13.0</u> | 17.4 | 0 | 6.5 | 2.2 | 6.5 | 50 | 4.3 | 100 |
| By soum | | | | | | | | | |
| Darkhan-Uul | | | | | | | | | |
| Darkhan | 18.6 | 18.6 | 2.9 | 1.4 | 1.4 | 2.9 | 22.9 | 31.4 | 100 |
| Shariin Gol | <u>86.8</u> | 2.6 | 0 | 0 | 0 | 0 | 2.6 | 7.9 | 100 |
| Khongor | 51.4 | 2.9 | 2.9 | 2.9 | 0 | 5.7 | 31.4 | 2.9 | 100 |
| Uvurkhangai | | | | | | | | | |
| Arvaikheer | 23.4 | 4.3 | 4.3 | 2.1 | 0 | 8.5 | <u>57.4</u> | 0 | 100 |
| Kharkhorin | 23.5 | 5.9 | 2.0 | 3.9 | 0 | 7.8 | 51.0 | 5.9 | 100 |
| Guchin-Uus | <u>65.2</u> | 1.5 | 1.5 | 0 | 0 | 0 | 24.2 | 7.6 | 100 |
| Khovsgul | | | | | | | | | |
| Murun | 14.0 | 14.0 | 2.3 | 2.3 | 0 | 0 | <u>55.8</u> | 11.6 | 100 |
| Erdenebulgan | 76.7 | 14.0 | 0 | 0 | 0 | 0 | 2.3 | 7.0 | 100 |
| Tarialan | <u>63.3</u> | 3.3 | 3.3 | 6.7 | 3.3 | 0 | 13.3 | 6.7 | 100 |
| Khentii | | | | | | | | | |
| Kherlen | 16.0 | 10 | 2.0 | 4.0 | 0 | 14.0 | <u>52.0</u> | 2.0 | 100 |
| Batnorov | <u>58.7</u> | 12.0 | 2.7 | 0 | 0 | 1.3 | 20.0 | 5.3 | 100 |
| Omnodelger | 43.5 | 6.5 | 0 | 4.3 | 2.2 | 0 | 39.1 | 4.3 | 100 |
| Khovd | | | | | | | | | |
| Jargalant | 16.1 | 6.5 | 0 | 0 | 3.2 | 6.5 | <u>67.7</u> | 0 | 100 |
| Bulgan | <u>84.6</u> | 12.8 | 0 | 2.6 | 0 | 0 | 0 | 0 | 100 |
| Mankhan | <u>83.3</u> | 5.6 | 0 | 0 | 2.8 | 0 | 5.6 | 2.8 | 100 |

Contacting soum/district CRH Representative

1 out of every 10 respondents met with their soum/district CRH representatives since the 2012 local elections. This is 4 times more in rural areas than in Ulaanbaatar.

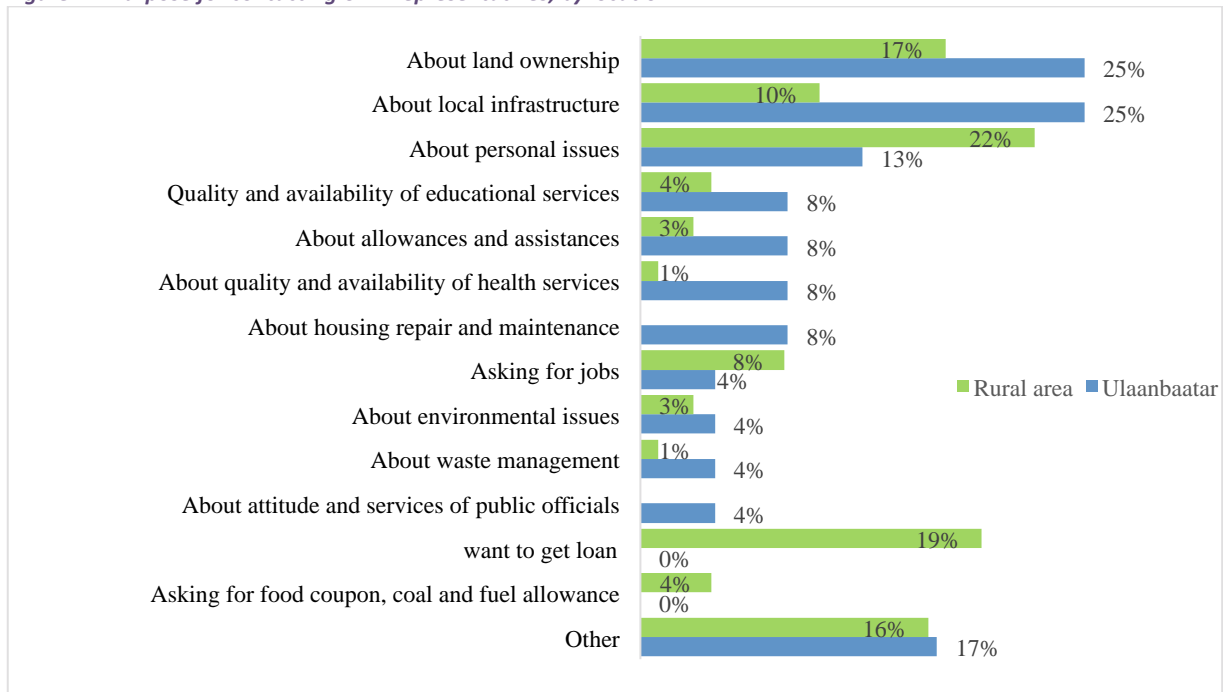
Figure 11. Contacts made with soum/district CRH Representative



On average, residents contacted their soum/district Representative **2.6** times.

The purpose of contacting soum/district Representatives is different for UB and rural residents. UB residents met their Representatives mainly for land ownership and infrastructure issues whereas rural residents met with them with personal issues, requesting assistance in obtaining a loan, or on land ownership related issues.

Figure 12. Purpose for contacting CRH Representatives, by location



When asked about the purpose people contact them, the CRH Representatives in rural areas mentioned request for jobs as the most common purpose, and in Ulaanbaatar, request for housing assistance, help for medical treatment, and land ownership issues.

According to district CRH Representatives, residents used to see CRH Representatives about timely removal of trash and garbages accumulated in streets and public areas and from khashaa plots owned by residents, but as these issues have been better addressed and managed, fewer people come to see them with such issues.

Notes from individual interviews:

70 out of 100 people come to see us ask for job and help in finding a job.

CRH Representative, Mankhan soum, Khovd aimag

People whose lives are getting better and managing their livelihood better do not often meet with Representatives. People with low living standards come to meet us with personal request, asking for assistance.

CRH Representative, Chingeltei district, Ulaanbaatar

The main request of residents is help in finding jobs. However, today, CRH does not have jobs to give to residents, therefore, we refer them to relevant authorities, soum Governor or urban improvement and services department of Murun soum with official letters signed by the CRH Chair. We have no other solutions to address this issue.

CRH Representative, Murun soum, Khuvsgul aimag

4 out of 10 people who turned to CRH Representatives with such issue considered the requested issues were fully addressed and 3 said the issues were not addressed at all. About 60% of UB residents consider the issues they asked their representatives to address were not addressed at all or were ineffective and this is twice as much than in rural area.

Also it is common for residents to ask representatives to address issues which are beyond the authority of the representatives. According to many representatives, they refer these issues to higher authorities.

Notes from individual interviews:

When I got elected as representative and went to CRH, I was asked about Oyu Tolgoi, Tavan Tolgoi, hospital etc. For example, constituents asked me “ what is your party’s position on Oyu Tolgoi” etc. Voter’s education is inadequate, therefore, I was asked many questions that are in the level of parliament member. However, my responsibility is issues related to apartment entrance, car parking, waste management or comfortable living of residents.

CRH Representative, Chingeltei district, Ulaanbaatar

Table 44. How issues addressed to CRH representative are solved, by location, in %

| Location | 100% or fully resolved | 75% | 50% | 25% | 0% or not resolved | Total |
|--------------------|------------------------|-------------|------------|------------|--------------------|------------|
| Total | 43.1 | 15.4 | 6.5 | 4.1 | 30.9 | 100 |
| Ulaanbaatar | 20.8 | 16.7 | 0 | 4.2 | 58.3 | 100 |
| Rural areas | 48.5 | 15.2 | 8.1 | 4.0 | 24.2 | 100 |

When asked the extent to which issues raised by residents are solved, representatives most soum/district representatives said they are solved 60-80% of the time. However, evaluation of the residents are twice less than this.

Notes from individual interviews:

I resolve around 80% of complaints and requests received from residents. The remaining issues are referred to higher authorities.

Khoroo Governor, CRH Representative, Khan-uul district, Ulaanbaatar

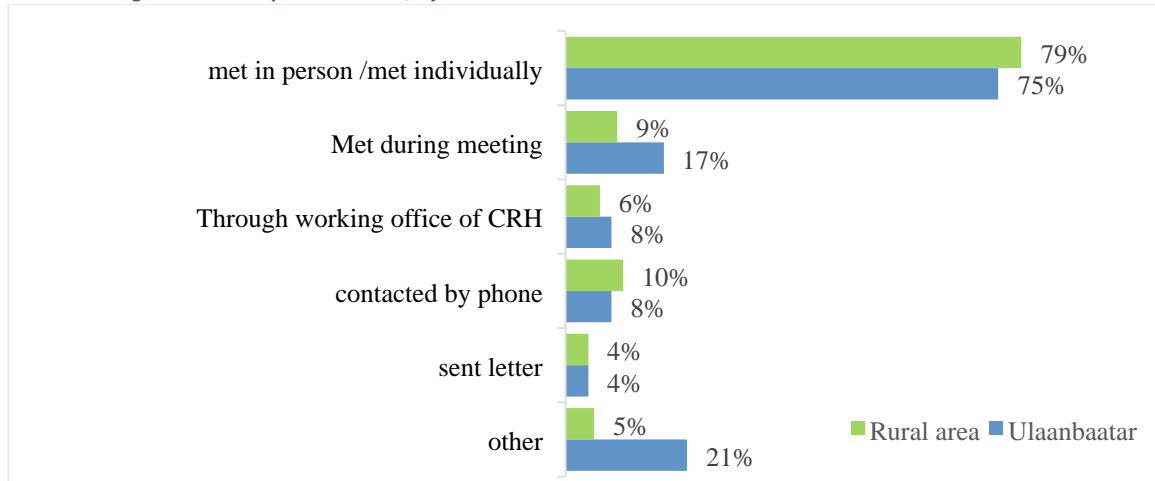
Managed to resolve 50-60% of issues raised by residents. We cannot resolve some issues because of a lack of funding. Other than this, no issue is left unsolved.

CRH Representative, Khongor soum, Darkhan-Uul aimag

If someone makes a request to me, I always fulfill them. Why? Because that person trusted me and turned to me. We manage to resolve around 60% of requests made to CRH. I can say proudly that more than 60% of these requests are resolved, because resolutions are issued reflecting these issues.

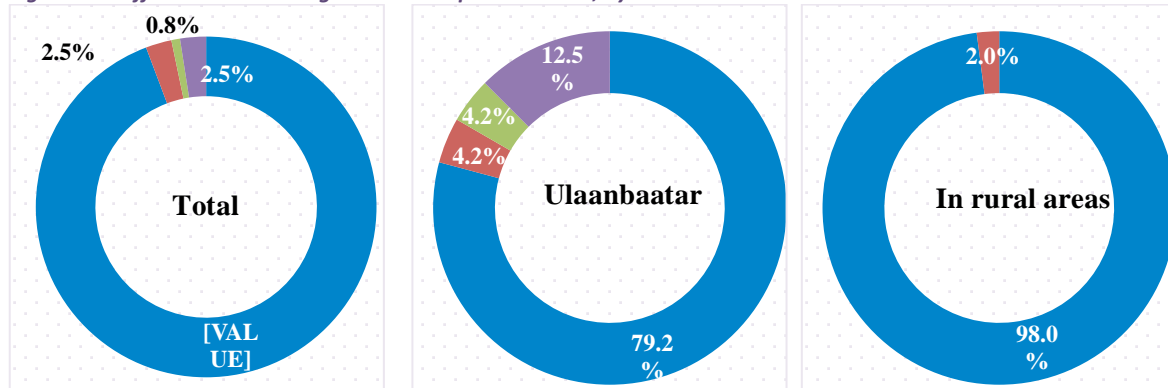
CRH Representative, Jargalant soum, Khovd aimag

Figure 13. Meeting with CRH Representatives, by location



Residents often meet with their soum/district Representatives in person with it easier to meet with Representatives in rural areas than in UB. 1 out of 10 Ulaanbaatar residents who met with their Representatives shared that they had have some difficulty in meeting with their Representatives.

Figure 14. Difficulties in meeting with CRH Representatives, by location



- medium
- it was difficult, but managed to meet
- contacted/met easily, no problem
- contacted/met, but with few difficulties

Notes from focus group interviews:

I managed to meet after one or two attempts. I understand I cannot meet immediately as that person may be busy. Still, it is difficult to meet them.

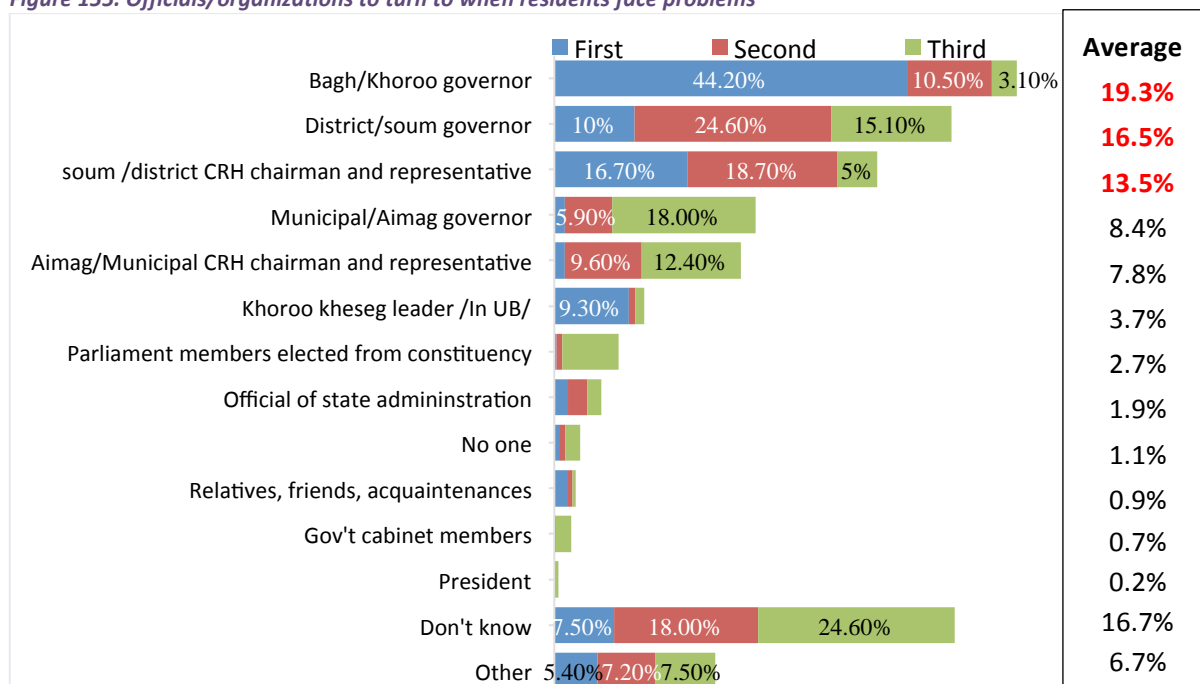
Resident, Sukhbaatar district, Ulaanbaatar, female

As soum residents it is relatively easy to meet with Representatives. I received advice from the Representative while we were trying to get a loan as we thought they [CRH] would have more information than us.

Resident, Batnorov soum, Khentii aimag, male

Residents turn to their bagh/khoroo Governors if they or their family members face any issues or emergency related to local development and infrastructure, road etc, according to survey results.

Figure 155. Officials/organizations to turn to when residents face problems



Notes from focus group discussions:

First, I would go to the Bagh Governor. I understand he represents soum residents. If Bagh Governor cannot resolve the issue, I will turn to aimag CRH.

Resident, Bulgan soum, Khovd aimag, male

I do not have enough information, so I don't know whom to turn to. I think I will meet with Khoroo Governor or the group leader (khesegiin akhlagch).

Resident, Bayanzurkh district, Ulaanbaatar, male

Ratings of soum/district CRH Representatives

One fourth of residents rated activities of their soum/district Representatives as good. Rural residents rated their CRH Representatives more positively than those in Ulaanbaatar. The residents who positively rated their Representatives as good did so, having compared their Representatives with other baghs or previous CRH Representatives, and considering relative improvement of their living conditions despite the fact that they do not know their Representatives well, and tend to think their Representatives are doing good job.

Residents tend to rate their Representatives as "average" or respond "do not know", due to the following reasons:

- Do not know soum/district Representatives, therefore, cannot rate them;
- Do not know well what Representatives did;
- Not interested to know about what the Representatives are doing;
- Do not go to meetings often;
- Do not experience any issues that need to be referred to Representatives;
- Think that Representatives are working to the extent allowed by their condition and capacity.

Table 45. Ratings of soum/district CRH, by location, %

| Location | Excellent | Good in some ways | Average | Bad in some ways | Very bad | Do not know | Refused to answer | Total |
|--------------------|-----------|-------------------|---------|------------------|----------|-------------|-------------------|-------|
| Total | 7.3 | 18.0 | 25.4 | 4.8 | 10.4 | 33.5 | 0.6 | 100 |
| Ulaanbaatar | 5.8 | 9.2 | 23.2 | 6.0 | 14.8 | 40.0 | 1.0 | 100 |
| Rural areas | 8.4 | 24.3 | 27.0 | 3.9 | 7.3 | 28.9 | 0.3 | 100 |
| By aimag | | | | | | | | |
| Darkhan-Uul | 2.1 | 36.4 | 28.7 | 7.0 | 8.4 | 17.5 | 0 | 100 |
| Uvurkhangai | 6.7 | 17.7 | 19.5 | 3.0 | 6.1 | 47.0 | 0 | 100 |
| Khuvsgul | 12.9 | 25.9 | 31.9 | 1.7 | 2.6 | 24.1 | 0.9 | 100 |
| Khentii | 11.7 | 21.1 | 26.9 | 3.5 | 7.0 | 29.8 | 0 | 100 |
| Khovd | 9.4 | 21.7 | 31.1 | 3.8 | 13.2 | 19.8 | 0.9 | 100 |

Notes from focus group discussions:

It is our fault that the people are not interested in receiving information. I don't know how to evaluate [them] since I don't know what that person is doing.. Maybe we shouldn't blame representatives who are working hard when we don't have information. Probably they are working.

Resident, Jargalant soum, Khovd aimag, female

I didn't experience any issues that need to be referred to CRH. However, I can see that condition around here is improving, therefore, I will give them 4 points/good.

Resident, Sukhbaatar district, Ulaanbaatar, male

I will give them an average score. I think I shouldn't give them a bad score because I didn't meet or raise any issues with a Representative. It is also our fault that we, young people, are socially inactive.

Resident, Kherlen soum, Khentii aimag, female

When our family was in countryside, there was a CRH representative named Choisureen. He used to go around, riding a horse, and delivering information to people. After each CRH meeting he informed us the decisions made and used to ask for our opinions and requests. Nowadays, Representatives lack active communication with people.

Resident, Darkhan soum, Darkhan-Uul aimag, female

Residents gave the following reasons for rating their soum/district Representatives as bad or very bad:

- Representatives do not reach out to people;
- They do not provide information, do not report;
- They have their own jobs, so they do not fulfill their responsibilities as Representatives;
- Did not address issues referred to them before;
- Do not know what they are doing. I think there has been no change.

Notes from focus group discussions:

There is no one who can represent the interests of residents. They are people who forget to represent the residents. Citizens' Representatives and presidium members never meet with people. They hold meetings for their own interests, and not for the interests of people. They do not disseminate information.

Resident, Bulgan soum, Khovd aimag, male

Not a single activity has been done by soum CRH Representatives that reach out to rural residents and inform them.

Resident, Arvaikheer soum, Uvurkhangai aimag, female

Residents rated their current Representatives based on their own views. When asked about criteria for soum/district Representative, people mentioned as the most important **to be someone who knows local conditions very well. In general, residents emphasized that a Representative should listen to residents, know local conditions very well and be honest.**

Figure 16. Criteria for Representative, qualities highlighted by residents as most important

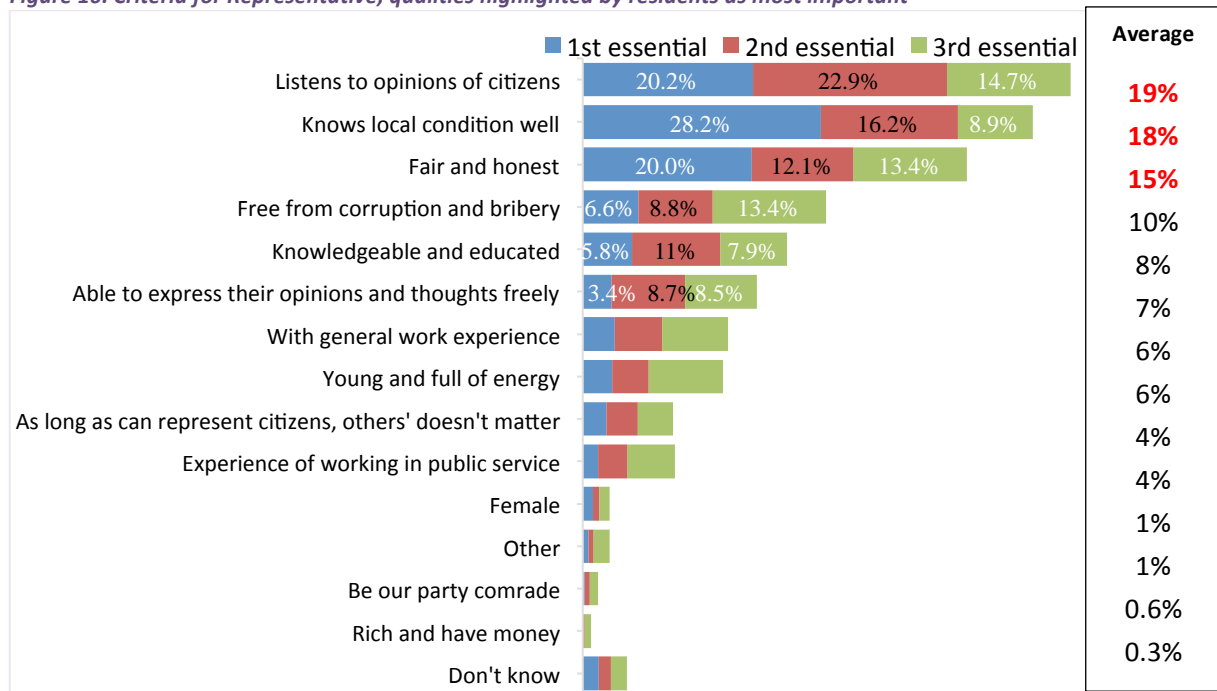
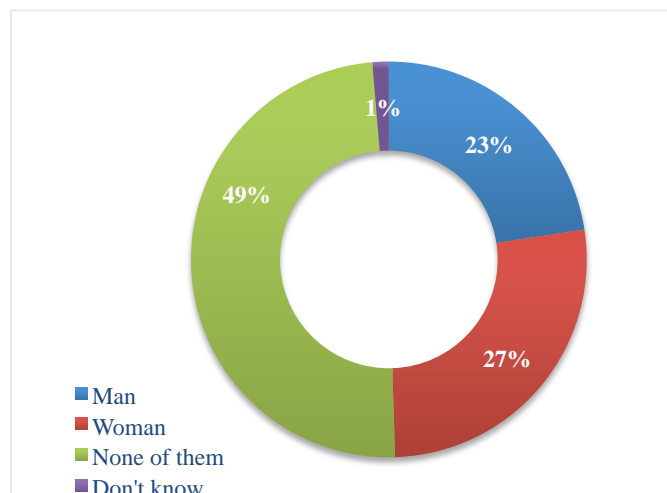


Figure 27. Views about gender of Representative



Residents do not have rigid preferences about the gender of Representatives. Half of the residents do not care if Representative is male or female.



3.5 PUBLIC PERCEPTION, AWARENESS AND PARTICIPATION IN BAGH/KHOROO MEETING

According to the Law on Administrative and Territorial Units and their Governance (LATUG), “Citizens’ General Meeting” is a structure where local residents discuss their local issues together and refer them to their elected representative body or make decision on its own. The LATUG specified that a quorum of bagh/khoroo meeting should be at least 30% of residents eligible to vote.

This section describes the extent to which residents participate in bagh/khoroo meeting or CGM, number of meetings they attended last year, the way people receive the announcement of meetings, issues discussed at those meetings if they participated, reasons for low attendance, and willingness to attend meetings in the future.

The attendance rate of the CGM to nominate Bagh/khoroo Governor is 30% in the capital city, and 70%, or two times higher, in rural areas.

Table 46. Attendance of the meeting to nominate bagh/khoroo Governor, by location, %

| By location | Attended | Did not attend | Did not answer | Total |
|-------------------------|-------------|----------------|----------------|-------|
| Total | 46.9 | 52.9 | 0.2 | 100 |
| Ulaanbaatar | 29.8 | 69.8 | 0.4 | 100 |
| Rural areas | <u>69.4</u> | 30.6 | | 100 |
| By district | | | | |
| Bayangol | 23.5 | 76.5 | - | 100 |
| Bayanzurkh | 19.8 | <u>79.0</u> | 1.2 | 100 |
| Chingeltei | <u>47.4</u> | 52.6 | - | 100 |
| Songinokhairkhan | 31.9 | 68.1 | - | 100 |
| Sukhbaatar | 22.8 | 76.1 | 1.0 | 100 |
| Khan-uul | 12.5 | <u>87.5</u> | - | 100 |
| Nalaikh | <u>47.8</u> | 52.2 | - | 100 |
| By aimag | | | | |
| Darkhan-Uul | 68.5 | 31.5 | - | 100 |
| Uvurkhangai | 67.1 | 32.9 | - | 100 |
| Khuvsgul | 70.7 | 29.3 | - | 100 |
| Khentii | 63.7 | <u>36.3</u> | - | 100 |
| Khovd | <u>82.1</u> | 17.9 | - | 100 |

In Ulaanbaatar, residents of Bayanzurkh and Khan-Uul districts had the lowest attendance of the meetings to nominate khoroo Governor. Khan-Uul district CRH Representative mentioned in an interview, that they work closely with people and encourage them to attend meetings. For example, the 3rd Khoroo of Khan-Uul district has around 1,000 elderly people, and each year many activities are organized including a Day for the Elderly which includes outings, and making photo albums of them, which they distribute to them. They also donate school items to orphaned children and have set up a Womens’ Association and Youth Association with around 75 young people who now work closely with their khoroo. **Unfortunately, attendance rate of CGM is low in general, and not only for CGMs that elect khoroo Governor.**

According to focus group discussion held with residents of 14th Khoroo of Sukhbaatar district, numerous efforts are made to engage citizens, including giving away event tickets during public holidays, giving presents, and visiting people at their homes to disseminate information. But people are inactive themselves, and consequently, khoroo meeting attendance remains very low. Some CRH Representatives mentioned that participation tends to increase when residents get to know that it is up to them how to keep their living environment.

In rural areas, the attendance of aimag center soums of the meeting to elect bagh Governor is around 10% less than in rural soums. For example, 4 out of 10 residents attended the bagh Governor election meeting in Kherlen soum, the centre of Khentii aimag, which is the lowest rate as compared to other soums. In Tarialan soum of Khuvsgul aimag, on the contrary, 9 out of 10 people attended the CGM, the highest rate.

Notes from focus group discussions:

Bagh CGM are held with many people during elections. In other periods, usually around 50 people attend the meetings which consist mainly of elderly people, heads of households, and middle aged people. During breeding season, participation of herders is reduced.

Resident, Murun soum, Khuvsgul aimag, female

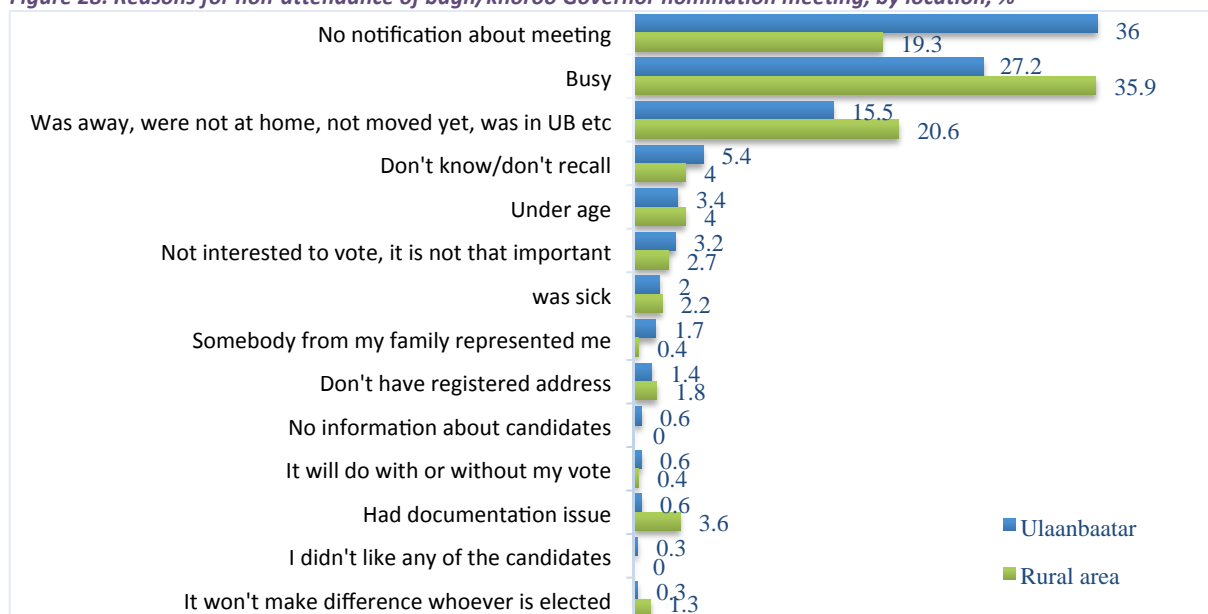
I get no news or announcement about meetings. If announcements of meetings were delivered regularly, including when and where the meeting will be held, we would want to attend and raise an issue or make requests.

Resident, Kherlen soum, Khentii aimag, female

Most respondents did not attend CGM or vote for the khoroo Governor mainly because they had not heard about the meeting, were busy at that time, or were not living at the regular residence during local elections.

The high percentage of responses “not living at the regular residence during local elections, were busy at that time”, among rural residents, can be explained by the fact that herders and farmers leave their home many times during the breeding season, crop planting season, and trips to oversee their livestock (Otor).

Figure 28. Reasons for non-attendance of bagh/khoroo Governor nomination meeting, by location, %



Attendance of bagh/khoroo CGM last year

Attendance of bagh/khoroo CGM last year or in 2014 was lower than of bagh/khoroo Governor nomination meetings. Around 29.8% of Ulaanbaatar residents, 69.4% of rural residents attended bagh/khoroo Governor nomination meetings, whereas 38% of Ulaanbaatar residents and 56.7% of rural residents attended bagh/khoroo CGMs last year.

The CGM non-attendance rate of Ulaanbaatar residents last year was 1.7 times higher compared to that of rural residents.

Table 47. Attendance of CGM in 2014, by location, %

| Location | Never attended | Once | Twice | Three times | 4 or more times | Total |
|-------------------------|----------------|------|-------|-------------|-----------------|-------|
| Total | 55.3 | 14.4 | 14.8 | 7.7 | 7.9 | 100 |
| Ulaanbaatar | 72.0 | 10.2 | 9.4 | 3.0 | 5.4 | 100 |
| Rural areas | 43.3 | 17.4 | 18.6 | 11.0 | 9.7 | 100 |
| By district | | | | | | |
| Bayangol | 70.6 | 7.8 | 9.8 | 3.9 | 7.9 | 100 |
| Bayanzurkh | 81.5 | 7.4 | 8.6 | 1.2 | 1.2 | 100 |
| Chingeltei | 64.5 | 14.5 | 7.9 | 5.3 | 7.9 | 100 |
| Songinokhairkhan | 71.7 | 12.4 | 9.7 | 0.9 | 5.4 | 100 |
| Sukhbaatar | 70.3 | 10.9 | 6.9 | 5 | 7 | 100 |
| Khan-uul | 96.9 | 3.1 | 0.0 | 0.0 | 0.0 | 100 |
| Nalaikh | 56.5 | 8.7 | 23.9 | 4.3 | 6.5 | 100 |
| By aimag | | | | | | |
| Darkhan-Uul | 51.0 | 19.6 | 14.7 | 8.4 | 6.3 | 100 |
| Uvurkhangai | 42.1 | 21.3 | 23.2 | 8.5 | 4.9 | 100 |
| Khuvsgul | 40.5 | 19.8 | 19 | 9.5 | 11.3 | 100 |
| Khentii | 39.2 | 11.7 | 17.5 | 17 | 13.4 | 100 |
| Khovd | 43.3 | 17.4 | 18.6 | 11 | 9.7 | 100 |

In terms of attendance by location, attendance of Khan-uul residents was the lowest with only 3.1% of people confirming that they attended CGM. Attendance of Nalaikh residents was the highest among districts. Among the 6 central districts, attendance of Chingeltei residents was highest with 35.5%. Half of the residents who attended CGM meetings replied that they attended only one meeting last year.

As for rural areas, attendance to CGM by Khentii aimag residents was highest with 60.8% of all residents attending the meeting last year. The percentage of residents who attended all 4 meetings was also higher in Khentii aimag.

According to individual interviews with CRH Representatives, local government representatives and secondary information sheet, khoroo meetings were organized on average 6-7 times a year in Ulaanbaatar, and bagh meetings were organized on average 4 times a year in rural areas.

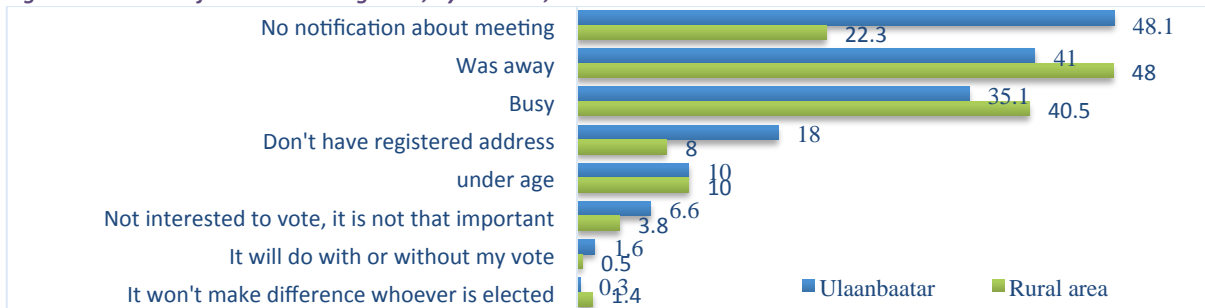
The bagh CGM attendance rate of rural residents was on average 80% in 2014 and while it has been reported that attendance of young people has been increasing lately, **less than 10% of people aged 18-35 attend CGM 1-2 times annually**. They did not participate in CGM more than 2 times a year.

Reasons for not attending bagh/khoroo meetings

The reasons for not attending CGM vary among Ulaanbaatar and rural residents.

The main reasons for not attending bagh/khoroo meetings include no notification about meetings, conflicting schedules, or were not at home at that time. The number of residents who were not notified about meetings was twice as high in Ulaanbaatar than in rural areas.

Figure 17. Reasons for not attending CGM, by location, %



In addition, the following common perception of residents, especially of young people constrain the participation in CGM. These include:

- CGM does not reach decision-making level regardless of our participation;
- Only the elderly and retired people attend CGM;
- Those participating in CGM end up debating and discussing without making any final decision, which is not attractive to residents;
- Activities of CGM and CRH cannot improve livelihoods, only MPs and the President can made decisions that affect the livelihood of people;
- In general, civic engagement of all residents has decreased;
- Residents tend to participate in CGM and only complain when they face a problem that affects their living environment;
- CGM may attempt to enroll youth in professional skill training and find jobs for people who attended trainings, but bagh/khoroo budgets are not sufficient for this.

Given the small territory to be covered, group leaders (khesgiin akhlagch) reach out households better than their rural counterparts. In rural areas, dissemination of information and reaching out to residents by representatives of Governors is 15 % less than in Ulaanbaatar. This is because households in some baghs are situated far from each other and bagh Governors in addition to group leaders (khesgiin akhlagch) have yet to find an effective method to reach out to people.

Notes from focus group discussions:

Previously, our bagh leader used to visit homes and announce upcoming meetings. Now this has stopped. In previous years, the group leader (khesgiin akhlagch) used to visit households and asked about how life was. Now this has completely stopped. Sometime ago, I saw an announcement of CGM on a small piece of paper posted to wall of Water Well (Tsagaan Khudag).

Resident, Kherlen soum, Khentii aimag

When we attend meetings, youth would say "Oh, many old people are here. Let's get out" and would leave the meetings.

Resident, Darkhan soum, Darkhan-Uul aimag, male

Residents who attend meetings do so only to seek solution for their issue. Once their issues are resolved and taken care of, they don't care about the next meeting.

CRH Representative, Jargalant soum, Khovd aimag

Channels used which residents who do not attend meetings want to get notified about CGM

Below is list of channels that respondents find adequate for receiving notification of CGM:

- Phone (*Most people think receiving notification by phone will save time and money*);
- SMS (*If notification about meeting is sent by SMS, people can check it later even when phone is disconnected*);
- Invitation;

- Large announcement banner (*display a large banner notifying about meeting in a place that can be seen by people*);
- Posters distributed to every street corner;
- Local TV ads;
- Loudspeaker;
- Appoint a person to be responsible for announcing it to 20 households. The appointed person will visit each household and announce it along with the agenda;
- Facebook (Lately online presence is increasing, therefore, online announcement to make young people participate /Facebook, twitter etc/).

Thus, residents do not get enough information about when and where the meeting to nominate bagh/khoroo Governor will be held, khoroo does not organize activities that attract public attention, as revealed by the quantitative survey. It is possible to increase attendance by using the channels recommended by residents. Distribution of print materials is considered old style and people throw them away assuming these were election campaign materials.

Notes from focus group discussions:

I don't get notifications about CGM. Actually, I am not socially active. I used to get information from my mom when she lived here. I am unaware of what has been happening lately.

Resident, Sukhbaatar district, Ulaanbaatar, male

The meeting announcement is written on a tiny piece of paper thats posted on borehole walls. People don't see it. It needs to be posted on large boards.

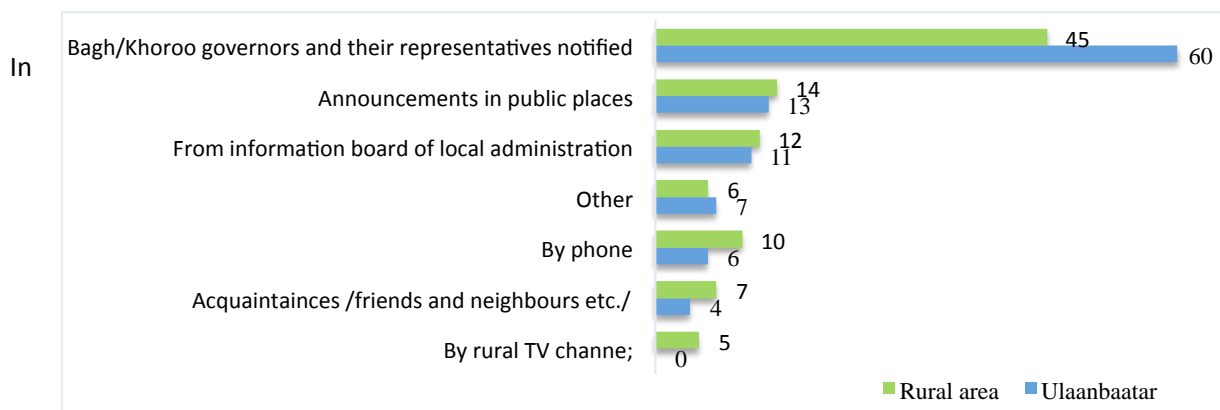
Resident, Bayanzurkh district, Ulaanbaatar, female

Residents who attend meetings

In terms of occupation of respondents who attend meetings, 23% were retired people, 20% were self-employed in Ulaanbaatar. In rural areas, 18.4% were people without regular jobs and employment, and 17.9% were public servants. Thus, the attendance of people who work for public budgetary organizations in rural areas is higher than in UB.

As for channels through which residents find out about meetings, most people learn from someone assigned to visit and notify them. Also, many people learn from announcements put in public places (stores, boreholes, khoroo offices, street corners etc).

Figure 30. Channels through which residents receive notification of bagh/khoroo meetings, by location, %



Ulaanbaatar, while khoroo Governors said that lately they have been notifying the public of CGMs

mostly through the Internet and then via Information boards, group leaders (khesgiin akhlagch), there was no resident who reported to have received such notifications.

Notes from individual interviews:

Our khoroo is organizing a “Digital program”. According to the survey of social workers, 60% of Khan-Uul district households receive information through Internet.

CRH Representative, khoroo Governor, Khan-Uul district, Ulaanbaatar

Both in Ulaanbaatar and rural areas, most residents receive notifications about meetings from bag/khoroo Governors, their representatives, such as group leaders (khesgiin akhlagch) and social workers. Group leaders visit households, hand out invitations, deliver notifications about the meetings verbally or in writing. However, according to the survey result, online or Internet does not reach people that well. Very few respondents confirmed that they receive information by phone and from people who live nearby.

Notes from focus group discussions:

When the bagh Governor was elected, an invitation was distributed and I attended that meeting. I heard about it from the group leader.

Resident, Murun soum, Khuvsgul aimag

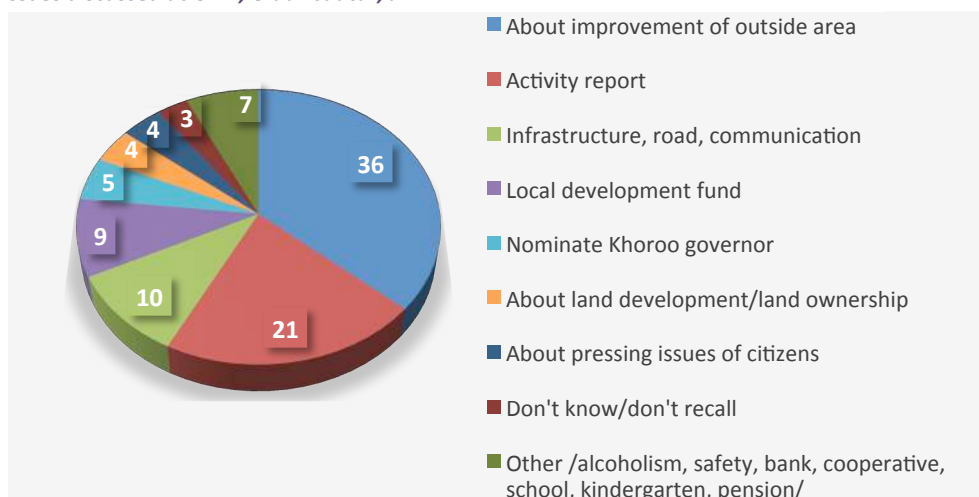
Our group leader sends us an SMS. Also I saw the notification on the Information board. Our khoroo posts announcement on street corners. They also call us by phone so that we are informed .

Nalaikh district residents

Issues discussed at CGM attended by residents

Below is the list of issues discussed at CGM, as shared by Governors and residents.

Figure 18. Issues discussed at CPM, Ulaanbaatar, %



During CGMs, participants mainly discuss issues related to improving living conditions due to the fact that around 70% of Ulaanbaatar is made up of ger area households. Issues mentioned include street lighting, garbage collection, killing of stray dogs, cleaning of surrounding areas, beautification of streets and public spaces. According to individual interviews, khoroo Governors report their activities on average 3 times a year. However, only 3 out of 10 people know about khoroo reports.

The next most common issues discussed at CGMs are infrastructure and roads, with 8% of respondents mentioning them. Although, lately, paved roads are being built in downtown areas,

new residential areas in the outskirts of Ulaanbaatar do not have paved roads and a centralized electrical network.

The Local Development Fund is of great importance to residents, but it is not discussed at CGMs because of the lack of information. Less than 7% of participants of CGM replied that the meetings discussed appointments, exemptions, dismissals and the nomination of the khoroo Governor and this confirms results of the question C*1. Lately, CGM discussed about 0.07 hectare land ownership for each citizen and land re-development issues.

According to CRH Representatives and Governors, opinions of residents on what should be done in bagh/khoroo are ranked at CGM and then measures are taken to resolve the issues which get most votes.

Notes from individual interviews:

Opinions of residents on list of works to be financed by Local Development Fund were taken using a form. I criticized it many times, without success. But there were 1 or 2 results. On the surface, it looks like residents are ranking issues, however, it does not happen in terms of substance. Group leaders fill out the forms by themselves if they get lazy. There are errors in the implementation stage. We need to differentiate what are the problems that residents face, improve monitoring and establish a better system. Otherwise, questionnaires taken from ger areas are also handed out to apartment buildings. A major deviation is happening.

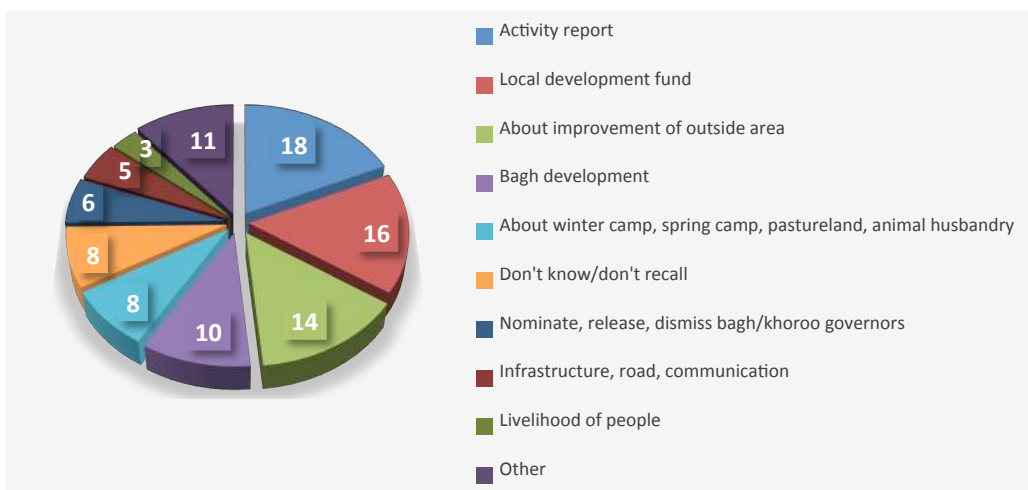
CRH Representative, 4th khoroo, Chingeltei district, Ulaanbaatar

Notes from focus group discussions:

There are many problems related to our living environment. The road being constructed in our street is very narrow, two cars cannot pass each other. Also, there are no street lights, there are many such issues. These issues probably will be referred to district CRHs through khoroo residents.

Resident, Nalaikh district, Ulaanbaatar, male

Figure 19. Issues discussed at CPM, in rural areas, %



As the results of the quantitative survey show, residents in rural areas actively participate in annual and quarterly reporting meetings. They also have better knowledge about Local Development Fund, and discuss more issues relevant to herders, unlike meetings held in the city. In the countryside, there are many topics discussed including crop production and pastureland use, winter preparation,

winter and spring settlement places for herders, and planning of *otor* areas or designated reserve areas for fattening livestock. Lately, paved roads between Ulaanbaatar and aimags are improving, but inter-soum roads remain an issue. Shortage of jobs in rural areas seriously affects the livelihood of residents.

Notes from individual interviews:

The package of works discussed and approved by bagh CRH gets implemented within the budget approved by the Local Development Fund. For example, in our bagh, we built 2 boreholes. This was done in accordance with residents' preferences as discussed at the CGM. Also the new settlement area was connected to the electricity lines with 850 million tugrugs allocated from the national budget. These kinds of works have been done in our bagh during the last two years.

Malchin bagh Governor, CRH Representative, Darkhan soum, Darkh-uul aimag

Intention to attend CGM in the future, if notified

Around 48% of Ulaanbaatar residents and 22% of rural residents did not attend CGM before as they did not receive notifications. But if notified, 52% of Ulaanbaatar residents and 70% of rural residents intend to attend CGM. Also 30% of Ulaanbaatar residents and 18% of rural residents will attend "if they have time". Those who would not attend CGM even if they receive notification about the meetings, think that their participation will not make any difference, and expressed that they have lost trust in government.

Table 48. Intention to attend CGM in the future, by location, %

| Location | Definitely will attend | Will try if I have time | Maybe/it will depend on circumstances | Probably will not attend | Will not attend | Do not know |
|--------------------|------------------------|-------------------------|---------------------------------------|--------------------------|-----------------|-------------|
| Ulaanbaatar | 51.8 | 29.8 | 12.0 | 4.0 | 1.8 | 0.6 |
| Rural areas | 70.0 | 18.3 | 7.9 | 1.7 | 0.9 | 1.3 |

According to the qualitative data, people would participate in meetings if it is convenient and if they have time.

Notes of focus group discussions:

I will go to a meeting if it is about manageable issues such as beautification of khoroo areas etc.

Resident, Bayanzurkh district, Ulaanbaatar, female

If the meeting is held on weekends in the morning, people probably will not come. Timing and venue have to be planned well. We know khoroo works for our interest, therefore, we will go to that meeting.

Residents, Sukhbaatar district, Ulaanbaatar

For 4th bagh residents, unemployment and poverty are prominent issues, therefore, we need to express our views about these concerns. I will participate in CGM.

Resident, Murun soum, Khuvsgul aimag, female

If CGM is to be held open, I will definitely go. Then I will ask for the right to say my words. I always attends bagh meetings. Participation has been decreasing sharply since 1990. Because of people who are biased and cannot agree with others, meetings lose their meaning and value. Citizens' participation is essential for any development. For example, equipment was brought from Germany. However, there is no personnel to work on that

equipment. Therefore, there is a need to improve the capacity of people rather than equipment.

Residents, Bulgan soum, Khovd aimag

This year was announced as the year to support public participation. This year, a budget of 1 billion tugrug was allocated for events planned in the district. A substantial portion of this amount will go to programs that support public participation.

CRH Representative, Chingeltei district, Ulaanbaatar, male

Table 49. Intention to attend CGM in the future, attendance of 2014, by location, %

| By location | Will attend | Will not attend | Total |
|-----------------------|-------------|-----------------|-------|
| Ulaanbaatar | | | |
| Attended | 29.7 | 0.2 | 100 |
| Did not attend | 63.6 | 6.4 | |
| In rural areas | | | |
| Attended | 58.2 | 0.9 | 100 |
| Did not attend | 38.9 | 1.9 | |

Around 30% of those Ulaanbaatar residents who attended a CGM in 2014 expressed that they will attend the meetings in the future, with those rural residents being twice as likely to attend future CGM. On the contrary of people who did not attend meetings before, Ulaanbaatar residents are 25% more likely than rural residents to attend meetings in the future.

3.6 PUBLIC PARTICIPATION IN LOCAL SELF-GOVERNING BODIES AND FUTURE OUTLOOK

Public participation is the basis of local self-government. This includes the right to life, to safe environment, to work, and other social and cultural rights exercised locally. Local areas are the primary living environment for people. The participation of citizens in resolving local issues and collective decision-making ensures basic human rights. This is what local self-governance is and such a concept is exercised through decisions made with public participation. Citizens, residents, consumers, voters, interest groups, non-government organizations and private sector stakeholders should all participate in local decision-making.



During the study, public perception, views of CRH Representatives and local government officials about public participation in local self-governance and related issues were explored.

Promotion of public participation by local authorities

Most Representatives and local government authorities interviewed think that public participation has been increasing over the last few years. They mentioned the following as the reasons for this trend:

- People have become more responsible as they are to administer the local budget themselves;
- CGM is now regularly organized every quarter;
- Citizens' Halls are opened;
- The opportunity to improve livelihoods has improved, if citizens join together as a cooperative and write project proposal;
- Citizens get organized according to their interests and we listen to their opinions as groups.

The Representatives and local government authorities use the following means to improve public participation:

- Consolidate and prioritize suggestions made at CGM, rank them and deliver to higher authority;
- Consolidate and prioritize suggestions made by citizens during Citizens' Hall discussions and pass them on to Representatives and authorities;
- Survey the public's opinion through questionnaires (*this is done through group leaders and khoroo volunteers*);
- Collect suggestions, consolidate them with the assistance of social policy officers and submit them to relevant specialists.

It was clear from interviews, that the establishment of Citizens' halls provide a major incentive for increasing public participation and working closely with people.

Strengths and weaknesses of increasing public participation

Participants characterized strengths and weaknesses of increasing public participation as listed below.

Table 50. Effect of increasing public participation, as shared by CRH Representatives and local authorities

| Benefits | Negative effects |
|--|--|
| <ul style="list-style-type: none"> ▪ Decisions passed will be more effective ▪ Decisions made will be responsive to the needs of people ▪ Representatives will do more tangible things and work closer with citizens ▪ Living environment and livelihood of people will be improved ▪ People would be able to see the results of works they supported ▪ Public engagement and perception of local government bodies will increase and ameliorate? ▪ Public service will go to the right direction | <ul style="list-style-type: none"> ▪ If it gets too informal and open, it will be hard to make decisions ▪ Government will be forced to decide on too many small issues ▪ Everybody will look at things from their own angles and decision making process will slow down ▪ Once people get too political, it may lead to clashes and conflicts ▪ Government policy will face difficulties |

Most interview participants thought that public participation needs to be improved as there is no harm increasing such engagement. Some people are active and seeks information by themselves, however, they make up a small percentage. Since many feel there is little interest in participation, Representatives and local government bodies need to conduct activities to support engagement in order to protect the interests of the majority of citizens and pass decisions that respond and meet their needs.

Notes from individual interviews:

All representatives and public servant needs to understand that without citizens' participation, government actions will lead to the wrong direction. We need to change citizens' attitudes, enlighten and provide information for citizens.

CRH chair, Tarialan soum, Khuvsgul aimag

Citizens' participation should be increased and supported. Citizens with their street neighbors, teams and groups should convene and address their issues.

CRH Representative, Arvaikheer soum, Uvurkhangai aimag

Citizens' participation tends to increase. Because citizens are increasingly responsible for spending local budgets, they have become more responsible. Another reason for such increase is because suggestions and requests submitted to CRH get resolved. Therefore, participation and the public trust are increasing. In order to ensure citizen participation, we need to provide some incentives for those who participate in tree planting campaign and those who grow many trees and support them in realizing their proposals.

CRH Representative, Jargalant soum, Khovd aimag

There is no drawback of increasing citizens' participation. There is a need to develop it in the right direction. For example, in order to increase participation of young people, we have to work through interest groups or unite people with similar interests and listen to their opinions.

Governor, Bayanzurkh district, Ulaanbaatar

People considered citizen participation in local government decision-making will have the following strengths and weaknesses.

Table 51. Effect of increasing public participation, as shared by citizens

| Benefits | Negative effects |
|--|--|
| <ul style="list-style-type: none"> ▪ Bribery and corruption will be reduced ▪ Implementation of laws and regulations will be improved ▪ Citizens will have the opportunity to improve their livelihood ▪ Local development will be enhanced ▪ Decisions will be realistic | <ul style="list-style-type: none"> ▪ Everybody will attempt to decide in favor of their personal interest ▪ Tendency to act based on emotions may increase |

The residents also consider that public participation in local government decision-making should be supported. However, according to them, public participation is decreasing every year, especially participation of youth. They explained this trend in relation to market economy and loss of public trust in the government.

As for the CRH Representatives, they encourage public participation through all means, however, the public perceives that they get minimal opportunity to participate in decision making. They were critical and expressed that only a few people submit their suggestions, and then, it is still not clear if these are taken into account in decision-making, since no feedback is provided as to what happened.

3.7 CONCLUSION

Aimag, the capital city, soum and district Citizens' Representatives' Hural and bagh, khoroo Citizens' General Meeting, as constitutional bodies, play important roles in electing Governors, overseeing activities of local executives, executing local budgets, delivering public services, fulfilling representational roles by protecting the interests of local residents, reflecting opinions of people in local policy, budgeting and planning, receiving and resolving complaints related to services, and disseminating information about central and local government activities.

This "Baseline Study on Public Perception of Local Self-governing Bodies" was conducted in order to better understand how citizens perceive and trust local self-governing bodies, and participate in their activities. This survey is the first of its kind in the country.

Below is the summary of the survey findings:

CITIZENS' PARTICIPATION IN ELECTIONS AND THEIR OPINION ABOUT THE ELECTORAL SYSTEM

The election law and system are crucial to the **quality of local representation**. The election system may provide advantages to large parties, or leave certain groups out, or reinforce division of powers of parties. Therefore, it is important for citizens to have a clear understanding about the system.

- Citizens' understanding, knowledge, and information about the current election system is alarmingly poor, as evidenced by the fact that 1 out of 5 respondents did not know what to say about if the current use of its mixed system was appropriate for local elections.
- Half of the citizens consider the mixed election system as inadequate.
- 57% of citizens think that CRH Representatives elected from constituencies can represent them and 27% consider that the Representatives elected under party list can represent them. A breakdown of this response by Ulaanbaatar and rural areas shows that 48.8% of Ulaanbaatar residents and 62.6% of rural residents trust Representatives elected from constituencies.

Voter turnout is an indicator of citizens' trust in given institution.

- Citizens', especially Ulaanbaatar residents give less importance to local elections compared to Parliamentary elections.
- Reasons for poor voter turnout in local elections include: lack of information due to smaller funding compared to Parliamentary and Presidential elections; local elections taking place during conflictual times such as preparation for winter; local elections are organized at a time when people are already fed up with elections held earlier that year; and general public distrust in the State.
- About 90% of citizens said they will participate in 2016 local elections.
- Citizens' awareness about the importance of CRH, responsibilities of Representatives, institutions to turn to when facing problems in daily life, is poor.
- Citizens mention more commonly about voting once in 4 years rather than participating in decision-making through their elected Representative and expressing their opinions.

Public perception and rating of CRH

Understanding about local self-governing bodies and representative democracy is poor among the public.

- More than half of all citizens have no idea at all about CRH, about 30% of Ulaanbaatar residents and 30% of rural residents do not know that such an institution exists, let alone that there are CRH at capital city/district and aimag/soum levels.
- Those people who have some knowledge of CRHs think of it generally as a representative body elected by people; as institution that receives suggestions and requests of people and passes

them on to relevant authorities to get them resolved; or a bridge linking citizens and the State. There were a few cases of confusion where CRH was mixed up with the Parliament, the executive, and political parties, when they informed that the CRH is an institution that passes law, provides services, or increases political participation.

- Half of the citizens interviewed could name key functions of CRH as an institution which regularly works with citizens, and mandated to address their requests and complaints according to relevant procedures.
- The key decisions of CRH cited most frequently by citizens were construction and development works and resolutions and decisions that directly affect the livelihood of people.
- Very few people know that CRH at each level allocates the funding assigned to a given local area and monitors its spending. On the contrary, CRH Representatives commonly name their main tasks as approving local budgets, allocation of Local Development Fund, monitoring of budget execution, and the approval of policy documents.
- A few people have negative perceptions of CRHs as people who get paid for doing nothing and as an institution that embezzles funds. Such negative perception was more prevalent among Ulaanbaatar residents than in rural areas.
- People who rated activities of CRH as “very good” did so because CRH has become more open and transparent, its activities more visible and explaining that it affects livelihoods and provides information to the public. Those who rated activities of CRH as “very bad” gave such a rating because CRH does not meet with citizens, does not provide information, and does not do anything to substantially improve the livelihood of people.

Channels through which information CRH is received

- Citizens receive information about CRH mostly from national and local TVs.
- While UB residents receive information about CRH from national TV and their khoroos, people living in rural areas receive it from local TVs and at meetings.
- 1 out of every 4 residents received print materials by local government bodies reporting their activities and providing information.
- When print materials come to homes, 3 out of 4 residents read them and the remaining 1 person does not read, because they are fed up with such materials and have lost trust in CRHs.
- Youth have little interest in reading print materials.
- 1 out of every 4 people heard about the website www.khural.mn aimed to provide knowledge and information about CRH to public, with very few actually accessing it.

Public perception of CRH Representatives

- 1/3 of respondents named their aimag/capital city CRH Representatives from their constituency of which 15.8% gave correct answers. The percentage of correct answers was 5 times higher in rural areas than in Ulaanbaatar.
- The percentage of respondents who correctly named their soum/district CRH Representatives was slightly higher as compared to the naming of aimag and capital city CRH Representatives.
- Lack of familiarity with their Representatives depends first of all, on the number and density of the aimag, soum, district population. As election districts of UB are relatively larger than those in rural areas, one person cannot always meet with various interest groups and requires assistance from primary administrative organizations. This was confirmed by the Survey findings and people turn to their bagh/khoroo Governors rather than their Representatives when they face problems, have suggestions, or complaints.
- Over a span of more than two years since the 2012 local elections, only 10% of citizens contacted their Representatives with issues, suggestions or requests. A majority of them found no difficulty in contacting and meeting their Representatives in person.

-
- It was difficult for the research team, let alone ordinary citizens, to find out which Representative represented which baghs/khoroos.

Perception, knowledge, and participation in bagh/khoroos Citizens' General Meeting

Public participation in bagh/khoroos General Meeting to nominate bagh/khoroos Governor and other General Meetings is low.

- Public participation in CGM to nominate bagh/khoroos Governor was around 40% less in UB than in rural areas, and is due to the inability to receive notification about the meeting. Most people receive meeting notifications from bagh/khoroos Governor and his/her staff.
- Majority of residents who participated in CGM to nominate bagh/khoroos Governor attended at least one CGM in 2014.
- Frequency of participation of rural residents in CGM is higher than among Ulaanbaatar residents.
- Given the low attendance rate of CGM, awareness of issues discussed at these meetings is low.
- In Ulaanbaatar, the most common issues discussed at CGM were "outside area improvement, especially, garbage collection, stray dogs, boreholes and water issues". Overall, residents' of UB have a low awareness of the Local Development Fund.
- In rural areas, on the other hand, residents mainly participate in meetings that discuss the report of CRH and Local Development Fund.
- Youth does not participate in bagh/khoroos CGM, therefore, have no information and knowledge about it.
- Half of the residents who did not attend CGM intend to attend these meetings in the future and this may be due to the information about CRH provided during the survey.
- It is better to distribute information about CRH it by phone, SMS and street information board rather than through print materials, however, channels to reach out people should take into account the channels that are appropriate for each of the age groups.

Public participation in local self-governing bodies and its future outlook

- Public participation appears to have increased in recent years due to many factors, including opportunities for local authorities to administer their budget, establishment of Citizens' Halls, and opportunities to write proposals and obtain loans for small and medium sized enterprises. However, both citizens and CRH Representatives highlighted that youth participation in local decision making is very low.
- As noted by respondents, public participation in decision making of local self-governing bodies provides opportunity for Representatives and Governors to work more closely with people, and consequently, ensures that decisions are more realistic and effective and promotes public engagement and improved livelihoods. The downside of increased public participation may be too much decision-making would be required on every small matter, slowing down the decision-making process, and potentially leading to conflicts arising from politicization.

ANNEX

Characteristics of aimags and soums selected for the study

This section provides demographic information, socio-economic conditions, and political situation of 15 soums of 5 aimags, with each aimag representing a region.

Darkhan-Uul aimag

The status of Darkhan city, a large industrial center of Mongolia, was changed into Darkhan-Uul aimag by the Resolution no.32 of the Parliament (1994), in accordance with LATUG. The aimag has 4 soums.

Demographic information

As of the end of 2013, the population of Darkhan-Uul aimag reached 99.0 thousand, growing by 1.1% from the previous year and by 15.5% from 1989. Around 20.5% of the aimag population live in rural areas, 79.5% live in towns.

Table 52. Population of Darkhan-Uul aimag, by urban and rural areas, thous.people

| Location | 1989 | 2000 | 2010 | 2012 | 2013 | 2014 |
|----------------------------------|------|------|------|------|------|------|
| Total | 85.7 | 83.3 | 94.9 | 97.9 | 99.0 | 99.4 |
| Of which: aimag center | 85.7 | 65.8 | 78.5 | 77.2 | 78.7 | - |
| Rural | 0 | 17.5 | 16.4 | 20.7 | 20.3 | - |
| Population of the selected soums | | | | | | |
| Darkhan | 63.2 | 65.8 | 74.9 | 71.8 | 76.4 | - |
| Khongor | 5.2 | 5.5 | 4.9 | 5.7 | 5.7 | - |
| Shariin gol | 9.3 | 8.7 | 7.8 | 8.1 | 8.1 | - |

In 2013, the total number of the aimag households was 27.9 thousands, an increase by 6.4% from the previous year. While the national average number of household members is 3.8, the aimag average is 3.4 or fewer by 0.4 points. The national population density is 1.9 per 1km² whereas it is 748.3 in Darkhan soum, 84.8 in Shariin gol, and 2.2 in Khongor soum.

Nationally, people of voting age make up 67.6% of the total population; they make up 69.3% in Darkhan soum, 66.0% in Khongor, and 66.9% in Shariin gol soum.

Socio-economic conditions

Darkhan-Uul aimag is a major industrial center of Mongolia. It has well-developed infrastructure, international paved road Ulaanbaatar-Altanbulag, and situated at the junction of Ulaanbaatar-Sukhbaatar international railway lines, connected to the central power grid, high-speed fiber-optic cables, digital radio relay network, mobile phone services, and as compared to other aimags, it has more reliable and cheap public transport.

The socio-economic indicators of Darkhan-Uul aimag improved in 2013 from previous years. For instance, in 2013 the aimag total production reached MNT580.1 billion, of which the GDP totaled MNT 303.5 billion, an increase of 17.6% from the previous year. Around 13.3% of the aimag GDP was made by the agricultural sector, 39.7% by the industrial and construction sectors, and 16.7% by the other service sectors. Darkhan-Uul aimag contributes 1.6% of the national GDP.

Political situation

The voter turnout of the Presidential elections in Darkhan-Uul was 91.3% or the highest in 1993, dropped to 80.3% in 2009, a decline by 11%, and further decreased by 16.6% down to 63.7% in 2013. In 2013, Ts.Elbegdorj, the DP candidate got 50.0% of votes, defeating the MPP candidate B.Bat-Erdene by 7.9% more votes.

The voter turnout of the Parliamentary elections was 92.4% or the highest in 1992, dropped to 80.6% in 2008, a decline by 11.9%, and further decreased by 14.0% down to 66.6% in 2012. In 2012, S.Ganbaatar ran as independent and got elected by 53.8% of votes and D.Khayankhyrvaa from MPP was elected by 29.6% of votes.

In 2012, 33 Representatives were elected for Darkhan-Uul CRH, of whom 21 or around 60% were elected from the DP, and the remaining were from MPP. 5 out of 10 presidium members were elected from constituencies and the other 5 were elected by party list; 16 out of 23 Representatives were elected from the constituency, and the remaining 7 were elected by party list. As mentioned above, while an independent candidate and MPP candidate won the Parliamentary elections, the DP won most of the CRH seats in local elections.

Darkhan soum

Darkhan is the aimag center soum and is divided into 16 baghs. Of 33 Representatives elected to the soum CRH, 21 were elected from constituencies and the remaining 12 by the party list; 18 are from from MPP, 11 from DP, 2 Representatives are from “Justice coalition” of MPRP-MNDP, and 2 are independent Representatives.

Shariin gol soum

Shariin gol soum is situated 70 km away from the aimag center, 210 km from Ulaanbaatar, has 3 baghs. Of 27 soum CRH Representatives, 18 are from MPP, 8 from DP, and 1 Representative is from “Justice coalition” of MPRP-MNDP.

Khongor soum

Khongor soum is 13 km away from the aimag center, has 3 baghs. Of 27 soum CRH Representatives, 17 are from MPP, 9 from DP, and 1 Representative is from “Justice coalition” of MPRP-MNDP.

Uvurkhangai aimag

Uvurkhangai aimag center was settled in Arvaikheer in 1934, and since 1942 Uvurkhangai aimag has had some restructuring; some soums of the current Bayankhongor aimag were transferred to Arkhangai and Zavakhan aimags, and Kharkhorin, Khujirt, Bat-Ulzii, Bayan-Undur soums were transferred from Arkhangai, and Erdenesant soum was transferred from Tuv aimag. The aimag now has 19 soums, 108 baghs. It is one of the larger aimags in terms of the territory and the number of population and livestock.

Demographic information

At the end of 2013, the population of Uvurkhangai aimag was 101.6 thousand, a decline by 0.5 thousand from the previous year but an increase by 5.1 thousand from the 1989 level. According to the 2010 Census, 74.5% of the aimag population live in the countryside, 25.5% live in urban areas.

Table 53. Population of Uvurkhangai aimag, by urban and rural areas, thous. people

| Location | 1989 | 2000 | 2010 | 2012 | 2013 | 2014 |
|---|-------------|--------------|--------------|--------------|--------------|--------------|
| Total | 96.5 | 111.4 | 101.4 | 102.1 | 101.6 | 111.9 |
| Of which: aimag center | 30.0 | 19.1 | 38.4 | 24.6 | 25.9 | - |
| Rural | 66.5 | 92.4 | 63.0 | 77.5 | 75.7 | - |
| Population of the selected soums | | | | | | |
| Arvaikheer | 17.5 | 19.0 | 27.2 | 28.7 | 29.9 | - |
| Kharkhorin | 11.3 | 13.9 | 10.8 | 12.6 | 12.6 | - |
| Guchin-Uus | 2.4 | 2.3 | 1.7 | 2.2 | 2.1 | - |

In 2014, the aimag population increased by 10.3 thousand from the previous year. The soum with the largest population was Kharkhorin with 12.6 thousand people and the soum with smallest population is Guchin-Uus with 2.1 thousand.

In 2013, the aimag total number of households was 32.4 thousand, an increase of 1.09%. The average number of household members was 3.4 or 0.4% fewer than the national average. The number of household members is decreasing every year, however, it is higher than the national average or 3.5-3.8 in Guchin-Uus soum.

According to population density, population per 1 km² area is 611.05 ppl in Arvaikheer and, in Kharkhorin soum, it is 5.46, in Guchin-Uus, it is 0.46. In Arvaikheer, voting age people made up 67.2% of total population, in Kharkhorin soum, it is 67.0%, in Guchin-Uus it is 64.1%.

Social-economic conditions

Private sector participation and investment to the aimag development have been increasing every year and in the last 2 years, the national and local budgetary investment reached MNT22 billion, and development programs, projects and private sector investment reached MNT8 billion. Major development works were implemented to create a comfortable living and working environment in local areas.

As of 2013, the total production reached MNT451.5 billion, of which GDP reached MNT291.9 billion, growing by 41.1% or MNT85.0 billion from the previous year. The agricultural sector made up 52.9% of the aimag GDP, the industrial and construction sectors made up 13.9%, and services or other fields made up 16.3% of the GDP. In 2013, the aimag contributed 1.5% of the national GDP and this is 0.3% increase from the previous year.

Political situation

The voter turnout of the Presidential elections in the aimag was 95.0% in 1993, 66.1% in 2009, and 63.7% in 2013. In 2013 elections, the DP candidate Ts. Elbegdorj got 46.1% of votes, defeating B. Bat-erdene, MPP candidate, by 0.45% of votes.

The voter turnout for the Parliamentary elections was highest or 96.9% in 1992, 78.0% in 2008, and 70.4% in 2012. In 2012 Parliamentary elections, G. Batkhuyag, D. Zorigt, DP candidates, won by 40.4% and 34.0% of votes.

In 2012, 41 Representatives were elected to the Uvurkhangai aimag CRH, of whom 11 are presidium members, 20 of the remaining 29 Representatives were elected from constituencies and 9 by the party list. 16 Representatives are from MPP, 12 from DP, and 1 Representative is from "Justice coalition" of MPRP-MNDP. DP won the Parliamentary elections in the aimag and MPP took most seats in the local elections.

Arvaikheer soum

Arvaikheer is the aimag center soum and is 430 km away from Ulaanbaatar, and consists of 9 baghs. Of 31 soum CRH Representatives, 21 were elected from constituencies and 10 were elected by the party list; also 22 are from MPP, 8 from DP, and 1 Representative is from "Justice coalition" of MPRP-MNDP.

Kharkhorin soum

Kharkhorin soum is 138 km away from the aimag center, 343 km away from Ulaanbaatar, and has 8 baghs. Of 31 soum CRH Representatives, 21 are elected from constituency, 10 are elected under the party list; 7 are from MPP, 23 from DP, and 1 Representative is from "Justice coalition" of MPRP-MNDP.

Guchin-Uus soum

Guchin-Uus soum is 516 km away from Ulaanbaatar, 104 km away from the aimag center, and has 4 baghs. Of 21 soum CRH Representatives, 14 were elected from constituencies, and the remaining 7 were elected by the party list; 12 of all Representatives are from MPP and 9 from DP.

Khuvsgul aimag

Khuvsgul aimag was one of the first aimags established in 1931 by the decision of the State Small Khural with a territory of 107.2 thousand sq.km, consisting of 24 soums, 17,431 households and a population of 69,206, 1.2 million heads of livestock. Now the aimag has 24 soums, 126 baghs.

Demographic information

At the end of 2013, the number of population of Khuvsgul aimag reached 118.8 thousand, growing by 1.0% or 1.2 thousand from the previous year, by 17.0 thousand from the 1989 level. By the end of 2013, 67.3% of the population lived in rural areas and 32.7% in urban areas.

Table 54. Population of Khuvsgul aimag, by urban and rural areas, thous. people

| Location | 1989 | 2000 | 2010 | 2012 | 2013 | 2014 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| Total | 101.8 | 119.1 | 114.9 | 117.6 | 118.8 | 126.0 |
| Of which: aimag center | 30.0 | 31.5 | 38.6 | 36.8 | 38.8 | - |
| Rural | 71.8 | 87.6 | 76.3 | 80.8 | 80.0 | - |
| Population of the selected soums | | | | | | |
| Murun | 22.4 | 28.9 | 35.8 | 36.0 | 38.2 | 36.9 |
| Erdenebulgan | 2.5 | 2.7 | 2.4 | 2.7 | 2.7 | 2.8 |
| Tarialan | 5.4 | 6.1 | 5.1 | 5.9 | 5.8 | 5.7 |

In 2014, the aimag population increased by 7.2 thousand from the previous year. While the national average soum population is 3.0 thousand, the Khuvsgul aimag average soum population is 3.8 thousand, and the aimag average size of soum territory is 4.4 thousand sq.km.

In 2013, the total number of aimag households was 36.7 thousand, an increase of 3.6% from the previous year. The aimag average number of household members is 3.89 or 0.09 points higher than the national average. In Mankhan soum, the average number of household members is 3.9-4.45 and 3.63-3.87 in Jargalant soum, fewer than the aimag average.

The population density in Murun soum is 372.0 people per 1 sq.km, 0.554 in Erdenebulgan soum, and 1.69 in Tarialan soum. 70.1% of Murun soum population, 67.1% of Erdenebulgan soum population, 67.5% of Tarialan soum population are people of voting age.

Social-economic conditions

As of 2013, the total production of the aimag reached MNT572.1 billion, of which GDP reached MNT367.9 billion, an increase by 27.0% or MNT78.2 billion from the previous year. The agricultural sector contributed 50.9% of the aimag GDP, the industry and construction sectors contributed 17.5%, the service sector contributed 13.8% of the aimag GDP. Khuvsgul aimag contributed 1.5% of the national GDP.

Political situation

Voter turnout of Presidential elections in Khuvsgul aimag was 93.8% in 1993, 67.9% in 2009, and declined down to 64.2% in 2013. In 2013 elections, Ts.Elbegdorj, DP candidate, won with 62.3% of votes, defeating B.Bat-erdene, MPP candidate, by 12.0% of votes.

Voter turnout of Parliamentary elections was 93.4% in 1996, 76.9% in 2008, and 68.7% in 2012, declining by 8.2% from the previous elections. In 2012 parliamentary elections, L.Enkh-Amgalan,

MPP candidate, got 43.1% of votes and Ts.Davaasuren, independent candidate, was elected winning 34.6% of votes.

Of 41 aimag CRH Representatives elected in 2012, 13 were from DP, 26 from MPP, and 2 Representatives were from “Justice coalition” of MPRP-MND. 7 out of the 9 the aimag CRH presidium members were elected from constituencies, 2 were elected by the party list. 21 out of 32 Representatives were elected from constituencies, and 11 by the party list.

Murun soum

Murun is the aimag center soum, situated 313 km away from Ulaanbaatar, and has 13 baghs. Of 31 soum CRH Representatives, 21 were elected from constituencies and 10 by the party list. 20 Representatives are from MPP and 11 are from DP.

Erdenebulgan soum

Erdenebulgan soum is 700 km away from Ulaanbaatar and 260 km away from the aimag center. The soum has 5 baghs. It ranks 22nd out of all 24 soums of Khuvsgul aimag in terms of the number of population. 3 out of 21 soum CRH Representatives are from MPP and 18 are from DP.

Tarialan soum

Tarialan soum is 521 km away from Ulaanbaatar, 160 km away from the aimag center, and is the second largest soum of the aimag after Murun. It has 6 baghs. Out of 27 soum CRH Representatives, 18 were elected from constituencies and 9 were elected by the party list. From them, 15 are from MPP, 12 are from DP.

Khentii aimag

Khentii aimag has 18 soums, 4 villages, and 88 baghs.

Demographic information

At the end of 2013, the population of Khentii aimag reached 67.6 thousand, an increase by 0.1% from the previous year, and a decrease by 8.4% from the 1989 level. As of 2013, 66.5% of the population live in rural areas and 33.5% live in urban areas.

Table 55. Population of Khentii aimag, by urban and rural areas, thous. people

| Location | 1989 | 2000 | 2010 | 2012 | 2013 | 2014 |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| Total | 73.8 | 71.0 | 65.9 | 67.5 | 67.6 | 71.2 |
| Of which: aimag center | 27.3 | 27.9 | 30.6 | 20.5 | 22.6 | - |
| Rural | 46.5 | 43.1 | 35.3 | 47.0 | 45.0 | - |
| Population of the selected soums | | | | | | |
| Kherlen | 18.3 | 18.0 | 19.0 | 19.3 | 19.2 | 20.6 |
| Batnorov | 8.5 | 6.6 | 5.1 | 5.9 | 5.4 | 5.4 |
| Omnodelger | 3.7 | 5.7 | 5.1 | 5.2 | 5.2 | 5.3 |

In 2014, the aimag population grew by 3.6 thousand from the previous year. The population of Kherlen, Batnorov, Omnodelger soums reached 5.3-20.6 thousand, becoming one of the major soums of the aimag. Berkh bagh of Batnorov soum has 866 households with a population of 2,444, and is the largest baghs of the aimag.

In 2013, the total number of households was 21.9 thousand, growing by 0.4% from the previous year. The average number of aimag household members is 3.17 or 0.63 points fewer than the national average.

The population density in Kherlen soum is 5.08 people per 1 sq.km, 1.09 in Batnorov soum, and 0.48 in Omnodelger soum. Around 66.1% of the Kherlen soum population are people of voting age and 63.6% and 64.1% of population of Batnorov and Omnodelger soums are people of voting age, respectively.

Socio-economic conditions

The national budgetary investment to the aimag totaled MNT7.7 billion and the local budget investment was MNT7.5 billion in 2013, which is 75.5% increase from the previous year.

As of 2013, the aimag total production reached MNT396.1 billion, of which the aimag GDP totaled MNT274.8 billion, showing an increase by 33.1% or MNT68.3 billion from the previous year. The agricultural sector contributed 61.3% of the aimag GDP, the industrial and construction sectors contributed 13.6%, and the service sector contributed 13.6%. Khentii aimag contributed 1.4% of the national GDP.

Political situation

Voter turnout of the Presidential elections in Khentii aimag was 94.8% or the highest in 1993, and 67.7% in 2009 and 66.5% in 2013. In 2013 elections, B.Bat-Erdene, a MPP candidate, got 66.5% of votes, defeating Ts.Elbegdorj, DP candidate, by 29.1% votes.

Voter turnout of the Parliamentary elections was highest (97.9%) in 1992, 77.2% in 2008, and 69.0% in 2012, declining by 8.2% from the previous elections. In 2012 Parliamentary elections, B.Baterdene got 37.9% (MPP) of the votes while B.Garamgaibaatar (DP) received 34.3% of the votes and were elected.

Of 37 aimag CRH Representatives elected by the 2012 local elections, 10 are presidium members. Of all Representatives 24 were elected from constituencies while 13 were elected by the party list. 23 Representatives are from DP and 14 are from MPP.

Kherlen soum

Kherlen is the Khentii aimag center soum, situated 330 km away from Ulaanbaatar. The soum has 8 baghs. 7 out of 28 soum CRH Representatives are from MPP, 20 from DP, and 1 is from CWGP.

Batnorov soum

Batnorov soum is 430 km away from Ulaanbaatar, has 7 baghs. Of 27 soum CRH Representatives sitting 18 were elected from constituencies and 9 by the party list. 9 Representatives are from MPP and 18 from DP.

Omnodelger soum

Omnodelger soum 300 km away from Ulaanbaatar, has 7 baghs. Of 27 soum CRH Representatives 18 were elected from constituencies and 9 by the party list. 10 Representatives are from MPP and 17 are independent Representatives, which is quite a distinct feature as compared to other soums.

Khovd aimag

Khovd aimag is center of Mongolian western region with 17 soums and 91 baghs.

Demographic information

At the end of 2013, Khovd aimag population stood at 79.0 thousand, growing by 0.9% or 0.7 thousand from the previous year and by 2.4% from the 1989 level.

Table 56. Population of Khovd aimag, by urban and rural areas, thous. people

| Location | 1989 | 2000 | 2010 | 2012 | 2013 | 2014 |
|----------------------------------|------|------|------|------|------|------|
| Total | 76.6 | 86.8 | 76.8 | 78.3 | 79.0 | 81.5 |
| Of which: aimag center | 25.2 | 26.0 | 29.3 | 25.2 | 25.9 | - |
| Rural | 51.4 | 60.8 | 47.5 | 53.1 | 53.1 | - |
| Population of the selected soums | | | | | | |
| Jargalant | 24.9 | 25.7 | 29.0 | 25.3 | 26.3 | 26.7 |
| Bulgan | 8.8 | 9.0 | 8.4 | 9.0 | 9.2 | 9.5 |
| Mankhan | 3.7 | 5.0 | 3.4 | 4.0 | 4.0 | 4.0 |

In 2014, the aimag population grew by 2.5 thousand from the 2013 level and by 4.9% from 1989 level. The population of Bulgan and Mankhan soums reached 4.0-9.5 thousand, becoming one of the largest soums of the aimag. Bulgan soum is the most populated rural soum of the aimag with 9.5 thousand people.

In 2013, the aimag total number of households stood at 20.6 thousand, an increase by 2.9% from the previous year. The aimag average number of persons per household is 3.89. In some soums such as Khovd and Mandal, the soum average is above the aimag average or 3.90-4.45 persons per household and it is fewer in Jargalant soum with 3.63-3.87 persons per household.

The population density is 360.7 in Jargalant, 1.1 in Bulgan soum, and 0.91 in Mankhan soum. The population of voting age makes up 67.1% of Jargalant soum total population, 61.9% in Bulgan and 60.3% in Mankhan.

Social-economic conditions

In 2013, MNT39.6 billion was invested for the aimag development, which is 44.0% less than in the previous year. The investment from the local budget constituted 72.5%, and this is 4.7 times increase compared to the previous year.

As of 2013, the total production reached MNT465.5 billion, of which the aimag GDP was MNT254.5 billion, an increase by 41.6% or MNT74.8 billion from the previous year. The agricultural sector contributed 49.5% of the aimag GDP, 15.1% was contributed by industries and construction, 19.6% was contributed by service sector. Khovd aimag contributed 1.3% of the national GDP.

Political situation

The voter turnout of the Presidential elections in Khovd aimag was 95.7% or the highest in 1993, 74.4% in 2009, and 63.4% in 2013, declining by 11.0% from the previous elections. In 2013 elections, Ts.Elbegdorj, DP candidate, got 61.2% of votes, defeating B.Bat-erdene, MPP candidate, by 32.1% of votes.

The voter turnout of the Parliamentary elections was 97.9% in 1992, 79.5% in 2008, and 72.4% in 2012, declining by 7.1% from the previous elections. In 2012 elections, S.Byambatsogt, MPP and D.Battsogt, "Justice Coalition" of MPRP-MNDP, were elected with 42.0% and 32.6% of votes, respectively.

There are 41 Representatives in Khovd aimag CRH. 8 out of 11 presidum members are from DP and 3 are from MPP. 12 Representatives were elected from constituencies and 7 by the party list. Also 19 Representatives are from DP, 10 from MPP, 1 Representative is from "Justice Coalition" of the MPRP-MNDP. In parliamentary elections, MPP and "Justice Coalition" got more seats and in local elections, DP won more votes.

Jargalant soum

Jargalant is the Khovd aimag center soum, and is 1,487 km away from Ulaanbaatar. The soum has 12 bags. 21 out of 31 soum CRH Representatives were elected from constituencies and 10 were

elected by the party list. 15 Representatives are from MPP, 14 from DP, and 1 Representative is from “Justice coalition” of MPRP-MNDP, 1 Representative is independent.

Bulgan soum

Bulgan soum is 1,855 km away from Ulaanbaatar, 385 km away from the aimag center, and is the second largest soum after the aimag center soum. The soum has 6 baghs. 21 out of 31 soum CRH Representatives were elected from constituencies, 10 were elected by the party list. 22 of all Representatives are MPP, 8 from DP, 1 Representative is from “Justice coalition” of MPRP-MNDP.

Mankhan soum

Mankhan soum is 1,336 km away from Ulaanbaatar, 87 km away from the aimag center, and has 6 baghs. 14 out of 21 soum CRH Representatives were elected from constituencies and 7 were elected by the party list. 14 of all Representatives are from MPP, 6 from DP, 1 Representative is from “Justice coalition” of MPRP-MNDP.

Questionnaire

| No. | Questions | Responses | | | | | | | | | | |
|--|---|---|---|---|---|--|---|-------------|--|----|--|--|
| 0. General information | | | | | | | | | | | | |
| Selected household: | | | | | | | | | | | | |
| M*1 | ID of selected household | | | | | | | | | | | |
| M*2 | Number of visits to selected households | | | | | | | | | | | |
| M*3 | Whether interviewed selected household | Yes | | | | | 1 | Skip to M*6 | | | | |
| | | No | | | | | 2 | | | | | |
| Substitute household: | | | | | | | | | | | | |
| M*4 | ID of substitute household | | | | | | | | | | | |
| M*5 | Reason for substituting | Household members were absent | | | | | | | | 1 | | |
| | | No one lives there | | | | | | | | 2 | | |
| | | Refused to be interviewed | | | | | | | | 3 | | |
| | | There was nobody who can be interviewed | | | | | | | | 4 | | |
| | | Other _____ | | | | | | | | 95 | | |
| M*6 | Write full address of household (include given name of local area) | | | | | | | | | | | |
| Monitoring of data collection process: | | | | | | | | | | | | |
| M*7 | Name of respondent /Verify against Kish Grid/: | | | | | | | | | | | |
| M*8 | Cell phone number of respondent: | Phone 1 | | | | | | | | | | |
| | | Phone 2 | | | | | | | | | | |
| M*9 | Interview date: /year, month, day/ | 2 | 0 | 1 | 5 | | | | | | | |
| M*10 | Duration of interview: /hour-minute/ | Start time: | | | | | | | | | | |
| | | Finish time: | | | | | | | | | | |
| M*11 | Name of interviewer/Code: | | | | | | | | | | | |
| To be filled by team supervisor: /The following is not to be filled by interviewer/ | | | | | | | | | | | | |
| M*12 | Check status: | Checked by phone | | | | | 1 | | | | | |
| | | Home visit | | | | | 2 | | | | | |
| M*13 | Name of logical error reviewer/Code: | | | | | | | | | | | |
| M*14 | Name of phone checker/Code: | | | | | | | | | | | |
| M*15 | Name of home visitor/Code: | | | | | | | | | | | |
| M*16 | Name of operator/Code: /1 st data entry/ | | | | | | | | | | | |
| M*17 | Name of operator/Code: /2 nd data entry/ | | | | | | | | | | | |

1. Public perception about Citizen Representative Hural, attitude and evaluation

1.1 Common perception about Citizen Representative Hural

Now I will talk with you about Citizen Representative Hural.

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|---|---|---|--|---|---|---|--|---|--|---|-----------------------------------|---|---|---|-------------|---|-----------------|----|----------|----|----------|----|---------------------------|----|--|----|--|----|---|----|--------------------------|----|--------------------------|----|--|----|--------|----|---------|----|----------------------------|----|-------------|----|---------------------------|----|
| A*1 | What type of organization/institution is Khural for you? In another words, what is your perception and understanding of Hurals? <i>/Open question/</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A*2 | What do you think about activities of CR Hurals and what are its functions? What else? <i>/Inquire again/</i> <i>/Multiple option/</i> <i>/Interviewer will carefully write down answer of respondent and then select and circle appropriate answer/</i> _____ _____ _____ | <table border="1"> <tr> <td>It is an organization that work closely with citizens and authorized to address complaints, opinions, suggestions made by them as per relevant law and regulation.</td> <td align="right">1</td> </tr> <tr> <td>Nominate candidates for governor, release governor from official duties, dismiss governor</td> <td align="right">2</td> </tr> <tr> <td>Monitor implementation of laws, regulations and government decisions</td> <td align="right">3</td> </tr> <tr> <td>Promote laws, regulations and government decisions for the public</td> <td align="right">4</td> </tr> <tr> <td>Protect rights and interests of public</td> <td align="right">5</td> </tr> <tr> <td>Makes decisions on issues related to local community in compliance with relevant laws, regulations</td> <td align="right">6</td> </tr> <tr> <td>Monitor actions of local governor</td> <td align="right">7</td> </tr> <tr> <td>Monitor actions of government service providers in local area and ensure implementations;</td> <td align="right">8</td> </tr> <tr> <td>Other _____</td> <td align="right">9</td> </tr> <tr> <td>Don't know well</td> <td align="right">9</td> </tr> </table> | It is an organization that work closely with citizens and authorized to address complaints, opinions, suggestions made by them as per relevant law and regulation. | 1 | Nominate candidates for governor, release governor from official duties, dismiss governor | 2 | Monitor implementation of laws, regulations and government decisions | 3 | Promote laws, regulations and government decisions for the public | 4 | Protect rights and interests of public | 5 | Makes decisions on issues related to local community in compliance with relevant laws, regulations | 6 | Monitor actions of local governor | 7 | Monitor actions of government service providers in local area and ensure implementations; | 8 | Other _____ | 9 | Don't know well | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| It is an organization that work closely with citizens and authorized to address complaints, opinions, suggestions made by them as per relevant law and regulation. | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nominate candidates for governor, release governor from official duties, dismiss governor | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Monitor implementation of laws, regulations and government decisions | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Promote laws, regulations and government decisions for the public | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Protect rights and interests of public | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Makes decisions on issues related to local community in compliance with relevant laws, regulations | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Monitor actions of local governor | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Monitor actions of government service providers in local area and ensure implementations; | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other _____ | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know well | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A*3 | Where do you mostly get information related to activities of Khural? <i>/Multiple option/</i> | <table border="1"> <tr> <td>Aimag/capital city governor</td> <td align="right">1</td> </tr> <tr> <td>Soum/district governor</td> <td align="right">2</td> </tr> <tr> <td>Bagh/Khoroo governor</td> <td align="right">3</td> </tr> <tr> <td>Working office of Khural</td> <td align="right">4</td> </tr> <tr> <td>Local government staff</td> <td align="right">5</td> </tr> <tr> <td>Kheseg (sub-administrative uni) leaders and promoters</td> <td align="right">6</td> </tr> <tr> <td>TV /national/</td> <td align="right">7</td> </tr> <tr> <td>TV /local/</td> <td align="right">8</td> </tr> <tr> <td>Radio</td> <td align="right">9</td> </tr> <tr> <td>Newspaper</td> <td align="right">10</td> </tr> <tr> <td>Meetings</td> <td align="right">11</td> </tr> <tr> <td>By phone</td> <td align="right">12</td> </tr> <tr> <td>Neighbor or someone close</td> <td align="right">13</td> </tr> <tr> <td>Information board of local government body</td> <td align="right">14</td> </tr> <tr> <td>Website/home page of local government body</td> <td align="right">15</td> </tr> <tr> <td>Other websites except local government organization's</td> <td align="right">16</td> </tr> <tr> <td>Staff of political party</td> <td align="right">17</td> </tr> <tr> <td>Public information board</td> <td align="right">18</td> </tr> <tr> <td>Printed materials, promotional materials</td> <td align="right">19</td> </tr> <tr> <td>E-mail</td> <td align="right">20</td> </tr> <tr> <td>Message</td> <td align="right">21</td> </tr> <tr> <td>Never receives information</td> <td align="right">22</td> </tr> <tr> <td>Other _____</td> <td align="right">95</td> </tr> <tr> <td>Don't know/don't remember</td> <td align="right">98</td> </tr> </table> | Aimag/capital city governor | 1 | Soum/district governor | 2 | Bagh/Khoroo governor | 3 | Working office of Khural | 4 | Local government staff | 5 | Kheseg (sub-administrative uni) leaders and promoters | 6 | TV /national/ | 7 | TV /local/ | 8 | Radio | 9 | Newspaper | 10 | Meetings | 11 | By phone | 12 | Neighbor or someone close | 13 | Information board of local government body | 14 | Website/home page of local government body | 15 | Other websites except local government organization's | 16 | Staff of political party | 17 | Public information board | 18 | Printed materials, promotional materials | 19 | E-mail | 20 | Message | 21 | Never receives information | 22 | Other _____ | 95 | Don't know/don't remember | 98 |
| Aimag/capital city governor | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Soum/district governor | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bagh/Khoroo governor | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Working office of Khural | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local government staff | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kheseg (sub-administrative uni) leaders and promoters | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TV /national/ | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TV /local/ | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Radio | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Newspaper | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meetings | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| By phone | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Neighbor or someone close | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Information board of local government body | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Website/home page of local government body | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other websites except local government organization's | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff of political party | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public information board | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Printed materials, promotional materials | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-mail | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Message | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Never receives information | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other _____ | 95 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | |
|---|---|-----------------------------------|----|-------------|
| A*4 | Did you receive some printed materials related to hural activities (introduction, reports, books, newspapers etc) ? | Yes | 1 | Skip to A*6 |
| | | No | 2 | |
| | | Don't know/don't remember | 98 | |
| A*5 | Did you read and review them? | Yes | 1 | |
| | | No | 2 | |
| | | Don't know/don't remember | 98 | |
| A*6 | Have you heard about www.khural.mn the main website of Citizen Representative Hural? /Single option/ | Yes, always accesses this website | | |
| | | Yes, used to access this website | 2 | |
| | | Yes, never accessed this website | 3 | |
| | | Never heard about it | 4 | |
| 1.2 About aimag/capital city Khural? | | | | |
| A*7 | Does your aimag/capital city Hural report its activity to citizens? /Single option/ | Yes | 1 | |
| | | No | 2 | |
| | | Don't know/don't remember | 98 | |
| A*8 | Does your aimag/ capital city Khural inform public about its decisions? / Single option / | Yes | 1 | |
| | | No | 2 | |
| | | Don't know/don't remember | 98 | |
| A*9 | Do you know key decisions passed by your aimag/capital city Khural? Please name them? /Open question/ | | | |
| A*10 | Please evaluate your aimag/ capital city Khural activities in general? / Single option / | Excellent | 1 | |
| | | Good in some ways | 2 | |
| | | Average | 3 | |
| | | Bad in some ways | 4 | |
| | | Very bad | 5 | |
| | | Don't know/don't remember | 98 | |
| | | Refused to answer | 99 | |
| A*11 | Why did you evaluate it in this way? /Open answer/ | | | |
| 1.3 About soum/district Khural? | | | | |
| A*12 | Does your soum/district Khural report its activity to citizens? / Single option / | Yes | 1 | |
| | | No | 2 | |
| | | Don't know/don't remember | 98 | |
| A*13 | Does your soum/ district Khural inform the public about its decisions? / Single option / | Yes | 1 | |
| | | No | 2 | |
| | | Don't know/don't remember | 98 | |
| A*14 | Do you know key decisions passed by your soum/district Khural? Please name them. /Open question/ | | | |
| A*15 | Please evaluate your soum/district Khural activities in general. / Single option / | Excellent | 1 | |
| | | Good in some ways | 2 | |
| | | Average | 3 | |
| | | Bad in some ways | 4 | |

| | | | |
|--|--|---------------------------|----|
| | | Very bad | 5 |
| | | Don't know/don't remember | 98 |
| | | Refused to answer | 99 |

A*16 Why did you evaluate it in this way?
/Open answer/

2. Public perception about Hural representatives, attitude and evaluation

2.1 Common perception about Hural representatives

Now let's talk about hural representatives elected from your constituency.

| | | | | |
|-----|--|---|-------------|--------------------------|
| B*1 | <p>Could you please tell me the name of Khural representatives elected from your constituency.</p> <p>/Interviewer will use list of names of the representatives./</p> | | Code | Name /write down/ |
| | | B*1.1 Aimag/capital city Khural representative | | |
| | | B*1.2 Soum/district Khural representative | | |

If don't know, **98**;
If named incorrectly, **90**;
If named person doesn't represent respondent's constituency, however, is local Khural representative, it will be coded **89**.

| | | | | |
|-----|--|-------------------------------------|--|---|
| B*2 | <p>When was the last time you saw the hural representative elected from your constituency? / appearance on TV, newspaper, magazine, website can be included/ / Single option / / If said " never saw" in 2nd column, skip to B*4/</p> | | B*2.1 Aimag/ capital city Khural representative | B*2.2 Soum/ district Khural representative |
| | | About a month ago | 1 | 1 |
| | | 2-5 months ago | 2 | 2 |
| | | 6 months ago | 3 | 3 |
| | | 1 year ago | 4 | 4 |
| | | 2 year ago | 5 | 5 |
| | | During election campaign / In 2012/ | 6 | 6 |
| | | Never saw | 7 | 7 |
| | | Don't know/don't remember | 98 | 98 |

| | | | | |
|---------------------------|---|--------------------------------------|---|---|
| B*3 | <p>In what context was the last time you saw a hural representative elected from your constituency? / Single option /</p> | Communicated situation | B*3.1 Aimag/ capital city representative | B*3.2 Soum/ district Khural representative |
| | | In person/individual meeting | 1 | 1 |
| | | During meetings | 2 | 2 |
| | | At working office of Khural | 3 | 3 |
| | | During gathering and demonstration | 4 | 4 |
| | | Websites /sites/ | 5 | 5 |
| | | Social media /Facebook, Twitter etc/ | 6 | 6 |
| | | Civic Hall | 7 | 7 |
| | | TV /national/ | 8 | 8 |
| | | TV /local/ | 9 | 9 |
| | | Newspaper/magazine | 10 | 10 |
| | | Printed materials | 11 | 11 |
| | | Open day events | 12 | 12 |
| Other | 95 | 95 | | |
| Don't know/don't remember | 99 | 99 | | |

2.2 Contacting soum/district Khural representative

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|---|---|---|---|---|---|---------------------|---|-----------------|---|----------------------------|---|-----------------------------|---|--------------------------------------|---|--------------------|----|--|----|--------------------------|----|--------------------|----|-----------------------------|----|---------------------------|----|--------------|----|-------------|----|-----------------|----|------------------------|----|-------------------------------------|----|--|----|----------------------|----|-------|----|---------------------------|----|-------------------|----|--|
| B*4 | How many times have you contacted your soum/district Khural representative since 2012's local election? | | If never contacted, write down 0 and skip to B*9. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B*5 | For what reason and why did you contact Khural representative? <i>/Multiple options /</i> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>About behavior and attitude of administration staff</td><td style="text-align: right;">1</td></tr> <tr><td>About quality and accessibility of educational service</td><td style="text-align: right;">2</td></tr> <tr><td>About quality and accessibility of health education</td><td style="text-align: right;">3</td></tr> <tr><td>During disaster</td><td style="text-align: right;">4</td></tr> <tr><td>Asking for jobs</td><td style="text-align: right;">5</td></tr> <tr><td>About environmental issues</td><td style="text-align: right;">6</td></tr> <tr><td>Housing repair, maintenance</td><td style="text-align: right;">7</td></tr> <tr><td>Advocate and lobby for decision</td><td style="text-align: right;">8</td></tr> <tr><td>About local budget</td><td style="text-align: right;">9</td></tr> <tr><td>About local infrastructure /road, lights, electricity, improvement and services etc/</td><td style="text-align: right;">10</td></tr> <tr><td>Permit for some activity</td><td style="text-align: right;">11</td></tr> <tr><td>Land privatization</td><td style="text-align: right;">12</td></tr> <tr><td>About public transportation</td><td style="text-align: right;">13</td></tr> <tr><td>Waste management</td><td style="text-align: right;">14</td></tr> <tr><td>Water supply</td><td style="text-align: right;">15</td></tr> <tr><td>About youth</td><td style="text-align: right;">16</td></tr> <tr><td>About migration</td><td style="text-align: right;">17</td></tr> <tr><td>Request of housing/Ger</td><td style="text-align: right;">18</td></tr> <tr><td>About getting pension and allowance</td><td style="text-align: right;">19</td></tr> <tr><td>Request for loan /SME support project etc/</td><td style="text-align: right;">20</td></tr> <tr><td>About personal issue</td><td style="text-align: right;">21</td></tr> <tr><td>Other</td><td style="text-align: right;">95</td></tr> <tr><td>Don't know/don't remember</td><td style="text-align: right;">98</td></tr> <tr><td>Refused to answer</td><td style="text-align: right;">99</td></tr> </table> | About behavior and attitude of administration staff | 1 | About quality and accessibility of educational service | 2 | About quality and accessibility of health education | 3 | During disaster | 4 | Asking for jobs | 5 | About environmental issues | 6 | Housing repair, maintenance | 7 | Advocate and lobby for decision | 8 | About local budget | 9 | About local infrastructure /road, lights, electricity, improvement and services etc/ | 10 | Permit for some activity | 11 | Land privatization | 12 | About public transportation | 13 | Waste management | 14 | Water supply | 15 | About youth | 16 | About migration | 17 | Request of housing/Ger | 18 | About getting pension and allowance | 19 | Request for loan /SME support project etc/ | 20 | About personal issue | 21 | Other | 95 | Don't know/don't remember | 98 | Refused to answer | 99 | |
| About behavior and attitude of administration staff | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About quality and accessibility of educational service | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About quality and accessibility of health education | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| During disaster | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Asking for jobs | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About environmental issues | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housing repair, maintenance | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advocate and lobby for decision | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About local budget | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About local infrastructure /road, lights, electricity, improvement and services etc/ | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Permit for some activity | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Land privatization | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About public transportation | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Waste management | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water supply | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About youth | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About migration | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Request of housing/Ger | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About getting pension and allowance | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Request for loan /SME support project etc/ | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| About personal issue | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | 95 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Refused to answer | 99 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B*6 | How did you contact your Representative? <i>/ Multiple options /</i> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>In person/individually</td><td style="text-align: right;">1</td></tr> <tr><td>By phone</td><td style="text-align: right;">2</td></tr> <tr><td>Contacted through working office of Khural</td><td style="text-align: right;">3</td></tr> <tr><td>Met during meetings</td><td style="text-align: right;">4</td></tr> <tr><td>Sent letter</td><td style="text-align: right;">6</td></tr> <tr><td>By e-mail</td><td style="text-align: right;">7</td></tr> <tr><td>Web site /site/</td><td style="text-align: right;">8</td></tr> <tr><td>Social media /Facebook, Twitter r.m/</td><td style="text-align: right;">9</td></tr> <tr><td>Civic Hall</td><td style="text-align: right;">10</td></tr> <tr><td>Direct phone during live TV/radio program</td><td style="text-align: right;">11</td></tr> <tr><td>During open day event</td><td style="text-align: right;">12</td></tr> <tr><td>Through someone</td><td style="text-align: right;">13</td></tr> <tr><td>Other</td><td style="text-align: right;">95</td></tr> <tr><td>Don't know/don't remember</td><td style="text-align: right;">98</td></tr> </table> | In person/individually | 1 | By phone | 2 | Contacted through working office of Khural | 3 | Met during meetings | 4 | Sent letter | 6 | By e-mail | 7 | Web site /site/ | 8 | Social media /Facebook, Twitter r.m/ | 9 | Civic Hall | 10 | Direct phone during live TV/radio program | 11 | During open day event | 12 | Through someone | 13 | Other | 95 | Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | |
| In person/individually | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| By phone | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contacted through working office of Khural | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Met during meetings | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sent letter | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| By e-mail | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Web site /site/ | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Social media /Facebook, Twitter r.m/ | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Civic Hall | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Direct phone during live TV/radio program | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| During open day event | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Through someone | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | 95 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B*7 | How easy was it to contact your soum/district hural representative? <i>/ Single option /</i> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>It was very easy/without any problems</td><td style="text-align: right;">1</td></tr> <tr><td>Was able to contact representative despite minor difficulty</td><td style="text-align: right;">2</td></tr> </table> | It was very easy/without any problems | 1 | Was able to contact representative despite minor difficulty | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| It was very easy/without any problems | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Was able to contact representative despite minor difficulty | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | |
|---|---|--|----------|-----------|------------|
| | | Average | 3 | | |
| | | There were much difficulties | 4 | | |
| | | It was difficult to contact representative | 5 | | |
| | | Don't know/don't remember | 99 | | |
| B*8 | How were your requests, issues and complaints addressed? Was it effective? / Single option / | 100% fully addressed | 1 | | |
| | | 75% addressed | 2 | | |
| | | 50% addressed | 3 | | |
| | | 25% addressed | 4 | | |
| | | 0% - No results/not addressed | 5 | | |
| B*9 | Please evaluate activities of your soum/district hural representative? / Single option / | Excellent | 1 | | |
| | | Good in some ways | 2 | | |
| | | Average | 3 | | |
| | | Bad in some ways | 4 | | |
| | | Very bad | 5 | | |
| | | Don't know/don't remember | 98 | | |
| | | Refused to answer | 99 | | |
| B*10 | Why did you evaluate it in this way? /Open question/ | | | | |
| B*11 | What criteria should be important for your elected representative? What type of characteristics are important to you? Please list top 3 criteria? Show card үзүүлэх I – most important II – 2 nd most important III – 3 rd most important criteria /Each column will have 1 selection/ | Criteria | I | II | III |
| | | Honest | 1 | 1 | 1 |
| | | Knows local condition very well | 2 | 2 | 2 |
| | | listens to citizens and their opinions | 3 | 3 | 3 |
| | | Educated and knowledgeable | 4 | 4 | 4 |
| | | Can express himself/herself freely | 5 | 5 | 5 |
| | | With experience of working in public administration | 6 | 6 | 6 |
| | | In general, have work experience | 7 | 7 | 7 |
| | | As long as represents public, education, profession and job is not that important. | 8 | 8 | 8 |
| | | Rich | 9 | 9 | 9 |
| | | From political party/will consider party affiliation/ | 10 | 10 | 10 |
| | | Not corrupt | 11 | 11 | 11 |
| | | Young and energetic | 12 | 12 | 12 |
| | | other _____ | 95 | 95 | 95 |
| | | Don't know/don't remember | 98 | 98 | 98 |
| 3. Perception, knowledge and participation on bagh and khoroo Khural | | | | | |
| C*1 | Do you think it is appropriate to increase public participation in local government activities? / Single option / | Very appropriate | 1 | | |
| | | Right in some way | 2 | | |
| | | 50 % right, 50% wrong | 3 | | |
| | | Wrong in some way | 4 | | |
| | | Very wrong | 5 | | |
| | | Don't' know /will not respond/ | 98 | | |

| | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---|--|---|------------------------------|----------------------|-----------------------------|--------------|-------------------------------|-----------------------------|---|-----------------------|-------------------------------------|---------------------------|---|---|--|---|-------------|----|---------------------------|----|-------------------|----|
| C*2 | Why do you think so? /Open question/ | | | | | | | | | | | | | | | | | | | | | | | |
| C*3 | How many times in total, was a bagh/khoroo hural meeting held in 2014? | <table border="1"><tr><td></td><td></td></tr></table> If don't know, write down 98. If consider no meeting was held, write "0". | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | |
| C*4 | How many times did you participate in the hural meetings? | <table border="1"><tr><td></td><td></td></tr></table> If never participated, write down "0". If not participated skip to C*9 | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | |
| C*5 | What do you think that how effective were bagh/khoroo meetings when you participated in last year? / Single option / | <table border="1"> <tr><td>The meetings were very effective</td><td>1</td></tr> <tr><td>It was effective in some way</td><td>2</td></tr> <tr><td>Average</td><td>3</td></tr> <tr><td>It was not effective</td><td>4</td></tr> <tr><td>It was not effective, it was just the name only</td><td>5</td></tr> <tr><td>Don't know/don't remember</td><td>98</td></tr> </table> | The meetings were very effective | 1 | It was effective in some way | 2 | Average | 3 | It was not effective | 4 | It was not effective, it was just the name only | 5 | Don't know/don't remember | 98 | | | | | | | | | | |
| The meetings were very effective | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| It was effective in some way | 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 3 | | | | | | | | | | | | | | | | | | | | | | | |
| It was not effective | 4 | | | | | | | | | | | | | | | | | | | | | | | |
| It was not effective, it was just the name only | 5 | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | |
| C*6 | Why do you think so? /Open question/ | | | | | | | | | | | | | | | | | | | | | | | |
| C*7 | Did you propose any issues or make suggestions for improvements for future hural meetings? / Single option / | <table border="1"> <tr><td>Yes</td><td>1</td><td></td></tr> <tr><td>No</td><td>2</td><td>Skip to C*12</td></tr> </table> | Yes | 1 | | No | 2 | Skip to C*12 | | | | | | | | | | | | | | | | |
| Yes | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| No | 2 | Skip to C*12 | | | | | | | | | | | | | | | | | | | | | | |
| C*8 | How much influence do you think your ideas, suggestions, issues, complaints had on your hural's decisions? / Single option / | <table border="1"> <tr><td>Very much affected</td><td>1</td><td rowspan="6">Skip to C*12</td></tr> <tr><td>Affected in some way</td><td>2</td></tr> <tr><td>Average</td><td>3</td></tr> <tr><td>Does not affect in some way</td><td>4</td></tr> <tr><td>Doesn't affect at all</td><td>5</td></tr> <tr><td>Don't know/don't remember</td><td>98</td></tr> </table> | Very much affected | 1 | Skip to C*12 | Affected in some way | 2 | Average | 3 | Does not affect in some way | 4 | Doesn't affect at all | 5 | Don't know/don't remember | 98 | | | | | | | | | |
| Very much affected | 1 | Skip to C*12 | | | | | | | | | | | | | | | | | | | | | | |
| Affected in some way | 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Average | 3 | | | | | | | | | | | | | | | | | | | | | | | |
| Does not affect in some way | 4 | | | | | | | | | | | | | | | | | | | | | | | |
| Doesn't affect at all | 5 | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | |
| C*9 | Why didn't you participate in hural meetings? / Multiple option / | <table border="1"> <tr><td>Didn't know when and where it will be held/ I didn't receive information</td><td>1</td></tr> <tr><td>Was busy</td><td>2</td></tr> <tr><td>It was held during workdays</td><td>3</td></tr> <tr><td>Meeting time was not suitable</td><td>4</td></tr> <tr><td>Not interested to participate in/ don't take it seriously</td><td>5</td></tr> <tr><td>It is not effective /waste of time/</td><td>6</td></tr> <tr><td>Satisfied with decision of current Khural</td><td>7</td></tr> <tr><td>It doesn't consider my suggestions and ideas</td><td>8</td></tr> <tr><td>Other _____</td><td>95</td></tr> <tr><td>Don't know/don't remember</td><td>98</td></tr> <tr><td>Refused to answer</td><td>99</td></tr> </table> | Didn't know when and where it will be held/ I didn't receive information | 1 | Was busy | 2 | It was held during workdays | 3 | Meeting time was not suitable | 4 | Not interested to participate in/ don't take it seriously | 5 | It is not effective /waste of time/ | 6 | Satisfied with decision of current Khural | 7 | It doesn't consider my suggestions and ideas | 8 | Other _____ | 95 | Don't know/don't remember | 98 | Refused to answer | 99 |
| Didn't know when and where it will be held/ I didn't receive information | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Was busy | 2 | | | | | | | | | | | | | | | | | | | | | | | |
| It was held during workdays | 3 | | | | | | | | | | | | | | | | | | | | | | | |
| Meeting time was not suitable | 4 | | | | | | | | | | | | | | | | | | | | | | | |
| Not interested to participate in/ don't take it seriously | 5 | | | | | | | | | | | | | | | | | | | | | | | |
| It is not effective /waste of time/ | 6 | | | | | | | | | | | | | | | | | | | | | | | |
| Satisfied with decision of current Khural | 7 | | | | | | | | | | | | | | | | | | | | | | | |
| It doesn't consider my suggestions and ideas | 8 | | | | | | | | | | | | | | | | | | | | | | | |
| Other _____ | 95 | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | |
| Refused to answer | 99 | | | | | | | | | | | | | | | | | | | | | | | |
| C*10 | Do you know that citizens can participate in bagh/khoroo meetings and express their opinions freely? / Single option / | <table border="1"> <tr><td>Yes</td><td>1</td></tr> <tr><td>Don't know</td><td>2</td></tr> </table> | Yes | 1 | Don't know | 2 | | | | | | | | | | | | | | | | | | |
| Yes | 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know | 2 | | | | | | | | | | | | | | | | | | | | | | | |

| C*11 | Can you receive information about issues discussed and decisions passed by Khural meeting even though you didn't participate ? <i>/single option/</i> | <table border="1"> <tr> <td>Yes</td> <td>1</td> </tr> <tr> <td>No</td> <td>2</td> </tr> </table> | Yes | 1 | No | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|--|---|---|-----|--|---|-------------------------------|---|--|---|---------------------------|----|----------------------------|---|---|---|---|---|--|----|--|----|-------------|----|-----------------------|----|---|----|--|----|---------------------------|----|-------------------------------------|---|---|---|---------------|---|---|---|-----------------------------------|----|----|----|--------------------------------------|----|----|----|---------------------|----|----|----|
| Yes | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| No | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C*12 | How should information be disseminated about the timing and location of bagh/khoroo Khural meetings to citizens? What are effective ways? <i>/ Multiple options /</i> | <table border="1"> <tr><td>Bagh/Khoroo governor deliver information</td><td>1</td></tr> <tr><td>Inform through TV</td><td>2</td></tr> <tr><td>Inform on Radio</td><td>3</td></tr> <tr><td>Publish in newspaper/magazine</td><td>4</td></tr> <tr><td>Kheseg leaders and promoters inform citizens</td><td>5</td></tr> <tr><td>Notify by phone</td><td>6</td></tr> <tr><td>Send invitation</td><td>7</td></tr> <tr><td>Post on information board of administration</td><td>8</td></tr> <tr><td>Post on website /цахим хүүдас online/ of administration</td><td>9</td></tr> <tr><td>Post on other sites except website of administration</td><td>10</td></tr> <tr><td>Post information in public display board</td><td>11</td></tr> <tr><td>Send e-mail</td><td>12</td></tr> <tr><td>Send message</td><td>13</td></tr> <tr><td>Deliver printed materials to each household</td><td>14</td></tr> <tr><td>Other _____</td><td>95</td></tr> <tr><td>Don't know/don't remember</td><td>98</td></tr> </table> | Bagh/Khoroo governor deliver information | 1 | Inform through TV | 2 | Inform on Radio | 3 | Publish in newspaper/magazine | 4 | Kheseg leaders and promoters inform citizens | 5 | Notify by phone | 6 | Send invitation | 7 | Post on information board of administration | 8 | Post on website /цахим хүүдас online/ of administration | 9 | Post on other sites except website of administration | 10 | Post information in public display board | 11 | Send e-mail | 12 | Send message | 13 | Deliver printed materials to each household | 14 | Other _____ | 95 | Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | |
| Bagh/Khoroo governor deliver information | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inform through TV | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inform on Radio | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Publish in newspaper/magazine | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kheseg leaders and promoters inform citizens | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Notify by phone | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Send invitation | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post on information board of administration | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post on website /цахим хүүдас online/ of administration | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post on other sites except website of administration | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post information in public display board | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Send e-mail | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Send message | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Deliver printed materials to each household | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other _____ | 95 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C*13 | If you received an invitation to bagh/khoroo Khural meetings, would you participate? <i>/ Single option /</i> | <table border="1"> <tr><td>Surely I will participate</td><td>1</td></tr> <tr><td>Will try to find spare time and participate</td><td>2</td></tr> <tr><td>Maybe. It will depend on current circumstances</td><td>3</td></tr> <tr><td>Probably will not participate</td><td>4</td></tr> <tr><td>Will never participate</td><td>5</td></tr> <tr><td>Don't know/don't remember</td><td>98</td></tr> </table> | Surely I will participate | 1 | Will try to find spare time and participate | 2 | Maybe. It will depend on current circumstances | 3 | Probably will not participate | 4 | Will never participate | 5 | Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Surely I will participate | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Will try to find spare time and participate | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Maybe. It will depend on current circumstances | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Probably will not participate | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Will never participate | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Don't know/don't remember | 98 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C*14 | What do you think is an effective way of citizens to actively participate in bagh/khoroo meetings? <i>/In another words, what conditions would be necessary for you to participate in bagh/khoroo meetings?/</i> <i>/Open question/</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C*15 | If you or your family members encounter some issue related to local development and infrastructure, to whom will you first turn to? <i>/ask who is 1st, 2nd, 3rd person/</i> <i>/Each column will have 1 option/</i> | <table border="1"> <thead> <tr> <th></th> <th>I</th> <th>II</th> <th>III</th> </tr> </thead> <tbody> <tr><td>President</td><td>1</td><td>1</td><td>1</td></tr> <tr><td>Parliament lawmakers elected from constituency</td><td>2</td><td>2</td><td>2</td></tr> <tr><td>Government cabinet members</td><td>3</td><td>3</td><td>3</td></tr> <tr><td>Capital city/Aimag governor</td><td>4</td><td>4</td><td>4</td></tr> <tr><td>District/soum governor</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Bagh /khoroo governor</td><td>6</td><td>6</td><td>6</td></tr> <tr><td>Aimag/capital city Khural representative</td><td>7</td><td>7</td><td>7</td></tr> <tr><td>Soum/district Khural representative</td><td>8</td><td>8</td><td>8</td></tr> <tr><td>Kheseg leader</td><td>9</td><td>9</td><td>9</td></tr> <tr><td>Relatives, friends, acquaintances</td><td>10</td><td>10</td><td>10</td></tr> <tr><td>AOA /Apartment Owners's Association/</td><td>11</td><td>11</td><td>11</td></tr> <tr><td>Will turn to no one</td><td>12</td><td>12</td><td>12</td></tr> </tbody> </table> | | I | II | III | President | 1 | 1 | 1 | Parliament lawmakers elected from constituency | 2 | 2 | 2 | Government cabinet members | 3 | 3 | 3 | Capital city/Aimag governor | 4 | 4 | 4 | District/soum governor | 5 | 5 | 5 | Bagh /khoroo governor | 6 | 6 | 6 | Aimag/capital city Khural representative | 7 | 7 | 7 | Soum/district Khural representative | 8 | 8 | 8 | Kheseg leader | 9 | 9 | 9 | Relatives, friends, acquaintances | 10 | 10 | 10 | AOA /Apartment Owners's Association/ | 11 | 11 | 11 | Will turn to no one | 12 | 12 | 12 |
| | I | II | III | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| President | 1 | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parliament lawmakers elected from constituency | 2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Government cabinet members | 3 | 3 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Capital city/Aimag governor | 4 | 4 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| District/soum governor | 5 | 5 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bagh /khoroo governor | 6 | 6 | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aimag/capital city Khural representative | 7 | 7 | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Soum/district Khural representative | 8 | 8 | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kheseg leader | 9 | 9 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Relatives, friends, acquaintances | 10 | 10 | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AOA /Apartment Owners's Association/ | 11 | 11 | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Will turn to no one | 12 | 12 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | |
|--|---------------------------|----|----|----|
| | Other /describe it/ _____ | 95 | 95 | 95 |
| | Don't know/don't remember | 98 | 98 | 98 |

4. Election turnover and citizen's participation

| | | | | |
|-----|--|-------------------|----|-------------|
| D*1 | Did you vote in the 2012 parliamentary election? / <i>Single option</i> / | Yes | 1 | Skip to D*3 |
| | | No | 2 | |
| | | Refused to answer | 99 | Skip to D*3 |

| | | | |
|---------------------------|--|--|----|
| D*2 | Why didn't you vote? / <i>Multiple option</i> / | Had document issues | 1 |
| | | I was working on day the voting was held | 2 |
| | | Not enough information about candidates | 3 |
| | | Election is held unfairly | 4 |
| | | I didn't like candidates/ There was nobody that can represent me | 5 |
| | | No difference between candidates | 6 |
| | | Elected people doesn't fulfill their promises | 7 |
| | | No interest to participate in voting, Doesn't take it seriously | 8 |
| | | Tired of politics | 9 |
| | | Candidates will be chosen? with or without my vote | 10 |
| | | Was abroad | 11 |
| | | Was in military | 12 |
| | | Was busy | 13 |
| | | Was sick | 14 |
| | | Was underage | 15 |
| | | Not enough information about election | 16 |
| | | Other _____ | 95 |
| Don't know/don't remember | 98 | | |
| Refused to answer | 99 | | |

| | | | | |
|-----|---|-------------------|----|----------------------|
| D*3 | Did you vote in the local election of 2012? / <i>Single option</i> / | Yes | 1 | Skip to question D*5 |
| | | No | 2 | |
| | | Refused to answer | 99 | Skip to question D*5 |

| | | | |
|-----|--|--|----|
| D*4 | Why didn't you vote? / <i>Multiple option</i> / | Had documents issue | 1 |
| | | I was working on day the vote was held | 2 |
| | | Not enough information about candidates | 3 |
| | | Election is held unfairly | 4 |
| | | I didn't like candidates/ There was nobody that can represent me | 5 |
| | | No difference between candidates | 6 |
| | | Elected people doesn't fulfill their promises | 7 |
| | | Candidates will be chosen with or without my vote | 8 |
| | | Tired of politics | 9 |
| | | I think it will be done with or without my vote | 10 |
| | | Was abroad | 11 |
| | | Was in military | 12 |
| | | Was busy | 13 |

| | | | | |
|------|---|--|----|----------------------|
| | | Was sick | 14 | |
| | | Was underage | 15 | |
| | | Not enough information about election | 16 | |
| | | Other _____ | 95 | |
| | | Don't know/don't remember | 98 | |
| | | Refused to answer | 99 | |
| D*5 | Will you vote in the next 2016 local election? <i>/ Single option /</i> | Yes | 1 | Skip to question D*7 |
| | | No | 2 | |
| | | Currently don't know | 98 | Skip to question D*7 |
| | | Refused to answer | 99 | |
| D*6 | Why will not you vote in the next local election of 2012? <i>/ Multiple option /</i> | Khural representatives don't represent public | 1 | |
| | | The same old people are always nominated | 2 | |
| | | Election is held unfairly | 3 | |
| | | Doesn't take it seriously/ doesn't pay attention | 4 | |
| | | Tired of politics | 5 | |
| | | No difference between representatives of different parties | 6 | |
| | | Elected people doesn't fulfill their promises | 7 | |
| | | Candidates will be chosen with or without my vote | 8 | |
| | | Other _____ | 95 | |
| | | Don't know/don't remember | 98 | |
| | | Refused to answer | 99 | |
| D*7 | How efficient is the current local election system? Explain about current election system <i>/ Single option /</i> | Very efficient | 1 | |
| | | Efficient in some ways | 2 | |
| | | Average /50, 50 %/ | 3 | |
| | | I think it is inefficient in some way | 4 | |
| | | Very inefficient | 5 | |
| | | Don't know /will not read/ | 98 | |
| D*8 | How well do you think locally elected hural representatives, represent you? <i>/ Single option /</i> | Can represent very well | 1 | |
| | | Can represent in some way | 2 | |
| | | Average | 3 | |
| | | Can't represent in some way | 4 | |
| | | Can't represent at all | 5 | |
| | | Don't know /will not read/ | 98 | |
| D*9 | How well do you think hhural representatives elected under party lists, represent you? <i>/ Single option /</i> | Can represent very well | 1 | |
| | | Can represent in some way | 2 | |
| | | Average | 3 | |
| | | Can't represent in some way | 4 | |
| | | Can't represent at all | 5 | |
| | | Don't know /will not read/ | 98 | |
| D*10 | Did you vote in the local election of | Yes | 1 | Skip to question R*1 |

| | | | | |
|------|--|--|----|----------------------|
| | governors? <i>/ Single option /</i> | No | 2 | Skip to question R*1 |
| | | Currently don't know | 98 | |
| | | Refused to answer | 99 | |
| D*11 | Why didn't you vote? <i>/ Single option /</i> | Not enough information about Khural | 1 | |
| | | Was busy | 2 | |
| | | No information about candidates for local Khural | 3 | |
| | | I didn't like candidates/ There was nobody that can represent me | 4 | |
| | | No difference between candidates | 5 | |
| | | Doesn't take it seriously/ doesn't pay attention | 6 | |
| | | Candidates will be chosen with or without my vote | 7 | |
| | | Other _____ | 95 | |
| | | Don't know/don't remember | 98 | |
| | | Refused to answer | 99 | |

5. Personal and household information of respondent

| | | | | | |
|-----|---|--|----|-------|---|
| R*1 | What is your employment status? <i>/ Single option /</i> | Public and budgetary organization | 1 | | |
| | | Non-governmental organization/international organization | 2 | | |
| | | Private sector | 3 | | |
| | | Self-employed | 4 | | |
| | | Herder | 5 | | |
| | | Student | 6 | | |
| | | Unemployed | 7 | | |
| | | Other | 90 | | |
| R*2 | How old are you? /Interviewer will copy age of respondents from Kish Grid table and then circle relevant code/ <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table> <i>/ Single option /</i> | | | 18-22 | 1 |
| | | | | | |
| | | 23-30 | 2 | | |
| | | 31-40 | 3 | | |
| | | 41-50 | 4 | | |
| | | 51-60 | 5 | | |
| | | 61 or above | 6 | | |
| R*3 | Gender? (will not ask this from respondent) <i>/ Single option /</i> | Male | 1 | | |
| | | Female | 2 | | |
| R*4 | Your education? <i>/ Single option /</i> | Masters /PhD or above | 1 | | |
| | | Bachelor or university diploma education | 2 | | |
| | | Full secondary education | 3 | | |
| | | Vocational education | 4 | | |
| | | Incomplete secondary education | 5 | | |
| | | Elementary education | 6 | | |
| | | No education at all | 7 | | |
| | | Refused to answer | 99 | | |

| | | | |
|-----|--|-------------------------------------|----|
| R*5 | How long have lived in your current household for? <i>/ Single option /</i> | 6 months to 1 year | 1 |
| | | 1-2 years | 2 |
| | | 3-5 years | 3 |
| | | 6-10 years | 4 |
| | | 11 years or more | 5 |
| | | Don't know/don't remember | 98 |
| | | Refused to answer | 99 |
| R*6 | What is your monthly average household income? <i>/ Single option /</i> | Up to 200,000 tugrug | 1 |
| | | 200,001-500,000 tugrug | 2 |
| | | 500,001-1,000,000 tugrug | 3 |
| | | 1,000,001-1,500,000 tugrug | 4 |
| | | 1,500,001-2,000,000 tugrug | 5 |
| | | 2,000,001 or more tugrug | 6 |
| | | Refused to answer | 99 |
| R*7 | Type of dwelling <i>(will not ask respondent)</i> <i>/ Single option /</i> | Mongolian ger (round felt dwelling) | 1 |
| | | Khashaa plot and house | 2 |
| | | Apartment building | 3 |
| | | Communal building | 4 |
| | | Private house | 5 |
| | | Other | 95 |

Guidelines of focus group discussions

0. Ice breaking – Start discussion

Please introduce yourselves.

- What is your name? How old are you? What is your marital status? What is your job?
- How long have you been living in your current residence? What is your living condition like? How has it changed during last few years? (Has it improved or deteriorated). Please, feel free to share.

Moderator will introduce himself first and create positive environment and open atmosphere.

1. Public perception, knowledge of local self-governing bodies and Citizen Representative Hural

1. Who can best represent the public opinions and interests ? Why?

2. With what local self-governing body do you interact mostly with, make suggestions to and express your opinions? Why?

Moderator to give understanding about local self-governing bodies.

3. What type of institution is the CR Hural? What is your understanding about this institution?

- What is your understanding about aimag/capital city and soum/district CR Hurals? Which of the CR Hhurals work closely with you? In what capacity?

4. Can you name the functions of the CR hural?

- How does your aimag/capital city and soum/district CR hural fulfill these functions?

5. Where and who do you get information from about activities of CR hural? How effective are these information sources to you?

6. Can you name any key decisions passed by your CR hural?

- If they know, Where did you get this information from? How efficient and responsive to the needs of citizens' opinions and interests were these decisions?
- If don't know, Did you try to get information about these decisions? How difficult was it? Do you know that there are reports published about these decisions? If you knew, why didn't you review them?

7. How do you communicate with your CRH and representatives?

- How effective are current communication methods? Do they reach the public?
 - If it is ineffective, what do you think could be done to improve it? What are the best approaches?

8. Did you read your CRH's report?

- If read, Was it difficult to obtain? Is the report understandable and clear for the public?
- If didn't read it, Have you heard about the publication of such reports published by the hural?

9. Which (capital city or district hurals) (*in rural area, aimag and soum*) reports are most easily obtained?

- How do you get it?

10. How does your hural support public participation in discussions or decision making?

- Ask if they participated in a discussion at their Citizens' Hall and about the organization

II. Representative of CRH I

You can ask the following questions.

- Did you get to know them during the election campaign?
- Did you get to know them by participating in a meeting, gathering, etc.?
- If you heard about them from someone else? From whom did you hear? How did you get to know them?
- If obtained information from news media, what news source was it?

11. Can you name a hural representative(s) elected in your aimag/capital city, soum/district?

- How did you get to know them?

12. Since the election, how many times did your aimag/capital city and soum/district hural representatives meet with you **in person**?

- When, where and how did you meet with the representatives?
 - Aimag/capital city representative
 - Soum/district representative
- What were the issues raised when you met with your representative?
 - Aimag/capital city Khural representative
 - Soum /district representative
- What channel did you use to contact your representative? How difficult was it? How the representative received you? How effective was your meeting? Were you contacted? How was the response given?
- If never contacted them: Did you try to contact them? If so, what was the obstacle(s) and difficulty faced? Or did you not have the need to contact them? Do you not know how to contact them? Do you know that citizens have the right to freely contact hurals including representatives and submit complaints, and express their opinions?

13. Does your aimag/capital city, soum/district Khural and representatives report their work? How do they report their work? Do you receive published reports, printed materials? How did you receive them?

14. How well do the local hural and the representatives work? Please evaluate their performances from 1-5 points (1 being the worst?). Why did you give this score? *Evaluate separately.*

| | <i>Aimag/ capital city Khural</i> | <i>Soum/district Khural</i> | <i>Aimag/Capital city Khural representative</i> | <i>Soum /District Khural representative</i> |
|-------------------|---------------------------------------|---------------------------------|---|---|
| Evaluation | | | | |

III. Citizens' General Meeting (CGM)

15. How often is the Citizens' General Meeting (CGM) held in your bagh/khoroo? Do you participate in it regularly? Do you participate at all?

- If participated
 - What was the source of information you used to receive when and where the meeting will be held?
 - How was the organization and participation of people? Was hural [meeting] process was democratic?
 - Did the people have the opportunity to participate openly?
 - Did the citizens have the opportunity to express their ideas and opinions freely?
 - Did you express yourself at the hural? Or suggested issues? Did your suggestion affect the decision of the hural?
 - Did you find out if the decision was passed or implemented by your hural? If it was not implemented, did you ask why ?
 - What types of people participated in CGM?
- If doesn't participate
 - Why do you not participate?
 - *If says " does not receive information about when Khural meeting will be held" , ask from that person if he/she would have participated if they received the information.*
 - *if says " no need to participate", ask why.*
 - If you don't participate, where do you get information about decisions passed by local self-governing bodies, Khural representatives and the implementation of these decision? Is this information sufficient for you?
 - What would make you participate in Khural?

16. What is the significance of participating in a CGM? Why this is so?

17. How should the meeting be organized in order to increase citizen participation?

18. If you were to organize a CGM, how would you invite the citizens and what channel would you use to inform the public of its start time?

19. Do you think citizen participation in local self-governing bodies' decision-making process should be increased? Why you think it is needed? Why it is not needed? What are advantages and disadvantages for increased participation?

IV. Critical issues facing the citizens

20. What are critical issues in your area?

- *Moderator will write down the issues cited by participants and then ask them to prioritize these issues / from most critical to least critical/.*
- To whom will you turn to, to address these issues? Who should address these issues? Why you think so? What channel should be used to communicate these issues?

21. What are critical issues are you or your household facing?

- To whom will you turn to, to address these issues? Who would you turn to next? Why is this so?
- How and what channel will you use? Why?

V. About election system

22. Did you participate in the last local election?

- If they didn't participate , what was the reason?

23. Which election is the most important and has the most potential for citizens to elect representatives that will adequately represent them? Why you think so?

24. Did you vote in the last hural election to elect your Bagh/Khoroo governor? How is it organized? How were decisions passed?

25. What is your understanding about current election system?

To moderator: According to Parliamentary election law passed in 2011, 48 lawmakers of the parliament are to be elected by majoritarian election system and 28 lawmakers are to be elected by proportional election system. In proportional election system, voters mainly vote for certain party or coalition. The parties get seats in proportion to votes they received and party candidates are given seats according to previously agreed list.

26. Can you name the strengths and weaknesses of the current election system?

Moderator will write down the strengths and weaknesses on the board

- Why you think so?

27. How well do parliamentary lawmakers elected under party lists represent you? Why you think so?

28. How well do Khural representatives elected under party lists represent you? Why you think so?

29. How can the election system be improved?

30. Now we are finishing our discussion. Do you have anything to add to our discussion including recommendations or suggestions?

Guidelines of individual interviews

1. Ice breakers – Start interview

Please introduce yourselves.

- What is your name? How old are you? How long have you been working in this job? How is your local community and livelihood of residents in your local area? Please feel free to share.
- How many times have you been elected?

Moderator will introduce himself first and create positive environment and open atmosphere.

I. Functions, services provides by local self-governing bodies, difficulties of introducing these to the public

1. What are peculiarities of your local area?

- *If mentions some distinctive characteristics:* What are the advantages and disadvantages of these related to your work?

2. How is your local residents' participation in all elections compared with other aimag and local areas?

- What do you think this is so?
- What are the local turnover rates in presidential, parliamentary and local elections? Which election has the lowest turnover? What do you think this is so?
 - Ask why people give less or higher significances to these elections?
- What should be done in order to increase local election turnover rates?

3. What do you think are the strengths and weaknesses of current election system? Is this system right or wrong?

- How well do parliamentary lawmakers elected under party list represent you? Why you think so?
- What you think about Khural representatives elected under party lists?

4. How do you communicate with your constituents? How many times did you organize meetings in person with residents last year?

- What are the most effective ways to meet with your constituents and listen to their opinions? Why do you think so?

5. How do you report your work to citizens? What channels do you use?

- What are the most effective channels?
- How do you decision passed to citizens?

6. (*Moderator will ask these from only CR Khural representatives*) Please, could you name key decisions passed by your Khural in 2014 related to local development and citizens ?

- How well do you reflect citizen's participation and their opinions in decisions?

7. Do you participate in your bagh hural meeting? Where do you get information related to the hural meeting agenda, suggestions and complaints lodged by citizens, passed decisions, etc.?

II. Participation of citizens

8. What issues are most commonly submitted by citizens to you? Any other issues?

- What are the top 3 issues submitted by citizens?
- What channels do citizens mainly use to submit their issues? Please name the top 3 channels.

9. What percentage of issues submitted to you, did you address?

10. How has the participation of citizens in the decision-making process of local self-governing bodies change in 2014 compared with previous years? (Did it increase, decrease or remain the same?)

Moderator will ask about the participation of citizens in CR Khural activities and decision making process

- *If increased*, Why did it increase? What measures did you take to support citizens' participation? Which one of these was the most effective?
- *If decreased*, Why did it decrease? What works did the local self-governing bodies do last year in order to support participation? How are the challenges of local government bodies affecting decreased citizens' participation?
- *If it was remained same*, Why was it so? What works have been done to support citizen's participation in local self-governing bodies? What do you think about the outcome of these works?

11. Is it the right or wrong decision to increase citizens participation in local government activities? Please, can you name the benefits and drawbacks of increasing citizen's participation?

- Why you consider it as benefits or drawbacks? If you encountered these drawbacks, what measures do you take to eliminate these?

12. What are activities regularly done in order to support citizen's participation?

- Which of these methods you mentioned are the most effective? Why? Were there tangible outcomes?

13. What are the biggest obstacles for increasing citizens' participation and cooperation with local self-governing bodies? How do you think this issue should be addressed?

Moderator will ask only from soum/district governor

Moderator: Higher level of organizations are Parliament, Authority of Government, and CR Khural of capital city and Province

14. How does higher levels of government institutions support your soum/district CR Khural and representatives activities?

15. How well does your proposal support the CR hural? How effectively did your proposal address CR hural?

16. How effective are the decisions passed by CR hural? In another words, is this enough to support your activities?

Moderator will ask only from Bagh/ Khoroo governor

Moderator: Higher level of organizations are Governors and representatives of provinces, capital city, duureg etc.

17. How do higher levels of government institutions support your activities ?

18. How effective are the decisions passed by CR hural? In another words, is this enough to support your activities?

-
- Did you advance proposals to CR hural? How well did the CR Khural support your proposal? How effectively was your proposal addressed by CR Khural?

19. What are the attitudes of citizens towards participation in CR Khurals? How has citizens' participation changed over the last few years? What do you think caused the changes? Why?

- *If you think citizens are inactive and have no initiative*, why do you think so? What efforts do you do in order to improve understanding about the significance of CR hurals to citizens?
- *If you think citizens are getting active and taking initiatives*, why do you think so? What efforts did you make to increase participation of citizens in CR hurals? Which ones were the most effective?
- Who mainly participates in CR Khural? (in terms of age, gender, jobs, etc.)

20. What do you do in order to ensure participation of various ages and social groups in CR hural? How effective are these? Why?

21. How are decisions passed by Khurals disseminated to citizens? Do you think these information channels and methods are sufficient? If not, how can you improve these?

22. What are the attendance rates of Bagh/Khoroo hurals? How many times a year are the meetings held? Is there any special meeting hall? Where the Khural is held? How do they find the destination?

III. Future outlook and attitude

23. What are the major activities of this year (2015) for your local self-governing body?

- Do you think the opinions of citizens were included in the development of this year's activity direction and plan?
 - *If not*, Why you think so ?

24. What activities are planned to increase public understanding about local self-governing bodies?

25. What activities are planned to strengthen capacity of local self-governing bodies?

26. In 2016 year, elections will be held. On the occasion of election year, what activities are planned to support public understanding and share knowledge about the election and increase voter turnout?

27. Now we are finishing our interview. Do you have anything else you would like to share including recommendations/suggestions not brought up during our discussion?

Thank you for your participation.



ISBN 978-99973-0-620-3



9 789997 306203