

PUBLIC PERCEPTION OF LOCAL SELF-GOVERNING BODIES

SURVEY REPORT

2019

Client: Secretariat of the Parliament of Mongolia,
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Executive: “MMCG” LLC



ASIA
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RESEARCH
COMMITTEE



ESOMAR¹⁹
corporate



PUBLIC PERCEPTION OF LOCAL-SELF GOVERNING

The Parliament of Mongolia and the United Nations Development Program have been jointly implementing a project “Strengthening Representative Bodies in Mongolia” (2017-2020), and the “MMCG” LLC national research company has executed **“PUBLIC PERCEPTION OF LOCAL SELF-GOVERNING BODIES”** in the framework of the project.

The survey was conducted in 9 districts of Ulaanbaatar city and 6 aimags under the standards and marketing of the ESOMAR international research ethic code and ISO 20252:2019 market, opinion and social research standard in November 2019.



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LIST OF ABBREVIATION

CGM	Citizens' General Meeting
CRKh	Citizens Representatives Khural
DP	Democratic Party
FGD	Focus group discussion
IDI	In-depth interview
MMCG	Mongolian Marketing Consulting Group
MPP	Mongolian People's Party
SRBM	Strengthening Representative Bodies in Mongolia

FOREWORD

The Secretariat of the Parliament of Mongolia, the United Nations Development Programme and Swiss Development and Cooperation Agency have been jointly implementing the “Support to Participatory in Legislative Processes”, “Capacity Strengthening of Local Self-Governing Bodies” (2012-2016) and “Strengthening Representative Bodies in Mongolia” (2017-2020) projects for the last six years. The following four outcomes have been expected from the projects:

1. Improve the legal environment for local governance
2. Improve the organizational capacity of Citizens Representatives Khural
3. Establish a regular mechanism to implement the training programs for local representatives
4. Improve the capacity of the Secretariat of the Great Ikh Khural (Parliament) of Mongolia in supporting elected representatives

The survey for “Public Perception of Local Self-Governing Bodies” was executed in the framework of this program.

The survey aims to clarify public perception, knowledge, attitudes and participation about local Khurals, to study sources of information, to improve citizen participation, involvement in decision-making, and to increase civil activity.



BRIEF RESULTS

Table 1: Brief results

Main results	2019		2015		Changes	
	Ulaanbaatar city	Country	Ulaanbaatar city	Country	Ulaanbaatar city	Country
Participated and voted in last Khural election	89.2%	87.1%	86.6%	90.7%	2.6%	-3.6%
Participated and voted in last local elections (soum, district CRKh)	67.1%	82.0%	66.4%	83.1%	0.7%	-1.1%
Participation in the next local elections (aimag, capital city, soum, district CRKh)	90.4%	90.9%	90.6%	92.0%	-0.2%	-1.1%
Current LOCAL electoral system is suitable	49.3%	46.6%	-	-	-	-
Khural representatives elected from electoral districts represent the people	36.5%	35.7%	33.6%	46.0%	2.9%	-10.3%
Khural representatives elected from party list represent the people	15.4%	27.3%	13.6%	18.3%	1.8%	9.0%
Public perception about Citizens Representatives Khurals	43.2%	51.8%	68.0%	29.0%	-24.8%	22.8%
Sources of information about Khurals (nationally broadcasted TVs)	47.5%	16.5%	53.0%	18.6%	-5.5%	-2.1%
Sources of information about Khurals (local TVs)	20.0%	29.4%	7.2%	22.0%	12.8%	7.4%
Sources of information about Khurals (social media, such as Facebook, Twitter and so on)	30.5%	24.8%	-	-	-	-
Sources of information about Khurals (newspapers and other printed materials)	17.2%	10.4%	10.8%	11.3%	6.4%	-0.9%
Awareness about the website www.khural.mn	20.2%	19.0%	23.2%	26.6%	-3.0%	-7.6%
Aimag/capital city CRKh						
Aimag/capital city CRKh report their works to the public	41.7%	52.7%	40.8%	45.3%	0.9%	7.4%
Aimag/capital city CRKh inform the public about their decisions	45.3%	58.4%	48.4%	45.5%	-3.1%	12.9%
Named at least one or more decisions made by aimag/capital city CRKh*	50.5%	61.6%	34.0%	23.0%	16.5%	38.6%
Evaluated aimag/capital city CRKh activities as "Very good" and "Somewhat good"	16.6%	24.3%	18.4%	27.3%	-1.8%	-3.0%
Soum/district CRKh						
Soum/district CRKh report their works to the public	41.1%	66.2%	45.6%	57.6%	-4.5%	8.6%
Soum/district CRKh inform the public about their decisions	41.7%	62.7%	36.0%	54.6%	5.7%	8.1%
Named at least one or more decisions made by soum/district CRKh*	48.1%	71.6%	19.0%	34.6%	29.1%	37.0%

Main results	2019		2015		Changes	
	Ulaanbaatar city	Country	Ulaanbaatar city	Country	Ulaanbaatar city	Country
Evaluated soum/district Khural activities as “Very good” and “Somewhat good”	19.8%	33.1%	18.8%	34.2%	1.0%	-1.1%
CRKh Representatives						
Correctly named the aimag/capital city representatives elected from their electoral districts	6.0%	24.0%	4.8%	23.7%	1.2%	0.3%
Correctly named the soum/district representatives elected from their electoral districts	8.0%	25.0%	6.4%	26.3%	1.6%	-1.3%
Met with a soum/district Khural representative with a goal/problem during last 4 years	7.8%	22.1%	14.0%	5.0%	-6.2%	17.1%
It was difficult to meet with soum/district Khural representative	61.5%	22.3%	20.8%	2.0%	40.7%	20.3%
Effectively solved the requests, problems, complaints made by the citizens	25.6%	28.7%	20.8%	48.5%	4.8%	-19.8%
Evaluated their soum/district Khural representatives as “Very good” and “Somewhat good”	18.2%	30.0%	15.0%	32.7%	3.2%	-2.7%
Participated in bagh/khoroo CGMs in a lifetime	20.6%	49.2%	28.0%	56.7%	-7.4%	-7.5%
Participated in bagh/khoroo CGM last year	20.2%	49.1%	28.0%	56.7%	-7.8%	-7.6%
Willingness to participate in bagh/khoroo meeting if they receive an invitation or information beforehand.	47.1%	63.2%	51.8%	70.0%	-4.7%	-6.8%

**Provided answer versions*

GENERAL CONCLUSION

The results of “Public perception on local self-governance (Khurals)-2019” were compared with the results of the baseline survey in 2015 and the following conclusions and recommendations are developed based on the comparative analysis and results of qualitative studies:

Public perception of CRKh:

- **PUBLIC AWARENESS OF CRKh INCREASED AMONG RURAL RESPONDENTS.** Public awareness of CRKh has increased by 22.8% in rural area and declined by 24.8% in Ulaanbaatar city. It might be related to the reporting and communication of aimag/capital city and soum/district CRKh to citizens.
- **CRKh REPORTING TO CITIZENS IMPROVED IN RURAL AREA.** Aimag/soum CRKh reporting their activities to the citizens have increased in rural area. Reporting by capital city CRKh to the citizens has increased by 0.9%, and district CRKh reporting decreased by 4.5%.
- **CRKh INFORMING ITS DECISIONS TO CITIZENS IMPROVED IN RURAL AREA.** Aimag/soum CRKh informing about their decisions to the citizens have increased in rural area. Capital city CRKh informing their decisions to the citizens decreased by 3.1%, and district CRKh informing increased by 5.7% as evaluated by the respondents.

Desirable source of media channels to receive information about CRKh:

- **CITIZENS WOULD LIKE TO RECEIVE INFORMATION ABOUT CRKh VIA SOCIAL MEDIA CHANNEL.** 47.5% of the respondents in Ulaanbaatar city receive information about CRKh on national TV channels. Percent of receiving information on local TV channels is higher in rural area. Therefore, broadcasting the information on local TV channels is more effective in rural area. In addition, the internet, in particular, social media is very effective. It is because the highest percent of the respondents would like to receive information about CRKh on social media. In particular, 41.3% of the respondents in Ulaanbaatar city and 33.1% of the respondents in rural area would like to receive information about CRKh on social media.
- **PERCENT OF RESPONDENTS RECEIVING INFORMATION FROM [WWW.KHURAL.MN](http://www.khural.mn) WEBSITE IS UNSATISFIED.** Only 1% of the respondents receive information from www.khural.mn website. Only CRKh representative use this website. Respondents prefer using local social groups in order to ask questions, get informed about local news and events and share their own opinions.

The desirable source to share respondent's opinion:

- **RESPONDENTS WOULD LIKE TO SHARE OPINIONS VIA SOCIAL MEDIA AND DURING MEETINGS.** As for the channels for the respondents to self-express and share their own opinions, the highest percentage of the respondents living in apartments, youth and employed people would like to share their own opinions via social media. The respondents living in ger areas with restricted access to the internet as well as old people prefer sharing their opinions during meetings and discussions.

Decision-making issues that citizens want to participate in:

- **RURAL AREA RESPONDENTS WANT EMPLOYMENT OPPORTUNITIES.** Rural respondents are highly interested in participating in the activities and share their opinions about increasing employment opportunities in the local areas. Also, the key stakeholders emphasized that unemployment is the most challenging problem in local areas. Another difficulty related to workplaces is that citizens willingness to work is low even when there are enough workplaces. The reasons include low salary as well as unpaid probation period. During such probation period, families suffer from the lack of food and transportation costs. Therefore, the person cannot work for very long periods of time. Also, some people do not meet the work requirements and have an insufficient level of education, knowledge and experience.

- **ULAANBAATAR CITY RESPONDENTS WANT IMPROVEMENTS IN HEALTH CARE SERVICE.** Ulaanbaatar city respondents are highly interested in participating in the decision-making processes related to improving the quality and accessibility of health care services.

Citizen's evaluation of CRKh activities:

- **EVALUATION OF CRKh ACTIVITIES DECREASED AMONG RURAL RESPONDENTS.** Percentage of the respondents, who evaluated aimag CRKh activities as “very good” and “somewhat good”, declined by 3%. Percentage of the respondents, who evaluated soum CRKh activities as “very good” and “somewhat good”, declined by 1.1%. The main reasons for such low evaluation include difficulty in contacting/ meeting with CRKh representatives (+20.3%), and requests, problems and complaints are not solved effectively (-19.8%).
- **COMPLAINTS, REQUESTS AND FEEDBACKS BY ULAANBAATAR CITY RESPONDENTS ARE SOLVED MORE EFFICIENTLY.** Percentage of Ulaanbaatar city respondents, who evaluated capital city CRKh activities as “very good” and “somewhat good”, declined by 1,8%. Percentage of Ulaanbaatar city respondents, who evaluated district CRKh activities as “very good” and “somewhat good”, increased by 1%. 61.5% of Ulaanbaatar city respondents consider it difficult to meet with district CRKh representatives and this indicator increased by 40.7% compared to previous study results. However, 25.6% of Ulaanbaatar city respondents considered that their complaints, feedbacks and requests solved very efficiently, which has increased by 4.8% compared to the previous study results.

Citizen's attitude toward CGMs:

- **CIVIL INVOLVEMENT AT BAGH/KHOROO CGM AND FURTHER INVOLVEMENT REDUCED.** Involvement in bagh/khoroo CGMs declined by about 7.5% in Ulaanbaatar city (20.6%) and in the rural area (49.2%), compared to the previous study results. Further involvement in bagh/khoroo meetings after receiving invitations and/or notifications declined by 4.7% in Ulaanbaatar city (47.1%) and by 6.8% in the rural area (63.2%). It shows that the respondents are unwilling to participate in CGMs personally. Therefore, it is correct to find out the ways to receive civil feedbacks electronically during CGMs.
- **RESPONDENTS APPLY TO BAGH/KHOROO GOVERNORS IN CASE OF LOCAL DEVELOPMENT AND INFRASTRUCTURE RELATED PROBLEMS.** In case of local development and infrastructure-related problems, the respondents apply first to bagh/khoroo governors, then to district/soum governors and third, to bagh/khoroo CGMs. It shows that citizens work closely with governors. It was mentioned that the number of difficulties in contacting CRKh representatives has increased. It is because the CRKh representatives receive public opinions and feedbacks once a month or once a week. Then, they submit to an authority to solve the problem. It causes long queues and long waiting times, therefore, it is more effective for the citizens to contact governors directly. Also, citizens ask for problems, which requires a budget, and CRKh are limited in this matter.

Support for female CRKh representatives:

- **WOMEN SUPPORT THE PROPOSAL TO INCREASE THE NUMBER OF FEMALE CRKh REPRESENTATIVES.** 64% of all respondents agree to increase the number of female representatives, of which, 56.7% are female respondents. But, 24% of the respondents protested increasing the number of female representatives, of which 60.9% are male respondents.

PART 1. SURVEY METHODOLOGY

This section describes the methodology, scope and sampling methods of the survey implemented with the purpose to clarify a public perception, awareness and participation regarding Local Self-Governance (Khurals).

1.1. Survey methodology

We combined qualitative and quantitative surveys and conducted in-depth interviews (IDI) with the Khural representatives and governors under the qualitative survey method to clarify a public perception, awareness and participation.

Quantitative survey

The quantitative survey included Face-to-face interviews according to the questionnaire by using the online survey platform *SurveyToGo*.

Qualitative survey

We interviewed the target group respondents, Khural representatives and governors according to the interview guideline by using the following two types of interviews.

In-depth interview (IDI): We conducted IDI with the governors and Khural representatives of target soums, districts, baghs and khoros. We clarified problems, attitudes, perception and participation of the employees and the public.

Focus group discussion (FGD): We screened the respondents from target soums and districts, invited them to the interview. We used FGD to get detailed information about the respondents' perception, attitudes and participation.

1.2. Survey sampling design

The survey sample size was calculated as 500 households from 30 khoros in Ulaanbaatar city and 700 households from 19 local soums, and the total sample size was 1200 households.

By the end of 2018, the population of Mongolia was 3,238,500, of which 2,104,500 people were over 18 years old. It constitutes 65% of the total population. The survey sample size was formulated as follows based on the common formula for population sample size calculations. The n-total sample size is 1199 with Z-Confidence interval (95%) and e-error level 0.027 (2.7%).

$$n = \frac{Z^2 P(1 - P)}{e^2} \quad n = \frac{(1.96)^2 \times (0.65)(1 - 0.65)}{(0.027)^2}$$

$$n = \frac{0.8742}{0.000729} \quad n = 1199$$

Quantitative survey sampling methodology

We used the stratified sampling method when selecting target soums and districts.

Soum selection: First, regional zone, second, parties with majority votes from the election in 2016, and third, population size was the main criteria to select target aimags and soums for the survey.

Table 2: Criteria for soum selection

Criteria	Classification	
Geographical code	Regional code: First central zone (1), Second central zone (2), Eastern zone (3), Western zone (4)	
Party with majority votes, results of elections in 2016	Party code: (1) Mongolian People's Party - MPP, (2) Democratic Party - DP, (3) Coalition, (4) Independent	
Size of soum population, classification	Population	Code
	1-1999	1
	2000-4999	2
	5000-8999	3
	More than 9000	4

We divided each of total 330 soums into stratum based on the criteria above. For example, Dalanzadgad soum is encoded as "stratum 2/1/4" (Second central soum/Majority party-DP/ with population over 9000).

Then, all the soums were sequenced by stratum code, and a soum was randomly selected from each stratum. Of the total, 19 soums of 6 aimags were selected and this number was calculated **according to the Von Neumann transformation method**. It is more important to determine the number of units to be selected from each population group with different characteristics by the Neumann distribution method. This method distributes the number of units for the groups with many fluctuations in characters or with much standard deviation. It distributes less number of units for the groups with less fluctuation.

We selected 700 households as the total country representatives by using the Neumann distribution method. On average, a respondent household represents 724 households, and a respondent individual represents 1600 citizens.

Table 3: Sample size of selected soums

Aimags	Soums	Stratum code	Number of household in a stratum	Number of population in a stratum	Number of the population over 18 years old in a stratum	Percent	Sample size (via proportional method)	Sample size (via equal distribution method)	Sample size (via Neumann distribution method)	Weight-01 (by households)	Weight-02 (by population size)
Dund-Gobi aimag	Adaatsag soum	1/1/2	39700	127223	116998	7.3	51	37	44	902.273	2659.045
Dund-Gobi aimag	Saintsagaan soum	1/1/4	110681	386209	149178	22.2	155	37	96	1152.927	1553.938
Dund-Gobi aimag	Ulziit soum	1/2/2	13043	41370	38725	2.4	17	37	27	483.074	1434.259
Dund-Gobi aimag	Erdenedalai soum	1/2/3	13443	45473	26578	2.6	18	37	27	497.889	984.370
Dund-Gobi aimag	Undurshil soum	1/4/1	487	1421	969	0.1	1	37	20	24.350	48.450
Tuv aimag	Erdenesant soum	1/3/2	9212	28266	39485	1.6	11	37	24	383.833	1645.208
Tuv aimag	Batsumber soum	1/3/3	2115	7052	1449	0.4	3	37	20	105.750	72.450
Khuvsgul aimag	Arbulag soum	2/1/2	47737	157013	104340	9.0	63	37	50	954.740	2086.800
Khuvsgul aimag	Murun soum	2/1/4	69596	231585	113415	13.3	93	37	65	1070.708	1744.846
Khuvsgul aimag	Tosontsengel soum	2/2/2	20119	66322	57420	3.8	27	37	32	628.719	1794.375
Khuvsgul aimag	Jargalant soum	2/2/3	5206	19977	12349	1.1	8	37	22	236.636	561.318
Khentii aimag	Bayan-Adarga soum	3/1/2	17563	54984	46503	3.2	22	37	29	605.621	1603.552
Khentii aimag	Kherlen soum	3/1/4	29005	96984	110315	5.6	39	37	38	763.289	2903.026
Khentii aimag	Binder soum	3/2/2	13236	43461	26774	2.5	17	37	27	490.222	991.630
Khentii aimag	Batnorov soum	3/2/3	8188	27141	15351	1.6	11	37	24	341.167	639.625
Khovd aimag	Myangad soum	4/1/2	36885	139258	134179	8.0	56	37	46	801.848	2916.935
Khovd aimag	Jargalant soum	4/1/4	44492	177219	67917	10.2	71	37	54	823.926	1257.722
Zavkhan aimag	Telmen soum	4/2/2	16808	58252	36887	3.3	23	37	30	560.267	1229.567
Zavkhan aimag	Uliastai soum	4/2/4	9527	32468	20840	1.9	13	37	25	381.080	833.600
Total			507043	1741678	1119672	100.1	699	703	700	724	1600

Source: National Statistic Office -2018

Selection of khorooos in Ulaanbaatar city: First, khoroo locations, second, parties with majority votes in elections 2016, and third, population size were considered in selecting the khorooos of Ulaanbaatar city.

Table 4: Criteria for khoroo selection

Criteria	Classification		
Khoroo type	Khoroo classification: Central district khoroo with apartments (1), central district khoroo with ger areas (2), Central district khoroo with apartments and ger areas (3), Suburban district khoroo with apartments (4), Suburban district khoroo with ger areas (5) Suburban district khoroo with apartments and ger areas (6)		
Parties with majority votes, results of the elections in 2016	Party code: (1) Mongolian People's Party -MPP, (2) Democratic Party -DP, (3) Coalition, (4) Independent		
Population size		Population	Code
		1-4999	1
		5000-7999	2
		8000-9999	3
		10000-12999	4
		More than 13000	5

We encoded total 152 khorooos into stratum based on the criteria above. For example, Chingeltei district khoroo 1 was encoded as “Stratum 1/1/1” (Central district khoroo with apartments/ Majority party-MPP/ population size 1-4999).

The khorooos were sequenced by stratum codes, and then, a khoroo was selected randomly from each stratum. We selected 30 khorooos from 9 districts and calculated this number by the Von Neumann transformation method.

We selected 500 households in Ulaanbaatar city by using the Neumann distribution method. On average, a respondent household represents 775 households, and a respondent individual represents 1882 citizens.

Table 5: Sample size of selected khorooos

District	Khoroo	Stratum code	Number of households in a stratum	Population in a stratum	Population over 18 years old in a stratum	Percent	Population size (by proportional method)	Population size (by equal distribution method)	Population size (by Neumann distribution method)	Weight-01 (by households)	Weight-02 (by population size)
Baganuur district	3-khoroo	1/3/2001	4937	16880	11188	1.2	6	17	11	448.818	1017.0909
Bagakhangai district	1-khoroo	4/1/2001	716	2403	1541	0.2	1	17	9	79.556	171.2222
Bagakhangai district	2-khoroo	6/1/2001	556	1996	1291	0.1	1	17	10	55.6	129.1
Bayangol district	18-khoroo	1/4/2002	19770	79747	52182	5.5	28	17	22	898.636	2371.9091
Bayangol district	3-khoroo	1/5/2002	41203	151909	97125	10.5	53	17	35	1177.229	2775
Bayangol district	22-khoroo	2/3/2002	14631	54061	35348	3.8	19	17	18	812.833	1963.7778
Bayanzurkh district	10-khoroo	2/2/2002	12397	44650	29799	3.1	16	17	16	774.781	1862.4375
Bayanzurkh district	21-khoroo	2/4/2002	25992	93164	60587	6.5	32	17	24	1083	2524.4583
Bayanzurkh district	12-khoroo	2/5/2002	31850	112457	73637	7.8	39	17	28	1137.5	2629.8929
Naliakh district	2-khoroo	4/2/2001	2559	7475	5697	0.5	3	17	10	255.9	569.7
Naliakh district	6-khoroo	5/1/2001	3058	8008	6401	0.6	3	17	10	305.8	640.1
Naliakh district	1-khoroo	5/2/2001	4989	17410	11918	1.2	6	17	11	453.545	1083.4545
Songinokhairkhan district	15-khoroo	1/2/2001	9385	37188	24597	2.6	13	17	15	625.633	1639.7667
Songinokhairkhan district	30-khoroo	2/2/2001	13411	50508	33503	3.5	18	17	17	788.882	1970.7647
Songinokhairkhan district	31-khoroo	2/4/2001	15648	59217	38654	4.1	21	17	19	823.579	2034.3947
Songinokhairkhan district	22-khoroo	2/5/2001	23846	87084	55151	6	30	17	23	1036.761	2397.8478
Sukhbaatar district	2-khoroo	1/1/2002	6608	25377	17290	1.8	9	17	13	508.308	1330
Sukhbaatar district	6-khoroo	1/2/2002	8281	33128	22102	2.3	12	17	14	591.5	1578.7143
Sukhbaatar district	1-khoroo	1/3/2002	18138	69757	46428	4.8	24	17	20	906.9	2321.4
Sukhbaatar district	19-khoroo	2/1/2002	2547	6924	4915	0.5	2	17	9	283	546.1111
Sukhbaatar district	12-khoroo	2/2/2002	12397	44650	29799	3.1	16	17	16	774.781	1862.4375
Khan-Uul district	1-khoroo	1/4/2001	8134	31986	20895	2.2	11	17	14	581	1492.5
Khan-Uul district	11-khoroo	1/5/2001	20252	77750	48268	5.4	27	17	22	920.545	2194
Khan-Uul district	16-khoroo	2/4/2001	15648	59217	38654	4.1	21	17	19	823.579	2034.3947
Chingeltei district	2-khoroo	1/1/2001	3011	12495	8228	0.9	4	17	10	301.1	822.8
Chingeltei district	4-khoroo	1/2/2001	9385	37188	24597	2.6	13	17	15	625.633	1639.7667
Chingeltei district	8-khoroo	2/1/2001	5479	17262	11709	1.2	6	17	11	498.091	1064.4545
Chingeltei district	14-khoroo	2/2/2001	13411	50508	33503	3.5	18	17	17	788.882	1970.7647
Chingeltei district	15-khoroo	2/3/2001	15371	62473	41043	4.3	22	17	19	809	2160.1579
Chingeltei district	17-khoroo	2/5/2001	23846	87084	55151	6	30	17	23	1036.761	2397.8478
Total			387456	1439956	941201	99.9	500	500	500	775	1882

Source: National Statistic Office -2018

Selecting respondents for quantitative studies

We selected the respondents for quantitative studies by using the **street-intercept method** based on the age and gender quota of the population in selected bagh and khoroo. We calculated the age and gender quota as a sample size in line with the age and gender structure of the official population in selected baghs and khoros by the end of 2018.

Table 6: Age and gender quota-based street intercept sampling, Ulaanbaatar city, by khoroo

District	Khoroo	Gender		Age groups					Total
		Male	Female	18-24	25-34	35-44	45-54	55-64	
Baganuur district	3 rd khoroo	7	6	2	2	2	4	3	13
Bagakhangai district	1 st khoroo	4	4	1	2	2	2	1	8
	2 nd khoroo	5	6	2	3	2	3	1	11
Bayangol district	3 rd khoroo	18	18	5	12	10	6	3	36
	18 th khoroo	11	11	2	8	6	4	2	22
	22 nd khoroo	9	9	2	4	5	2	5	18
Bayanzurkh district	10 th khoroo	8	8	2	6	4	2	2	16
	12 nd khoroo	10	9	2	8	4	2	3	19
	21 st khoroo	12	12	4	7	7	4	2	24
Nalaikh district	1 st khoroo	6	5	2	3	2	2	2	11
	2 nd khoroo	6	5	2	3	2	2	2	11
	6 th khoroo	5	5	1	2	3	2	2	10
Songinokhairkhan district	15 th khoroo	8	7	2	4	5	2	2	15
	22 nd khoroo	11	13	2	8	7	5	2	24
	30 th khoroo	10	8	2	6	4	4	2	18
	31 st khoroo	9	10	2	6	4	3	4	19
Sukhbaatar district	1 st khoroo	10	10	3	4	7	4	2	20
	2 nd khoroo	7	6	3	2	3	3	2	13
	6 th khoroo	7	7	2	4	4	2	2	14
	12 nd khoroo	9	8	2	5	4	4	2	17
	19 th khoroo	4	5	0	1	2	3	3	9
Khan-Uul district	1 st khoroo	7	7	1	3	5	3	2	14
	11 th khoroo	12	12	1	6	7	3	7	24
	16 th khoroo	9	10	2	9	4	2	2	19
Chingeltei district	2 nd khoroo	5	5	2	2	2	2	2	10
	4 th khoroo	7	8	1	5	3	2	4	15
	8 th khoroo	5	6	2	3	2	2	2	11
	14 th khoroo	10	8	2	6	4	2	4	18
	15 th khoroo	10	9	1	6	5	5	2	19
	17 th khoroo	12	11	2	8	6	5	2	23
Total		253	248	59	148	127	91	76	501

Table 7: Age and gender quota-based street intercept sampling, Country, by soums

Aimag	Soum	Gender		Age group					Total
		male	female	18-24	25-34	35-44	45-54	55-64	
Dund-Gobi aimag	Adaatsag soum	22	22	10	9	10	8	7	44
	Saintsagaan soum	48	48	18	28	20	18	12	96
	Ulziit soum	14	13	5	6	7	4	5	27
	Erdendalai soum	13	15	7	7	6	4	4	28
	Undurshil soum	10	11	4	6	4	3	4	21
Zavkhan aimag	Telmen soum	15	15	5	7	7	8	3	30
	Uliastai soum	14	12	3	6	7	6	4	26
Tuv aimag	Batsumber soum	10	12	3	6	6	5	2	22
	Erdenesant soum	13	12	2	7	7	5	4	25
Khovd aimag	Myangad soum	23	25	8	13	14	9	4	48
	Jargalant soum	27	26	9	15	12	11	6	53
Khuvsgul aimag	Arbulag soum	25	25	9	17	10	8	6	50
	Murun soum	32	34	11	18	15	13	9	66
	Tosontsengel soum	15	17	6	7	8	7	4	32
	Jargalant soum	11	12	5	7	5	4	2	23
	Batnorov soum	12	12	4	7	7	4	2	24
Khentii aimag	Bayan-Adarga soum	14	16	6	6	6	7	5	30
	Binder soum	13	14	5	7	6	5	4	27
	Kherlen soum	19	20	8	13	8	6	4	39
Total		350	361	128	192	165	135	91	711

Qualitative survey sampling

FGDs were organized in the following locations. We considered the population size, region and party with a majority of votes for selecting the locations.

Table 8: Qualitative survey sampling

Location			Number of FGDs	Number of FGD participants	Total number of participants
At the capital city level:					
Ulaanbaatar city			2	8	16
At aimag level:					
Aimag	Soum	Party	2	8	16
Zavkhan aimag	Uliastai soum	DP			
Khentii aimag	Kherlen soum	MPP			
Soum level:					
Aimag	Soum	Party	4	8	32
Khovd aimag	Myangad soum	MPP			
Khuvsgul aimag	Tosontsengel soum	DP			
Tuv aimag	Erdenesant soum	Coalition			
Dund-Gobi aimag	Undurshil soum	Independent			
Total			8	-	64

1.3. Survey monitoring process

Survey data was collected by using the *SurveyToGo*, an online survey data collection program. Advantages of this program include:

- Results are delivered to the central server immediately as the survey interview finishes
- Automatic audio recording
- GPS location control
- The questionnaire is programmed, and moves and transfers are encoded
- Sample quota is visible
- Suitable for rural areas

This data collection program is used on tablets with Android operating system and ensures minimum data collection errors and regular control.

The survey monitoring was executed in three ways: re-contact a survey respondent on the phone and clarify some details, match the data with audio recordings and verify the correctness of asking the questions, and control GPS locations per researcher.

Table 9: Control forms, percent

Control forms	Percent	Number
Re-contact on the phone and clarify some details	Random sampling 60%	727
Review the audio recording	First 40%	485
Control GPS location per researcher	First 40%	485
Total	100%	1212

Three operators worked on data collection monitoring, and 2% (24 surveys) were invalidated and re-surveyed during the monitoring process. Reasons for invalidating the surveys included: temporal resident, unregistered resident, gave wrong answers to some clarification questions on the phone. The researchers were reminded and warned about the mistakes and were obliged to avoid such mistakes in the future, as well were retrained (if necessary) or terminated the contracts.

Figure 1: Appearance of survey data on the SurveyToGo program

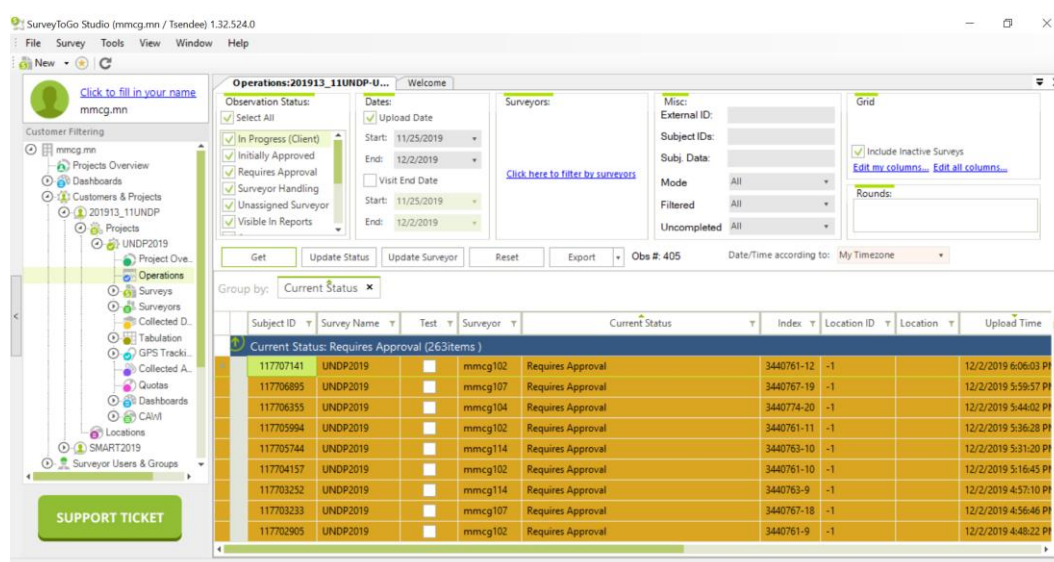


Figure 2: Appearance of each interview on the SurveyToGo program

The screenshot shows the 'Requires Approval' tab in the SurveyToGo interface. It displays survey details for 'Subject ID: 117707141' and 'Surveyor: mmcg102'. A 'Question Duration Histogram' is visible on the right. Below the details, there is a list of interview questions in Mongolian, with the first question selected. The interface includes fields for 'Change status to', 'Change Mode', 'Comment', and 'Display Language'. Buttons for 'Print', 'OK', and 'Cancel' are at the bottom right.

Figure 3: Appearance of GPS locations of the researchers on the SurveyToGo program, Ulaanbaatar city

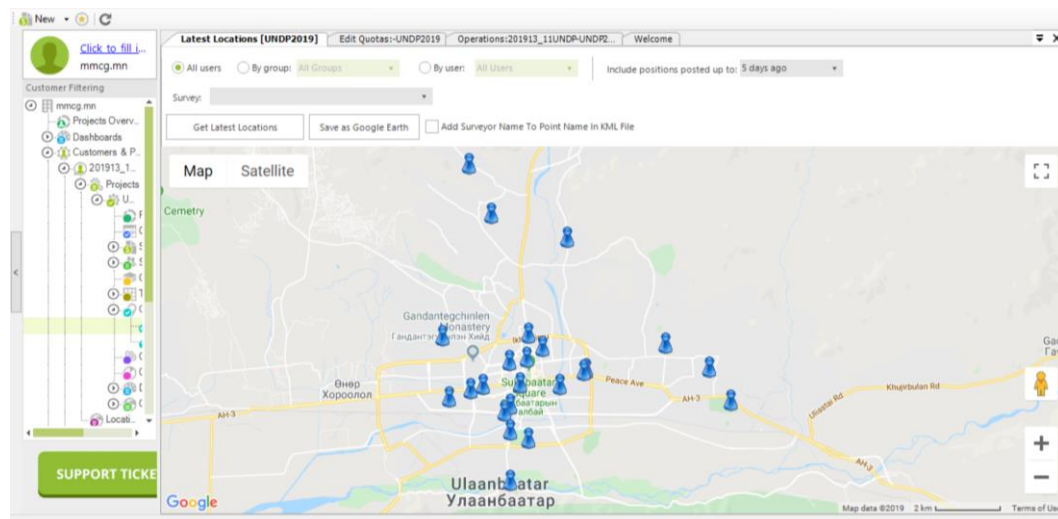
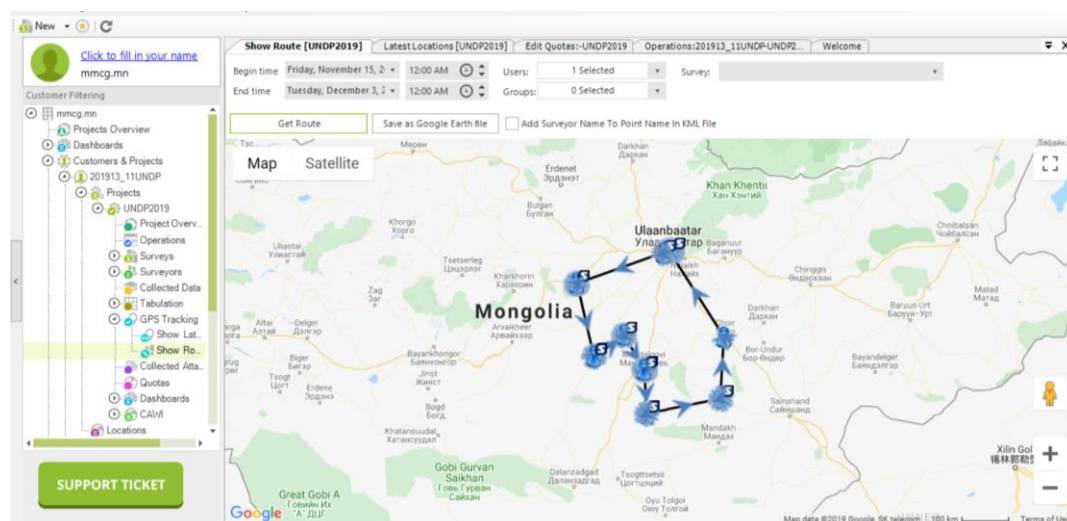


Figure 4: Appearance of GPS locations of researchers on the SurveyToGo program, Country



PART 2. SURVEY OUTCOMES

This section analyzes overall survey results by category. It compares quantitative results by age, gender, urban and rural to get insights on public perception and attitudes. The main results are compared with the results of the “Baseline Survey on the Public Perception of Local-Self Governing Bodies”, conducted in 2015.

Main criteria for all the respondents include: residing at the current address for six and more months and officially registered at that address.

2.1. General information about survey respondents

We involved 501 respondents from 30 khoroo of 9 districts in Ulaanbaatar city and 711 respondents from 19 soums of 6 local aimags.

Table 10: Ulaanbaatar city respondents, by districts, n=501

	Number	Percent
Baganuur district	13	2.6%
Bagakhangai district	19	3.8%
Bayangol district	76	15.2%
Bayanzurkh district	59	11.8%
Nalaikh district	32	6.4%
Songinokhairkhan district	76	15.2%
Sukhbaatar district	73	14.6%
Khan-Uul district	57	11.4%
Chingeltei district	96	19.2%
Total	501	100.0%

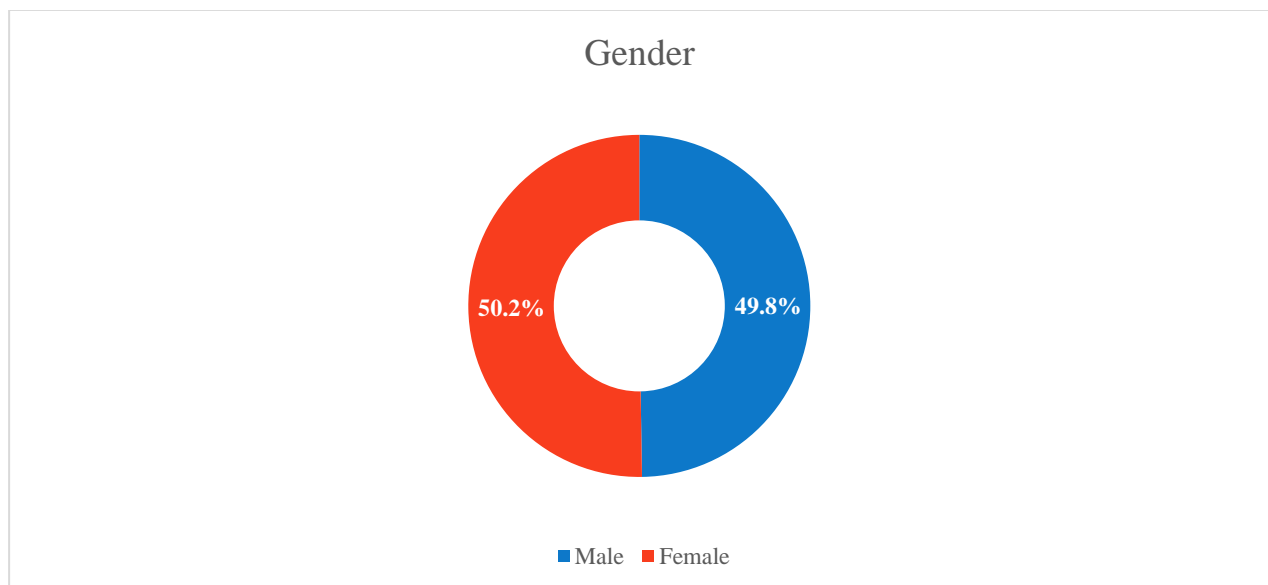
Number of rural respondents are shown in the table below.

Table 11: Respondents in rural areas, by soums, n=711

Aimags	Soums	Number	Percent
Dund-Gobi aimag	Adaatsag soum	44	6.2%
	Saintsagaan soum	96	13.5%
	Ulziit soum	27	3.8%
	Erdenedalai soum	28	3.9%
	Undurshil soum	21	3.0%
Zavkhan aimag	Telmen soum	30	4.2%
	Uliastai soum	26	3.7%
Tuv aimag	Batsumber soum	22	3.1%
	Erdenesant soum	25	3.5%
Khovd aimag	Myangad soum	48	6.8%
	Jargalant soum	53	7.5%
Khuvsgul aimag	Arbulag soum	50	7.0%
	Murun soum	66	9.3%
	Tosontsengel soum	32	4.5%
	Jagalant soum	23	3.2%
Khentii aimag	Batnorov soum	24	3.4%
	Bayan-Adarga soum	30	4.2%
	Binder soum	27	3.8%
	Kherlenn soum	39	5.5%
Total		711	100.0%

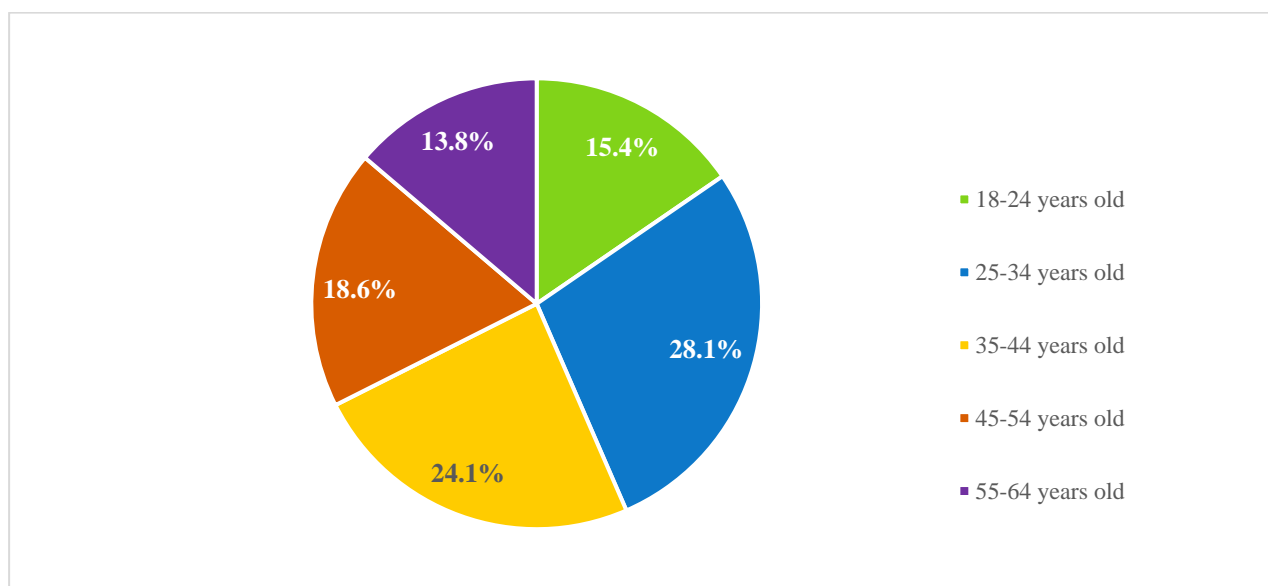
49.8% of the respondents are male, and 50.2% are female.

Graphic 1: Respondents gender ratio, n=1212



The highest percentage (28.1%) of the respondents are 25-34 years old, and the lowest percentage (13.8%) of the respondents are between 55-64 years old.

Graphic 2: Respondents age groups, by percentage, n=1212



Respondents' age and gender ratio is studied by UB city and rural areas, as shown in the table below. The age and gender ratio of all the respondents were divided into quotas based on the statistical data of the National Statistic Office, as of the end of 2018. Therefore, it is representative for the total population.

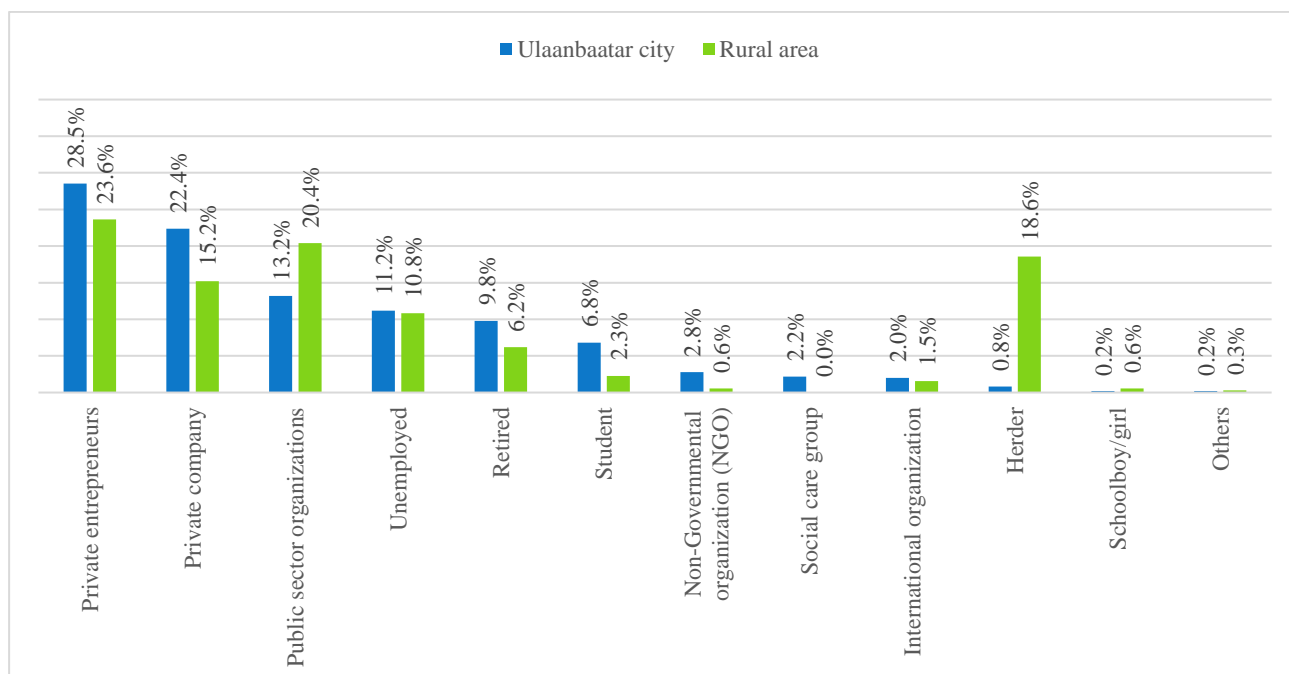
Table 12: Respondents age and gender ratio, by location, n=1212

	Ulaanbaatar city		Rural areas		Total	
	Number	Percent	Number	Percent	Number	Percent
Gender:						
Male	253	50.5%	350	49.2%	603	49.8%

	Ulaanbaatar city		Rural areas		Total	
	Number	Percent	Number	Percent	Number	Percent
Female	248	49.5%	361	50.8%	609	50.2%
Total	501	100.0%	711	100.0%	1212	100.0%
Age groups:						
18-24	59	11.8%	128	18.0%	187	15.4%
25-34	148	29.5%	192	27.0%	340	28.1%
35-44	127	25.3%	165	23.2%	292	24.1%
45-54	91	18.2%	135	19.0%	226	18.6%
55-64	76	15.2%	91	12.8%	167	13.8%
Total	501	100.0%	711	100.0%	1212	100.0%

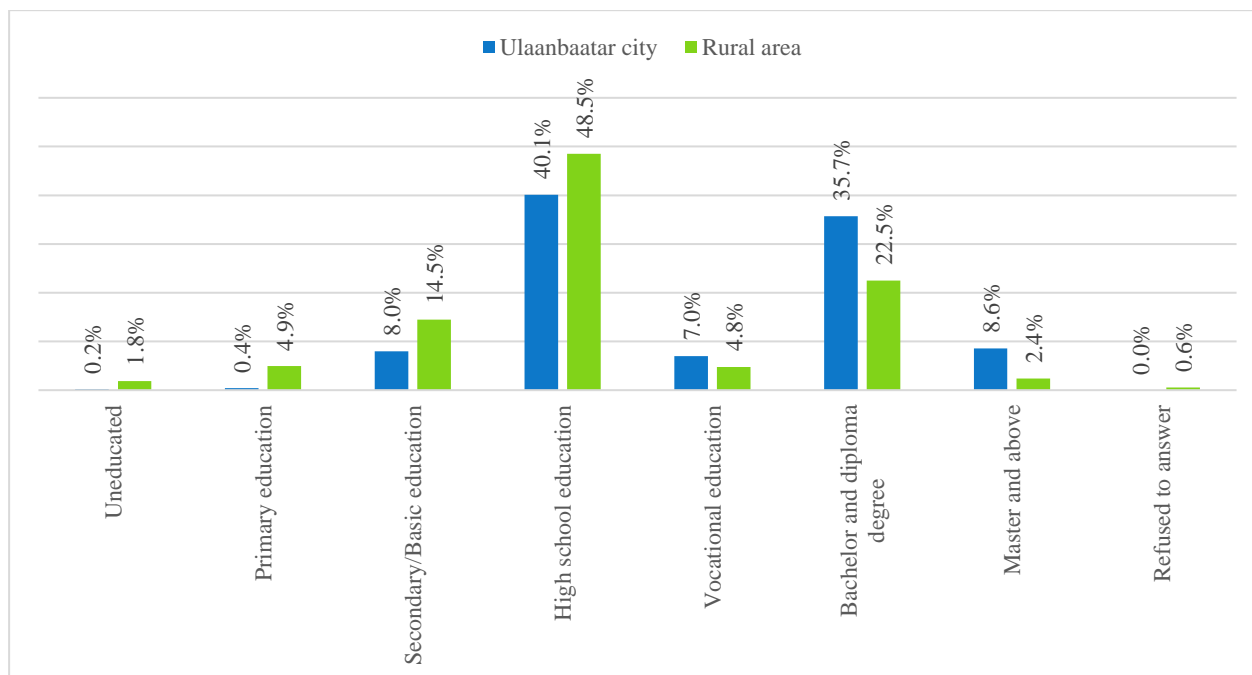
Respondents employment and social status are shown in the graphic below. 28.5% of Ulaanbaatar city respondents are private entrepreneurs, 22.4% work for private companies and 13.2% work for public sector organizations. 23.6% of rural respondents are private entrepreneurs, 20.4% work for private companies and 18.6% are herders.

Graphic 3: Employment, by location, n=1212



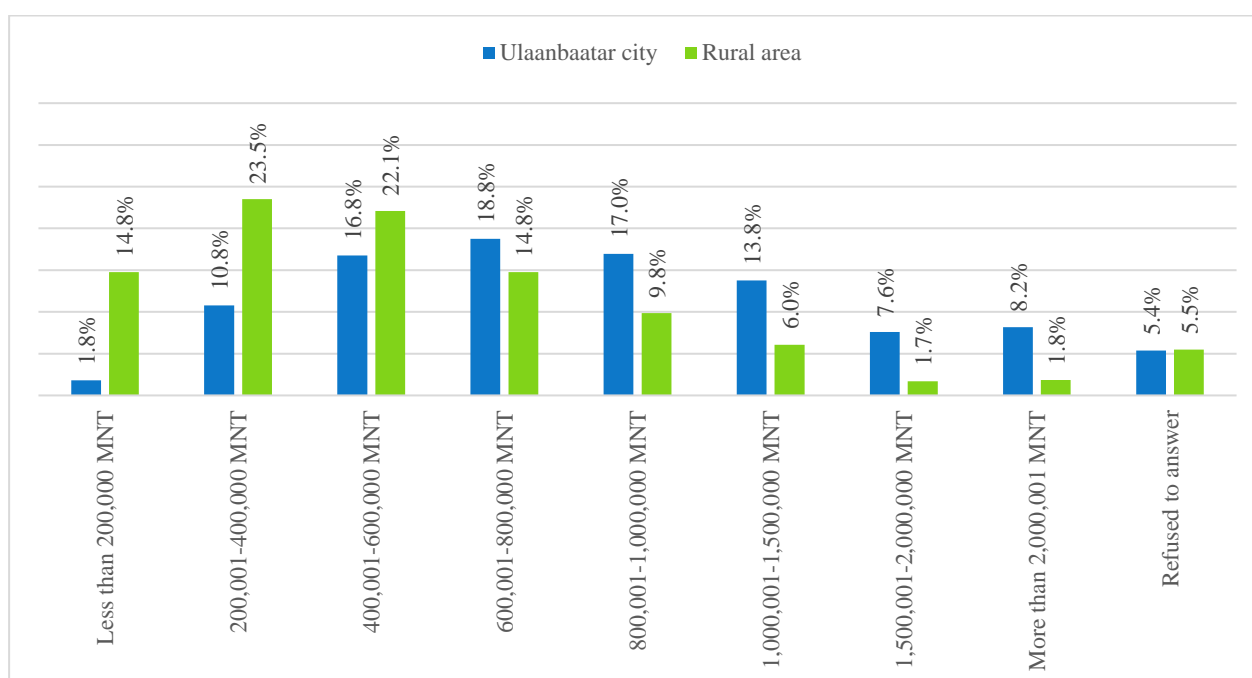
Respondents educational level: 40.1% of Ulaanbaatar city respondents have a high school education, and 35.7% have bachelor/diploma degrees. 48.5% of rural respondents have a high school education, and 22.5% have bachelor/diploma degrees.

Graphic 4: Educational level, by location, n=1212



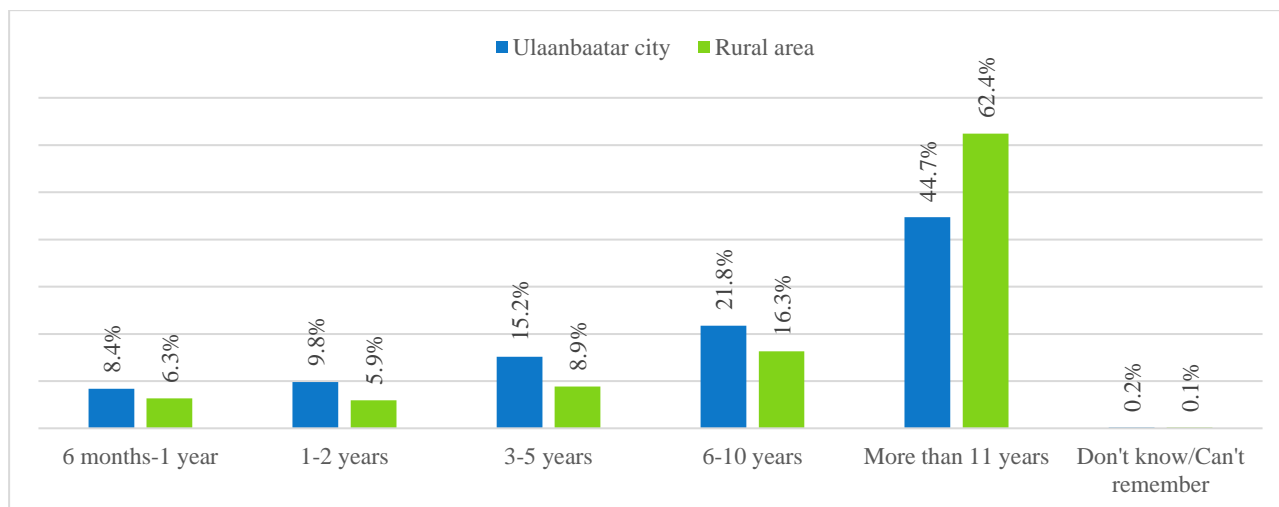
The average monthly household income is shown in the graphic below.

Graphic 5: Monthly average income for a household, by location, n=1212



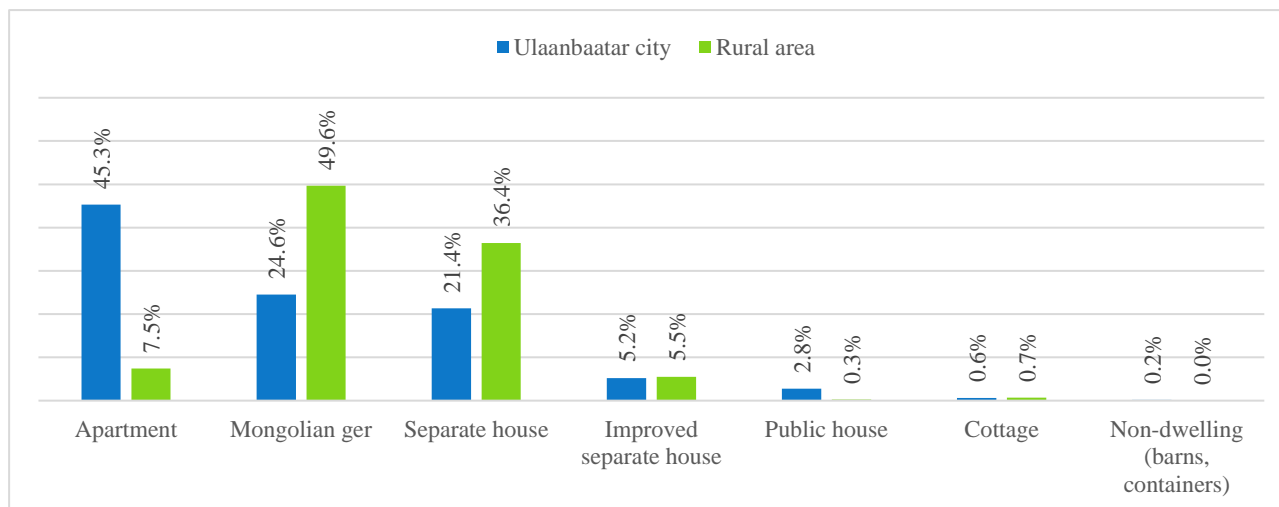
Period of permanent stay of the respondents at the current address: the highest percentage of the respondents have been living at their current addresses for more than 11 years.

Graphic 6: Period of living at the current address, by location, n=1212



Respondents' types of dwelling: the highest percentage (45.3%) of Ulaanbaatar city respondents live in apartments, 24.6% live in Mongolian gers, and 21.4% live in separate houses. 49.6% of rural respondents live in Mongolian gers, 36.4% live in separate houses, and 7.5% live in apartments. According to the registration of the households living in apartments and gers in Mongolia as of 2010, 45% live in gers, and 54% live in houses and apartments, as for Ulaanbaatar city, 29% live in gers, and 70% live in houses and apartments.

Graphic 7: Types of dwellings, by location, n=1212



2.2. Citizens' participation in elections and their opinion about the electoral system

This section describes the respondents' participation in the Parliament and local elections and clarifies perception about the electoral system as well their awareness and opinions.

2.2.1. Citizens' participation in elections

88% of all respondents, 89.2% of Ulaanbaatar city respondents and 87.1% of rural respondents participated and voted in the Parliament elections in 2016. 75.8% of all respondents, 67.1% of Ulaanbaatar city respondents and 82% of rural respondents participated and voted in local elections. It shows that participation in local elections is lower than the participation in Parliament election (by summarized results). The participation level of rural respondents is higher than the participation level of Ulaanbaatar city respondents by 15%.

Compared to the baseline survey results in 2015, participation in Parliament elections increased by 2.6% in Ulaanbaatar city and decreased by 3.6% in the rural area. Compared to the local election results, participation level increased by 0.7% in Ulaanbaatar city and decreased by 1.1% in the rural area. In other words, **participation in the elections has decreased in the rural area.**

2016 election participation by age and gender: the highest percent (95.2%) of voters between 55-64 year old but the lowest percent (56.1%) of voters between 18-24 years old participated in the Parliament elections in 2016. Participation of females was higher. By age: the highest percentage of voters were between 55-64 years old. 42.8% of voters aged 18-24 years old participated in the local elections. Also, the participation of females was higher in local elections.

We clarified the intentions to participate in the local elections in 2020: 90.7 % of all respondents, 90.4% of Ulaanbaatar city respondents and 90.9% of rural respondents will vote. Currently, 6.4% of the respondents don't know. Compared to the baseline study results in 2015, percent of the respondents willing to participate in upcoming elections reduced by 0.2% in Ulaanbaatar city and by 1.1% in the rural area.

For the upcoming elections in 2020, the highest percentage (92.0%) of the respondents aged 18-24 years old said they plan to participate. Percent of respondents of this age group, who said they would not participate in the upcoming elections, is the highest (4.3%) compared to other age groups.

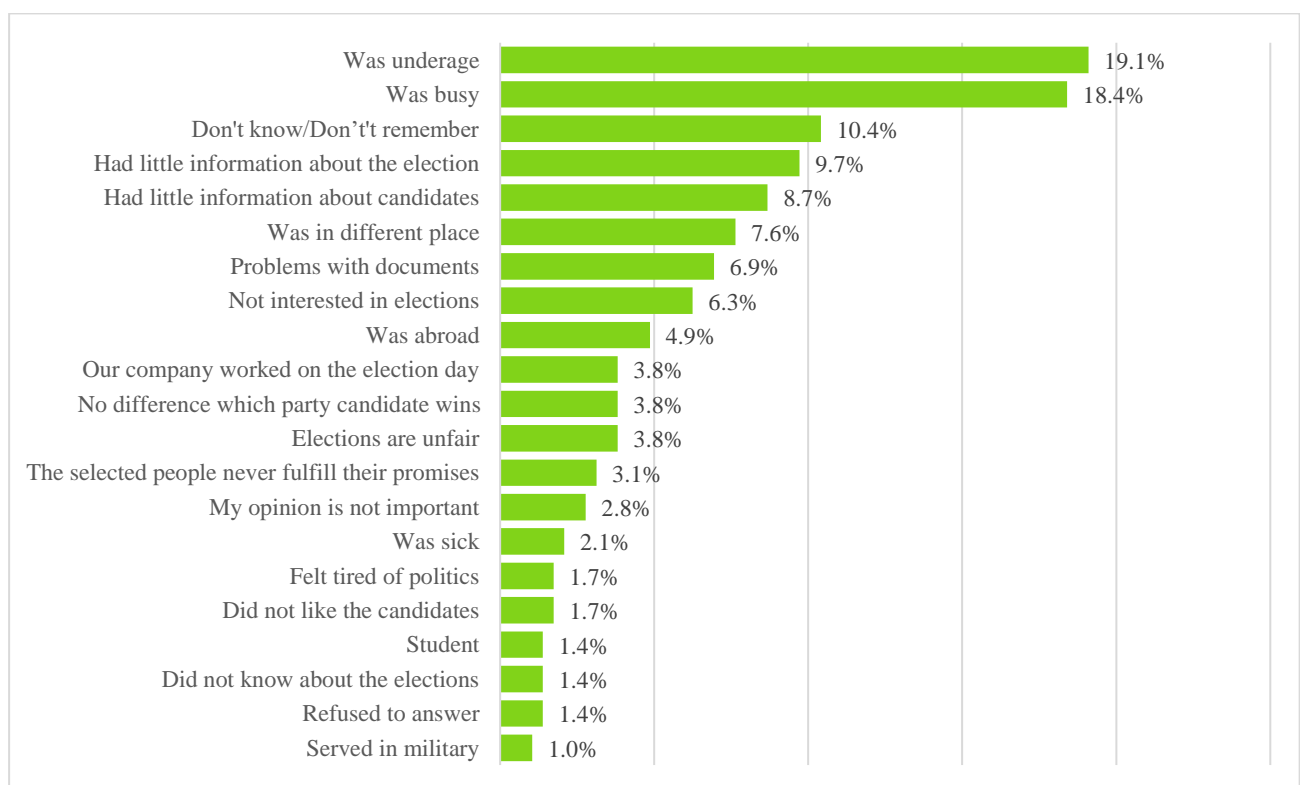
Table 13: Election participation of citizens, n=1212

Election participation	Voted in Parliament elections in 2016			Voted in local elections (soum, district CRKh) in 2016			Intention to participate in upcoming local elections (aimag, capital city, district CRKh) in 2020		
	Yes	No	Refused to answer	Yes	No	Refused to answer	Yes	No	Don't know yet
Ulaanbaatar city	89.2%	10.6%	0.2%	67.1%	32.5%	0.4%	90.4%	3.4%	6.2%
Rural area	87.1%	12.9%	-	82.0%	17.6%	0.4%	90.9%	2.7%	6.5%
By districts:									
Baganuur	69.2%	30.8%	-	61.5%	38.5%	-	76.9%	-	23.1%
Bagakhangai	84.2%	15.8%	-	78.9%	21.1%	-	78.9%	10.5%	10.5%
Bayangol	85.5%	14.5%	-	61.8%	35.5%	2.6%	88.2%	3.9%	7.9%
Bayanzurkh	96.6%	3.4%	-	74.6%	25.4%	-	91.5%	1.7%	6.8%
Nalaikh	84.4%	15.6%	-	71.9%	28.1%	-	90.6%	6.3%	3.1%
Songinokhairkhan	88.2%	11.8%	-	69.7%	30.3%	-	94.7%	1.3%	3.9%
Sukhbaatar	87.7%	11.0%	1.4%	61.6%	38.4%	-	91.8%	2.7%	5.5%
Khan-Uul	93.0%	7.0%	-	64.9%	35.1%	-	89.5%	3.5%	7.0%
Chingeltei	92.7%	7.3%	-	66.7%	33.3%	-	91.7%	4.2%	4.2%
By aimags:									
Dund-Gobi aimag	86.1%	13.9%	-	81.5%	18.5%	-	92.6%	3.2%	4.2%

Election participation	Voted in Parliament elections in 2016			Voted in local elections (soum, district CRKh) in 2016			Intention to participate in upcoming local elections (aimag, capital city, district CRKh) in 2020		
	Yes	No	Refused to answer	Yes	No	Refused to answer	Yes	No	Don't know yet
Zavkhan aimag	89.3%	10.7%	-	89.3%	10.7%	-	96.4%	-	3.6%
Tuv aimag	91.5%	8.5%	-	93.6%	6.4%	-	93.6%	2.1%	4.3%
Khovd aimag	87.1%	12.9%	-	78.2%	20.8%	1.0%	87.1%	4.0%	8.9%
Khuvsgul aimag	87.7%	12.3%	-	80.1%	18.7%	1.2%	88.3%	2.3%	9.4%
Khentii aimag	85.0%	15.0%	-	80.8%	19.2%	-	90.8%	2.5%	6.7%
By age groups:									
18-24	56.1%	43.9%	-	42.8%	56.7%	0.5%	92.0%	4.3%	3.7%
25-34	92.1%	7.9%	-	75.9%	23.5%	0.6%	90.0%	3.8%	6.2%
35-44	93.8%	6.2%	-	80.5%	18.8%	0.7%	91.4%	1.4%	7.2%
45-54	95.1%	4.4%	0.4%	87.2%	12.8%	-	90.7%	2.2%	7.1%
55-64	95.2%	4.8%	-	89.2%	10.8%	-	89.2%	3.6%	7.2%
By gender:									
male	86.9%	13.1%	-	72.6%	26.9%	0.5%	90.4%	2.5%	7.1%
female	89.0%	10.8%	0.2%	79.0%	20.7%	0.3%	91.0%	3.4%	5.6%
Total	88.0%	12.0%	0.1%	75.8%	23.8%	0.4%	90.7%	3.0%	6.4%

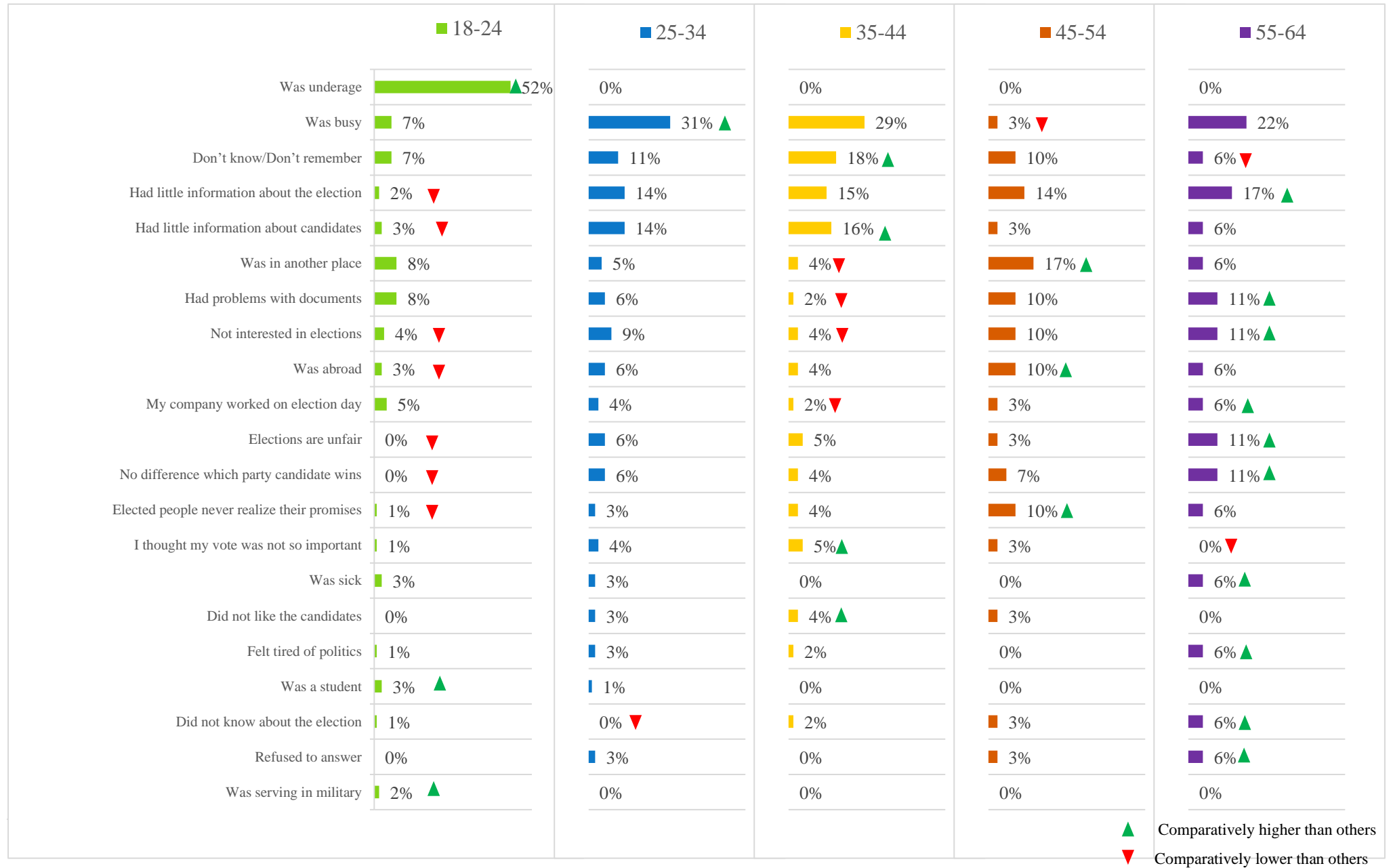
We clarified the reasons from the respondents, who did not vote in the elections in 2016 and the main five reasons include: 19.1% were underage, 18.4% were busy, 10.4% did not remember the reason, 9.7% had little information about the elections and 8.7% had little information about candidates.

Graphic 8: Reasons for not voting in local elections in 2016, n=288



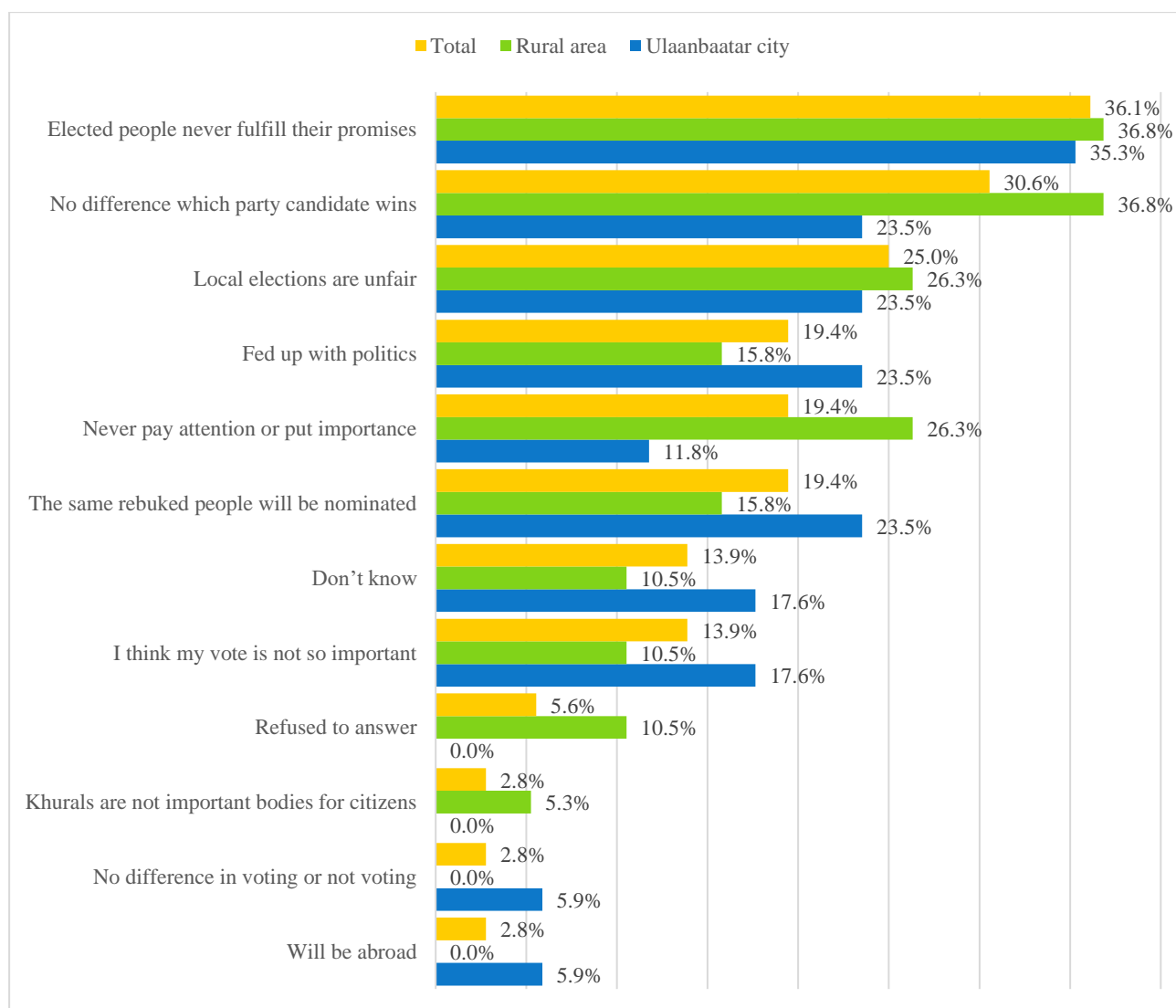
Reasons by age groups: the main reason for the respondents' abstention between 18-24 years old is that they were underage, the respondents between 25-34 years old were busy, the respondents between 35-44 were busy, don't know/don't remember, had little information about candidates, the respondents between 45-54 years old were in another place (city, or country) and the respondents between 55-64 years old were busy, had little information about the election.

Graphic 9: Reasons for not voting in the local election in 2016, by age groups, n=288



We clarified the reasons for the respondents who plan not to vote in upcoming elections in 2020: According to 36.1% of the respondents the elected people never fulfil their promises, 30.6% think there is no difference which party candidate wins, 25% think that local elections are unfair, 19.4% felt tired of politics, 19.4% don't pay attention or importance, and 19.4% think that the same rebuked people will be nominated.

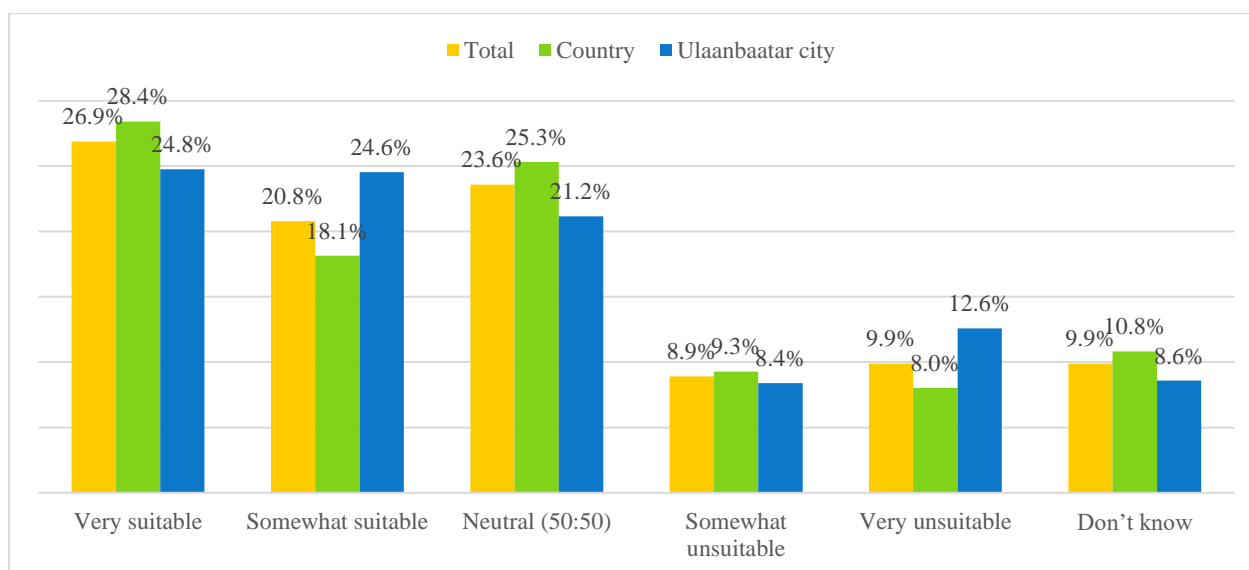
Graphic 10: Reasons for not voting in upcoming local elections in 2020, n=36



2.2.2. Perception and attitudes about the current local electoral system

The respondents were asked to evaluate the rationality of the current local electoral system and representativeness of the Khural representatives elected from the electoral district and party-list as civil representation. 26.9% of the respondents see the current local electoral system as very suitable and 20.8% as somewhat suitable. **Generally, there is a high tendency to evaluate the current local electoral system as suitable.**

Graphic 11: Evaluation of the current local electoral system, n=1212



According to the respondents' evaluation, representativeness of the Khural representatives elected from electoral districts is better than representatives elected from the party list. **According to 32.6% of all respondents, the representatives, elected from party-list, can't represent citizens at all.** This indicator decreased by 7% compared to the previous survey results.

Graphic 12: Evaluation of the representativeness of the Khural representatives, elected from electoral districts and a party list, n=1212

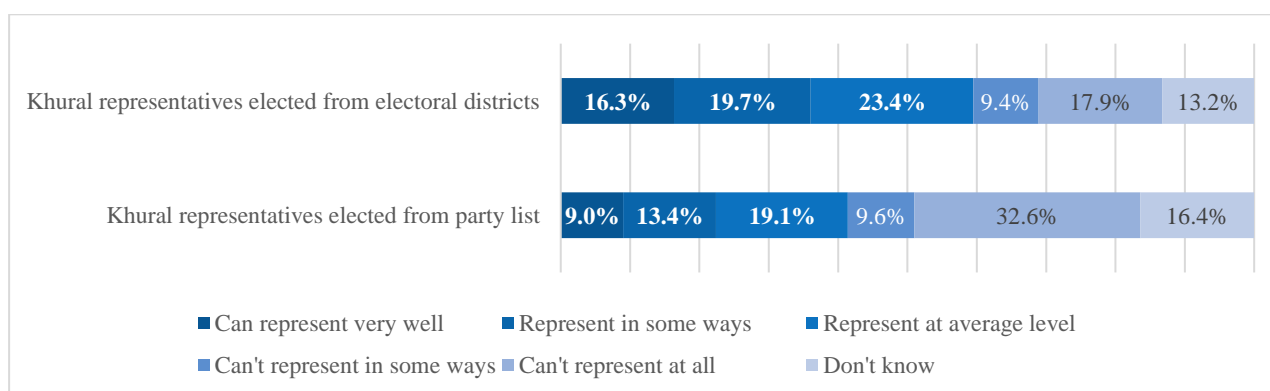


Table 14: Representatives of the Khural representatives elected from electoral districts and party lists, by location, n=1212

	Can represent very well	Represent in some ways	Represent at the average level	Can't represent in some ways	Can't represent at all	Don't know	Total
Khural representatives elected from electoral districts							
Ulaanbaatar city	15.4%	21.2%	19.6%	10.2%	19.2%	14.6%	100.0%
Rural area	17.0%	18.7%	26.2%	8.9%	17.0%	12.2%	100.0%
Total	16.3%	19.7%	23.4%	9.4%	17.9%	13.2%	100.0%
Khural representatives elected from a party list							
Ulaanbaatar city	6.2%	9.2%	16.0%	10.4%	40.7%	17.6%	100.0%
Rural area	11.0%	16.3%	21.2%	9.0%	26.9%	15.6%	100.0%
Total	9.0%	13.4%	19.1%	9.6%	32.6%	16.4%	100.0%

2.3. Public perception, attitude and evaluation about CRKh

This section describes public perception about Citizens Representatives Khural (CRKh) as a local self-governing body, its duties as well as sources of information about its activities and decisions, awareness about printed materials, evaluation of aimag/capital city and soum/district Khural activities, involvement in the decision-making process, perception about Khural representatives, perception, awareness and evaluation about bagh/khoroo CGMs.

2.3.1. Public perception about CRKh

We clarified the respondents' perceptions of the CRKh without suggesting an alternative. 56.8% of Ulaanbaatar city respondents and 48.2% of rural respondents have no perception about the CRKh. Compared to the previous baseline study results, this indicator declined by 24.8% among the respondents in Ulaanbaatar city and increased by 22.8% in rural areas. The respondents have the following common perception about CRKh:

- The institution, which listens to the people's voices and opinions
- The institution which represents people
- The institution that serves citizens
- The institution that works for citizens
- The institution, which represents the citizens and is elected by the citizens
- The institution which makes decisions about a political party
- The institution that solves actual problems in local areas
- The institution that develops local area
- Self-governing body
- Public officers
- Budget organization
- The institution which manages khoroo activities.

From FGD notes:

*The Citizens Representatives Khural (CRKh) never give information to the citizens about what kind of institution it is, or what kind of **activities** it executes. I think that it is the institution, which determines and directs local perspectives. I know there are a Chairman and representatives in the Khural, but I don't know what their duties are and how they are supposed to communicate with people. They must explain and introduce their **activities** during the Citizens' General Meetings (CGMs). They must share information about the budget, where and how they spend it. Such information is very rare and unavailable.*

Citizens' FGD, Erdenesant soum, Tuv aimag

CRKh is the institution which represents us, the people, and which must deliver our opinions to higher authorities. But people don't know about it. CRKh representatives are elected from the people but in reality, they work for their own personal interests. Today, people understand about appointing a Governor, appointing a Chairman of CRKh. If I write a project to start a farm, I will introduce it to the CRKh. The CRKh must allocate money and manage related works.

Citizens' FGD, Erdenesant soum, Tuv aimag

CRKh is the institution, which is elected by the local people and which must become a voice of these people to mediate between the aimag and state authorities. This institution supports local activities, improves people's livelihoods and solves their problems.

Citizens' FGD, Myangad soum, Khovd aimag

The Chairman of CRKh is appointed. That person must be close to us. He/she must receive opinions/feedbacks from the citizens and deliver them to higher authorities. However, in reality, they appear during elections and disappear after they are elected. Then suddenly appear again before next elections.

Citizens' FGD, Uliastai soum, Zavkhan aimag

It is the primary institution in a khoroo that can represent us. However, the khorooos do not have the budget to protect and support our interests. Budgets are allocated to the district administrations but not to the khoroo administrations. Primary institutions have no budgets. So, a problem is stuck and never solved. For example, the street camera problem is introduced to the section leader. The section leader reports to related authority but faces difficulties in contacting a district representative.

Citizens' FGD, Ulaanbaatar city

CRKh is a very important agency. There are district representatives and capital city citizens representatives. These people are even more important to us than the Parliament members. However, we don't know it ourselves, so we don't pay much attention to it. We must be active, participate in the meetings and express our opinions on the ongoing agenda. Currently, there is a meeting in this khoroo and in this district about the main development field, approving local development fund and increase road taxes by five times. But the citizens don't even know who implements such works.

Citizens' FGD, Ulaanbaatar city

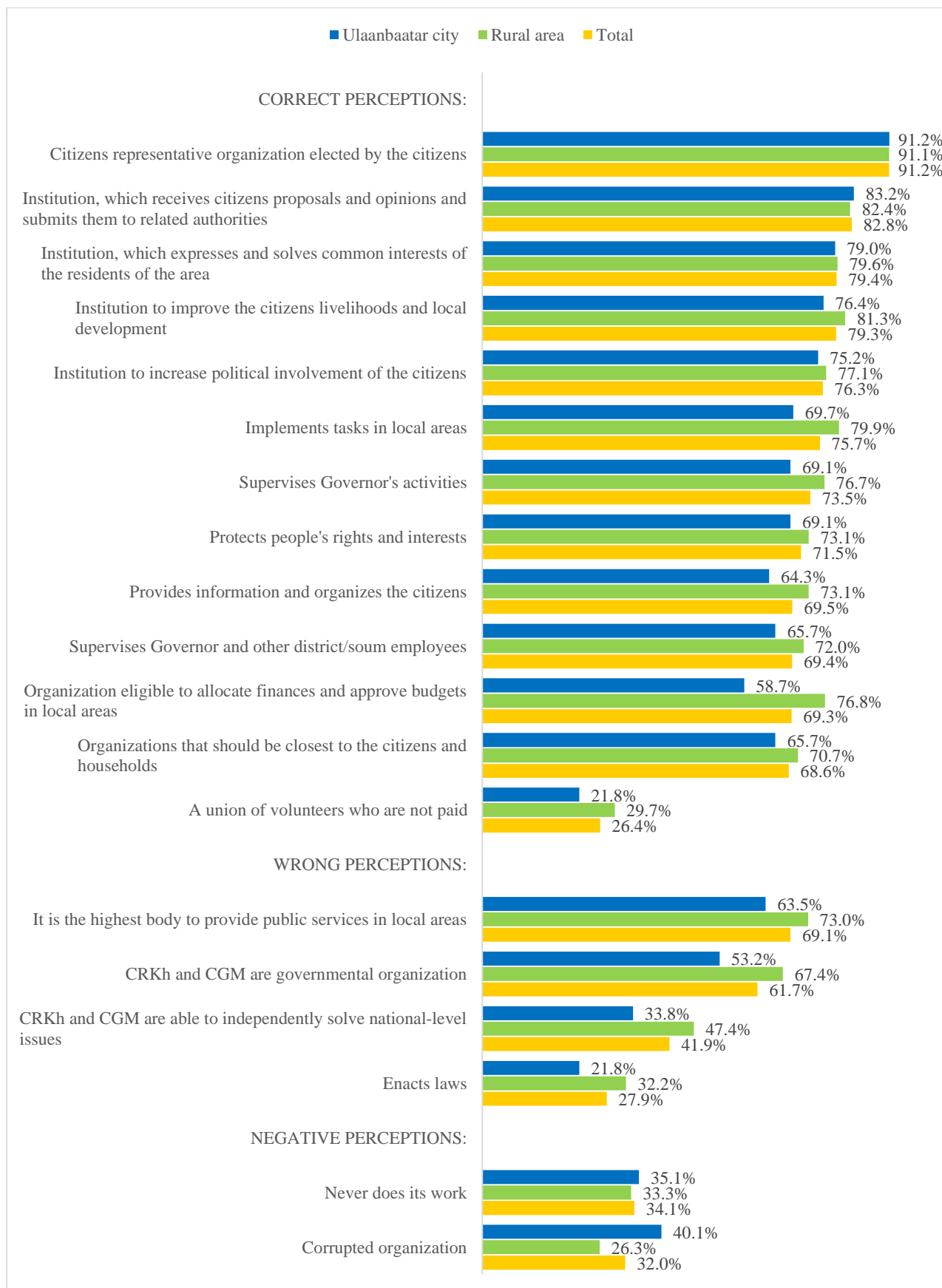
We clarified the level of agreement of the respondents with positive and negative perceptions about CRKh: Over 60% of the respondents agreed with positive perceptions. The most agreed perceptions among the respondents include: “Citizens representative institution which is elected from the citizens” – 91.2%, “Institution, which receives citizens proposals and opinions and submits them to related authorities”- 82.8%, “Institution, which expresses and solves common interests of the residents of the area”- 79.4%, “Institution to improve the citizens livelihoods and local development”-79.3%, and “Institution to increase political involvement of the citizens”-76.3%.

69.1% of all the respondents agree with wrong perceptions about CRKh: “It is the highest body to provide public services in local areas”, “CRKh and CGM are the governmental organizations” -61.7%, “CRKh and CGM are able to independently solve national-level issues”-41.9%, and “Enacts laws” -27.9%.

34.1% of all respondents agree with negative perceptions about CRKh: “Never does its work”, and “Corrupted organization” -32.0%.

Perceptions about CRKh are compared by city and rural area: rural respondents have more correct perceptions than Ulaanbaatar’s respondents, but Ulaanbaatar city respondents have more negative perceptions than rural respondents. In particular, 40.1% of Ulaanbaatar city respondents agree that CRKh is “Corrupted organization”. Rural respondents agreed more with the wrong perceptions about Khurals.

Graphic 13: Level of agreements with perceptions about CRKh, n=1212



2.3.2. Sources of information about CRKh's

Current and desirable sources of information of the citizens about Khurals are shown in the table below. It is necessary to focus on the indicators with significant differences (negative values).

Table 15: Current and desirable sources of information of the citizens about Khurals, their differences, by location, n=1212

Sequence by the desirable source of information	Source of information	Desirable source of information about Khurals			Current sources of information about Khurals			Difference (Current - Desirable)		
		Ulaanbaatar city	Rural area	Total	Ulaanbaatar city	Rural area	Total	Ulaanbaatar city	Rural area	Total
1	Social media /facebook, twitter so on/	41.3%	33.1%	36.5%	30.5%	24.8%	27.1%	-10.8%	-8.3%	-9.3%
2	Television /local/	22.0%	29.7%	26.5%	20.0%	29.4%	25.5%	-2.0%	-0.3%	-1.0%
3	Television /national/	36.1%	15.0%	23.8%	47.5%	16.5%	29.3%	11.4%	1.4%	5.5%
4	By phone	14.6%	18.0%	16.6%	3.4%	9.4%	6.9%	-11.2%	-8.6%	-9.7%
5	Meetings	5.0%	16.2%	11.6%	6.8%	17.0%	12.8%	1.8%	0.8%	1.2%
6	Soum/district Khural office	9.4%	12.7%	11.3%	8.8%	16.2%	13.1%	-0.6%	3.5%	1.8%
7	Information board of local self-governance body	4.0%	13.5%	9.6%	3.4%	12.8%	8.9%	-0.6%	-0.7%	-0.7%
8	Directly from Khural representative	6.8%	11.4%	9.5%	3.4%	6.5%	5.2%	-3.4%	-4.9%	-4.3%
9	Printed brochures and materials	9.2%	6.9%	7.8%	5.8%	4.6%	5.1%	-3.4%	-2.3%	-2.7%
10	Newspaper	8.8%	6.5%	7.4%	11.4%	5.8%	8.1%	2.6%	-0.7%	0.7%
11	Neighbor or other close person	3.2%	9.1%	6.7%	6.0%	15.0%	11.3%	2.8%	5.9%	4.6%
12	SMS	11.8%	3.1%	6.7%	1.4%	0.8%	1.1%	-10.4%	-2.3%	-5.6%
13	Soum/district CRKh chairman	3.0%	8.9%	6.4%	3.0%	8.7%	6.4%	0.0%	-0.1%	-0.1%
14	Other websites	7.0%	6.0%	6.4%	6.6%	5.1%	5.7%	-0.4%	-1.0%	-0.7%
15	Radio	6.8%	5.6%	6.1%	4.8%	6.5%	5.8%	-2.0%	0.8%	-0.3%
16	CRKh website /khural.mn/	5.2%	4.6%	4.9%	1.2%	3.0%	2.2%	-4.0%	-1.7%	-2.6%
17	Local self-governance body website/page	4.2%	3.9%	4.0%	1.2%	2.1%	1.7%	-3.0%	-1.8%	-2.3%
18	Aimag/capital city CRKh office	3.2%	3.0%	3.1%	1.6%	3.5%	2.7%	-1.6%	0.6%	-0.3%
19	Emails	5.0%	1.0%	2.6%	1.0%	0.6%	0.7%	-4.0%	-0.4%	-1.9%
20	Bagh governor, khoroo, one-site service	4.2%	0.8%	2.2%	2.6%	2.3%	2.4%	-1.6%	1.4%	0.2%
21	Aimag/capital city CRKh chairman	0.8%	2.7%	1.9%	0.8%	1.4%	1.2%	0.0%	-1.3%	-0.7%
22	Don't know/Don't remember	1.0%	2.3%	1.7%	2.4%	2.5%	2.5%	1.4%	0.3%	0.7%
23	Employee from a political party	1.2%	1.1%	1.2%	2.0%	1.5%	1.7%	0.8%	0.4%	0.6%
	Somehow receive information about CRKh's				85.0%	87.9%	86.7%			
	Never receive information				15.0%	12.1%	13.3%			

The table shows that 86.7% of all respondents, 85% of Ulaanbaatar city respondents and 87.9% of rural respondents somehow receive information about CRKh's. The main source of information today is national televisions (29.3%), social media (27.1%) and local televisions (25.5%). Desirable sources of information for the citizens include: first, **social media** (Facebook, twitter so on) (36.5%), second, local televisions (26.5%) and third, national televisions (23.8%). **Difference between the desirable source of information and current source of information for the citizens shows that unsatisfied information has been delivered via social media, local televisions, phone and Khural representatives.**

The main five desirable sources of information are shown by age, gender and location in the table below.

Table 16: The main five desirable sources of information, by age, gender and location, n=1212

	Social media /facebook, twitter so on/	Television /local/	Television /national/	Phone	Meetings
Age groups:					
18-24	58.3%	21.9%	19.8%	21.4%	5.9%
25-34	49.7%	25.6%	22.9%	16.5%	10.9%
35-44	31.8%	25.3%	22.9%	15.8%	13.0%
45-54	22.1%	28.8%	25.7%	15.9%	13.7%
55-64	12.6%	32.3%	28.7%	13.8%	13.8%
Gender :					
Male	34.0%	26.0%	24.7%	13.4%	12.3%
Female	38.9%	26.9%	22.8%	19.7%	10.8%
Aimags:					
Dund-Gobi	39.8%	16.2%	5.1%	21.3%	7.4%
Zavkhan	39.3%	39.3%	19.6%	23.2%	14.3%
Tuv	17.0%	14.9%	12.8%	17.0%	19.1%
Khovd	33.7%	36.6%	17.8%	9.9%	19.8%
Khuvsgul	30.4%	48.0%	24.6%	19.9%	21.6%
Khentii	27.5%	23.3%	15.8%	14.2%	20.8%
Districts:					
Baganuur	30.8%	23.1%	15.4%	15.4%	15.4%
Bagakhangai	42.1%	15.8%	0.0%	0.0%	5.3%
Bayangol	55.3%	22.4%	61.8%	18.4%	7.9%
Bayanzurkh	42.4%	30.5%	44.1%	23.7%	5.1%
Nalaikh	18.8%	3.1%	37.5%	12.5%	3.1%
Songinokhairkhan	39.5%	42.1%	23.7%	23.7%	6.6%
Sukhbaatar	46.6%	9.6%	21.9%	11.0%	2.7%
Khan-Uul	52.6%	31.6%	43.9%	10.5%	5.3%
Chingeltei	29.2%	11.5%	36.5%	7.3%	2.1%
Total	36.5%	26.5%	23.8%	16.6%	11.6%

Current and desirable source of information about CRKh for citizens

The current source of information about CRKh is shown by aimags below.

Dundgovi aimag citizens receive information from social media and soum khural office most. Zavkhan aimag citizens receive it from local TV and national TV most. Tuv aimag citizens receive information from information board of self-governing bodies and soum khural office most. Khovd aimag citizens receive it from local TV and social media most. Khuvsgul aimag citizens receive information from local TV and national TV most. Khentii aimag citizens receive information from soum khural office and social media most.

As for aimags, 'never receive information' about CRKh is highest (17.0%) in Tuv aimag whereas lowest (6.4%) in Khuvsgul aimag.

Table 17: Current sources of information about Khurals, by aimag

Current sources of information about Khurals	Dund-Govi aimag	Zavkhan aimag	Tuv aimag	Khovd aimag	Khuvsgul aimag	Khentii aimag	Total
Television /local/	18.5%	<u>39.3%</u>	12.8%	44.6%	43.9%	17.5%	29.4%
Social media /facebook, twitter so on/	<u>30.1%</u>	21.4%	12.8%	29.7%	21.1%	22.5%	24.8%
Meetings	9.7%	21.4%	14.9%	17.8%	22.8%	20.0%	17.0%
Television /national/	5.6%	30.4%	14.9%	20.8%	26.3%	12.5%	16.5%
Soum/district Khural office	<u>20.8%</u>	8.9%	<u>21.3%</u>	8.9%	10.5%	23.3%	16.2%
Neighbor or other close person	7.9%	12.5%	19.1%	28.7%	20.5%	8.3%	15.0%
Information board of local self-governance	9.7%	21.4%	<u>25.5%</u>	2.0%	13.5%	17.5%	12.8%
By phone	12.0%	7.1%	10.6%	4.0%	10.5%	8.3%	9.4%
Soum/district CRKh chairman	5.6%	3.6%	6.4%	11.9%	5.3%	20.0%	8.7%
Directly from Khural representative	5.6%	5.4%	10.6%	5.9%	5.8%	8.3%	6.5%
Radio	8.3%	3.6%	2.1%	5.0%	9.4%	3.3%	6.5%
Newspaper	6.5%	5.4%	0.0%	5.0%	6.4%	6.7%	5.8%
Other websites	7.4%	3.6%	0.0%	3.0%	4.1%	6.7%	5.1%
Printed brochures and materials	1.4%	5.4%	2.1%	6.9%	6.4%	6.7%	4.6%
Aimag/capital city CRKh office	4.6%	5.4%	2.1%	3.0%	1.2%	5.0%	3.5%
CRKh website /khural.mn/	4.2%	1.8%	4.3%	4.0%	0.6%	3.3%	3.0%
Don't know/Don't remember	3.2%	0.0%	6.4%	3.0%	1.2%	2.5%	2.5%
Local self-governance body website/page	3.7%	3.6%	0.0%	1.0%	2.3%	0.8%	2.3%
Employee from a political party	0.9%	1.8%	0.0%	3.0%	2.3%	4.2%	2.1%
Aimag/capital city CRKh chairman	0.5%	0.0%	0.0%	3.0%	1.8%	3.3%	1.5%
SMS	0.5%	1.8%	2.1%	1.0%	0.6%	4.2%	1.4%
Emails	0.0%	0.0%	0.0%	0.0%	0.6%	4.2%	0.8%
Never receive information	1.4%	0.0%	0.0%	0.0%	0.0%	0.8%	0.6%
	16.7%	14.3%	17.0%	6.9%	6.4%	13.3%	12.1%

Desirable source of information about CRKh is shown below in Table.

As for Dundgovi aimag citizens, they want to receive information about CRKh from social media most. Compared with other aimags, they want to receive information during meetings or local TV at least. As for Zavkhan aimag citizens, they want to receive information from social media and local TV most. Tuv aimag citizens want to receive it from local self-governing bodies most. They want to receive information via social media least compared with other aimags.

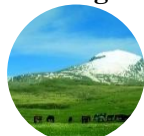
Table 18: The demanded source of information about Khurals, by aimag

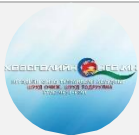


Demanded source of information about Khurals	Dund-Govi aimag	Zavkhan aimag	Tuv aimag	Khovd aimag	Khuvsgul aimag	Khentii aimag	Total
Social media /facebook, twitter so on/	39.8%	39.3%	17.0%	33.7%	30.4%	27.5%	33.1%
Television /local/	16.2%	39.3%	14.9%	36.6%	48.0%	23.3%	29.7%
By phone	21.3%	23.2%	17.0%	9.9%	19.9%	14.2%	18.0%
Meetings	7.4%	14.3%	19.1%	19.8%	21.6%	20.8%	16.2%
Television /national/	5.1%	19.6%	12.8%	17.8%	24.6%	15.8%	15.0%
Information board of local self-governance	8.8%	32.1%	23.4%	5.0%	12.9%	17.5%	13.5%
Soum/district Khural office	11.6%	3.6%	14.9%	11.9%	15.2%	15.0%	12.7%
Directly from Khural representative	6.5%	21.4%	8.5%	9.9%	18.1%	8.3%	11.4%
Neighbor or other close person	6.9%	14.3%	4.3%	6.9%	15.2%	5.8%	9.1%
Soum/district CRKh chairman	7.9%	10.7%	10.6%	7.9%	8.8%	10.0%	8.9%
Printed brochures and materials	1.9%	14.3%	2.1%	11.9%	9.9%	5.8%	6.9%
Newspaper	5.1%	5.4%	0.0%	8.9%	9.9%	5.0%	6.5%
Other websites	10.2%	7.1%	2.1%	2.0%	7.0%	1.7%	6.0%
Radio	5.6%	5.4%	0.0%	7.9%	8.8%	1.7%	5.6%
CRKh website /khural.mn/	6.0%	5.4%	8.5%	4.0%	1.8%	5.0%	4.6%
Local self-governance body website/page	1.4%	10.7%	2.1%	3.0%	4.7%	5.8%	3.9%

SMS	0.0%	1.8%	0.0%	5.9%	4.1%	6.7%	3.1%
Aimag/capital city CRKh office	4.6%	0.0%	4.3%	5.9%	0.6%	1.7%	3.0%
Aimag/capital city CRKh chairman	3.2%	0.0%	0.0%	3.0%	2.9%	3.3%	2.7%
Employee from a political party	0.9%	1.8%	0.0%	0.0%	1.8%	1.7%	1.1%
Emails	0.5%	1.8%	0.0%	0.0%	1.2%	2.5%	1.0%
Don't know/Don't remember	4.2%	0.0%	8.5%	2.0%	0.6%	0.0%	2.3%

Following table shows the biggest active advertisement groups of aimags with the highest number of members. A most active group is the AIMAG ADS GROUP in social media. Aimag, soum CRKh and Governor office groups are made by each aimag or soum; however, their number of members are very few.

Table 19: Active advertisement groups of aimags

Active advertisement groups of aimags	Number of members /K=Thousand/
Dundgovi aimag ads group 	50 K
Zavkhan aimag ads group 	32 K
Tuv aimag ads group 	17 K
Tuv aimag media 	11 K
Khovd aimag ads group MN 	103 K
Khovd aimag governor office 	11 K
Khovd aimag CRKh 	4.1 K
Khuvsigul ads 	51 K
Colour of Khuvsigul	18 K

Active advertisement groups of aimags	Number of members /K=Thousand/
	
Khentii aimag /page/ 	7.9 K
Khentii aimag ads group 	6.1 K

The current source of information about CRKh is shown below by districts. For districts, they receive information from national TV and social media most. In Bayangol district, respondents never receive information about CRKh with the highest percent while in Nalaikh district with the lowest respondents.

Table 20: Current sources of information about Khurals, by district

Current sources of information about Khurals	Baganuur district	Bagakhangai district	Bayangol district	Bayanzurkh district	Nalaikh district	Songinokhair khan district	Sukhbaatar district	Khan-Uul district	Chingeltei district	Total
Television /national/	23.1%	5.3%	53.9%	55.9%	56.3%	28.9%	53.4%	61.4%	47.9%	47.5%
Social media /facebook, twitter so on/	30.8%	36.8%	36.8%	32.2%	21.9%	28.9%	37.0%	33.3%	20.8%	30.5%
Television /local/	30.8%	10.5%	5.3%	27.1%	3.1%	39.5%	17.8%	33.3%	11.5%	20.0%
Newspaper	23.1%	0.0%	10.5%	13.6%	9.4%	10.5%	12.3%	17.5%	8.3%	11.4%
Soum/district Khural office	7.7%	26.3%	5.3%	8.5%	15.6%	10.5%	12.3%	5.3%	4.2%	8.8%
Meetings	15.4%	21.1%	11.8%	5.1%	6.3%	6.6%	4.1%	7.0%	2.1%	6.8%
Other websites	0.0%	5.3%	13.2%	5.1%	0.0%	6.6%	5.5%	10.5%	4.2%	6.6%
Neighbor or other close person	23.1%	15.8%	3.9%	5.1%	6.3%	0.0%	6.8%	3.5%	9.4%	6.0%
Printed brochures and materials	0.0%	0.0%	5.3%	5.1%	0.0%	2.6%	5.5%	14.0%	8.3%	5.8%
Radio	7.7%	0.0%	1.3%	3.4%	9.4%	1.3%	5.5%	10.5%	6.3%	4.8%
Information board of local self-governance	0.0%	5.3%	2.6%	3.4%	3.1%	9.2%	0.0%	0.0%	4.2%	3.4%
By phone	15.4%	5.3%	2.6%	1.7%	6.3%	1.3%	2.7%	1.8%	5.2%	3.4%
Directly from Khural representative	7.7%	5.3%	3.9%	1.7%	6.3%	7.9%	0.0%	1.8%	2.1%	3.4%
Soum/district CRKh chairman	0.0%	21.1%	0.0%	1.7%	12.5%	2.6%	4.1%	0.0%	1.0%	3.0%
Bagh governor, khoroo, one-site service	0.0%	0.0%	5.3%	1.7%	0.0%	1.3%	1.4%	1.8%	2.1%	2.0%
Employee from a political party	0.0%	0.0%	1.3%	0.0%	3.1%	0.0%	2.7%	3.5%	2.1%	1.6%
Aimag/capital city CRKh office	0.0%	0.0%	3.9%	3.4%	0.0%	0.0%	0.0%	1.8%	1.0%	1.4%
SMS	15.4%	0.0%	1.3%	0.0%	0.0%	0.0%	1.4%	3.5%	0.0%	1.2%
Local self-governance body website/page	0.0%	15.8%	0.0%	1.7%	0.0%	0.0%	1.4%	0.0%	1.0%	1.2%
CRKh website /khural.mn/	0.0%	0.0%	1.3%	1.7%	0.0%	0.0%	1.4%	1.8%	1.0%	1.0%
Emails	0.0%	0.0%	2.6%	0.0%	0.0%	1.3%	1.4%	0.0%	0.0%	0.8%
Don't know/Don't remember	0.0%	0.0%	0.0%	0.0%	6.3%	1.3%	1.4%	0.0%	9.4%	2.6%

Never receive information	0.0%	0.0%	0.0%	3.4%	0.0%	2.6%	1.4%	5.3%	4.2%	2.4%
	15.4%	5.3%	21.1%	16.9%	3.1%	10.5%	16.4%	15.8%	16.7%	15.0%

Desirable source of information about CRKh is shown below by districts. For districts, the percentage to receive information through national TV and social media is higher.

Table 21: Desirable source of information about Khurals, by location

Desirable source of information about Khurals	Baganuur district	Bagakhangai district	Bayangol district	Bayanzurkh district	Nalaikh district	Songinokhairkhan district	Sukhbaatar district	Khan-Uul district	Chingeltei district	Total
Social media /facebook, twitter so on/	30.8%	42.1%	55.3%	42.4%	18.8%	39.5%	46.6%	52.6%	29.2%	41.3%
Television /national/	15.4%	0.0%	61.8%	44.1%	37.5%	23.7%	21.9%	43.9%	36.5%	36.1%
Television /local/	23.1%	15.8%	22.4%	30.5%	3.1%	42.1%	9.6%	31.6%	11.5%	22.0%
By phone	15.4%	0.0%	18.4%	23.7%	12.5%	23.7%	11.0%	10.5%	7.3%	14.6%
SMS	23.1%	0.0%	21.1%	27.1%	9.4%	5.3%	9.6%	5.3%	7.3%	11.8%
Soum/district Khural office	0.0%	21.1%	7.9%	11.9%	15.6%	7.9%	13.7%	8.8%	4.2%	9.4%
Printed brochures and materials	23.1%	5.3%	21.1%	6.8%	0.0%	7.9%	4.1%	12.3%	6.3%	9.2%
Newspaper	7.7%	0.0%	11.8%	11.9%	6.3%	1.3%	6.8%	19.3%	8.3%	8.8%
Other websites	0.0%	0.0%	10.5%	5.1%	3.1%	9.2%	8.2%	12.3%	3.1%	7.0%
Directly from Khural representative	15.4%	5.3%	9.2%	6.8%	3.1%	3.9%	5.5%	5.3%	9.4%	6.8%
Radio	7.7%	0.0%	11.8%	5.1%	6.3%	6.6%	4.1%	10.5%	5.2%	6.8%
CRKh website /khural.mn/	7.7%	5.3%	7.9%	0.0%	0.0%	2.6%	9.6%	5.3%	6.3%	5.2%
Meetings	15.4%	5.3%	7.9%	5.1%	3.1%	6.6%	2.7%	5.3%	2.1%	5.0%
Emails	0.0%	0.0%	10.5%	8.5%	9.4%	1.3%	4.1%	3.5%	3.1%	5.0%
Local self-governance body website/page	15.4%	5.3%	5.3%	1.7%	3.1%	2.6%	4.1%	3.5%	5.2%	4.2%
Information board of local self-governance	7.7%	10.5%	3.9%	1.7%	6.3%	1.3%	2.7%	1.8%	7.3%	4.0%
Aimag/capital city CRKh office	0.0%	0.0%	2.6%	0.0%	3.1%	1.3%	9.6%	3.5%	3.1%	3.2%
Neighbor or other close person	7.7%	0.0%	9.2%	3.4%	3.1%	2.6%	0.0%	1.8%	2.1%	3.2%
Soum/district CRKh chairman	0.0%	5.3%	2.6%	1.7%	12.5%	5.3%	1.4%	1.8%	1.0%	3.0%
Employee from a political party	0.0%	0.0%	2.6%	1.7%	0.0%	0.0%	1.4%	3.5%	0.0%	1.2%
Aimag/capital city CRKh chairman	0.0%	0.0%	2.6%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.8%
Don't know/Don't remember	0.0%	0.0%	1.3%	0.0%	15.6%	3.9%	5.5%	3.5%	6.3%	4.2%
	0.0%	0.0%	0.0%	1.7%	0.0%	1.3%	2.7%	0.0%	1.0%	1.0%

District CRKh Facebook group, the page is shown below by the number of members. The group which has the highest number of members is “Open Sukhbaatar District” group which has around 48,000 members. Ulaanbaatar CRKh’s Facebook group has 3.1 thousand members.

Table 22: District CRKh Facebook group, page

District CRKh Facebook group, page	Number of members /K= thousand/
Sukhbaatar district-Open Sukhbaatar district	48 K
Bayangol district CRKh	11 K
Baganuur district CRKh	5 K
Bayanzurkh district CRKh	3.6 K
Songinokhairkhan district civil hall	3 K
Nalaikh district CRKh	0.9 K
Khan-Uul district CRKh	0.7 K
Chingeltei district CRKh	0.6 K
Bagakhangai district CRKh	0.4 K
Ulaanbaatar city CRKh	3.1 K

From FGD notes:

-As a young person, I mostly receive information from internet. I have never received it as an official report.

-I usually receive information on TV. I watch local television.

-I receive information about CRKhs from national televisions and meetings.

Citizens' FGD, Uliastai soum, Zavkhan aimag

I receive information about CRKH works from social media, television and bagh/section leaders.

Citizens' FGD, Kherlen soum, Khentii aimag

I usually receive information about CRKhs via word of mouth. I am always late for meetings as they had already finished before I heard about them. Anyway, I receive true, false and other information from people who attended or not attended the meetings. Work reports are not distributed during the meetings. They just provide oral information. Our soum television used to operate before but now it is not working. I want to receive real and factual information from television rather than receiving true or false information from different people. Local televisions can broadcast many things like local naadams, competitions, advertisements, announcements of civil meetings, decisions and many others.

Citizens' FGD, Myangad soum, Khovd aimag

Information about CRKhs would be delivered quicker via local televisions and Facebook.

Citizens' FGD, Erdenesant soum, Tuv aimag

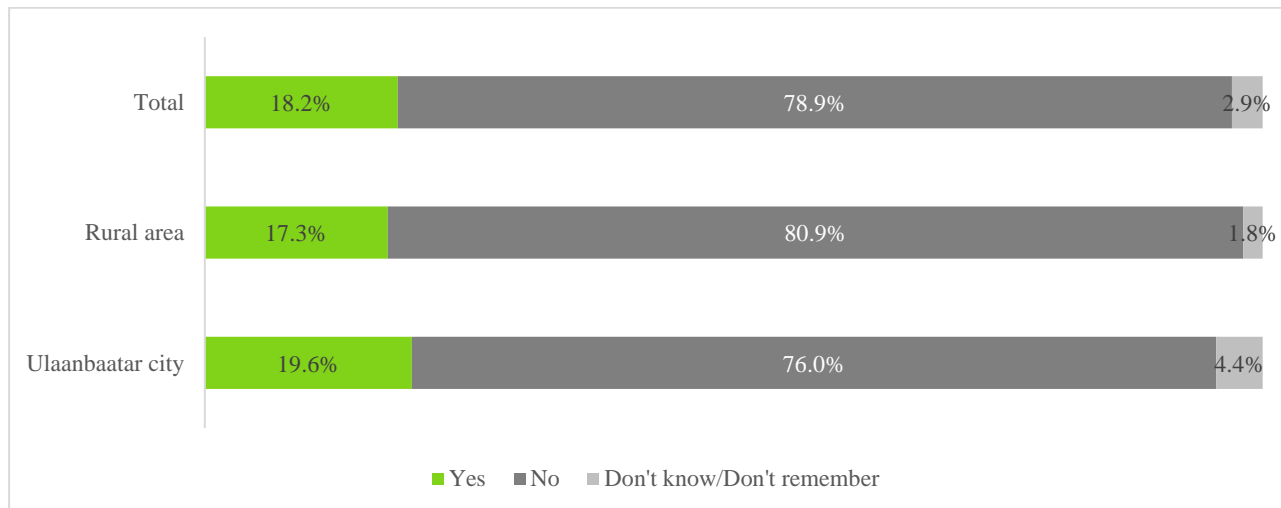
I usually receive information about CRKhs on TV. They broadcast the meetings as live program.

Citizens' FGD, Ulaanbaatar city

Awareness of printed materials related to Khural activities/works

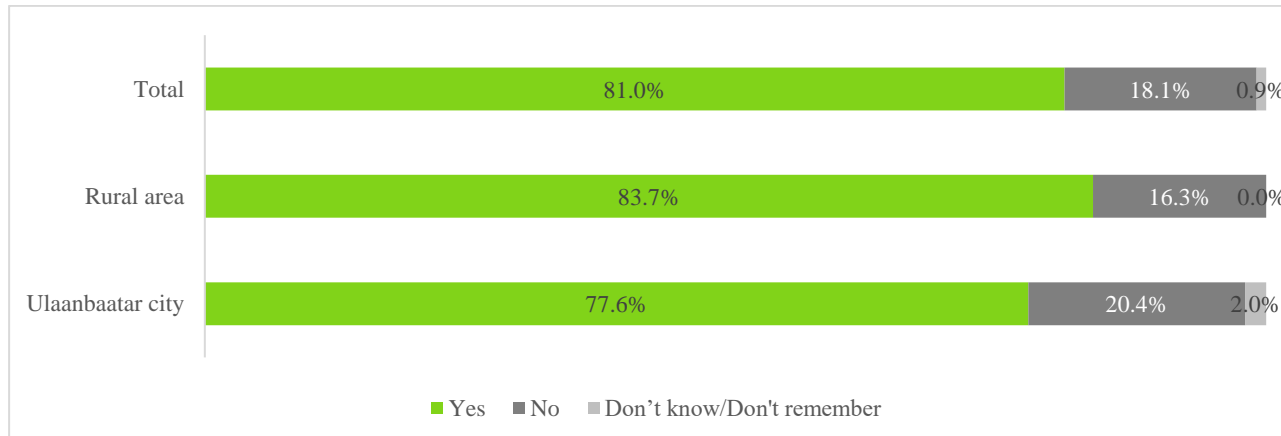
18.2% of the respondents received printed materials related to CRKh work. Percentage of the respondents who received printed materials in Ulaanbaatar city is 2.9% higher than in the rural area.

Graphic 14: Reception of printed materials related to CRKh works, n=1212



81.0% of all respondents, who received printed materials, 83.7% of rural area respondents and 77.6% of Ulaanbaatar city respondents read them. In other words, 4 out of 5 respondents were familiar with printed materials on CRKh work.

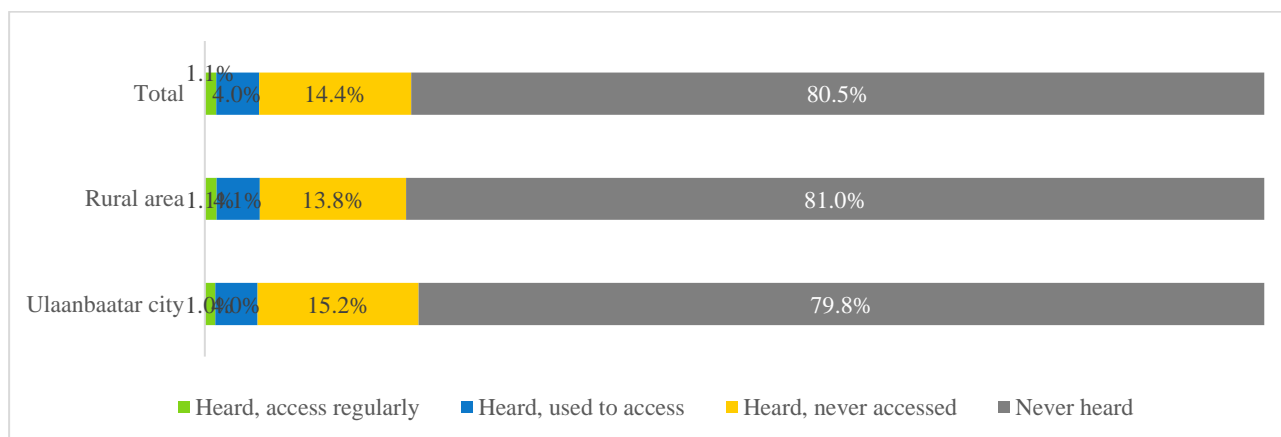
Graphic 15: Introduction with the printed materials related to CRKh works, n=221



Awareness about the website of CRKh www.khural.mn

19% of all the respondents heard about the integrated CRKh website of www.khural.mn. Here, 1.1% of them regularly access the website, 4.0% used to access the website and 14.4% never accessed this website. 80.5% of the respondents never heard about this website. The number of respondents who heard about www.khural.mn website declined by 3% in Ulaanbaatar city and by 7.6% in rural area, compared to the previous baseline study results.

Graphic 16: Awareness about integrated CRKh website of www.khural.mn, n=1212



Awareness about the integrated CRKh website of www.khural.mn is shown by age, gender and location in the table below. The respondents between 45-54 years old heard about this website the most. Respondents in Khuvsgul aimag and Khan-Uul district heard about this website the lowest. The highest percent of the respondents in Bagakhangai district heard about this website and regularly accessed it.

Table 23: Awareness about integrated CRKh website of www.khural.mn, by age, gender and location n=1212

	Heard, access regularly	Heard, used to access	Heard, never accessed	Never heard
Age groups				
18-24	1.6%	5.3%	11.8%	81.3%
25-34	0.9%	4.1%	14.1%	80.9%
35-44	<u>2.1%</u>	4.5%	12.7%	80.8%
45-54	0.4%	2.7%	18.1%	78.8%
55-64	-	3.6%	15.6%	80.8%
Gender				
Male	1.0%	4.6%	13.1%	81.3%
Female	1.1%	3.4%	15.6%	79.8%
Aimags				
Dund-Gobi	0.9%	5.1%	9.3%	84.7%
Zavkhan	-	-	17.9%	82.1%
Tuv	<u>2.1%</u>	-	21.3%	76.6%
Khovd	2.0%	2.0%	16.8%	79.2%
Khuvsgul	0.6%	2.9%	10.5%	86.0%
Khentii	1.7%	9.2%	19.2%	70.0%
Districts				
Baganuur	-	-	38.5%	61.5%
Bagakhangai	<u>10.5%</u>	10.5%	15.8%	63.2%
Bayangol	1.3%	2.6%	14.5%	81.6%
Bayanzurkh	-	6.8%	13.6%	79.7%
Nalaikh	-	-	18.8%	81.3%
Songinokhairkhan	1.3%	1.3%	13.2%	84.2%
Sukhbaatar	-	8.2%	11.0%	80.8%
Khan-Uul	-	1.8%	12.3%	86.0%
Chingeltei	1.0%	4.2%	18.8%	76.0%
Total	1.1%	4.0%	14.4%	80.5%

Note from in-depth interviews:

Only 70-80% of our operational decisions are transparent. Khural decisions and resolutions are posted on the website of the Citizens Representatives Khural of Songinokhairkhan district <http://songinokhairkhan.ub.khural.mn/>. Citizens access to this website is very bad. They rarely receive information.

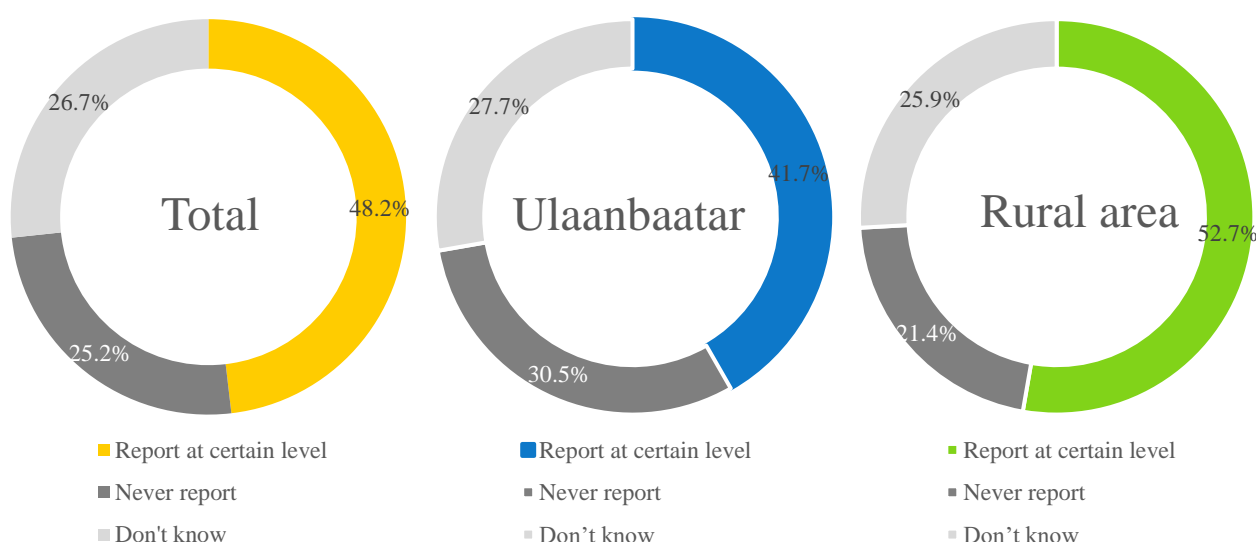
CRKh Chairman, Songinokhairkhan district, Ulaanbaatar city

2.3.3. Public perception and attitudes about aimag/capital city CRKh

Aimag/capital city CRKh report their works to the citizens

According to 48.2% of respondents, aimag/capital city CRKh report their works to the citizens at a certain level. By location: 52.7% in the rural area and 41.7% in Ulaanbaatar city. This indicator increased by 0.9% in Ulaanbaatar city and by 7.4% in the rural area compared to the baseline study results.

Graphic 17: Aimag/capital city CRKh report their works to the citizens, by location, n=1212



Reporting by aimag/capital city CRKh is studied by age, gender and location, as shown in the table below. The highest percentage of respondents between 25-34 years old; male; in Zavkhan aimag; and Bayanzurkh district consider that aimag/capital city CRKh never report their works to the citizens. Of the total of 5 points, the average evaluation is 1.93 points. **Therefore, it is concluded that aimag/capital city CRKh don't report their activities and don't deliver their reports at a satisfying level.**

Table 24: Aimag/capital city CRKh report their works to the citizens, by age, gender and location, n=1212

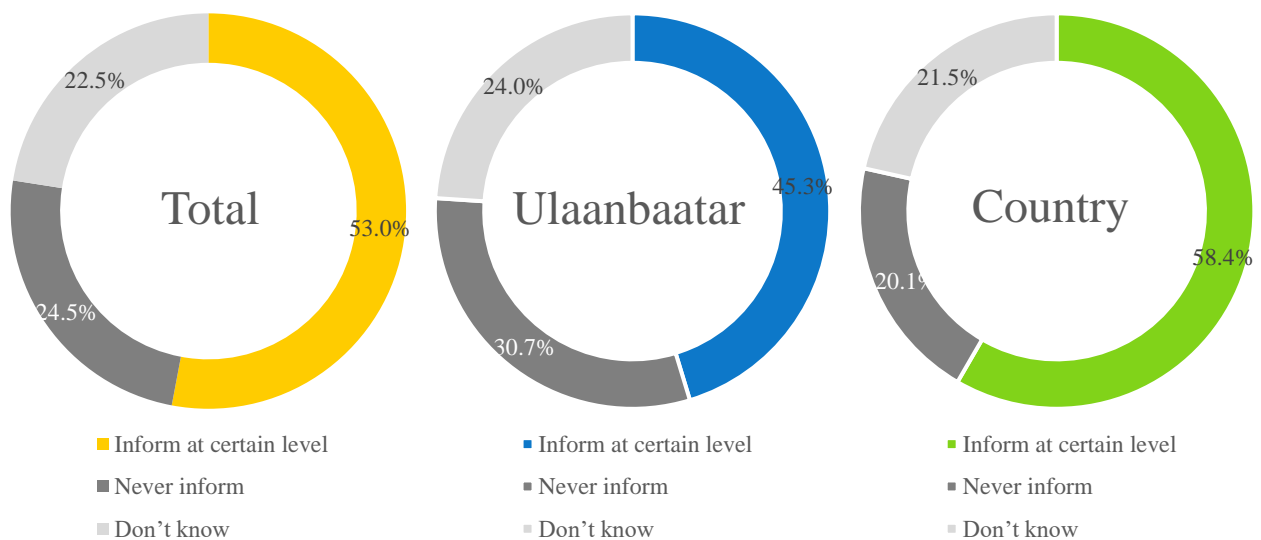
	Report all	Report most	Report half	Report little	Never report	Don't know/don't remember	Average evaluation /1-5 points/
Aimag/city:							
Ulaanbaatar city	10.6%	7.6%	9.4%	14.2%	30.5%	27.7%	1.70
Rural area	13.8%	12.9%	15.0%	11.0%	21.4%	25.9%	2.09
Age group:							
18-24	13.4%	13.9%	10.7%	15.5%	18.2%	28.3%	2.04
25-34	11.5%	6.8%	14.7%	8.8%	29.4%	28.8%	1.76
35-44	11.6%	9.2%	13.7%	11.6%	27.7%	26.0%	1.87
45-54	13.3%	11.9%	12.8%	12.4%	21.2%	28.3%	1.99
55-64	13.8%	16.2%	9.0%	16.8%	25.1%	19.2%	2.19
Gender:							
Male	9.6%	10.3%	12.3%	11.4%	27.9%	28.5%	1.77

	Report all	Report most	Report half	Report little	Never report	Don't know/don't remember	Average evaluation /1-5 points/
Female	15.3%	11.2%	13.1%	13.1%	22.5%	24.8%	2.09
Aimags:							
Dund-Gobi	13.0%	12.5%	10.2%	9.7%	20.8%	33.8%	1.86
Zavkhan	21.4%	17.9%	8.9%	10.7%	30.4%	10.7%	2.57
Tuv	19.1%	2.1%	14.9%	2.1%	29.8%	31.9%	1.83
Khovd	16.8%	16.8%	23.8%	11.9%	13.9%	16.8%	2.60
Khuvsgul	9.9%	9.4%	15.2%	9.4%	28.1%	28.1%	1.80
Khentii	12.5%	17.5%	19.2%	18.3%	11.7%	20.8%	2.38
Districts:							
Baganuur	0.0%	30.8%	7.7%	15.4%	15.4%	30.8%	1.92
Bagakhangai	26.3%	5.3%	15.8%	15.8%	10.5%	26.3%	2.42
Bayangol	6.6%	9.2%	11.8%	14.5%	28.9%	28.9%	1.63
Bayanzurkh	3.4%	3.4%	5.1%	6.8%	32.2%	49.2%	0.92
Nalaikh	12.5%	6.3%	18.8%	28.1%	15.6%	18.8%	2.16
Songinokhairkhan	10.5%	3.9%	15.8%	17.1%	35.5%	17.1%	1.86
Sukhbaatar	8.2%	6.8%	6.8%	12.3%	45.2%	20.5%	1.59
Khan-Uul	7.0%	3.5%	5.3%	17.5%	36.8%	29.8%	1.37
Chingeltei	19.8%	12.5%	5.2%	10.4%	22.9%	29.2%	2.08
Total	12.5%	10.7%	12.7%	12.3%	25.2%	26.7%	1.93

Aimag/capital city CRKh inform the citizens about their decisions

According to 53.0% of all respondents, 45.3% of Ulaanbaatar city respondents and 58.4% of rural respondents, the aimag/capital city CRKh inform the citizens about their decisions at a certain level. This indicator decreased by 3.1% in Ulaanbaatar city and by 12.9% in a rural area compared to the baseline study results.

Graphic 18: Aimag/capital city CRKh inform the citizens about their decisions, by location, n=1212



The highest percentage of respondents between 25-34 years old, male, from Tuv aimag and Sukhbaatar district consider that aimag/capital city CRKh never inform about their decision. Average evaluation is 2.04. **Therefore, it is concluded that aimag/capital city CRKh don't inform the citizens at a satisfying level. Respondents in Khovd aimag and Bagakhangai district evaluate the highest.**

Table 25: Aimag/capital city CRKh inform the citizens about their decisions, by age, gender and location, n=1212

	Report all	Report most	Report half	Report little	Never report	Don't know/Don't remember	Average evaluation /1-5 points/
Aimag/city:							
Ulaanbaatar city	9.0%	7.2%	13.4%	15.8%	30.7%	24.0%	1.76

	Report all	Report most	Report half	Report little	Never report	Don't know/Don't remember	Average evaluation /1-5 points/
Rural area	13.5%	14.6%	17.3%	12.9%	20.1%	21.5%	2.24
<i>Age groups:</i>							
18-24	13.9%	17.1%	15.0%	11.2%	21.9%	20.9%	2.27
25-34	9.1%	8.8%	13.5%	15.6%	26.5%	26.5%	1.79
35-44	9.2%	12.0%	18.2%	12.7%	25.3%	22.6%	1.99
45-54	14.2%	9.7%	14.6%	16.8%	22.6%	22.1%	2.10
55-64	15.0%	12.6%	18.0%	13.2%	24.6%	16.8%	2.30
<i>Gender:</i>							
Male	7.8%	11.9%	14.4%	16.4%	27.5%	21.9%	1.90
Female	15.4%	11.2%	16.9%	11.8%	21.5%	23.2%	2.18
<i>Aimags:</i>							
Dund-Gobi	12.5%	18.1%	7.9%	9.3%	18.5%	33.8%	1.95
Zavkhan	21.4%	12.5%	23.2%	5.4%	19.6%	17.9%	2.57
Tuv	10.6%	6.4%	23.4%	8.5%	27.7%	23.4%	1.94
Khovd	14.9%	16.8%	19.8%	24.8%	18.8%	5.0%	2.69
Khuvsgul	12.9%	9.9%	20.5%	10.5%	25.1%	21.1%	2.12
Khentii	12.5%	17.5%	22.5%	18.3%	14.2%	15.0%	2.51
<i>Districts:</i>							
Baganuur	0.0%	7.7%	23.1%	38.5%	15.4%	15.4%	1.92
Bagakhangai	10.5%	21.1%	26.3%	5.3%	21.1%	15.8%	2.47
Bayangol	5.3%	11.8%	17.1%	22.4%	22.4%	21.1%	1.92
Bayanzurkh	1.7%	8.5%	5.1%	8.5%	28.8%	47.5%	1.03
Nalaikh	15.6%	9.4%	25.0%	18.8%	15.6%	15.6%	2.44
Songinokhairkhan	11.8%	5.3%	14.5%	14.5%	39.5%	14.5%	1.92
Sukhbaatar	5.5%	6.8%	11.0%	19.2%	41.1%	16.4%	1.67
Khan-Uul	0.0%	5.3%	10.5%	21.1%	36.8%	26.3%	1.32
Chingeltei	20.8%	2.1%	10.4%	8.3%	29.2%	29.2%	1.90
Total	11.6%	11.6%	15.7%	14.1%	24.5%	22.5%	2.04

- According to the In-depth interview respondents, delivering information personally and on social media is the most effective way. Works are usually reported during CGMs, and daily information is delivered on social media. Rural people rarely visit social media. Therefore, it is necessary to use other methods, as well. Decisions are informed while visiting households, organizing meetings as well as on social media. The most useful source for delivering information is delivering materials to each household. However, it is impossible to visit every household. Therefore, 30-40% are left out. Households living in apartment use the internet and receive information from social media. Young people don't usually attend the meetings. Therefore, the information is mostly delivered via social media. Older people don't usually use social media; therefore, information is delivered during the meetings. Therefore, it is useful to combine message delivering sources such as social media, meetings and partial personal meetings.

Naming the main decisions of aimag/capital city CRKh

43% of all respondents don't know the main decisions of aimag/capital city CRKh, 25% named "Approving local budget" and 15% named "Establishing tax size and charges". Among other decisions, named by the respondents, were making decisions related to anti-drinking, constructing infrastructure, roads and bridges, installing lights, building schools, organizing cleaning works and organizing health activities.

Table 26: Main decisions of aimag/capital city CRKh, by location, n=1212

	Ulaanbaatar city	Rural area	Total
Don't know	50%	38%	43%
Approve local budget	16%	31%	25%
Establishing tax sizes and charges (on waste, guns and so on)	13%	17%	15%
Environment protection and remediation activities	11%	18%	15%
Crime prevention	17%	14%	15%
Protecting springs and water sources	7%	20%	15%

Manage local property	6%	15%	11%
Protecting lands as natural parks and protected areas	7%	13%	11%
Making decisions on how to spend the Local development fund	4%	11%	8%
Approve Governor's guidelines on socio-economic development	6%	9%	8%
Establishing the amount of logging from forests	3%	11%	8%
Establishing special and normal protection zones in regions with reservoirs	4%	7%	6%
Create named streets	6%	4%	4%
Nominate for state awards	3%	4%	4%
Celebrate anniversaries	2%	5%	4%
Others	2%	1%	2%

Note from FGDs:

The issues under discussion in our Tsagaanbulsan bagh are road construction and improving the bagh center. We have been discussing about building a well and planting trees around it. Our bagh center does not have chairs or benches, we are also discussing about providing chairs or benches to sit during the meetings. The only solved problem is water restriction. I haven't attended meetings for some time. Maybe other problems are under discussions now.

Citizens' FGD, Myangad soum, Khovd aimag

There was a poll about changing the Batkhaan mountain into a national park. I don't know if official decision has been released. Children's playgrounds have been built and some streets have lights. A dam has been constructed along the road. School dormitory was repaired and decorated.

Citizens' FGD, Erdenesant soum, Tuv province

The main decisions of aimag/capital city CRKh are shown by aimags and districts in the table below. The respondents in Khovd aimag named the main decisions of aimag CRKh the highest and percent of the answer "don't know" is the lowest (1%). Percent of the answer "don't know" is the highest (69%) among the respondents in Dund-Gobi aimag.

Percentage of answer 'don't know' is the lowest (0%) among the respondents in Baganuur district but the highest percentage (83%) of 'don't know' answer was given by the respondents in Bayanzurkh district.

Table 27: Naming main decisions of aimag/capital city CRKh, by location, n=1212

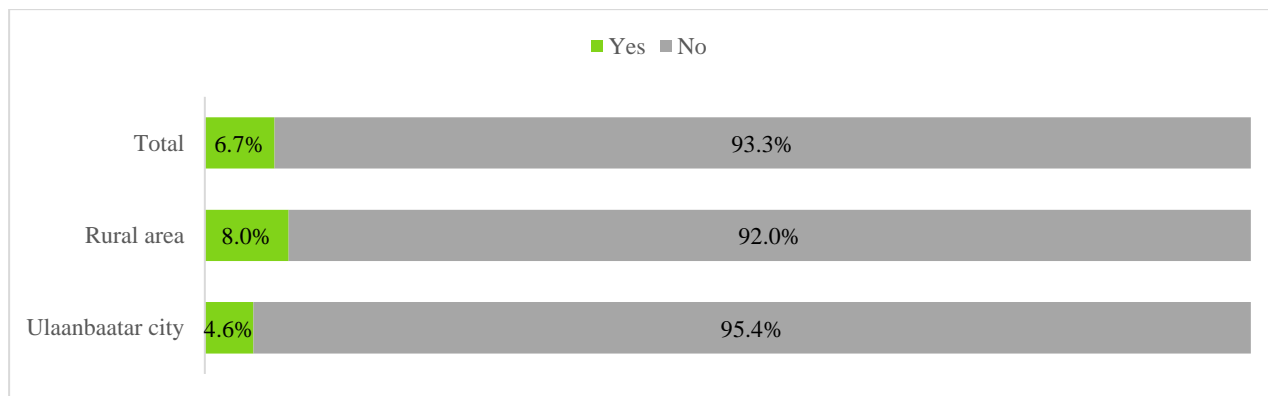
	Don't know	Approve local budget	Establishing tax sizes and charges (on waste, guns and so on)	Environment protection and remediation activities	Crime prevention	Protecting springs and water sources	Manage local property	Protecting lands as natural parks and protected areas
Aimags:								
Dund-Govi	69%	25%	7%	9%	5%	11%	11%	14%
Zavkhan	41%	38%	23%	29%	13%	13%	14%	4%
Tuv	36%	26%	9%	13%	11%	28%	21%	9%
Khovd	1%	49%	23%	20%	14%	34%	20%	20%
Khuvsgul	32%	28%	20%	21%	15%	22%	17%	8%
Khentii	25%	33%	24%	28%	29%	23%	13%	21%
Districts:								
Baganuur	0%	31%	0%	38%	15%	23%	38%	23%
Bagakhangai	53%	26%	16%	11%	21%	11%	16%	11%
Bayangol	30%	26%	13%	11%	22%	8%	4%	12%
Bayanzurkh	83%	5%	8%	2%	7%	2%	2%	0%
Nalaikh	16%	25%	16%	25%	28%	19%	9%	16%

Songinokhairkhan	37%	17%	24%	11%	33%	4%	11%	3%
Sukhbaatar	56%	16%	14%	14%	8%	3%	3%	7%
Khan-Uul	47%	16%	16%	16%	14%	9%	2%	12%
Chingeltei	68%	7%	6%	3%	9%	8%	4%	3%
Total	43%	25%	15%	15%	15%	15%	11%	11%

Error! Not a valid link. Access for information from aimag/capital city CRKh

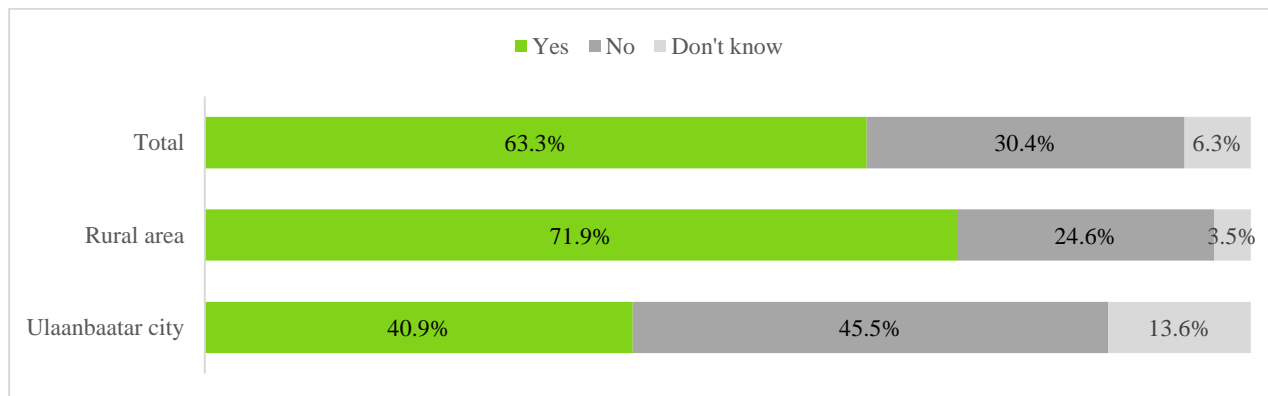
6.7% of all respondents, 8.0% of rural respondents and 4.6% of Ulaanbaatar city respondents requested information from aimag/capital city CRKh.

Graphic 19: Requested information from aimag/capital city CRKh, n=1212



63.3% of respondents who requested information said that aimag/ capital city CRKh transparently provided information. 40.9% of those Ulaanbaatar city respondents could receive the information they wanted.

Graphic 20: Aimag/capital city CRKh provided information transparently when requested, n=79



Evaluation of aimag/capital city CRKh activities

Survey respondents evaluated the works and activities of aimag/capital city CRKh: 21.1% of all respondents evaluated as strongly good and somewhat good. Average evaluation is 2.33 points. Rural respondents gave higher evaluations than Ulaanbaatar city respondents. By age groups: respondents between 55-64 years old gave the highest evaluations and respondents between 25-34 years old gave the lowest evaluations. By aimags: respondents in Khovd aimag gave the highest evaluations and respondents in Dund-Gobi aimag gave the lowest evaluations. By district: respondents in Bagakhangai district have the highest evaluation and respondents in Bayanzurkh district gave the lowest evaluations.

“Very good” and “Somewhat good” evaluations decreased by 1.8% in Ulaanbaatar city and by 3% in rural area compared to the baseline study results.

Table 28: Evaluations to aimag/capital city works and activities, by age, gender and location, n=1212

	Strongly good	Somewhat good	Medium	Somewhat bad	Strongly bad	Don't know	Average evaluation /1-5 points/
Aimag/city:							
Ulaanbaatar city	5.8%	10.8%	38.3%	8.0%	16.0%	21.2%	2.19
Rural area	6.9%	17.4%	40.1%	4.5%	9.1%	21.9%	2.43
Aimags:							
Dund-Gobi	8.8%	14.8%	35.2%	3.2%	11.1%	26.8%	2.26
Zavkhan	10.7%	10.7%	41.1%	3.6%	5.4%	28.6%	2.32
Tuv	6.4%	17.0%	38.3%	2.1%	12.8%	23.4%	2.32
Khovd	6.9%	19.8%	45.5%	5.0%	8.9%	13.9%	2.69
Khuvsgul	2.9%	18.1%	42.7%	7.0%	9.4%	19.9%	2.39
Khentii	7.5%	22.5%	40.8%	4.2%	5.8%	19.1%	2.64
Districts:							
Baganuur	-	23.1%	46.2%	-	15.4%	15.4%	2.46
Bagakhangai	15.8%	21.1%	42.1%	-	15.8%	5.3%	3.05
Bayangol	5.3%	7.9%	40.8%	14.5%	7.9%	23.7%	2.17
Bayanzurkh	1.7%	5.1%	28.8%	6.8%	16.9%	40.7%	1.46
Nalaikh	12.5%	28.1%	40.6%	6.3%	6.3%	6.3%	3.16
Songinokhairkhan	9.2%	9.2%	40.8%	9.2%	13.2%	18.4%	2.37
Sukhbaatar	1.4%	11.0%	41.1%	12.3%	19.2%	15.0%	2.18
Khan-uul	-	14.0%	33.3%	7.0%	26.3%	19.30%	1.96
Chingeltei	9.4%	6.3%	38.5%	3.1%	18.8%	23.9%	2.13
Age groups:							
18-24	7.5%	20.9%	34.8%	6.4%	5.9%	24.6%	2.44
25-34	4.1%	14.1%	38.5%	6.2%	13.2%	23.8%	2.18
35-44	8.6%	12.0%	36.3%	7.9%	12.3%	22.9%	2.28
45-54	5.8%	12.8%	42.0%	3.5%	12.4%	23.4%	2.26
55-64	7.2%	16.2%	47.9%	4.8%	15.0%	9.0%	2.69
Gender:							
Male	5.0%	13.6%	41.6%	6.0%	14.4%	19.4%	2.31
Female	7.9%	15.8%	37.1%	5.9%	9.5%	23.8%	2.35
Total	6.4%	14.7%	39.4%	5.9%	12.0%	21.6%	2.33

Criteria to give good evaluations to aimag/capital city CRKh works:

- **Executes works on time**
- Good reporting about executed works
- Activities consider public needs
- Citizens heard decisions of aimag/capital city CRKh
- Organizes CGMs well
- Visible and practical works

Criteria to give bad evaluations to aimag/capital city works:

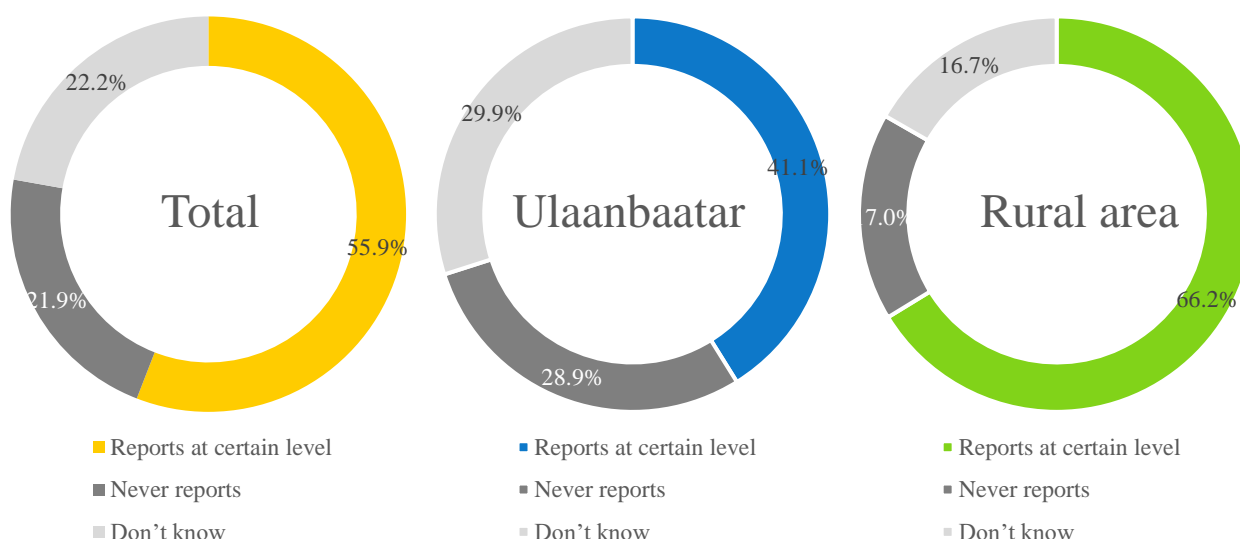
- **Very bad information policy**
 - Inactive
 - Don't perform work well
 - Never listen to the citizens
 - Never disseminated information to the citizens
 - Bureaucracy
 - Executes some small works such as wells, lights and so on but skips other more important works
 - No information about CGMs
- Active during elections but disappears after elections were the most common reasons.

2.3.4. Public perception and attitudes about soum/district CRKh

Soum/district CRKh report their works to the citizens

According to 55.9% of all respondents, 41.1% of Ulaanbaatar city respondents and 66.2% of rural respondents soum/district CRKh report their works at a certain level. Soum/district CRKh were reporting to the citizens decreased by 4.5% in Ulaanbaatar city but increased by 8.6% in the rural area compared to baseline study results.

Graphic 21: Soum/district CRKh reporting to the citizens, evaluation of respondents, by location, n=1212



District CRKh were reporting by districts: respondents in Baganuur district gave the highest evaluation, but respondents in Bayanzurkh district have the lowest evaluation. 29.9% of all respondents in Ulaanbaatar city answered 'don't know'.

Table 29: District CRKh reporting, evaluation of respondents, by districts, n=501

	Reports all	Reports most	Reports half	Reports little	Never reports	Don't know/Don't remember	Average evaluation /1-5 points/
Ulaanbaatar city	10.2%	8.8%	11.0%	11.2%	28.9%	29.9%	1.70
Districts:							
<i>Baganuur</i>	30.8%	23.1%	15.4%	7.7%	0.0%	23.1%	3.08
<i>Bagakhangai</i>	21.1%	21.1%	15.8%	10.5%	5.3%	26.3%	2.63
<i>Bayangol</i>	6.6%	17.1%	10.5%	15.8%	25.0%	25.0%	1.89
<i>Bayanzurkh</i>	1.7%	3.4%	13.6%	6.8%	28.8%	45.8%	1.05
<i>Nalaikh</i>	3.1%	18.8%	25.0%	15.6%	28.1%	9.4%	2.25
<i>Songinokhairkhan</i>	14.5%	6.6%	15.8%	13.2%	28.9%	21.1%	2.01
<i>Sukhbaatar</i>	4.1%	2.7%	9.6%	15.1%	43.8%	24.7%	1.34
<i>Khan-Uul</i>	3.5%	7.0%	3.5%	10.5%	42.1%	33.3%	1.19
<i>Chingeltei</i>	20.8%	5.2%	5.2%	5.2%	21.9%	41.7%	1.73

Soum CRKh reporting by aimag, soums: respondents in Khentii aimag gave the highest evaluation; in particular, respondents in Batnorov soum gave the highest evaluation. Respondents in Dund-Gobi aimag gave the lowest evaluation; in particular, respondents in Saintsagaan soum gave the lowest evaluation to soum CRKh reporting activities.

Table 30: Soum CRKh reporting, evaluation of respondents, by aimags and soums, n=711

	Reports all	Reports most	Reports half	Reports little	Never reports	Don't know/Don't remember	Average evaluation /1-5 points/
Rural area	24.6%	17.0%	14.1%	10.5%	17.0%	16.7%	2.71
Dund-Gobi aimag	24.1%	17.6%	9.7%	5.1%	19.0%	24.5%	2.49
Adaatsag soum	27.3%	20.5%	11.4%	-	9.1%	31.8%	2.62
Saintsagaan soum	11.5%	13.5%	10.4%	6.3%	29.2%	29.2%	1.85
Ulziit soum	48.1%	25.9%	7.4%	3.7%	7.4%	7.4%	3.81
Erdenedalai soum	42.9%	17.9%	7.1%	3.6%	14.3%	14.3%	3.29
Undurshil soum	19.0%	19.0%	9.5%	14.3%	14.3%	23.8%	2.42
Zavkhan aimag	23.2%	14.3%	12.5%	10.7%	19.6%	19.6%	2.52
Telmen soum	33.3%	16.7%	10.0%	13.3%	13.3%	13.3%	3.03
Uliastai soum	11.5%	11.5%	15.4%	7.7%	26.9%	26.9%	1.92
Tuv aimag	38.3%	10.6%	17.0%	8.5%	12.8%	12.8%	3.15
Batsumber soum	31.8%	4.5%	22.7%	13.6%	9.1%	18.2%	2.81
Erdenesant soum	44.0%	16.0%	12.0%	4.0%	16.0%	8.0%	3.44
Khovd aimag	19.8%	15.8%	19.8%	17.8%	16.8%	9.9%	2.74
Myangad soum	29.2%	16.7%	20.8%	14.6%	12.5%	6.3%	3.17
Jargalant soum	11.3%	15.1%	18.9%	20.8%	20.8%	13.2%	2.36
Khuvsgul aimag	19.3%	15.2%	17.0%	11.1%	20.5%	17.0%	2.51
Arbulag soum	18.0%	12.0%	24.0%	16.0%	16.0%	14.0%	2.58
Murun soum	13.6%	13.6%	12.1%	9.1%	24.2%	27.3%	2.01
Tosontengel soum	15.6%	21.9%	12.5%	15.6%	21.9%	12.5%	2.56
Jargalant soum	43.5%	17.4%	21.7%	-	17.4%	-	3.70
Khentii aimag	32.5%	23.3%	12.5%	14.2%	9.2%	8.3%	3.31
Batnorov soum	66.7%	20.8%	8.3%	0.0%	4.2%	0.0%	4.46
Bayan-Adarga soum	36.7%	16.7%	6.7%	16.7%	16.7%	6.7%	3.21
Binder soum	29.6%	11.1%	14.8%	22.2%	-	22.2%	2.81
Kherlen soum	10.3%	38.5%	17.9%	15.4%	12.8%	5.1%	3.03

Soum/district CRKh inform the citizens about their decisions

District CRKh informing about their decisions to the citizens is shown in the table below. 27.7% of Ulaanbaatar city respondents answered 'don't know'. Average evaluation is 1.70 or unsatisfied. By districts: respondents in Baganuur district gave the highest evaluation and respondents in the Khan-Uul district gave the lowest evaluation. This indicator increased by 5.7% in Ulaanbaatar city and by 8.1% in country compared to baseline study results.

Table 31: District CRKh inform the citizens about their decisions, by districts, n=501

	Reports all	Reports most	Reports half	Reports little	Never reports	Don't know/Don't remember	Average evaluation /1-5 points/
Ulaanbaatar city	9.8%	7.6%	11.4%	13.0%	30.5%	27.7%	1.70
Districts:							
Baganuur	23.1%	30.8%	15.4%	7.7%	7.7%	15.4%	3.08
Bagakhangai	21.1%	21.1%	15.8%	-	5.3%	36.8%	2.42
Bayangol	9.2%	9.2%	13.2%	17.1%	23.7%	27.6%	1.80
Bayanzurkh	1.7%	3.4%	13.6%	8.5%	28.8%	44.1%	1.08
Nalaikh	9.4%	9.4%	21.9%	21.9%	25.0%	12.5%	2.19
Songinokhairkhan	11.8%	9.2%	14.5%	15.8%	31.6%	17.1%	2.03
Sukhbaatar	1.4%	4.1%	6.8%	13.7%	49.3%	24.7%	1.21
Khan-Uul	-	7.0%	5.3%	7.0%	42.1%	38.6%	1.00
Chingeltei	21.9%	4.2%	8.3%	13.5%	25.0%	27.1%	2.03

Soum CRKh inform the citizens about their decisions by aimags and soums: 16.9% of rural respondents don't know about the decisions and average evaluation is 2.55. By aimags: respondents in Khentii aimag gave the highest evaluation, which is 3.33. By soums: respondents in Batnorov soum of Khentii aimag gave the highest evaluation which is 4.33.

Table 32: Soum CRKh inform the citizens about their decisions, evaluation of respondents, by location, n=711

	Reports all	Reports most	Reports half	Reports little	Never reports	Don't know/Don't remember	Average evaluation /1-5 points/
Country	20.5%	16.0%	15.6%	10.5%	20.4%	16.9%	2.55
Dund-Gobi aimag	22.7%	16.7%	11.1%	7.4%	19.0%	23.1%	2.47
<i>Adaatsag soum</i>	22.7%	18.2%	9.1%	4.5%	18.2%	27.3%	2.41
<i>Saintsagaan soum</i>	12.5%	13.5%	8.3%	8.3%	27.1%	30.2%	1.85
<i>Uliiit soum</i>	44.4%	25.9%	11.1%	3.7%	7.4%	7.4%	3.74
<i>Erdenedalai soum</i>	39.3%	14.3%	25.0%	7.1%	7.1%	7.1%	3.50
<i>Undurshil soum</i>	19.0%	19.0%	9.5%	14.3%	14.3%	23.8%	2.42
Zavkhan aimag	14.3%	16.1%	14.3%	10.7%	25.0%	19.6%	2.25
<i>Telmen soum</i>	23.3%	23.3%	13.3%	10.0%	16.7%	13.3%	2.86
<i>Uliastai soum</i>	3.8%	7.7%	15.4%	11.5%	34.6%	26.9%	1.54
Tuv aimag	17.0%	14.9%	19.1%	8.5%	21.3%	19.1%	2.40
<i>Batsumber soum</i>	18.2%	9.1%	22.7%	-	27.3%	22.7%	2.23
<i>Erdenesant soum</i>	16.0%	20.0%	16.0%	16.0%	16.0%	16.0%	2.56
Khovd aimag	19.8%	10.9%	19.8%	13.9%	26.7%	8.9%	2.56
<i>Myangad soum</i>	33.3%	8.3%	14.6%	10.4%	20.8%	12.5%	2.85
<i>Jargalant soum</i>	7.5%	13.2%	24.5%	17.0%	32.1%	5.7%	2.30
Khuvsgul aimag	14.6%	11.7%	20.5%	10.5%	21.6%	21.1%	2.24
<i>Arbulag soum</i>	16.0%	14.0%	22.0%	12.0%	16.0%	20.0%	2.42
<i>Murun soum</i>	7.6%	6.1%	22.7%	9.1%	25.8%	28.8%	1.75
<i>Tosontsengel soum</i>	6.3%	25.0%	9.4%	9.4%	31.3%	18.8%	2.10
<i>Jargalant soum</i>	43.5%	4.3%	26.1%	13.0%	8.7%	4.3%	3.48
Khentii aimag	30.0%	25.8%	12.5%	14.2%	13.3%	4.2%	3.33
<i>Batnorov soum</i>	54.2%	33.3%	8.3%	-	4.2%	-	4.33
<i>Bayan-Adarga soum</i>	30.0%	20.0%	13.3%	20.0%	13.3%	3.3%	3.23
<i>Binder soum</i>	29.6%	14.8%	11.1%	11.1%	18.5%	14.8%	2.81
<i>Kherlen soum</i>	15.4%	33.3%	15.4%	20.5%	15.4%	-	3.13

Notes from in-depth interviews:

We now publish a special book. It is named “Questions and Answers”. We advertise the laws and regulations through this book. We publish by the number of households and it contains simple questions and answers related to all employees and citizens. We try to avoid legal expressions and terms but ask in simple words and our employees answer in simple words. This book is published as a handout once a year. Now, we are working on the 4th edition. We include the most common questions asked by citizens as well information which must be known by every citizen.

Deputy governor, Ulziit soum, Dund-Gobi aimag

Bagh CGM publishes a newspaper named “Shiliin News”. They release the newspaper once in a quarter. Newspapers are useful. In the rural area, meetings are important. But for the citizens living in the soum center, online information reaches in a brief and prompt way.

Soum governor, CRKh representative, Undurshil soum, Dund-Gobi aimag

Generally, paper versions are more useful. Today, the youth is mostly receiving information from social media. But it is very complicated as various spam information follows it. So, paper is more effective.

Aimag CRKh representative, Murun soum, Khuvsgul aimag

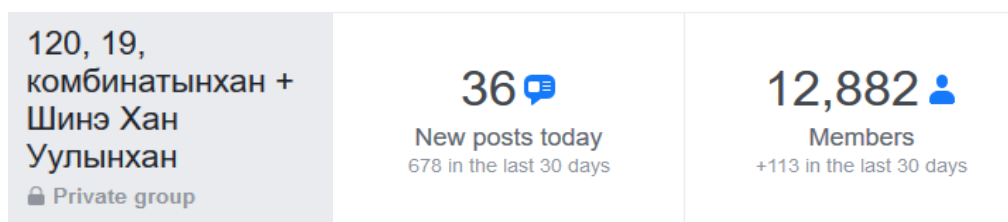
We report our works through three channels. We introduce our work results during CGMs and during face to face sessions with citizens. We also use the social media and introduce our works on weekly or monthly basis. The most useful way to reach people is the social media. Most youth generation, up to 45-50 years old are active in the social media. Older people don't usually use the social media. Old people receive more information during group meetings. We try to deliver information about decisions from higher authorities as well as decisions released by the khoroo CGM and governor through section leaders to all 19 sections as prompt as possible.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

We mostly introduce our works via social media. Information, announcements, upcoming events are delivered by information boards on the doors, too. The residents have their groups to exchange information. Compared to other khoroos and district, we have a closed group named ‘120 and 19 combinate’ with 11.000 followers. As I can see, the information posted in this group reaches 30-35% of the citizens. We inform about decisions and work in this way.

CRKh representative, Khan-Uul district, district,

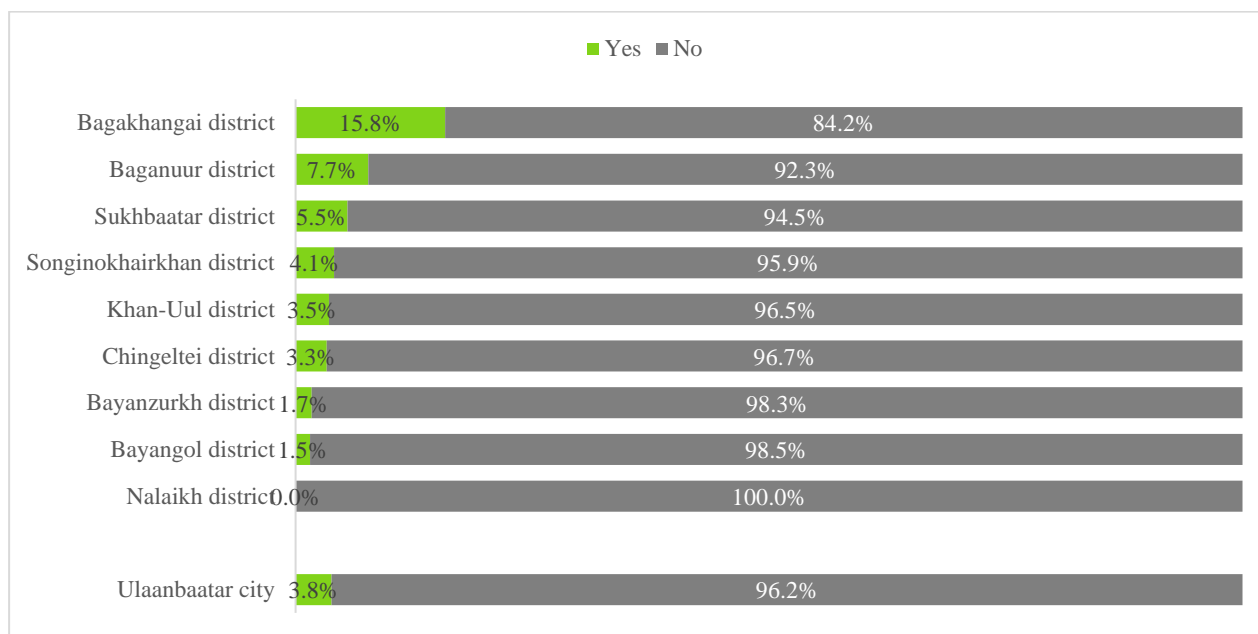
Figure 5: Example of a district social group, Khan-Uul district



Requested information from district CRKh

Respondents in Bagakhangai district requested for information from district CRKh with the highest percent (15.8%). Respondents in Nalaikh district have the lowest indicator or never requested for information. 4% of the respondents in Ulaanbaatar city requested district CRKh to get information. From those who requested information, 77.8% received transparent information from Khurals.

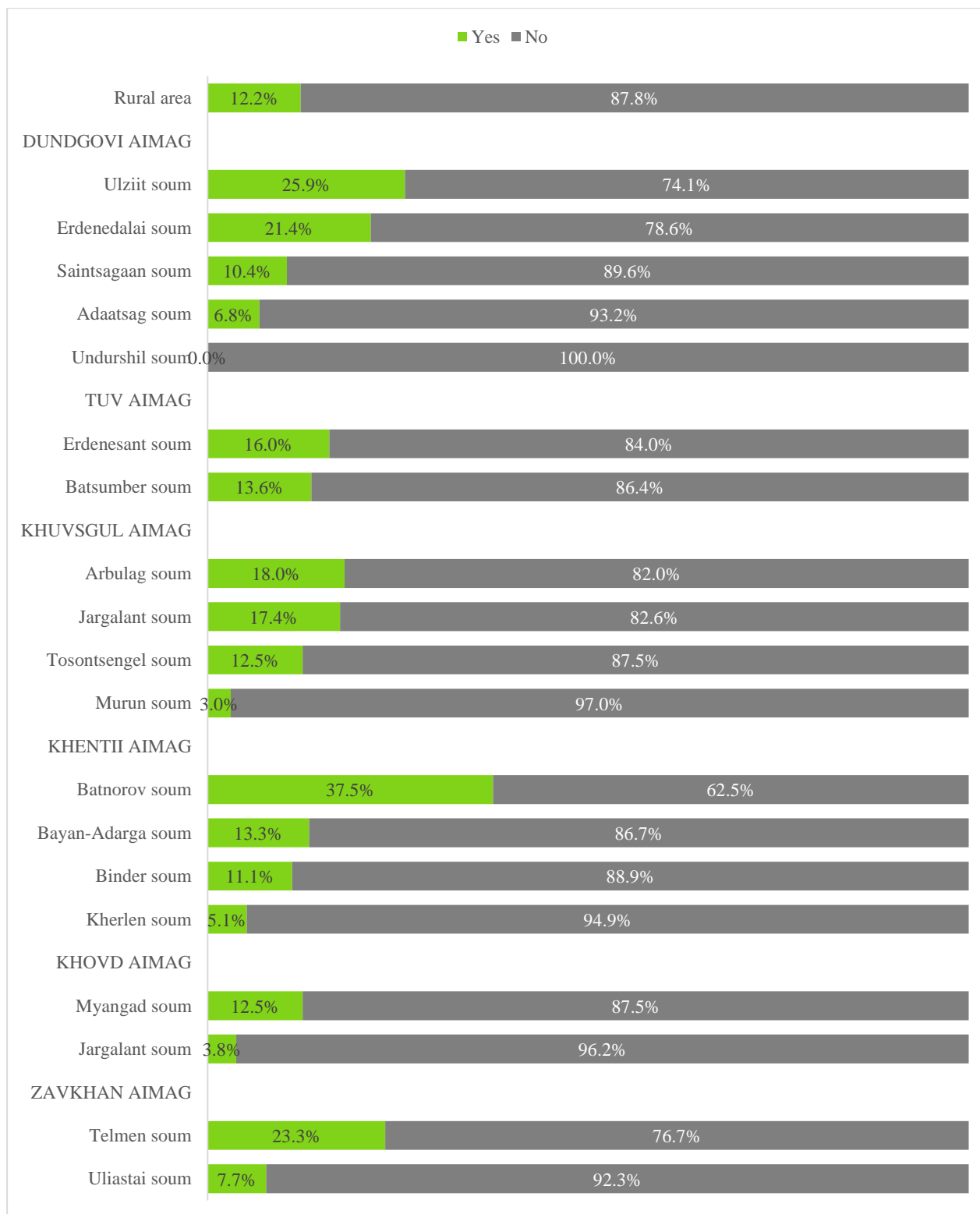
Graphic 22: Requested information from district CRKh, n=501



Requested information from soum CRKh

Respondents in Batnorov soum requested information from district CRKh with the highest percent (37.5%). Respondents in Undurshil soum have the lowest indicator or never requested for information. 12.2% of the respondents in rural area requested district CRKh to get information. From those who requested information, 74.7% received transparent information from Khurals.

Graphic 23: Requested information from soum CRKh, n=711



Naming main decisions made by soum/district CRKh

38.1% of all respondents don't know about the main decisions made by soum/district CRKh.

Table 33: Naming main decisions made by soum/district CRKh, n=1212

	Ulaanbaatar city	Rural area	Total
Don't know	51.9%	28.4%	38.1%
Approving local budget	16.4%	31.9%	25.5%
Protecting water and spring sources	8.0%	28.0%	19.7%
Environment protection and remediation works	6.8%	22.5%	16.0%
Establishing taxes and charges (waste, guns and so on)	8.2%	20.8%	15.6%
Crime prevention	11.4%	17.4%	14.9%
Taking lands under special protection and use	6.4%	19.3%	13.9%
Managing local property	6.0%	17.9%	13.0%
Making decisions on how to spend the local development fund	4.2%	14.6%	10.3%
Approve Governor's guidelines of socio-economic development	10.2%	10.1%	10.1%
Establishing amount of logging from forests	1.4%	14.3%	9.0%
Establishing special and normal protection zones of lands with reservoirs	2.2%	9.6%	6.5%
Name streets	8.0%	5.3%	6.4%
Celebrate anniversaries	1.8%	7.7%	5.3%
Nominate for state awards	3.2%	6.2%	5.0%
Others	1.0%	1.1%	1.1%

The most mentioned answers by Ulaanbaatar city respondents by districts: 51.9% of all respondents don't know, 16.4% "Approving local budget", 11.4% "Crime prevention", and 10.2% "Approve Governor's guidelines of socio-economic development".

Table 34: Naming main decisions made by district CRKh, by district, n=501

	Don't know	Approve local budget	Preventing crimes	Approve Governor's guidelines of socio-economic development	Establish taxes and charges (waste, guns and so on)	Protecting water and spring sources
Ulaanbaatar city	51.9%	16.4%	11.4%	10.2%	8.2%	8.0%
Districts:						
Baganuur	-	30.8%	-	46.2%	15.4%	38.5%
Bagakhangai	21.1%	57.9%	21.1%	5.3%	5.3%	10.5%
Bayangol	27.6%	30.3%	14.5%	19.7%	7.9%	6.6%
Bayanzurkh	79.7%	5.1%	8.5%	5.1%	11.9%	6.8%
Nalaikh	6.3%	28.1%	6.3%	25.0%	6.3%	9.4%
Songinokhairkhan	40.8%	14.5%	25.0%	11.8%	17.1%	13.2%
Sukhbaatar	71.2%	9.6%	8.2%	1.4%	4.1%	-
Khan-Uul	66.7%	12.3%	5.3%	7.0%	1.8%	5.3%
Chingeltei	67.7%	7.3%	7.3%	4.2%	6.3%	8.3%

- **The suitability of the decisions made by Khurals:** According to the main stakeholders including aimag/soum governors, bagh governors, deputy governors, CRKh chairman, praesidiums and representatives, the decisions made by Khurals are appropriate. However, some decisions seem to serve their rights and interests. For example, many herders are elected as Khural representatives in the rural area. So, these herders mostly have primary and secondary education, and it is observed that they select proposals from citizens not by policy nature but by self-profitability, like issues related to pastures, wells for livestock and so on.

Notes from in-depth interviews:

Every year we follow a goal. This year is declared as a year to improve the living environment of the citizens. Our second living environment begins when we step out the door. Therefore, streetlights, green facilities, doors and roofs of apartment buildings, children's playgrounds – we have solved all these problems. Civil opinions and participation are reflected in all these activities.

District khural representative, Baganuur district

CGMs focus on nominating the khoroo elders for state medals and awards. Special feature of our khoroo is that a land re-planning project has been implemented in our territory for many years. It causes many construction-related problems. For example, there was a spring in Amgalan, but it was clean water protective zone. Many trucks illegally threw construction waste there. In order to eliminate this problem, we decided to establish a park by making the area a public zone and green area. District governor and CRKh solved expense problems to take the land under protection and implement land and water exploration works by commission of the district administration. Now, we will receive proposals on establishing green facilities and building comfortable environment for the citizens. It is CGM decision based on the citizens' proposals. Citizens feel satisfied about such activities. Of course, there are negative attitudes. Some people say that establishing parks and recreational places for the citizens would be a nice place for drinkers to gather together. I think, if we can tighten the control from both sides, it would be beneficial as it is a good deed for the public.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

In 2019, several sub-projects are being implemented under the district governor's action plan. In the framework of these works, we introduced sub-projects proposed by the district governor and civil hurals such as providing citizens safety, involving citizens to medical examinations, personal development from childhood program and so on. We reflect 80-90% of citizens proposals to the sub-projects and/or civil hural decisions.

District CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

We received feedbacks from citizens on the work executed by local budget, discussed and made decision on preventing the citizens from crimes jointly with the police and enforcement bodies, as well nominated khoroo citizens to state medals and awards.

District CRKh representative, Khan-Uul district, Ulaanbaatar city

Main decisions made by soum CRKh is shown by soums in the table below.

Table 35: Main decisions made by soum CRKh, n=711

	Approve local budget	Don't know	Protecting water and spring sources	Environment protection and remediation	Establishing taxes and charges	Taking lands under special protection and use
Rural area	31.9%	28.4%	28.0%	22.5%	20.8%	19.3%
<i>Dund-Gobi aimag</i>						
Adaatsag soum	34.1%	56.8%	20.5%	11.4%	13.6%	15.9%
Saintsagaan soum	18.8%	68.8%	8.3%	6.3%	4.2%	15.6%
Ulziit soum	40.7%	48.1%	18.5%	29.6%	14.8%	14.8%
Erdenedalai soum	39.3%	25.0%	32.1%	28.6%	21.4%	28.6%
Undurshil soum	14.3%	76.2%	4.8%	4.8%	9.5%	-
<i>Zavkhan aimag</i>						
Telmen soum	20.0%	30.0%	43.3%	43.3%	23.3%	30.0%
Uliastai soum	26.9%	61.5%	23.1%	3.8%	-	26.9%
<i>Tuv aimag</i>						
Batsumber soum	40.9%	45.5%	18.2%	13.6%	22.7%	18.2%
Erdenesant soum	36.0%	-	52.0%	32.0%	20.0%	4.0%
<i>Khovd aimag</i>						
Myangad soum	41.7%	-	45.8%	39.6%	16.7%	33.3%
Jargalant soum	41.5%	1.9%	28.3%	24.5%	24.5%	13.2%
<i>Khuvsgul aimag</i>						
Arbulag soum	32.0%	28.0%	32.0%	30.0%	26.0%	28.0%
Murun soum	19.7%	-	15.2%	13.6%	18.2%	13.6%
Tosontsengel soum	34.4%	25.0%	46.9%	28.1%	18.8%	9.4%
Jargalant soum	39.1%	17.4%	43.5%	34.8%	43.5%	21.7%
<i>Khentii aimag</i>						
Batnorov soum	75.0%	-	66.7%	50.0%	41.7%	41.7%
Bayan-Adarga soum	30.0%	16.7%	13.3%	23.3%	36.7%	23.3%
Binder soum	40.7%	29.6%	44.4%	25.9%	40.7%	22.2%
Kherlen soum	23.1%	-	28.2%	20.5%	38.5%	12.8%

Notes from in-depth interviews:

Local budget is approved by CRKhs. The budget is established by state, therefore, soum CGMs can't make decision on adding or excluding according to participation. Approval is just a symbolic process. Citizens think that approval means adding to insufficient budget and take from less effective ones. However, local soum CGM meeting just moves already approved budget. Current problem is the high unemployment rate.

Deputy governor, Ulziit soum, Dund-Gobi aimag

We have approved not only a program to support the youth, but also implemented guidelines of governor's office work and budget. Youth organized a forum. We also met with them in Ulaanbaatar city. We reflected some viable proposals to the program.

CRKh representative, soum governor, Undurshil soum, Dund-Gobi aimag

I think that the Green Tosontsengel program and Healthy Tosontsengel program are one of the most important decisions made by our soum CRKhs. Under the Healthy Tosontsengel program we invited dentists and physicians to the soum. We also cooperated with the citizens from nearby Ikh-Uul soum. Generally, our soum helped the citizens to get access to medical examinations. Under the Green Tosontsengel program we started very effective and broad work of planting trees. In my opinion, it is one of the main decisions made by the khural on reducing the dust in Tosontsengel soum. Moreover, main decisions from hural, decisions are related with wells and barns by baghs. Firewood related issues decided at the soum level cooperate with environment protection fund in regard with saving firewood. As we have scarce natural resources, implementing hural decisions with cooperation of companies are very effective.

CRKh representative, Uliastai soum, Zavkhan aimag

Our aimag announced 2019 as the year to support family and children development. Soum announced 2019 as the year to support public service and correct emotions and feelings. So, correlation between the citizens and the campaign one for all was our goal for the year 2019. Here, we reflected the citizens feedbacks and opinions. During the campaign, we made a team of 6 people together with the crime prevention branch council of the soum and introduced our works. Later, we organized the closing ceremony in the bagh, exchanged information and announced a competition. We focused on bagh citizens to help each other and provided financial support.

CRKh representative, deputy governor, Jargalan soum, Khuvsgul aimag

Evaluation of soum/district CRKh activities

Respondents evaluated soum/district works as follows. Rural area respondents gave better evaluations to the soum CRKh activities than Ulaanbaatar city respondents. Respondents in Batnorov soum of Khentii aimag gave the highest evaluation to their soum CRKh activities. But, respondents in Saintsagaan soum of Dund-Gobi aimag gave the lowest evaluation. “Very good” and “Somewhat good” evaluations to soum/district CRKh activities increased by 1% in Ulaanbaatar city but decreased by 1.1% in the rural area compared with the baseline study results.

By districts: respondents in Nalaikh district gave the highest evaluation and respondents in Bayanzurkh district gave the lowest evaluation. By age groups: respondents between 18-24 years old gave the highest evaluation and respondents between 25-34 years old gave the lowest evaluation. By gender: female respondents gave higher evaluations.

Table 36: Evaluation of soum/district CRKh activities, n=1212

	Very good	Somewhat good	Medium	Somewhat bad	Very bad	Don't know/Don't remember	Average evaluation /1-5 points/
Aimag/city:							
Ulaanbaatar city	7.00%	12.80%	35.90%	6.60%	16.20%	21.60%	2.23
Rural area	11.30%	21.80%	37.60%	5.30%	11.00%	13.10%	2.78
Districts:							
Baganuur	15.40%	23.10%	30.80%	7.70%	7.70%	15.40%	2.85
Bagakhangai	26.30%	15.80%	21.10%	5.30%	21.10%	10.50%	2.89
Bayangol	5.30%	22.40%	35.50%	9.20%	11.80%	15.80%	2.53
Bayanzurkh	1.70%	1.70%	33.90%	6.80%	18.60%	37.30%	1.49
Nalaikh	15.60%	18.80%	50.00%	3.10%	9.40%	3.10%	3.19
Songinokhairkhan	9.20%	9.20%	43.40%	5.30%	15.80%	17.10%	2.39
Sukhbaatar	1.40%	11.00%	34.20%	12.30%	20.50%	20.60%	1.99
Khan-Uul	1.80%	12.30%	29.80%	1.80%	26.30%	28.10%	1.77
Chingeltei	9.40%	12.50%	35.40%	5.20%	11.50%	26.00%	2.25
Aimags, soums:							
Dund-Gobi aimag	12.00%	17.10%	32.40%	5.60%	14.40%	18.50%	2.51
Adaatsag soum	18.20%	13.60%	38.60%	6.80%	9.10%	13.60%	2.84
Saintsagaan soum	5.20%	12.50%	32.30%	5.20%	17.70%	27.10%	2.01
Ulziit soum	18.50%	37.00%	22.20%	7.40%	3.70%	11.10%	3.26
Erdenedalai soum	17.90%	28.60%	21.40%	7.10%	21.40%	3.60%	3.04
Undurshil soum	14.30%	4.80%	47.60%	-	14.30%	19.00%	2.48
Zavkhan aimag	10.70%	17.90%	33.90%	1.80%	8.90%	26.80%	2.39
Telmen soum	13.30%	26.70%	26.70%	3.30%	10.00%	20.00%	2.7
Uliastai soum	7.70%	7.70%	42.30%	-	7.70%	34.60%	2.04
Tuv aimag	19.10%	17.00%	44.70%	-	12.80%	6.40%	3.11
Batsumber soum	27.30%	13.60%	45.50%	-	13.60%	0.00%	3.41
Erdenesant soum	12.00%	20.00%	44.00%	-	12.00%	12.00%	2.84
Khovd aimag	5.90%	23.80%	39.60%	8.90%	13.90%	7.90%	2.75
Myangad soum	8.30%	29.20%	41.70%	4.20%	14.60%	2.10%	3.06
Jargalant soum	3.80%	18.90%	37.70%	13.20%	13.20%	13.20%	2.47
Khuvsgul aimag	4.70%	23.40%	44.40%	5.80%	9.90%	11.70%	2.72
Arbulag soum	6.00%	22.00%	54.00%	6.00%	4.00%	8.00%	2.96
Murun soum	4.50%	21.20%	42.40%	3.00%	13.60%	15.20%	2.54
Tosontsengel soum	3.10%	28.10%	37.50%	12.50%	12.50%	6.30%	2.78
Jargalant soum	4.30%	26.10%	39.10%	4.30%	8.70%	17.40%	2.61
Khentii aimag	20.80%	30.00%	34.20%	5.00%	4.20%	5.80%	3.41
Batnorov soum	45.80%	33.30%	20.80%	-	-	0.00%	4.25
Bayan-Adarga soum	23.30%	30.00%	30.00%	3.30%	3.30%	10.00%	3.36
Binder soum	14.80%	25.90%	33.30%	3.70%	11.10%	11.10%	2.96
Kherlen soum	7.70%	30.80%	46.20%	10.30%	2.60%	2.60%	3.24

Age groups:							
18-24	12.80%	23.00%	34.80%	3.20%	7.50%	18.70%	2.74
25-34	6.80%	16.80%	33.80%	8.80%	11.20%	22.70%	2.31
35-44	10.60%	19.20%	33.60%	6.20%	16.40%	14.00%	2.59
45-54	8.80%	15.90%	44.20%	2.20%	14.60%	14.20%	2.6
55-64	10.20%	16.20%	41.30%	7.20%	15.60%	9.60%	2.69
Gender:							
Male	8.60%	17.20%	37.50%	6.10%	16.30%	14.30%	2.53
Female	10.30%	18.90%	36.30%	5.60%	10.00%	18.90%	2.57
Total	9.50%	18.10%	36.90%	5.90%	13.10%	16.60%	2.55

Reasons for “Very good” and “Somewhat good” evaluations to soum/district CRKh activities,

- Provides enough information
- Works well
- Works closely with citizens
- Visible work results
- Listens to the people
- Provides landscaping and maintenance work
- Builds infrastructure and facilities
- Executes road, square and landscaping work
- Members actively participate in the meetings
- Provides with information upon request
- Builds tunnels and bridges
- Improved public transportation.

Reasons for “Very bad” and “Somewhat bad” evaluations to soum/district CRKh activities,

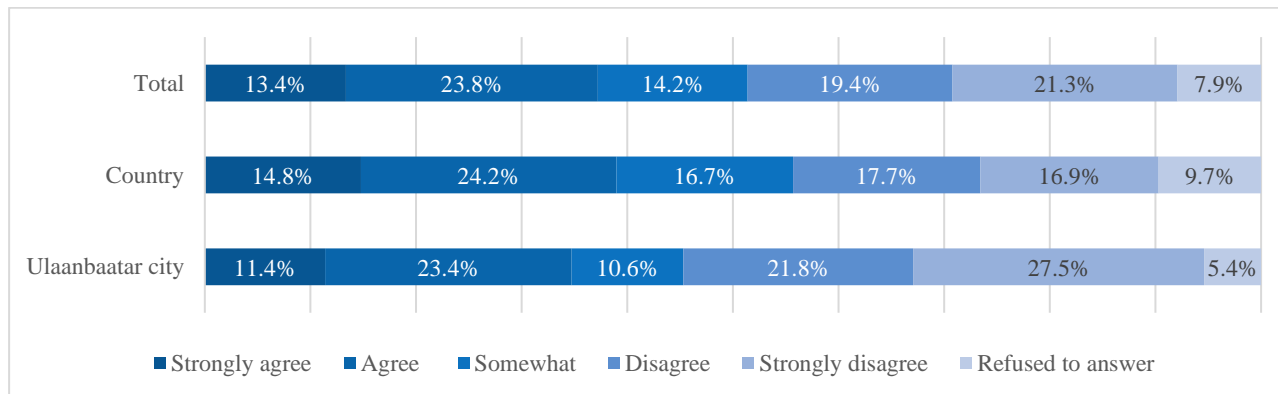
- Absence of information
- Bad work reporting
- Does its work badly
- No contacts with the citizens
- Roads and lights improved but still, there are many essential problems

“Very bad” and “Somewhat bad” evaluations caused by UNAWARENESS AND UNINFORMED CITIZENS.

Level of agreement with the statement that soum CRKh should be eligible to establish local taxes

Country respondents agree more with the statement that soum CRKh should be eligible to establish local taxes.

Graphic 24: Level of agreement with the statement that soum CRKh should be eligible to establish local taxes, n=1212



This indicator is shown by soums and districts in the table below. By districts: most respondents in Nalaikh district agree, and least respondents in Bayanzurkh district agree. Zavkhan aimag respondents agree most, and respondents of Undurshil soum of Dund-Gobi aimag agree least with this statement.

Table 37: Level of agreement with the statement that soum CRKh should be eligible to establish local taxes, by aimags, soums and districts, n=1212

	Strongly agree	Agree	Somewhat	Disagree	Strongly disagree	Don't know/Don't remember	Average evaluation /1-5 points/
Aimag/city:							
Ulaanbaatar city	11.4%	23.4%	10.6%	21.8%	27.5%	5.4%	2.53
Rural area	14.8%	24.2%	16.7%	17.7%	16.9%	9.7%	2.73
Districts:							
Baganuur	15.4%	30.8%	7.7%	23.1%	23.1%	0.0%	2.92
Bagakhangai	10.5%	21.1%	10.5%	21.1%	31.6%	5.3%	2.42
Bayangol	13.2%	27.6%	21.1%	13.2%	21.1%	3.9%	2.87
Bayanzurkh	5.1%	20.3%	5.1%	22.0%	40.7%	6.8%	2.07
Nalaikh	40.6%	28.1%	12.5%	9.4%	3.1%	6.3%	3.75
Songinokhairkhan	9.2%	14.5%	14.5%	39.5%	17.1%	5.3%	2.43
Sukhbaatar	9.6%	24.7%	6.8%	9.6%	42.5%	6.8%	2.29
Khan-Uul	8.8%	24.6%	3.5%	22.8%	35.1%	5.3%	2.33
Chingeltei	8.3%	25.0%	9.4%	27.1%	25.0%	5.2%	2.49
Aimags, soums:							
Dund-Gobi	8.8%	31.5%	9.7%	19.4%	17.6%	13.0%	2.56
Adaatsag soum	6.8%	36.4%	13.6%	18.2%	13.6%	11.4%	2.70
Saintsagaan soum	7.3%	30.2%	3.1%	22.9%	21.9%	14.6%	2.34
Ulziit soum	18.5%	33.3%	11.1%	14.8%	7.4%	14.8%	2.96
Erdenedalai soum	10.7%	35.7%	25.0%	7.1%	14.3%	7.1%	3.00
Undurshil soum	4.8%	19.0%	9.5%	28.6%	23.8%	14.3%	2.10
Zavkhan	26.8%	21.4%	19.6%	16.1%	14.3%	1.8%	3.25
Telmen soum	30.0%	33.3%	13.3%	10.0%	13.3%	0.0%	3.57
Uliastai soum	23.1%	7.7%	26.9%	23.1%	15.4%	3.8%	2.88
Tuv	14.9%	27.7%	17.0%	14.9%	14.9%	10.6%	2.81
Batsumber soum	27.3%	22.7%	13.6%	4.5%	13.6%	18.2%	2.91
Erdenesant soum	4.0%	32.0%	20.0%	24.0%	16.0%	4.0%	2.72
Khovd	9.9%	20.8%	21.8%	29.7%	11.9%	5.9%	2.69
Myangad soum	12.5%	31.3%	20.8%	20.8%	10.4%	4.2%	3.02
Jargalant soum	7.5%	11.3%	22.6%	37.7%	13.2%	7.5%	2.40
Khuvsugul	18.1%	18.7%	18.7%	12.3%	21.1%	11.1%	2.67
Arbulag soum	14.0%	22.0%	22.0%	14.0%	22.0%	6.0%	2.74
Murun soum	13.6%	18.2%	9.1%	19.7%	22.7%	16.7%	2.30
Tosontsengel soum	34.4%	6.3%	28.1%	3.1%	18.8%	9.4%	3.06

Jargalan soum	17.4%	30.4%	26.1%	0.0%	17.4%	8.7%	3.04
Khentii	19.2%	21.7%	20.8%	14.2%	15.8%	8.3%	2.89
Batnorov soum	29.2%	25.0%	20.8%	8.3%	8.3%	8.3%	3.33
Bayan-Adarga soum	13.3%	33.3%	30.0%	3.3%	10.0%	10.0%	3.07
Binder soum	18.5%	18.5%	14.8%	14.8%	18.5%	14.8%	2.59
Kherlen soum	17.9%	12.8%	17.9%	25.6%	23.1%	2.6%	2.69
Total	13.4%	23.8%	14.2%	19.4%	21.3%	7.9%	2.65

2.3.5. Involvement of citizens to CRKh decision-making process

Types of decision-making processes where citizens are willing to participate

We clarified with respondents about the types of decision-making processes by CRKh they would like to participate: the first is “Issues related to the creation of employment opportunities”. This indicator is higher in the rural area. Second is “Issues related to health care service quality and accessibility”, here, the percent is higher in Ulaanbaatar city. The third is “Issues related to educational service quality and accessibility”. This indicator is higher in Ulaanbaatar city.

Table 38: Types of decision-making processes where citizens are willing to participate, n=1212

	Ulaanbaatar city	Rural area	Total
Creation of employment opportunities	37.3%	43.6%	41.0%
Health care service quality and accessibility	40.7%	39.7%	40.1%
Educational service quality and accessibility	27.1%	24.3%	25.5%
Supports for socially vulnerable groups, poor and very poor citizens	22.0%	27.4%	25.2%
Youth issues	15.6%	20.3%	18.3%
Housing issues	23.4%	11.7%	16.5%
Housing infrastructure /roads, squares, lights, electricity, landscaping and so on/	22.2%	12.4%	16.4%
Environmental issues	15.0%	16.2%	15.7%
Loan requests /in the framework of SME support projects and so on/	14.2%	16.7%	15.7%
Discussing and exchanging opinions on local and country development issues	14.8%	15.5%	15.2%
Waste management issues	15.8%	14.1%	14.8%
Land issues	13.4%	14.9%	14.3%
Share opinions about good policy and making correct decisions	11.8%	12.9%	12.5%
Pension and allowance issues	14.2%	11.3%	12.5%
Water supply issues	8.6%	11.5%	10.3%
Unexpected danger and accidents	9.0%	9.7%	9.4%
Never would like it	9.2%	9.0%	9.1%
Participate in CRKH budget approving process	9.0%	9.0%	9.0%
Public transportation	9.4%	7.0%	8.0%
Don't know	6.4%	4.2%	5.1%
Movements	5.2%	3.4%	4.1%
Others	1.8%	1.3%	1.5%
Refused to answer	1.4%	0.8%	1.1%

The most willing five issues mentioned by Ulaanbaatar city respondents are shown in the table below. Ulaanbaatar city respondents are willing to participate in health-related activities of the CRKh. In particular, 61.5% of respondents in Baganuur district are willing to participate in health-related activities.

Table 39: The most willing five issues mentioned by Ulaanbaatar city respondents, by districts, n=501

	Health care service quality and accessibility issues	Creation of employment opportunities	Educational service quality and accessibility issues	Housing issues	Local infrastructure issues
Ulaanbaatar city	40.7%	37.3%	27.1%	23.4%	22.2%
Districts:					
Baganuur	61.5%	61.5%	30.8%	15.4%	15.4%

Bagakhangai	36.8%	47.4%	42.1%	36.8%	10.5%
Bayangol	53.9%	51.3%	36.8%	35.5%	30.3%
Bayanzurkh	37.3%	37.3%	25.4%	22.0%	28.8%
Nalaikh	31.3%	46.9%	25.0%	15.6%	6.3%
Songinokhairkhan	43.4%	43.4%	17.1%	25.0%	15.8%
Sukhbaatar	43.8%	35.6%	32.9%	30.1%	24.7%
Khan-Uul	42.1%	29.8%	29.8%	22.8%	24.6%
Chingeltei	28.1%	18.8%	19.8%	9.4%	21.9%

The five most willing activities to participate is shown by soums in the table below. Sout respondents are willing to participate in the activity related to Creation of employment opportunities and 69.2% of respondents in Uliastai sout of Zavkhan aimag focus on this issue.

Table 40: The most willing five issues mentioned by sout respondents, by soums, n=711

	Creation of employment opportunities	Health care service quality and accessibility	Supports to socially vulnerable groups, poor and very poor citizens	Educational service quality and accessibility	Youth issues
Rural area	43.6%	39.7%	27.4%	24.3%	20.3%
Dund-Gobi aimag					
Adaatsag sout	38.6%	18.2%	20.5%	22.7%	22.7%
Saintsagaan sout	28.1%	26.0%	17.7%	25.0%	16.7%
Ulziit sout	33.3%	14.8%	11.1%	11.1%	18.5%
Erdenedalai sout	50.0%	28.6%	25.0%	14.3%	7.1%
Undurshil sout	14.3%	19.0%	4.8%	0.0%	19.0%
Zavkhan aimag					
Telmen sout	63.3%	53.3%	40.0%	30.0%	50.0%
Uliastai sout	69.2%	38.5%	34.6%	3.8%	30.8%
Tuv aimag					
Batsumber sout	31.8%	36.4%	27.3%	22.7%	13.6%
Erdenesant sout	64.0%	48.0%	20.0%	16.0%	8.0%
Khovd aimag					
Myangad sout	50.0%	54.2%	45.8%	33.3%	8.3%
Jargalant sout	41.5%	52.8%	30.2%	43.4%	7.5%
Khuvsgul aimag					
Arbulag sout	46.0%	50.0%	24.0%	32.0%	36.0%
Murun sout	50.0%	42.4%	19.7%	15.2%	21.2%
Tosontengel sout	53.1%	65.6%	12.5%	31.3%	31.3%
Jargalant sout	47.8%	52.2%	30.4%	47.8%	34.8%
Khentii aimag					
Batnorov sout	54.2%	62.5%	62.5%	29.2%	25.0%
Bayan-Adarga sout	26.7%	26.7%	23.3%	16.7%	10.0%
Binder sout	44.4%	37.0%	37.0%	18.5%	14.8%
Kherlen sout	43.6%	35.9%	51.3%	25.6%	20.5%

We clarified how the respondents would like to participate in the CRKh decision-making process: first, attend meetings, second, electronic voting, and third, voting through bagh/khoroo governor. 8.4% of Ulaanbaatar city respondents and 5.3% of rural respondents don't want to participate.

Table 41: Forms of participation in the CRKh decision-making process, n=1212

	Ulaanbaatar city	Rural area	Total
Don't want to participate	8.4%	5.3%	6.6%
Attend meetings	26.7%	43.9%	36.8%
Vote electronically	32.9%	21.0%	25.9%
Vote through bagh/khoroo governor	12.4%	30.9%	23.3%
Participate in polls and surveys	19.0%	18.8%	18.9%
Share opinions on open phone	15.8%	15.5%	15.6%
Share opinions on open discussions and interviews	10.4%	10.1%	10.2%
Submit proposals through bagh CGM	2.4%	15.6%	10.1%
Submit proposals through khoroo, section leaders	14.8%	6.8%	10.1%
Share opinions through the poll box	10.2%	9.3%	9.7%

Share opinions during campaigns and community events	7.4%	10.0%	8.9%
Share opinions through citizen hall	6.4%	9.1%	8.0%
Share opinions during TV live broadcast	7.4%	4.8%	5.9%
Submit proposals through local media	3.4%	5.6%	4.7%
Express oral and written opinions during state and local self-governing body activities	4.4%	2.7%	3.4%
Through collecting signatures	3.8%	2.8%	3.2%
Expressing oral and written opinions to administrative body activities	3.4%	2.7%	3.0%
Share opinions through civil community	2.4%	2.8%	2.6%
Through demonstrations	3.2%	1.1%	2.0%
Others	0.8%	0.4%	0.6%
Don't know	4.6%	3.8%	4.1%
Refused to answer	1.2%	0.3%	0.7%

The main five forms of participation of Ulaanbaatar city respondents to CRKh decision-making activity is shown by districts. Most Ulaanbaatar city respondents are willing to vote electronically. In particular, respondents from Baganuur, Bayangol, Nalaikh and Khan-Uul districts (40%) want to vote electronically. Respondents from Bagakhangai, Songinokhairkhan and Chingeltei districts are willing to attend meetings.

Table 42: Main five forms of participation of Ulaanbaatar city respondents to CRKH decision-making process, by districts, n=501

	Vote electronically	Attend meetings	Participate in polls, surveys	Share opinions via an open phone	Submit opinions through khoroo, section leaders
Ulaanbaatar	32.9%	26.7%	19.0%	15.8%	14.8%
Districts:					
<i>Baganuur</i>	46.2%	23.1%	15.4%	7.7%	15.4%
<i>Bagakhangai</i>	15.8%	42.1%	21.1%	15.8%	5.3%
<i>Bayangol</i>	44.7%	22.4%	32.9%	31.6%	35.5%
<i>Bayanzurkh</i>	25.4%	23.7%	15.3%	15.3%	15.3%
<i>Nalaikh</i>	43.8%	15.6%	9.4%	15.6%	15.6%
<i>Songinokhairkhan</i>	17.1%	43.4%	9.2%	7.9%	5.3%
<i>Sukhbaatar</i>	39.7%	20.5%	24.7%	11.0%	8.2%
<i>Khan-Uul</i>	42.1%	17.5%	14.0%	19.3%	10.5%
<i>Chingeltei</i>	28.1%	30.2%	19.8%	12.5%	14.6%

This indicator is relatively different for rural respondents. Over 40% of rural respondents want to attend meetings. Most respondents in Khentii aimag want to submit their feedbacks via bagh/khoroo governor. In particular, 62.5% of respondents of Batnorov soum want to submit their feedbacks via bagh/khoroo governor.

Table 43: Main five forms of participation of rural area respondents to CRKh decision-making process, by soums, n=711

	Attend meetings	Submit opinions via bagh/khoroo governors	Vote electronically	Participate in polls, surveys	Submit opinions via CGM
Rural area	43.9%	30.9%	21.0%	18.8%	15.6%
Dundgovi aimag	48.1%	22.7%	26.9%	20.4%	6.9%
Adaatsag soum	54.5%	18.2%	9.1%	20.5%	6.8%
Saintsagaan soum	49.0%	25.0%	38.5%	20.8%	6.3%
Ulziit soum	48.1%	29.6%	29.6%	25.9%	7.4%
Erdenedalai soum	46.4%	25.0%	17.9%	25.0%	10.7%
Undurshil soum	33.3%	9.5%	19.0%	4.8%	4.8%
Zavkhan aimag	55.4%	46.4%	12.5%	16.1%	21.4%
Telmen soum	53.3%	30.0%	13.3%	20.0%	30.0%
Uliastai soum	57.7%	65.4%	11.5%	11.5%	11.5%
Tuv aimag	57.4%	29.8%	17.0%	17.0%	8.5%
Batsumber soum	45.5%	31.8%	27.3%	22.7%	9.1%
Erdenesant soum	68.0%	28.0%	8.0%	12.0%	8.0%
Khovd aimag	44.6%	15.8%	21.8%	20.8%	16.8%
Myangad soum	50.0%	14.6%	8.3%	16.7%	22.9%
Jargalant soum	39.6%	17.0%	34.0%	24.5%	11.3%
Khuvsgul aimag	43.3%	40.9%	19.3%	13.5%	19.3%
Arbulag soum	46.0%	44.0%	12.0%	12.0%	22.0%
Murun soum	36.4%	33.3%	28.8%	16.7%	18.2%
Tosontsengel soum	31.3%	59.4%	12.5%	12.5%	21.9%
Jargalant soum	73.9%	30.4%	17.4%	8.7%	13.0%
Khentii aimag	25.8%	37.5%	17.5%	24.2%	25.0%
Batnorov soum	37.5%	62.5%	25.0%	25.0%	37.5%
Bayan-Adarga soum	23.3%	33.3%	13.3%	16.7%	16.7%
Binder soum	18.5%	37.0%	0.0%	22.2%	29.6%
Kherlen soum	25.6%	25.6%	28.2%	30.8%	20.5%

Civil participation is shown by age and gender in the table below. Young age group is highly interested in e-voting, but as the age group increases, respondents are more interested in attending meetings. The highest percentage of respondents of 55-64 and 18-24 age groups never want to participate in the CRKh decision-making process.

Table 44: Forms of participation to the CRKH decision-making process, n=1212

Forms of participation	Age groups					Gender		Total
	18-24	25-34	35-44	45-54	55-64	Male	Female	
Don't want to participate	8.0%	6.5%	4.5%	6.2%	9.6%	6.0%	7.2%	6.6%
Attend meetings	29.4%	37.1%	36.3%	44.7%	34.7%	39.1%	34.5%	36.8%
E-voting	36.4%	31.5%	28.4%	15.5%	12.6%	24.2%	27.6%	25.9%
Submit feedbacks via bagh/khoroo governors	16.0%	18.5%	21.6%	29.2%	35.9%	23.1%	23.5%	23.3%
Participate in polls, surveys	25.7%	20.6%	15.8%	15.9%	17.4%	18.4%	19.4%	18.9%
Share opinions via open phone	13.4%	14.7%	18.5%	18.6%	10.8%	15.1%	16.1%	15.6%
Share opinions during live interviews and discussions	10.7%	9.1%	12.7%	10.2%	7.8%	10.4%	10.0%	10.2%
Submit feedbacks via bagh CGM	7.0%	6.8%	11.3%	12.8%	15.0%	10.4%	9.9%	10.1%
Submit feedbacks via khoroo/section leaders	3.7%	7.4%	14.4%	12.4%	12.0%	7.6%	12.5%	10.1%
Share opinions via poll box	10.7%	10.6%	9.2%	8.0%	9.6%	9.5%	9.9%	9.7%
Share opinions during campaigns and community events	7.5%	8.8%	8.2%	9.3%	11.4%	8.3%	9.5%	8.9%
Share opinions via citizens hall	3.2%	6.8%	7.2%	11.1%	13.2%	7.3%	8.7%	8.0%
Share opinions during TV live broadcast	7.0%	3.8%	7.2%	5.8%	6.6%	6.1%	5.6%	5.9%
Submit feedbacks via local media	4.8%	4.4%	4.8%	3.5%	6.6%	5.6%	3.8%	4.7%

Share oral and written opinions to state and local self-governing body activities	1.1%	2.9%	3.4%	3.5%	6.6%	3.3%	3.4%	3.4%
Via collecting signatures	2.1%	4.1%	4.5%	1.3%	3.0%	2.0%	4.4%	3.2%
Share oral and written opinions to administrative body activities	1.1%	2.9%	2.4%	2.7%	6.6%	3.0%	3.0%	3.0%
Share opinions via civil community	2.7%	1.8%	2.4%	2.2%	5.4%	2.0%	3.3%	2.6%
Via demonstrations	1.6%	1.8%	2.4%	2.2%	1.8%	2.0%	2.0%	2.0%
Others	1.1%	0.0%	0.3%	0.9%	1.2%	1.0%	0.2%	0.6%
Don't know	3.7%	3.8%	5.1%	4.4%	3.0%	4.1%	4.1%	4.1%
Refused to answer	0.0%	1.2%	0.3%	0.4%	1.2%	0.8%	0.5%	0.7%

- *Main stakeholders, including governors, deputy governors and CRKh representatives, give different evaluations to civil participation as increased, reduced or the same. Some respondents consider that the participation increased as information is disseminated well and civil awareness has been increasing, but some respondents consider that civil participation reduced as CRKh cannot solve problems itself.*

Notes from in-depth interviews:

Our civil participation has increased. Citizens actively participate in surveys and group meetings. Citizens solve their problems, therefore their participation is active.

CRKh representative, Baganuur district

A slight reduction of civil participation is observed during CGM in khorooos. It is because final decisions are not made during CGMs, therefore, citizens stop attending such meetings. If CGMs had a budget to make final decisions and implement those decisions, the citizens would participate more actively. Citizens' feedbacks are not reflected in real life, therefore, citizens do not participate. Khoroo and district administrations consider such issues and organize different works. We organize sport festivals in order to increase civil participation. We organize meetings with old people jointly with the public and private organizations in the khoroo. Also, we organize training and propaganda events for high school students of the public schools in the khoroo in order to improve their professional attitudes as well entities introduce their workplaces and recommend future professions and fields of studies. We cooperate with family clinics as well with Korean hospitals and organized a month long campaign on reducing tuberculosis. We are working on solving the citizens problems.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

*Civil participation is at advanced level. I think it is because of improved and increased educational level of the citizens. It is related to improved legal education and political education. The district administration announced yearly objectives to support civil participation in 2019. We put a goal to support civil participation and improve educational accessibility. All our activities are directed to civil participation. In 2019, the most effective work with civil participation was **let's listen to the citizens campaign and let's decide together campaign**.*

CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

*Civil participation is better now. Citizens require information. **Youth participation is low** among the civil participation. Old people are active, we visit them at home and disseminate the information. There are many young people eager to create and initiate, however, they are bad at receiving information*

CRKh representative, Songinokhairkhan district, Ulaanbaatar city

Notes from in-depth interviews:

Civil participation has been increasing each year. Rural bagh citizens mostly attend the meetings if the agenda is related to pasture problems. They also participate in livestock-related issues. CRKh organizes work to increase civil participation each year. We organize events such as 'Intelligent citizens are our future'; 'Who knows old Mongolian script the best?' And 'Who knows the Secret history of Mongols the best?'. We involve citizens to such events and the citizens like participating in these events.

Soum CRKh chairman, Batnorov soum, Khentii aimag

I think the civil participation has been increasing. We receive feedbacks from the citizens on "Sustainable livelihood III" project and this work has improved a lot. As the result, civil participation reached 60%. It was 20% before. Now citizens are more informed. This project increases civil participation and started decimal system work.

Bagh governor, Bayan-Adarga soum, Khentii aimag

Civil participation has increased. Our groups of tens system was useful and improved civil participation, more citizens give feedbacks during meetings.

Aimag CRKh representative, soum deputy governor, Kherlen soum, Khentii aimag

I think, it has reduced. Civil meeting is difficult in rural area. It is not regular. Our bagh meetings are organized in case the presidiums prepare one issue. Civil-oriented works are very rare.

Deputy governor, Erdenedalai soum, Dund-Gobi aimag

Participation is as low as in previous years. Chairmen of bagh civil meetings must resign or be paid higher salary and work better. They meet once or twice a year and earn MNT 150,000 a month.

CRKh representative, Adaatsag, Dund -Gobi aimag

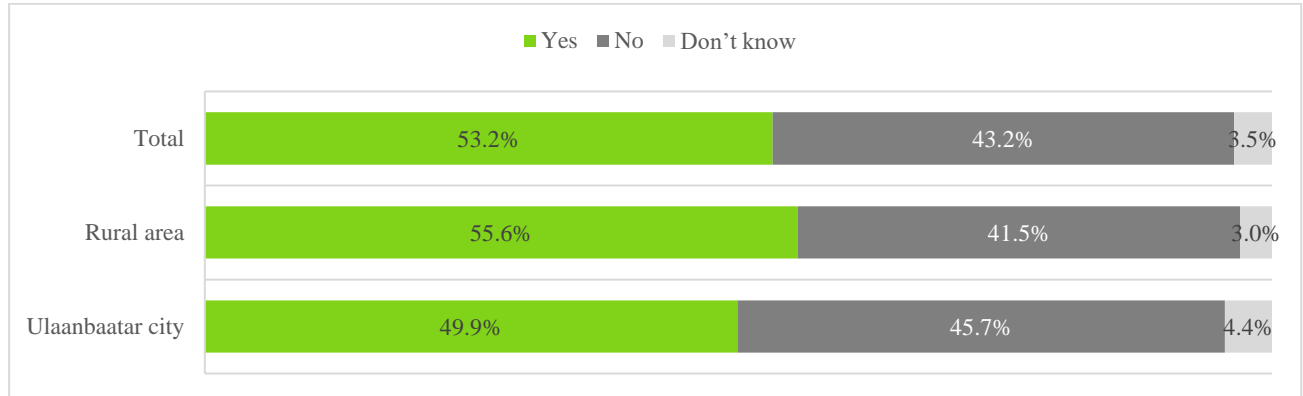
I think, it is normal. Neither increased nor decreased. Khural employees prepared a performance in order to improve civil participation. Rural citizens do not attend meetings but attend cultural performances. We also promote civil participation by organizing quizzes and other games among the citizens. This year the attendance was better. First two baghs had small attendance but the next baghs were better.

CRKh representative, Arbulag soum, Khuvsgul aimag

Willingness to personally attend CRKh meetings

55.6% of rural area respondents and 49.9% of Ulaanbaatar city respondents or 1 out of 2 respondents want to attend CRKh meetings personally.

Graphic 25: Willingness to personally attend CRKh meetings, n=1212



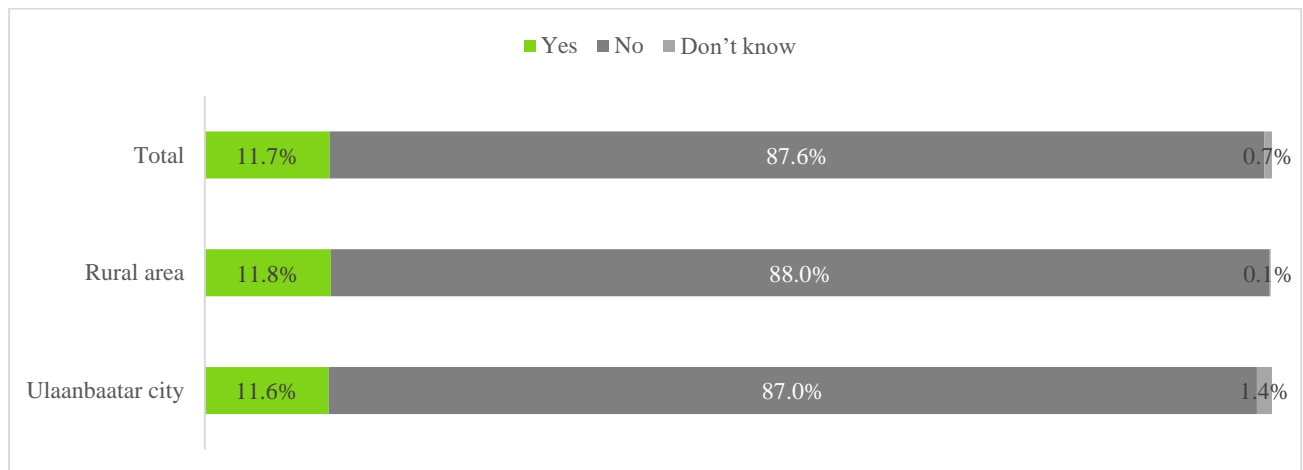
This indicator is shown by age and gender in the table below.

Table 45: Willingness to personally attend CRKh meetings, n=1212

	Aimag/city		Age groups					Gender		Total
	Ulaanbaatar city	Rural area	18-24	25-34	35-44	45-54	55-64	Male	Female	
Yes	49.9%	55.6%	50.8%	49.4%	55.8%	57.1%	53.9%	57.9%	48.6%	53.2%
No	45.7%	41.5%	44.9%	44.7%	42.5%	39.8%	44.3%	39.3%	47.1%	43.2%
Don't know	4.4%	3.0%	4.3%	5.9%	1.7%	3.1%	1.8%	2.8%	4.3%	3.5%

11.7% of all respondents used to participate in CRKh budget approving process.

Graphic 26: Attendance to CRKh budget approving process, n=1212



This indicator is shown by age and gender in the table below. Attendance is higher as the age group increases. Attendance of male respondents is higher by 4.1% compared to female attendance.

Table 46: Attendance to CRKh budget approving process, n=1212

	Aimag/city		Age groups					Gender		Total
	Ulaanbaatar city	Rural area	18-24	25-34	35-44	45-54	55-64	Male	Female	
Yes	11.6%	11.8%	7.5%	10.3%	11.6%	15.5%	14.4%	13.8%	9.7%	11.7%
No	87.0%	88.0%	91.4%	88.5%	87.7%	84.5%	85.6%	85.6%	89.7%	87.6%
Don't know	1.4%	0.1%	1.1%	1.2%	0.7%	0.0%	0.0%	0.7%	0.7%	0.7%

- According to the main stakeholders, it is correct to increase civic participation. According to the respondents, local development depends on strong civil participation. Although it is right to increase citizen participation, it is necessary to filter the citizen's feedback. Sometimes, citizens just want everything to be decided for their benefits. It is essential to provide a good understanding of such problems.
- **Works done to increase civil participation:** In rural areas, various events are organized to increase citizen participation. For example, cultural and sport festivals, traffic and car competitions, shooting competitions, fair and trade of dairy products, herders forum, aimag event, elders concert as well one-stop services, medical examinations and legal consultations are provided in the framework of the sustainable livelihood project, lotteries during civil meetings, disseminating a set of materials on pastureland usage, a system of groups of tens, organizing public services in herders settlements and these events are very effective and useful.
- **Activities undertaken to increase civil participation:** In Ulaanbaatar city, announcing CGMs via many channels, organize training, sport and cultural events, tree planting campaigns as well public cleaning, one day of a week is announced as a day to disseminate information to the citizens.
- **Factors hindering civil participation:** There are many issues such as decreasing civil participation or receiving civil opinions in a very short period, so the opinions are not reflected in the budget for the upcoming year. Budget-related issues, transparency of budget spending, politics (party views) and high poverty level reduce civil participation.

2.4. Public perception, attitudes and evaluation about CRKh representatives

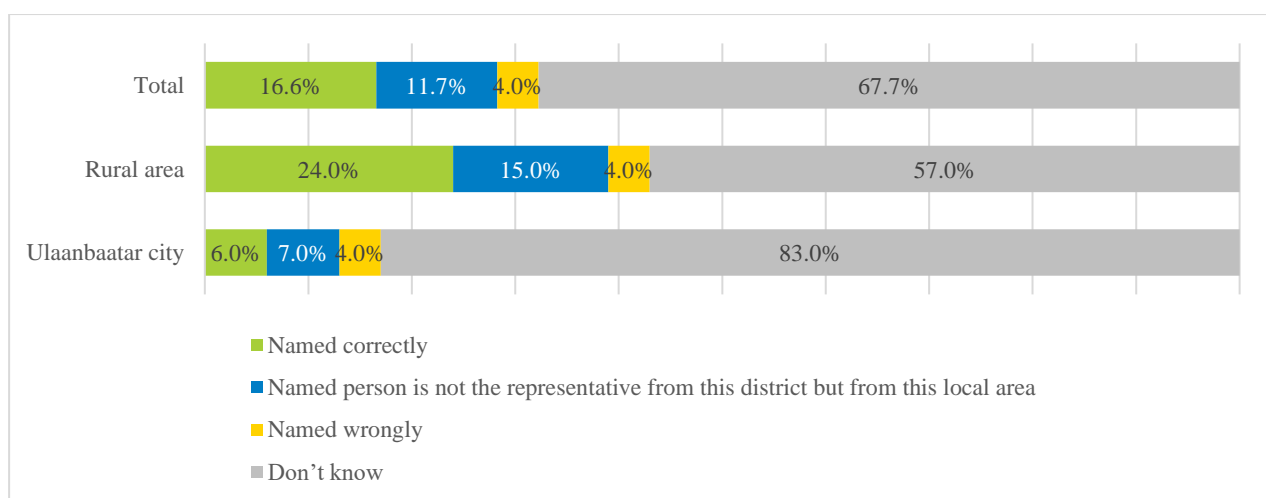
This section describes public awareness on the CRKh representatives elected from respective districts to CRKh, how and why contacted soum/district CRKh representatives if the problem was solved and criteria for CRKh representatives.

2.4.1. Familiarity of residents with their aimag/capital city CRKh representatives

Naming the CRKh representatives elected from own electoral districts

The respondents named the CRKh representatives elected from their electoral districts: 24.0% of rural area respondents correctly named an aimag CRKh representatives and 6.0% of Ulaanbaatar city respondents correctly named a Capital city CRKh.

Graphic 27: Naming of aimag/capital city CRKh respondents, n=1212



Aimag/capital city CRKh representatives last seen by residents

47.9% of Ulaanbaatar city respondents and 18.6% of rural area respondents never saw the CRKh representative elected from their electoral district. This indicator reduced by 17.7% and 24.8% respectively compared to the previous survey results. But, 19.6% of Ulaanbaatar city respondents and 34.9% of rural respondents don't remember where they saw their representatives.

Table 47: Aimag/capital city CRKh representatives last seen by residents, by timing, n=1212

Last time saw the representative	Total	Ulaanbaatar city	Rural area		Dundgobi aimag	Zavkhan aimag	Tuv aimag	Khovd aimag	Khuvsgul aimag	Khentii aimag
A month ago	17.4%	9.2%	23.2%	By aimags	18.1%	35.7%	23.4%	25.7%	29.2%	15.8%
2-5 months ago	7.7%	6.2%	8.7%		5.1%	0.0%	4.3%	15.8%	8.8%	15.0%
6 months ago	2.9%	2.6%	3.1%		2.3%	0.0%	4.3%	4.0%	0.6%	8.3%
1 year ago	2.6%	1.2%	3.5%		2.8%	0.0%	8.5%	4.0%	2.3%	5.8%
2 years ago	1.2%	1.2%	1.1%		0.5%	0.0%	0.0%	3.0%	1.2%	1.7%
Before election campaign /in 2016 /	9.1%	12.2%	6.9%		5.6%	8.9%	8.5%	6.9%	8.8%	5.0%
Never saw	30.7%	47.9%	18.6%		13.9%	5.4%	19.1%	28.7%	9.9%	36.7%
Don't know/Don't remember	28.5%	19.6%	34.9%		51.9%	50.0%	31.9%	11.9%	39.2%	11.7%
Total	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

The high percentage of rural area respondents saw their aimag/capital city CRKh representatives during meetings and personal/face-to-face meetings. Percent of respondents who met with representatives at the CRKh office is higher in Zavkhan aimag compared to other aimags. The high percent of Ulaanbaatar city respondents saw their representatives during meetings and on TV (national broadcast).

Table 48: Aimag/capital city CRKh representatives last seen by residents, by mode of contact, n=494

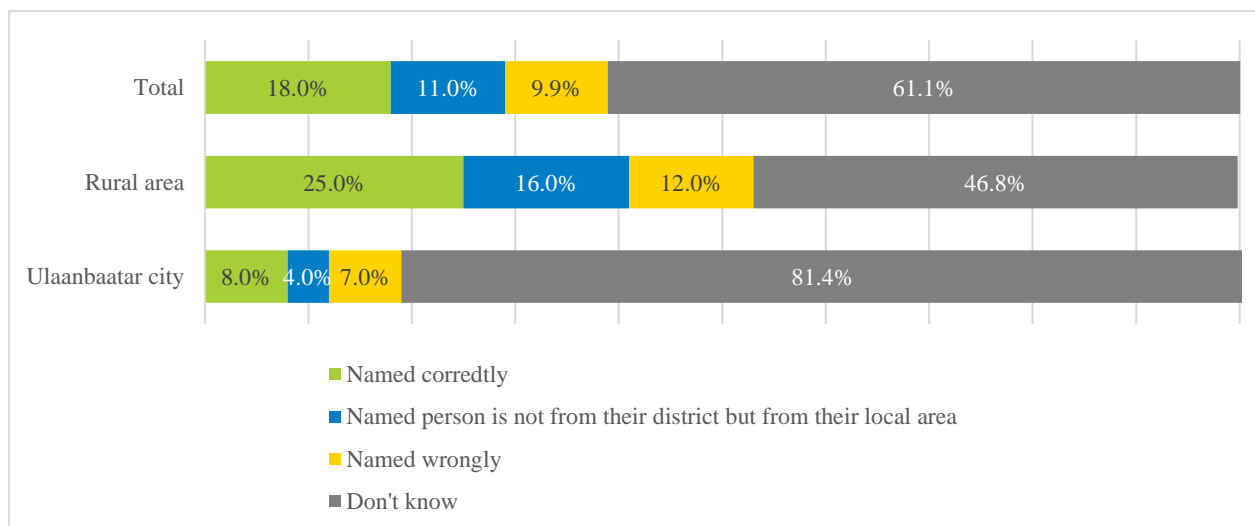
Last time saw the representative	Total	Ulaanbaatar city	Rural area		Dundgobi aimag	Zavkhan aimag	Tuv aimag	Khovd aimag	Khuvsgul aimag	Khentii aimag
During meetings	29.8%	23.9%	32.6%	By aimags	36.5%	8.0%	43.5%	38.3%	25.3%	38.7%
Personal/Face-to-face meetings	10.9%	4.9%	13.9%		29.7%	4.0%	21.7%	10.0%	5.7%	11.3%
On television (national broadcast)	7.5%	15.3%	3.6%		0.0%	8.0%	4.3%	5.0%	2.3%	6.5%
At CRKh office	7.1%	3.7%	8.8%		8.1%	28.0%	4.3%	3.3%	10.3%	6.5%
On local television	4.5%	6.1%	3.6%		1.4%	4.0%	0.0%	5.0%	4.6%	4.8%
During open campaign	4.0%	8.0%	2.1%		1.4%	4.0%	0.0%	6.7%	0.0%	1.6%
On website	2.4%	4.3%	1.5%		0.0%	0.0%	0.0%	3.3%	2.3%	1.6%
From printed material	2.0%	3.7%	1.2%		0.0%	8.0%	0.0%	1.7%	0.0%	1.6%
From social media /Facebook, Twitter and so on/	1.6%	2.5%	1.2%		0.0%	0.0%	0.0%	0.0%	0.0%	6.5%
In Civil Hall	1.4%	0.6%	1.8%		1.4%	4.0%	0.0%	3.3%	0.0%	3.2%
From newspaper/ Magazine	1.2%	1.8%	0.9%		0.0%	0.0%	0.0%	1.7%	1.1%	1.6%
Others	13.0%	9.8%	14.5%		1.4%	16.0%	4.3%	16.7%	29.9%	9.7%
Don't know/Don't remember	14.6%	15.3%	14.2%		20.3%	16.0%	21.7%	5.0%	18.4%	6.5%
Total	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2.4.2. Familiarity of residents with their soum/district CRKh representative

Naming the soum/district CRKh representatives elected from their electoral districts

25.0% of rural respondents and 8.0% of Ulaanbaatar city respondents correctly named their soum/district CRKh representatives. Rural area respondents correctly named their CRKh representatives three times more likely than Ulaanbaatar city respondents.

Graphic 28: Naming of soum/district CRKh representatives, n=1212



Soum/district CRKh representatives last seen by residents

45.9% of Ulaanbaatar city respondents never saw their district CRKh representatives and 19.4% don't remember when they saw them. 12.7% of rural area respondents never saw their soum CRKh representatives and 28.7% don't remember when they saw them. Ulaanbaatar city respondents mostly saw the representatives during the election campaigns in 2016. But, a higher percentage of rural area respondents saw a month ago.

Table 49: Soum/district CRKh representatives last seen by residents, by location, n=1212

	A month ago	2-5 months ago	Six months ago	One year ago	Two years ago	During election campaign /in 2016 /	Never saw	Don't know/Don't remember
Total	28.7%	6.8%	2.1%	2.4%	1.1%	7.8%	26.4%	24.8%
Ulaanbaatar city	9.6%	7.8%	2.8%	2.6%	1.0%	11.0%	45.9%	19.4%
Rural area	42.2%	6.0%	1.5%	2.3%	1.1%	5.5%	12.7%	28.7%
Districts:								
Baganuur	30.8%	7.7%	7.7%	0.0%	0.0%	15.4%	30.8%	7.7%
Bagakhangai	73.7%	0.0%	0.0%	5.3%	0.0%	5.3%	10.5%	5.3%
Bayangol	5.3%	10.5%	2.6%	0.0%	2.6%	15.8%	52.6%	10.5%
Bayanzurkh	1.7%	10.2%	3.4%	3.4%	3.4%	8.5%	52.5%	16.9%
Nalaikh	15.6%	3.1%	9.4%	6.3%	0.0%	6.3%	43.8%	15.6%
Singinokhairkhan	10.5%	7.9%	2.6%	3.9%	0.0%	9.2%	27.6%	38.2%
Sukhbaatar	8.2%	8.2%	2.7%	1.4%	1.4%	17.8%	47.9%	12.3%
Khan-Uul	3.5%	8.8%	0.0%	1.8%	0.0%	8.8%	70.2%	7.0%
Chingeltei	4.2%	6.3%	2.1%	3.1%	0.0%	8.3%	44.8%	31.3%
Soums:								
Dundgobi aimag								
Adaatsag soum	47.7%	4.5%	4.5%	0.0%	0.0%	4.5%	4.5%	34.1%
Saintsagaan soum	17.7%	3.1%	2.1%	2.1%	0.0%	1.0%	14.6%	59.4%
Ulziit soum	40.7%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	51.9%
Erdenedalai soum	39.3%	7.1%	0.0%	3.6%	3.6%	10.7%	7.1%	28.6%
Undurshil soum	42.9%	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%	47.6%
Zavkhan aimag								
Telmen soum	76.7%	6.7%	0.0%	0.0%	0.0%	6.7%	0.0%	10.0%
Uliastai soum	7.7%	7.7%	0.0%	0.0%	0.0%	11.5%	11.5%	61.5%

	A month ago	2-5 months ago	Six months ago	One year ago	Two years ago	During election campaign /in 2016 /	Never saw	Don't know/Don't remember
Tuv aimag								
Batsumber soum	68.2%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	22.7%
Erdenesant soum	68.0%	4.0%	8.0%	0.0%	0.0%	4.0%	4.0%	12.0%
Khovd aimag								
Myangad soum	56.3%	6.3%	0.0%	8.3%	0.0%	8.3%	12.5%	8.3%
Jargalant soum	11.3%	7.5%	5.7%	7.5%	5.7%	7.5%	37.7%	17.0%
Khuvsgul aimag								
Arbulag soum	66.0%	2.0%	0.0%	4.0%	0.0%	2.0%	2.0%	24.0%
Murun soum	6.1%	16.7%	0.0%	1.5%	4.5%	9.1%	21.2%	40.9%
Tosontsengel soum	53.1%	15.6%	0.0%	0.0%	0.0%	6.3%	6.3%	18.8%
Jargalant soum	82.6%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	13.0%
Khentii aimag								
Batnorov soum	83.3%	4.2%	0.0%	0.0%	0.0%	0.0%	8.3%	4.2%
Bayan-Adarga soum	73.3%	0.0%	0.0%	3.3%	0.0%	0.0%	6.7%	16.7%
Binder soum	55.6%	7.4%	0.0%	0.0%	0.0%	3.7%	18.5%	14.8%
Kherlen soum	28.2%	7.7%	5.1%	2.6%	2.6%	12.8%	35.9%	5.1%

The respondents mostly saw their soum/district CRKh representatives during meetings. The lowest percent of respondents of Khuvsgul aimag saw their CRKh representatives during the personal meeting, but the highest percent of respondents of Tuv aimag saw their representatives during a personal meeting.

Table 50: Soum/district CRKh representatives last seen by residents, by mode of contact, n=591

	Total	Ulaanbaatar city	Rural area		Dundgobi aimag	Zavkhan aimag	Tuv aimag	Khovd aimag	Khuvsgul aimag	Khentii aimag
During personal/face-to-face meeting	20.0%	10.3%	24.0%	By aimags	37.2%	2.9%	41.7%	30.6%	1.9%	32.9%
During meeting	23.2%	21.8%	23.7%		35.1%	8.8%	27.8%	21.0%	16.0%	27.1%
At CRKH office	9.6%	3.4%	12.2%		7.4%	29.4%	13.9%	4.8%	13.2%	14.1%
On website	2.7%	5.7%	1.4%		1.1%	0.0%	0.0%	1.6%	2.8%	1.2%
On social media /Facebook, Twitter so on/	1.2%	2.3%	0.7%		0.0%	0.0%	2.8%	0.0%	0.9%	1.2%
In Civil Hall	2.4%	1.7%	2.6%		3.2%	2.9%	0.0%	3.2%	0.9%	4.7%
On television /national broadcast/	3.0%	6.9%	1.4%		0.0%	0.0%	2.8%	4.8%	0.9%	1.2%
On local television	3.4%	4.6%	2.9%		0.0%	0.0%	0.0%	4.8%	6.6%	2.4%
From newspaper/magazine	1.0%	1.1%	1.0%		0.0%	2.9%	0.0%	1.6%	1.9%	0.0%
From printed material	2.9%	6.3%	1.4%		0.0%	2.9%	0.0%	3.2%	1.9%	1.2%
During open campaign	4.4%	8.0%	2.9%		1.1%	2.9%	5.6%	4.8%	2.8%	2.4%
Others	14.9%	12.6%	15.8%		1.1%	35.3%	2.8%	16.1%	32.1%	9.4%
Don't know/Don't remember	11.3%	14.9%	9.8%		13.8%	11.8%	2.8%	3.2%	17.9%	2.4%

This indicator is shown by districts in the table below.

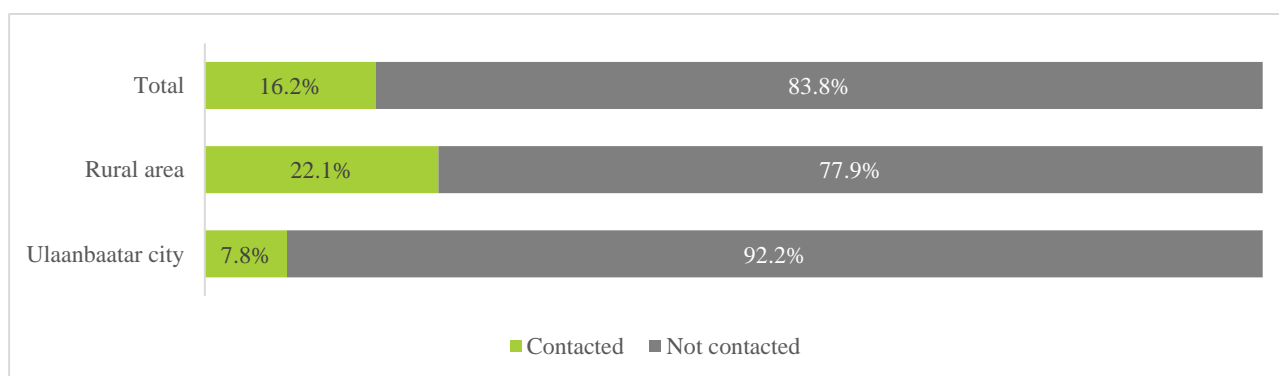
Table 51: District CRKh representatives were last seen by residents, by mode of contact, by districts, n=174

	Baganuur district	Bagakhangai district	Bayangol district	Bayanzurkh district	Nalaikh district	Songinokh airkhan district	Sukhbaatar district	Khan-Uul district	Chingeltei district
During personal/face-to-face meeting	12.5%	31.3%	0.0%	11.1%	15.4%	0.0%	17.2%	7.7%	8.7%
During meeting	25.0%	31.3%	17.9%	33.3%	23.1%	23.1%	10.3%	38.5%	13.0%
At CRKH office	0.0%	12.5%	0.0%	5.6%	0.0%	0.0%	6.9%	0.0%	4.3%
On website	12.5%	6.3%	7.1%	0.0%	0.0%	0.0%	6.9%	15.4%	8.7%
On social media /Facebook, Twitter so on/	0.0%	0.0%	3.6%	0.0%	0.0%	7.7%	3.4%	0.0%	0.0%
In Civil Hall	12.5%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	4.3%
On television /national broadcast/	0.0%	0.0%	21.4%	5.6%	7.7%	0.0%	13.8%	0.0%	0.0%
On local television	12.5%	0.0%	0.0%	0.0%	0.0%	19.2%	0.0%	0.0%	8.7%
From newspaper/magazine	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	3.4%	0.0%	0.0%
From printed material	0.0%	0.0%	14.3%	0.0%	7.7%	3.8%	6.9%	15.4%	4.3%
During open campaign	0.0%	0.0%	10.7%	16.7%	0.0%	19.2%	3.4%	7.7%	4.3%
Others	25.0%	12.5%	14.3%	5.6%	30.8%	3.8%	10.3%	0.0%	21.7%
Don't know/Don't remember	0.0%	6.3%	10.7%	16.7%	7.7%	23.1%	17.2%	15.4%	21.7%

Contacts with soum/district CRKh representatives since the local elections in 2016

2 out of 10 respondents contacted their soum/district CRKh representatives since the local elections in 2016. Contacts with soum/district representatives decreased by 6.2% in Ulaanbaatar city and by 17.1% in the rural area compared to the baseline study results.

Graphic 29: Contacts with soum/district CRKh representatives, n=1212



Respondents, who contacted soum/district CRKh representatives, contacted them 4.1 times on average since the local elections in 2016. Rural area respondents contacted 4.5 times, and Ulaanbaatar city respondents contacted 2.3 times.

Ulaanbaatar city respondents contacted district CRKh representatives mostly issues related to local infrastructure, health service and land ownership. Rural area respondents contacted soum CRKh representatives mostly on creating job opportunities, private issues and environmental issues.

As for ways of contacts, personal meetings have the highest indicator.

Table 52: Ways of contacting with CRKh representatives, by location, n=196

	Ulaanbaatar city	Rural area	Total
Personal/Face-to-face meeting	56.4%	66.9%	64.8%
Contacted on phone	20.5%	29.9%	28.1%
Met during a meeting	15.4%	28.7%	26.0%
Don't know/Don't remember	7.7%	1.3%	2.6%
Via website	5.1%	0.6%	1.5%
Via email	2.6%	1.9%	2.0%
Via social media /Facebook, Twitter so on/	2.6%	2.5%	2.6%
Others	2.6%	1.3%	1.5%
Via CRKh office	0.0%	7.6%	6.1%
Sent a letter	0.0%	1.9%	1.5%
Via Civil hall	0.0%	4.5%	3.6%
On phone during live TV broadcast	0.0%	0.0%	0.0%
During open campaign	0.0%	5.1%	4.1%
With help of other person	0.0%	1.3%	1.0%

- According to the main stakeholders, **personal meetings** are the most effective. It is because only a few people share their opinions during CGMs, but most people don't share their opinions. However, people are open about their problems during home visits and group meetings in the rural area. As for Ulaanbaatar city, it is impossible to visit all the households in a khoroo; therefore, we just meet with households from target groups. Also, contacting citizens via **social media** is easy and instantaneous.

Notes from in-depth interviews (IDI):

Some people can't express themselves during public meetings maybe because they feel shy or lack public speaking skills, therefore, it is more effective to meet personally, face-to-face.

Aimag CRKh representative, deputy governor, Kherlen soum, Khentii aimag

I don't usually organize meetings with citizens. I just meet with them during Elder's Day or as friend. I prefer informal relations rather than official meetings. But fewer people come to visit me nowadays.

Aimag CRKh representative, Murun soum, Khuvsgul aimag

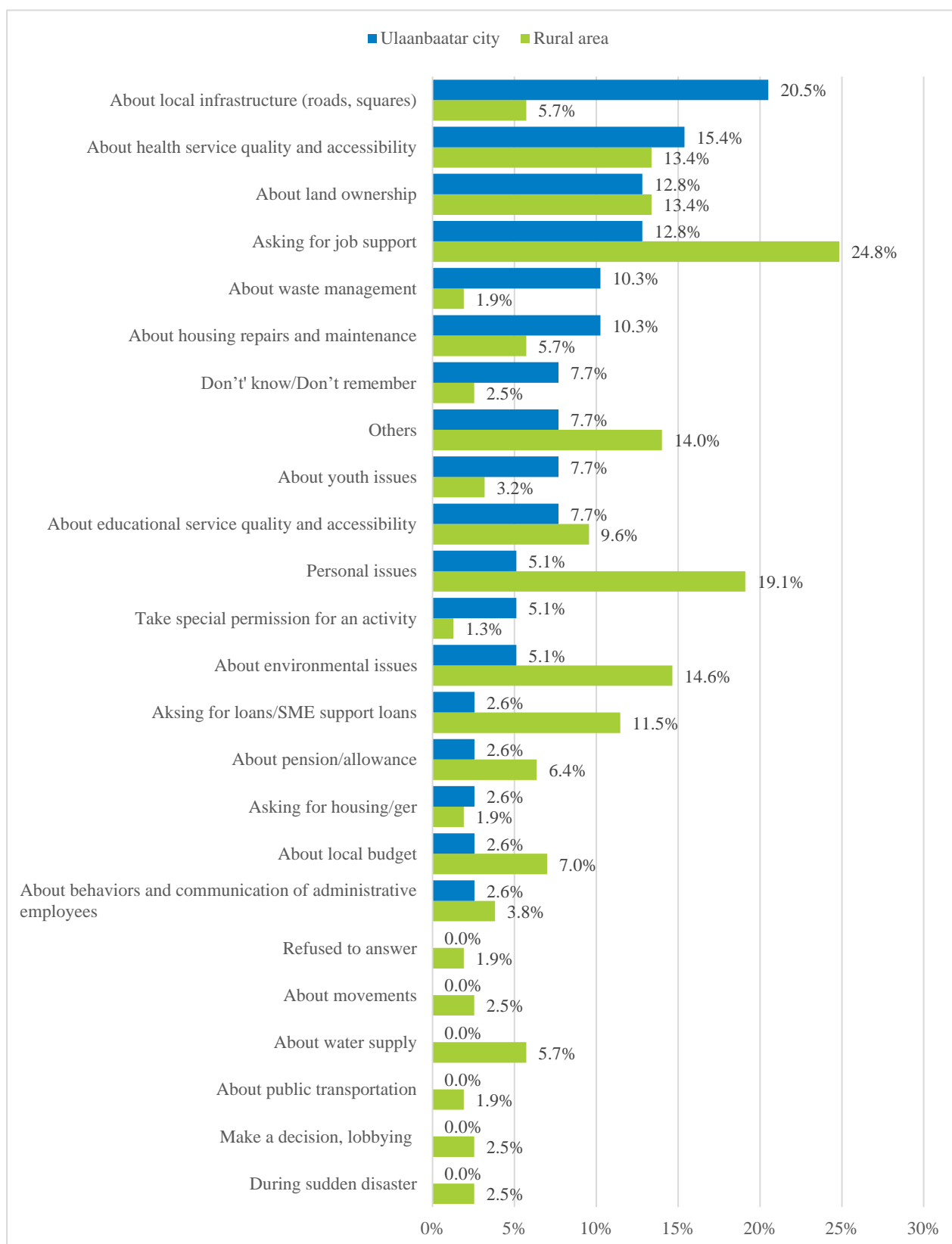
One of the most effective ways to meet with citizens and listen to their opinions is the group meeting. We meet personally, meet in small groups, discuss and solve (where possible) issues related to housing, street, housing owner association and note further measures. I also receive information from citizens via social media. All information is openly accessible on my Facebook and our khoroo Facebook group for all members.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

I always meet with the citizens who visit khoroo, I receive their feedbacks and put goals. I reflect on the citizens feedbacks to the activities where possible, submit other feedbacks to higher authorities for solution and inform about possible ways of resolving such feedbacks. I try to always meet with citizens even if I am walking in the street or if I am busy in my office. Recently, the government declared emergency situation and released the resolution no.62, therefore, I am visiting citizens and provide information about the use of pressed fuel as well discussing the pros and cons of the pressed fuel. Our khoroo citizen can meet me anytime as I am always available in my office. I have a possibility to meet with citizens if they want it. Events, activities and meetings are organized in timely manner as scheduled. For example, a huge development project "Bayankhoshuu sub-center" has been implemented with support of the Asian Development Bank in our area. I regularly meet with citizens on the issues related to this development work and infrastructure. I meet with citizens out of my office, visit their home. I have regular contacts with citizens on landscaping issues and civil participation, implemented in our khoroo. I meet with citizens and keep in touch with them. No problems. Some people are very busy and can't visit the khoroo office. Maybe those people never met with me. Anyway, I meet with people, who want to meet with me.

CRKh representative, khoroo governor, Songinokhairkhan district, Ulaanbaatar city

Graphic 30: Purpose for contacting with CRKh representatives, by location, n=196



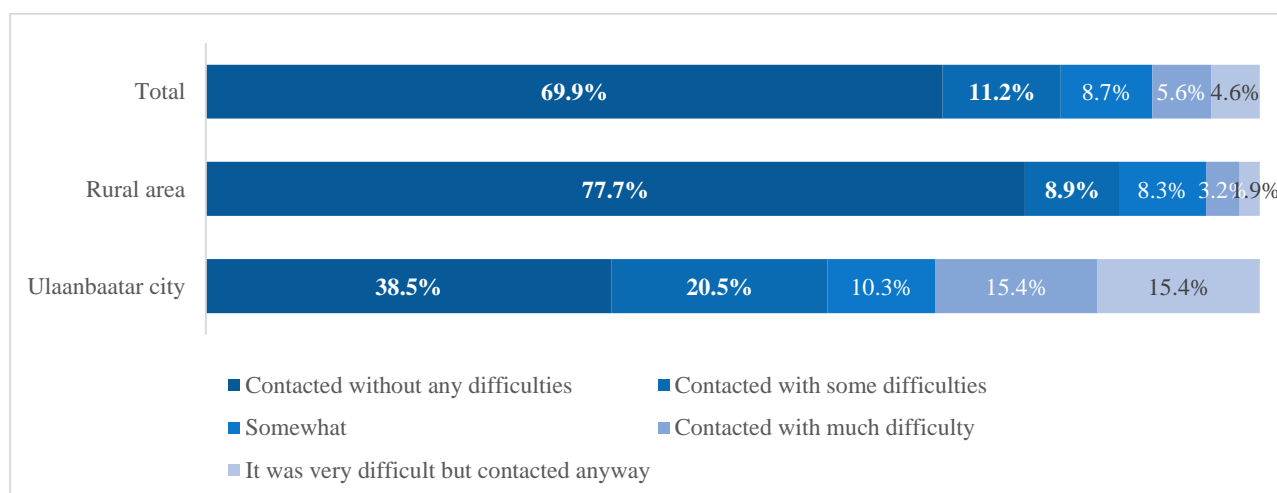
- According to the main stakeholders, rural citizens mostly contact CRKh representatives about lack of livestock pasture, winter and summer camp problems, unemployment, well and water problems, territorial border issues, waste, street dogs and cats, lights, pensions and allowance, tuition fees, medical treatment payments, asking for ger, lack of professional staff

in local area (doctors and so on), environmental problems, livestock theft and so on. Ulaanbaatar city citizens mostly contact on such issues as asking for gers, allowances, getting a job, lights, cameras, roads and infrastructure, tuition fees, kindergarten involvement, living environment, awards, smoke and air pollution, land and waste issues. Citizens mostly meet in person, send written requests, call on the phone and via social media.

- They try to deliver information via many channels to involve the citizens, which include section leaders visit households, contact on phones, put advertisements in social media, announce meetings, stick on good walls and information boards.

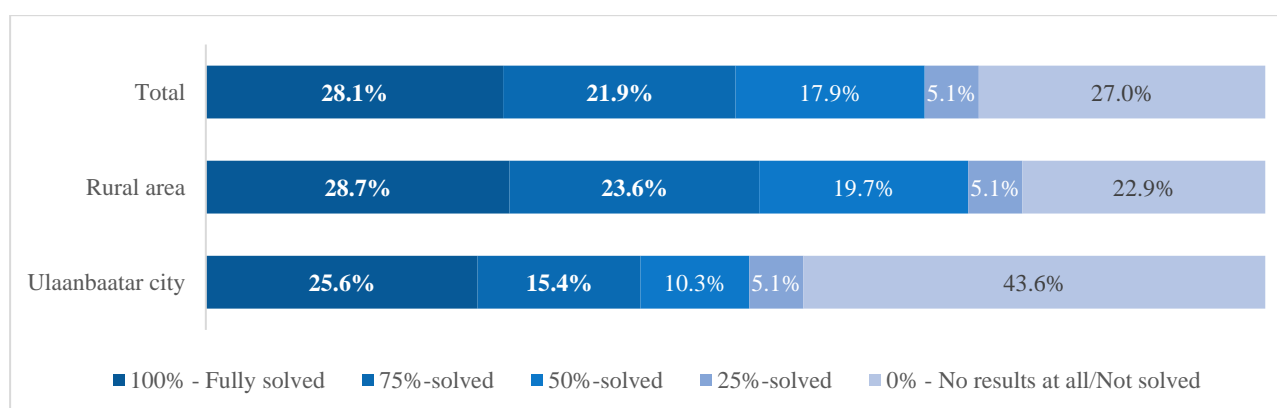
61.5% of Ulaanbaatar city respondents and 22.3% of rural respondents mentioned that it was difficult to contact the soum/district CRKh representatives. This indicator increased by 40.7% and 20.3% respectively compared to the previous study results.

Graphic 31: Difficulties in contacting with local CRKh representatives, by location, n=196



25.6% of Ulaanbaatar city respondents could solve their problems after contacting the soum/district CRKh, which is higher by 4.8% compared to the previous studies, whereas 28.7% of rural respondents could solve their problems, which is lower by 19.8% compared to the previous study results.

Graphic 32: How issues addressed to CRKh representative are solved, by location



- According to the main stakeholders, over 50% of the citizen's problems are solved. Unsolved problems usually are not related to the CRKh representative but related to the budget or serving for personal interests and profits. CRKh representatives could solve the problems where possible and submit unsolved problems to the relevant authority.

Notes from in-depth interviews:

In case of solving citizens problems, if a citizen proposes to reflect a business in the budget, it is submitted to the CRKh chairman. If the CRKH chairman decides on organizing a meeting, he prepares an official letter, includes the proposals and sends the letter to the higher authority. In Mongolia, official letters usually disappear. Therefore, CGM presidiums discuss and appoint one person to go after the letter and clarify when if a response is available, when the decision has been taken.

District CRKh representative, Khan-Uul district, Ulaanbaatar city

Our khoroo has 9700 population. Of them, about 6000 are adults. Majority of the 6000 people are young and busy people. I meet with the people, who are concerned about living environment and personal problems. As for the people, who concern about the local area, propose problems and possible solutions, I meet 100% of them.

District CRKh representative, khoroo governor, Songinokhairkhan district, Ulaanbaatar city

We receive public opinions on the local development fund. Baghs always ask the citizens about what kind of work is demanded. There is a huge difference between hardworking representatives and not hardworking representatives. As a deputy governor, I solve more problems than other representatives. It is related to my position. Other representatives put much efforts and concentrate on bagh work, however, they do not have influence. In fact, hural representatives do not have salaries. So, he meets once in four years. As for me, I solve the problems of the citizens from my bagh, moreover, I have completed 80-90% of the promises I made during elections.

Aimag CRKh representative, soum deputy governor, Kherlen soum, Khentii aimag

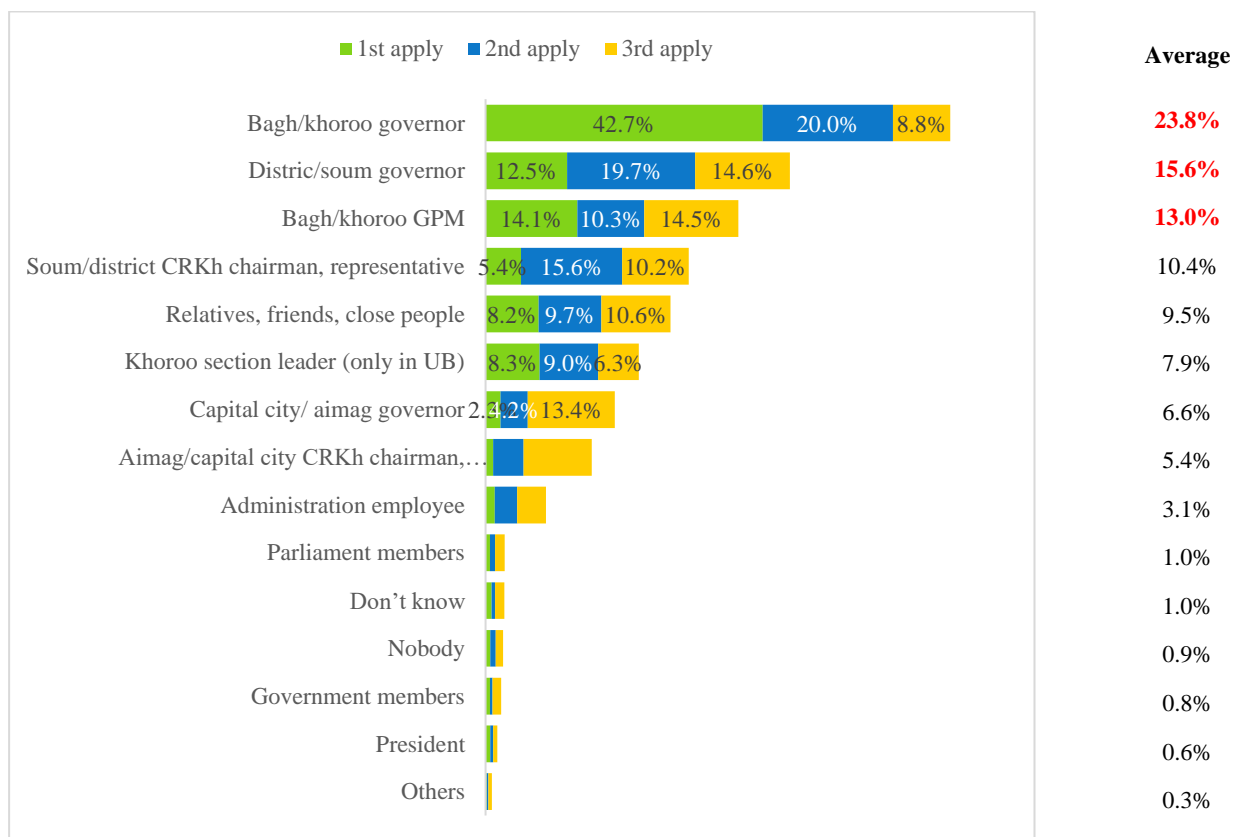
I try to support the policy related to public issues, wells, water and so on. It is more difficult with personal problems like financial support, providing gers and so on.

Soum CRKh representative, Adaatsag soum, Dund-Gobi aimag

Institution to meet when facing local development and infrastructure related problems

The respondents would meet to the bagh/khoroo governor first in case he/she or his/her family member faces local development and infrastructure-related problems. The percentage of don't know answers decreased in comparison to the previous survey result.

Graphic 33: Organization/authority to meet in case of local development and infrastructure-related problems, by percent, n=1212



Notes from FGDs:

Only the CRKh representatives elected from bagh to soum and CRKh representatives elected from soum to aimag as well bagh governors understand our work, life problems, possibilities and opportunities.

Civil FGD, Myangad soum, Khovd aimag

If I have a problem, I apply to bagh governor at first. He submits our problems to higher authority.

Civil FGD, Kherlen soum, Khentii aimag

If I have a problem, I apply to bagh governor at first. If the problem is not solved, I will apply to soum CRKh representative. Going further, I will apply to aimag CRKh and higher step by step.

Civil FGD, Erdenesant soum, Tuv aimag

If we have problems, we usually go to khoroo. However, people commonly post their problems in local areas or neighborhood in social media. They usually ask whom to apply, what to do. As for me, I usually go to khoroo.

Civil FGD, Ulaanbaatar city

I receive news and information from workplace and close people. If I have a problem, I don't know where to apply. When I want to meet with district/capital city CRKh representative, they are usually OUT OF OFFICE. I tried to meet them several times. When I visit on the day to receive citizens, they are usually absent or say today's quota of citizens to be received has been reached, however, I see no evidence that they received citizens. Recently, the housing association is working even better than the khoroo. If I apply to the housing association, my words reach the district. Maybe khoros are busy with citizens from many places. However, every organization must work according to the regulations. If I have a serious problem, I have no choice but contact the CRKh representative.

Civil FGD, Ulaanbaatar city

Evaluation of soum/district CRKh representatives

18.2% of Ulaanbaatar city respondents evaluated their district CRKh representatives as “very good” and “somewhat good”, and 30% of rural respondents evaluated their soum CRKh representatives as “very good” and “somewhat good”. This indicator increased by 3.2% in Ulaanbaatar city and decreased by 2.7% in rural area.

On average, rural respondents evaluated soum/district CRKh representatives 0.63 points higher than Ulaanbaatar city respondents. Respondents from Batnorov soum of Khentii aimag gave the highest evaluation and respondents from Murun soum of Khuvsgul aimag gave the lowest evaluation to their CRKh representatives. Respondents of Nalaikh district gave the highest evaluation and respondents from Bayanzurkh district gave the lowest evaluation.

Table 53: Evaluation of soum/district CRKh representatives, by location, n=1212

	Very good	Somewhat good	Neutral	Somewhat bad	Very bad	Don't know/Refused to answer	Average evaluation /1-5 points/
Total	10.7%	14.4%	33.8%	5.0%	14.6%	21.5%	2.37
Ulaanbaatar city	6.4%	11.8%	31.5%	5.4%	16.0%	28.9%	2.00
Country	13.8%	16.2%	35.4%	4.8%	13.6%	16.2%	2.63
District:							
Baganuur	7.7%	23.1%	46.2%	7.7%	7.7%	7.7%	2.92
Bagakhangai	21.1%	15.8%	26.3%	5.3%	21.1%	10.5%	2.79
Bayangol	6.6%	11.8%	30.3%	5.3%	9.2%	36.8%	1.91
Bayanzurkh	1.7%	8.5%	27.1%	3.4%	11.9%	47.5%	1.42
Nalaikh	6.3%	15.6%	62.5%	6.3%	6.3%	3.1%	3.00
Songinokhairkhan	7.9%	15.8%	28.9%	3.9%	18.4%	25.0%	2.16
Sukhbaatar	4.1%	8.2%	37.0%	11.0%	20.5%	19.2%	2.07
Khan-Uul	3.5%	10.5%	19.3%	3.5%	31.6%	31.6%	1.56
Chingeltei	8.3%	10.4%	29.2%	4.2%	12.5%	35.4%	1.92
Aimag, soum:							
Dundgobi aimag	13.9%	12.0%	38.9%	5.6%	13.4%	16.2%	2.59
Adaatsag soum	15.9%	18.2%	45.5%	0.0%	13.6%	6.8%	3.02
Saintsagaan soum	4.2%	5.2%	40.6%	8.3%	17.7%	24.0%	1.98
Ulziit soum	40.7%	18.5%	18.5%	7.4%	3.7%	11.1%	3.52
Erdenedalai soum	21.4%	14.3%	35.7%	3.6%	14.3%	10.7%	2.93
Undurshil soum	9.5%	19.0%	47.6%	4.8%	4.8%	14.3%	2.81
Zavkhan aimag	3.6%	21.4%	39.3%	3.6%	5.4%	26.8%	2.34
Telmen soum	3.3%	30.0%	36.7%	3.3%	6.7%	20.0%	2.60
Uliastai soum	3.8%	11.5%	42.3%	3.8%	3.8%	34.6%	2.04
Tuv aimag	27.7%	17.0%	31.9%	4.3%	14.9%	4.3%	3.26
Batsumber soum	22.7%	22.7%	31.8%	4.5%	18.2%	0.0%	3.27
Erdenesant soum	32.0%	12.0%	32.0%	4.0%	12.0%	8.0%	3.24
Khovd aimag	11.9%	17.8%	36.6%	5.0%	16.8%	11.9%	2.67
Myangad soum	20.8%	18.8%	43.8%	2.1%	8.3%	6.3%	3.23
Jargalant soum	3.8%	17.0%	30.2%	7.5%	24.5%	17.0%	2.17
Khuvsgul aimag	7.0%	12.3%	34.5%	2.9%	21.6%	21.6%	2.15
Arbulag soum	14.0%	12.0%	42.0%	0.0%	6.0%	26.0%	2.50
Murun soum	1.5%	10.6%	30.3%	3.0%	28.8%	25.8%	1.76
Tosontsengel soum	3.1%	18.8%	28.1%	6.3%	31.3%	12.5%	2.19
Jargalant soum	13.0%	8.7%	39.1%	4.3%	21.7%	13.0%	2.48
Khentii aimag	24.2%	25.0%	29.2%	6.7%	3.3%	11.6%	3.25
Batnorov soum	41.7%	25.0%	20.8%	8.3%	0.0%	4.2%	3.88
Bayan-Adarga soum	30.0%	23.3%	30.0%	3.3%	3.3%	10.0%	3.43
Binder soum	14.8%	22.2%	29.6%	3.7%	11.1%	18.5%	2.70
Kherlen soum	15.4%	28.2%	33.3%	10.3%	0.0%	12.9%	3.10



Notes from in-depth interviews:

Of course, there are things to improve. Khoroo CGM has no designated budget but works like a volunteer organization. Our khoroo CGM has 5 presidiums. The chairman receives monthly bonus equal to 30% of the Governor's salary. Salary and responsibilities are restricted, therefore, civil participation is also limited. It means less attractive. Therefore, khoroo CGMs must have regular salaries and must be paid more attention if the khoroo implements more citizen-directed work and activities.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

Reasons to evaluate soum/district CRKh representatives as “Very good” and “Somewhat good”:
provides information, solves problems – good evaluation. On the contrary, no information, never reports work or can’t solve citizens problems – bad evaluation.

Table 54: Evaluation of soum CRKh representatives, by aimags, n=711

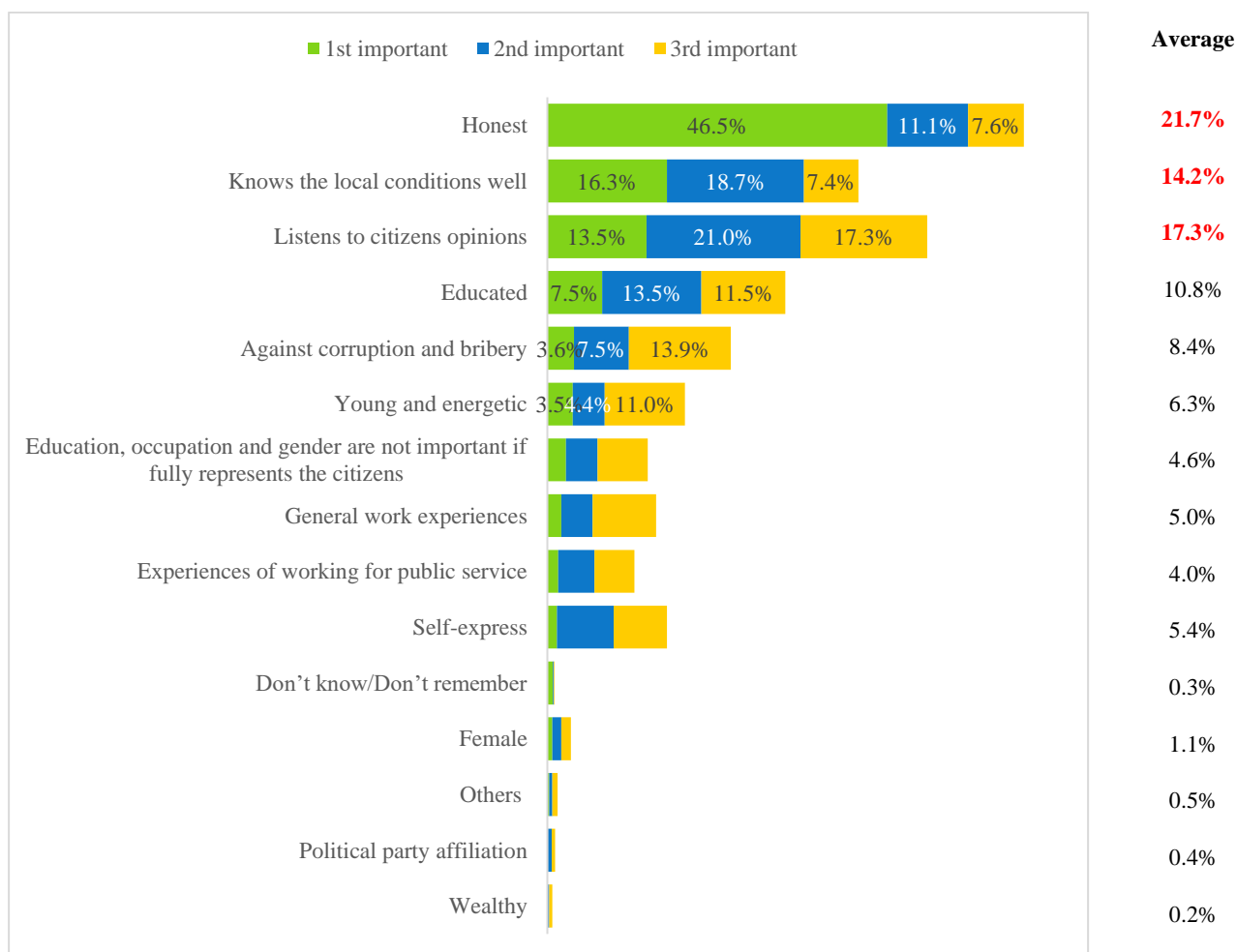
Aimags	Reasons for “Very good” and “Somewhat good” evaluations	Reasons for “Very bad” and “Somewhat bad” evaluations
 Dundgobi aimag	25.9% evaluated very good and somewhat good: ✓ Works well ✓ Implement own decisions ✓ Reach the citizens ✓ Provide enough information ✓ Transparent	19.0% evaluated very bad and somewhat bad: ○ Don’t report full budget spending, and meeting frequency is long ○ Don’t execute their works ○ Bad work ○ Lack of information ○ Representatives appear before elections ○ Don’t reach citizens ○ Don’t solve requests/problems made by a few people ○ Don’t appear at the meetings ○ Weak control
 Zavkhan aimag	25.0% evaluated very good and somewhat good: ✓ Execute work well, reports ✓ Promptly solve some problems ✓ Provide news and information on time	8.9% evaluated very bad and somewhat bad: ○ Don’t execute their work ○ Don’t understand some issues ○ Receives feedback but never acts on it
 Tuv aimag	44.7% evaluated very good and somewhat good: ✓ Provide enough information ✓ Execute work well and actively ✓ Solved my problem ✓ Work well after the representative was changed	19.1% evaluated very bad and somewhat bad: ○ Bad information ○ Don’t execute their work ○ Representatives discriminate people
 Khovd aimag	29.7% evaluated very good and somewhat good: ✓ Execute works well ✓ Promptly solve problems ✓ Visible work results ✓ Support youth ✓ Provide coal and firewood discounts to old people ✓ Good lights ✓ Registered the Throat singing /Huunii/ to Guinness ✓ Monthly meetings ✓ Honest, no corruption and bribery	21.8% evaluated very bad and somewhat bad: ○ Execute work badly ○ Not transparent ○ Don’t reach the people but work for a small group ○ Don’t meet with citizens ○ No information ○ Appear only before elections ○ Don’t receive citizens feedbacks/opinions ○ No meetings ○ Don’t know what people work there
 Khuvsgul aimag	19.3% evaluated very good and somewhat good: ✓ Execute works well ✓ Support the citizens ✓ Visit at home ✓ Provide enough information ✓ Make landscaping activities ✓ Reports own works during meetings ✓ Work closely with people	24.6% evaluated very bad and somewhat bad: ○ Don’t provide information to citizens ○ Don’t serve the citizens ○ Don’t do their work ○ No meetings ○ Nothing is visible ○ Don’t know the people ○ Never appeared after elected as a representative
 Хэнтий aimag	49.2% evaluated very good and somewhat good: ✓ Visible works ✓ Solves problems ✓ Close to the people ✓ Disseminate enough information	10.0% evaluated very bad and somewhat bad: ○ Bad information ○ Don’t solve problems ○ Don’t report their works ○ Don’t know the person ○ The meeting schedule is unknown

Aimags	Reasons for “Very good” and “Somewhat good” evaluations	Reasons for “Very bad” and “Somewhat bad” evaluations
Khentii aimag	<ul style="list-style-type: none"> ✓ Transparent ✓ Organize works to support bagh women ✓ Good supports ✓ Active ✓ Fully represent the citizens ✓ Receive citizens feedbacks and give prompt replies ✓ Can listen to the citizens ✓ Solved tuition fee problem very promptly ✓ Solved winter and summer camp problems very promptly 	<ul style="list-style-type: none"> ○ Never heard their reports

Criteria for CRKh representatives

According to the rural respondents, the representative, who is elected from the public, must satisfy the following criteria: Honest, knows local conditions very well and listens to citizens opinions (3 most important indicators). A political party or party affiliation, money and wealth were evaluated the least.

Graphic 34: Criteria for CRKh representatives, most important factors, percent, n=1212



From FGD notes:

-Woman can't lie or rob, she is conscientious. It is an advantage in politics. Also, they might be good at listening to other people.

-In my opinion, if a person works for other people, then, man or woman is not so important.

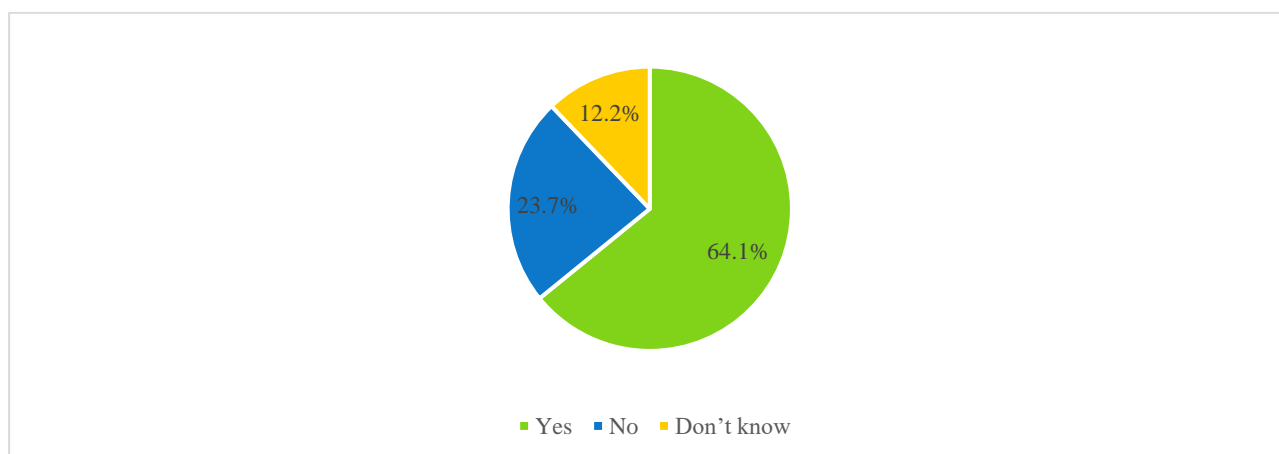
Citizens' FGD, Ulaanbaatar city

Youth participation is the most important in CRKh. Youth is the driving force of this society. Young people think quicker, good behaviors and brave to test something new.

Citizens' FGD, Ulaanbaatar city

64.1% of all respondents agree that the number of female representatives in CRKh must be increased.

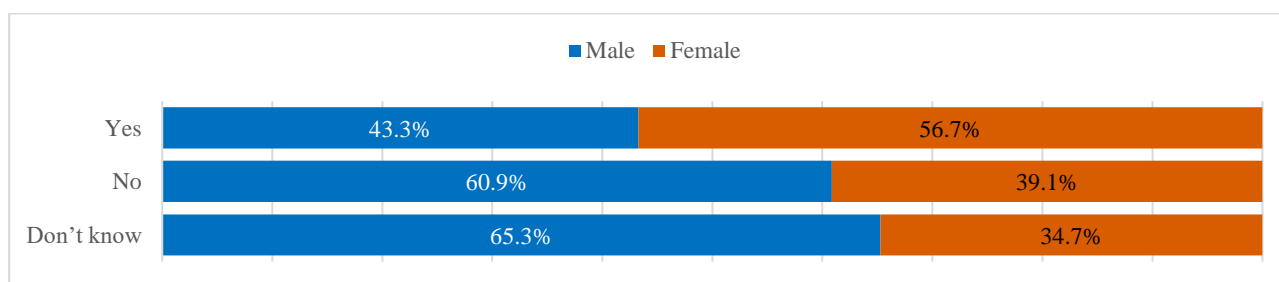
Graphic 35: Number of female representatives in CRKh must be increased, n=1212



By gender: high percent of women agree with the fact that the number of female representatives in CRKh must be increased, but a high percentage of men protest it. Reasons for disagreement include: knowledge, practices and experiences are more critical for CRKh representatives rather than gender. Some respondents mentioned that the influence of woman is weak.

Reasons to agree: women see a problem from another angle than men and work better for health, education and children. They have straight behaviours, patient and able to execute many tasks at once.

Graphic 36: Number of female representatives in CRKh must be increased, by gender, n=1212



2.5. Public perception, awareness and involvement to bagh/khoroo CGMs

This section describes how actively the respondents participate in bagh/khoroo CGMs, reasons for not participating, how many times participated in CGMs, how was information received, meeting agenda and further interests in participating in CGMs.

2.5.1. Involvement in bagh/ khoroo CGMs

20.6% of Ulaanbaatar city respondents and 49.2% of rural respondents participated in bagh/khoroo CGMs. This indicator declined by 7.4% in Ulaanbaatar city and by 7.5% in rural area compared to previous study results.

47.4% of respondents in Bagakhangai district of Ulaanbaatar city participate in bagh/khoroo CGMs, which is the highest indicator and 8.8% of respondents in Khan-Uul district participated in CGMs, which is the lowest result.

72% of respondents in Erdenesant soum of Tuv aimag participate in CGMs, which is the highest participation, and 22.7% of respondents in Murun soum of Khuvsgul aimag participated in CGMs, which is the lowest participation.

Table 55: Involvement in bagh/khoroo CGMs, by location, n=1212

	Yes	No	Refused to answer
Total	37.4%	62.3%	0.3%
Ulaanbaatar city	20.6%	78.8%	0.6%
Rural area	49.2%	50.6%	0.1%
Districts:			
Baganuur	38.5%	61.5%	0.0%
Bagakhangai	47.4%	52.6%	0.0%
Bayangol	14.5%	85.5%	0.0%
Bayanzurkh	15.3%	84.7%	0.0%
Nalaikh	28.1%	71.9%	0.0%
Songinokhairkhan	25.0%	75.0%	0.0%
Sukhbaatar	24.7%	75.3%	0.0%
Khan-Uul	8.8%	91.2%	0.0%
Chingeltei	18.8%	78.1%	3.1%
Aimags, soums:			
Dundgobi aimag	53.2%	46.3%	0.5%
Adaatsag soum	59.1%	40.9%	0.0%
Saintsagaan soum	46.9%	53.1%	0.0%
Ulziit soum	59.3%	37.0%	3.7%
Erdenedalai sium	57.1%	42.9%	0.0%
Undurshil soum	57.1%	42.9%	0.0%
Zavkhan aimag	55.4%	44.6%	0.0%
Telmen soum	70.0%	30.0%	0.0%
Uliastai soum	38.5%	61.5%	0.0%
Tuv aimag	61.7%	38.3%	0.0%
Batsumber soum	50.0%	50.0%	0.0%
Erdenesant soum	72.0%	28.0%	0.0%
Khovd aimag	39.6%	60.4%	0.0%
Myangad soum	50.0%	50.0%	0.0%
Jargalant soum	30.2%	69.8%	0.0%
Khuvsgul aimag	42.1%	57.9%	0.0%
Arbulag soum	52.0%	48.0%	0.0%
Murun soum	22.7%	77.3%	0.0%
Tosontsengel soum	50.0%	50.0%	0.0%
Jargalant soum	65.2%	34.8%	0.0%
Khentii aimag	52.5%	47.5%	0.0%
Batnorov soum	66.7%	33.3%	0.0%
Bayan-Adarga soum	66.7%	33.3%	0.0%
Binder soum	44.4%	55.6%	0.0%
Kherlen soum	38.5%	61.5%	0.0%

Involvement in bagh/khoroo CGMs by age, gender and household income shows that the involvement of the respondents of the 35-44 age group is the highest. There is no significant difference in gender; however, women involvement is higher by 1%. As household income increases, bagh/khoroo CGM involvement decreases. The reason is more affluent people tend to be busier because of their work, and they don't have existential problems.

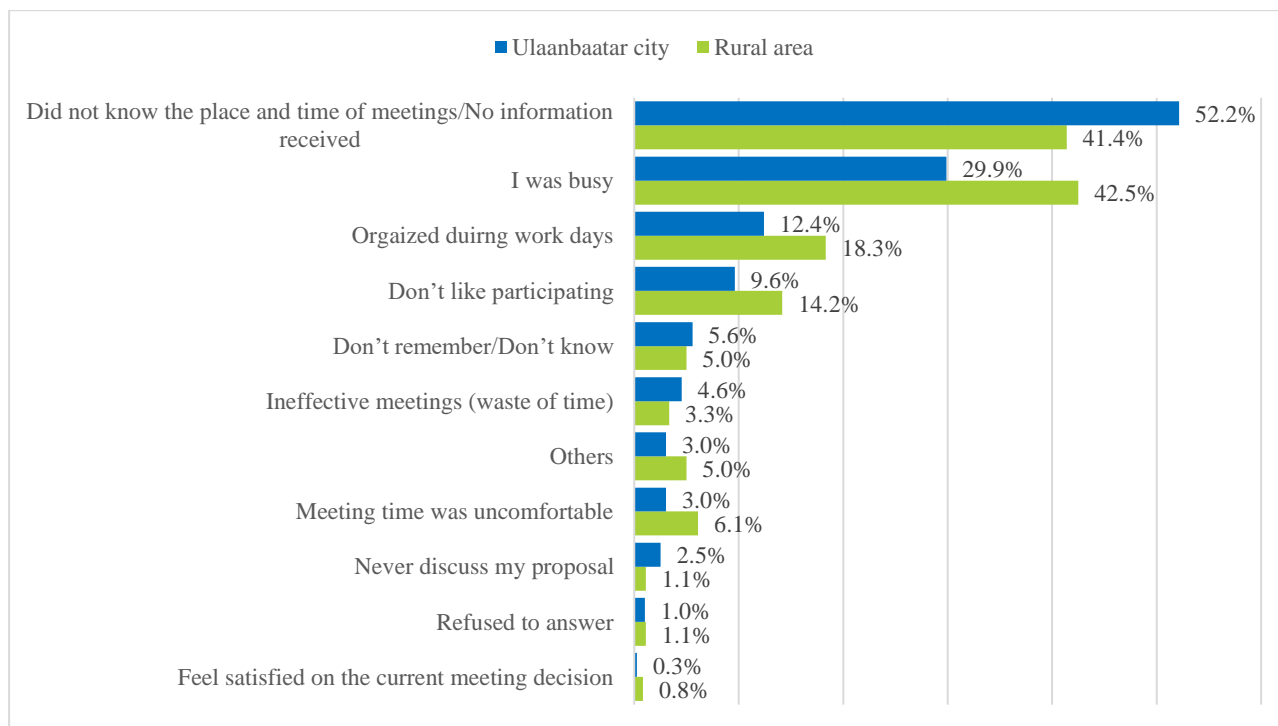
Table 56: Involvement to bagh/khoroo CGMs, by age, gender and income, n=1212

	Attended bagh/khoroo CGMs
Age groups	
18-24	8.8%
25-34	21.6%
35-44	26.9%
45-54	22.1%
55-64	20.5%
Gender:	
Male	49.0%
Female	51.0%
Average monthly household income:	
Less than 200,000 MNT	11.0%
200,001-400,000 MNT	24.5%
400,001-600,000 MNT	22.7%
600,001-800,000 MNT	15.7%
800,001-1,000,000 MNT	10.2%
1,000,001-1,500,000 MNT	6.8%
1,500,001-2,000,000 MNT	2.4%
More than 2,000,001 MNT	2.0%
Refused to answer	4.6%

We clarified the respondents, who attended bagh/khoroo meetings, how many times they attended bagh/khoroo meeting last year or in 2018: on average Ulaanbaatar city respondents attended 4 times and rural respondents 2 times.

Reasons for not participating in bagh/khoroo CGMs: 52.2% of Ulaanbaatar city respondents answered "Did not know about the place and time of the meeting/No information received" and 42.5% of rural respondents answered, "I was busy".

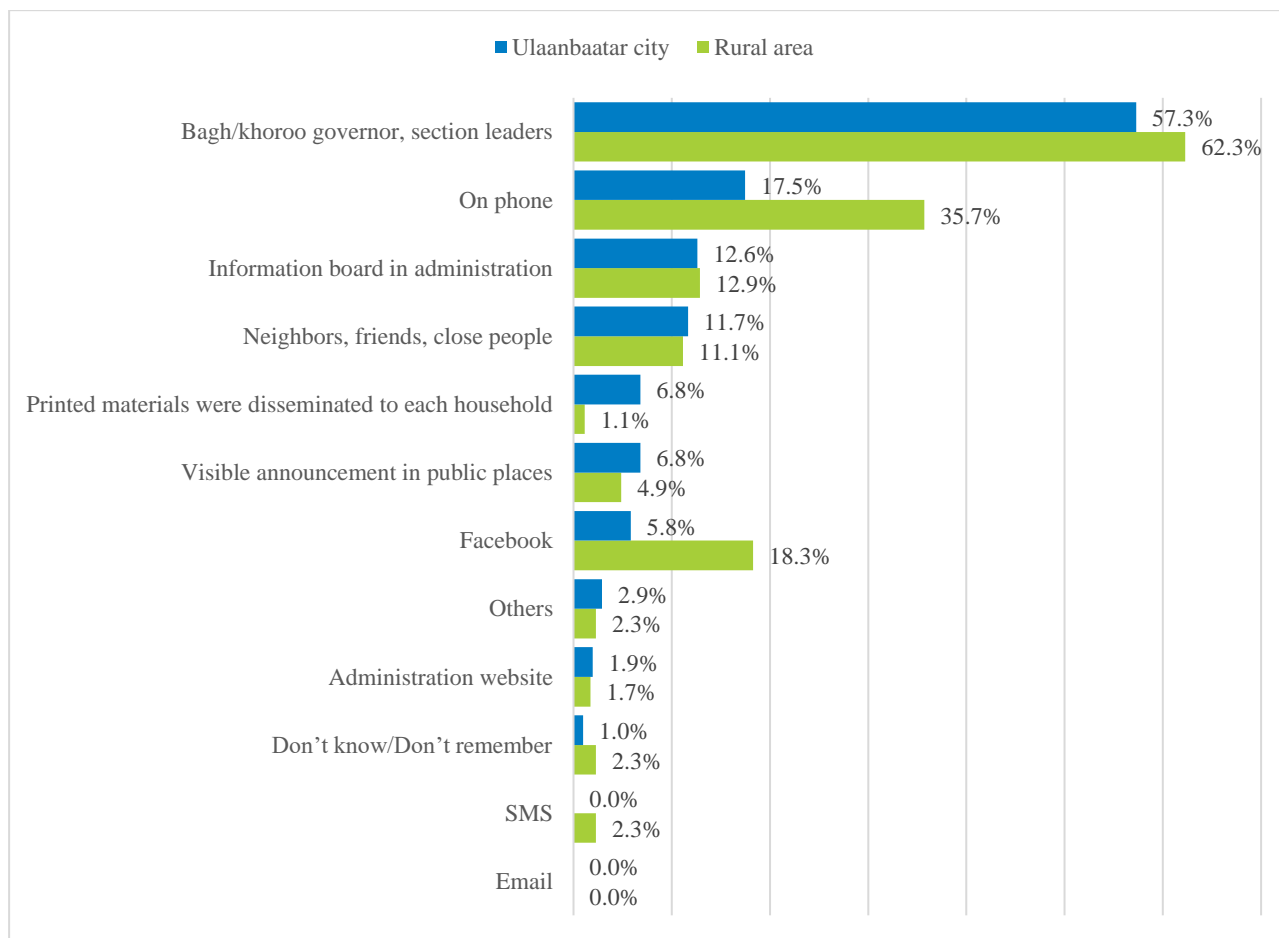
Graphic 37: Reasons for not participating in bagh/khoroo meetings, n=755



2.5.2. Sources of information about bagh/khoroo meetings

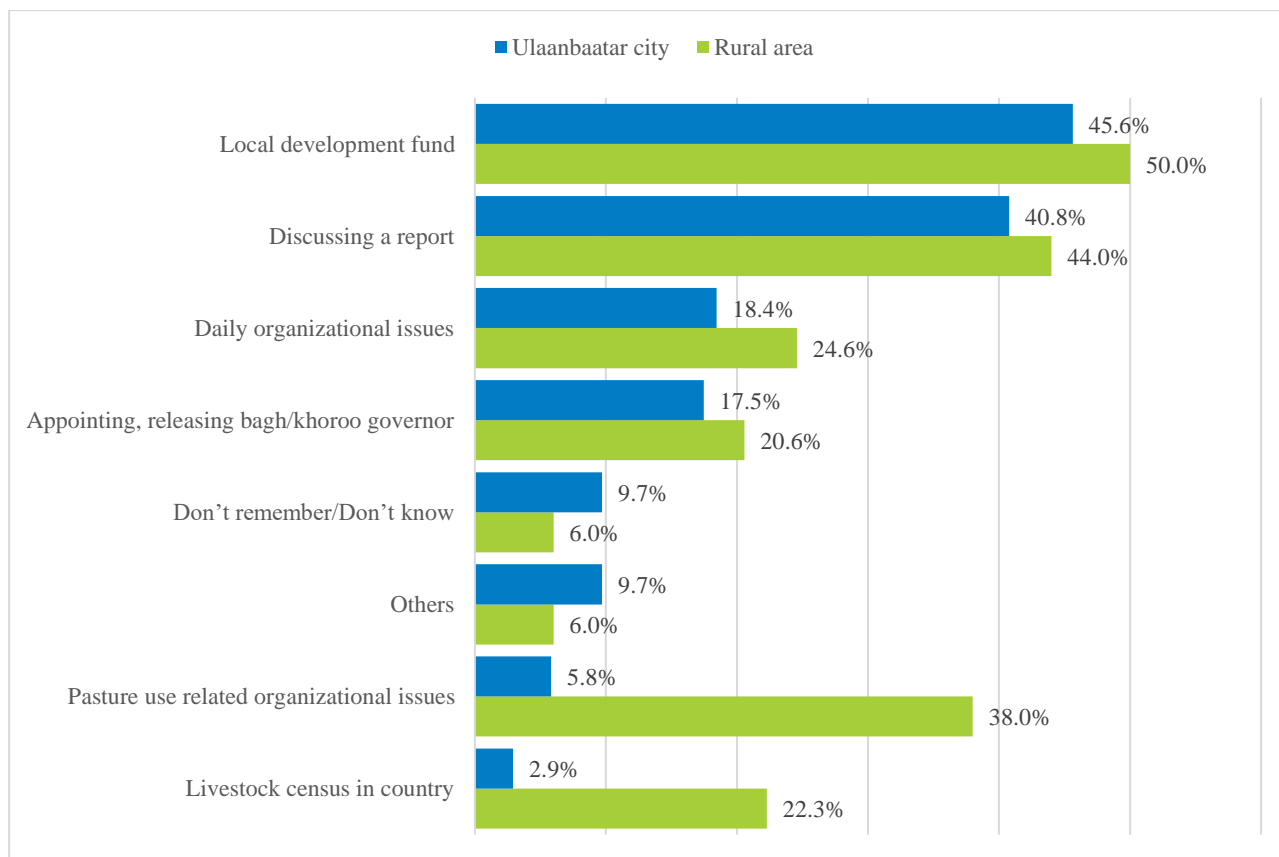
Ulaanbaatar city respondents, who attended bagh/khoroo meetings in 2018, received information about meetings first, from bagh/khoroo governor, section leaders of bagh/khoroo delivered the announcement, second, on the phone, and third, from an announcement on the information board in the administrative body. Rural respondents, who attended bagh/khoroo meetings in 2018, received information about meetings first, from bagh/khoroo governor, section leaders delivered an announcement, second, on the phone and third, from a Facebook page. The reasons why a Facebook page is effective in the rural area is that the citizens are active in local CRKh and local Facebook ads groups. Ulaanbaatar city respondents join many Facebook pages and groups; therefore, they have fewer chances to see information about CGMs.

Graphic 38: Sources of information about bagh/khoroo meetings, by location, n=453



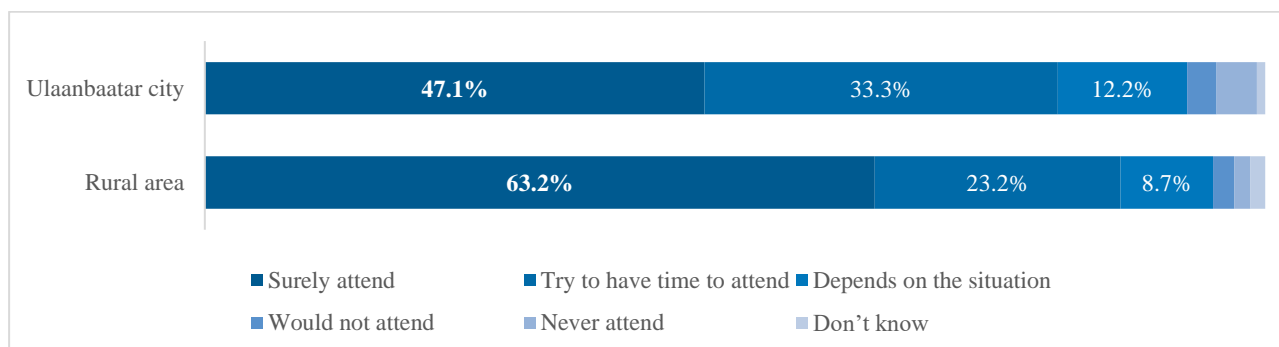
We clarified about meeting agenda from the respondents, who attended bagh/khoroo meetings; local development funds issue is commonly discussed both in city and rural meetings. Rural meetings also discuss pasture use related organizational issues as well as livestock census issues.

Graphic 39: Bagh/khoroo CGM meeting agenda, by location, n=453



47.1% of Ulaanbaatar city respondents and 63.2% of rural respondents will attend bagh/khoroo meetings if they receive an invitation and/or information. This indicator has declined by 4.7% in Ulaanbaatar city and by 6.8% in the rural area compared to previous study results.

Graphic 40: Involvement in bagh/khoroo meetings if invitation is received, n=1212



PART 3. KEY STAKEHOLDER'S SURVEY RESULT

3.1. Challenges faced by CRKh representatives

This section describes the problems and difficulties faced by CRKh representatives based on the results of the in-depth interviews with main stakeholders of aimag/soum governors, bagh governors, deputy governors, CRKh chairmen, praesidiums and representatives.

3.1.1. Keeping a balance of powers between CRKh and governor

We clarified with the main stakeholders about factors that hinder the balance of powers between CRKh and governor. Main stakeholders face the following difficulties:

- CRKh chairman interferes in small and unimportant work of the governor's office
- Conflict in cooperation
- Conflicts of personal and party interests
- CRKh has no budget, therefore, has less power */CRKh has no budget to spend. The person with the budget works closely with the citizens. Governor has a budget; therefore, he/she is able to run his/her work without any difficulties./*
- CRKh representatives are not all from the same party; therefore, their action plans are usually different. It causes internal conflicts.
- Citizens do not understand their rights and duties in the meetings, so pay less attention
- Chairman of CRKh has less knowledge about agriculture; therefore, herder issues are abandoned *(This is the case of only one soum)*
- If CRKh representative is also Governor or Deputy Governor, he/she can solve problems broadly. Such representatives are more active in policy making, problem solving and delivering voice of citizens to higher authorities. But if he/she is only representative, he/she has restricted capacities or enthusiasm to solve the problems as well as involvement.

Notes from in-depth interviews:

*CRKh is the highest authority. I think CRKh makes a small contribution to the soum development. Maybe because of restricted budget, it operates under the name of the governor's office. They initiate and implement almost nothing. They are good at cooperating on projects with international organizations. Involvement to public works is very small. **In order to keep balance of powers, it is necessary to improve the budget, CRKh duties and involvement and capacity-building.***

Soum deputy governor, Ulziit soum, Dund-Gobi aimag

Soum CRKh can force the governor to work. It can realize certain work. They must be able to take measures on implementing certain policies and have the system to evaluate the implementation every half or full year, in other words, satisfy responsibility system requirements. On one side, financial issues of soum CRKh are dependent on the soum governor, but on the other hand, even they seem to be independent by budget, some issues are still dependent on the governor, like transportation issues and so on.

CRKh representative, Murun soum, Khuvsgul aimag

Governor is executive organization and CRKh is representative organization. The most important thing is that governors will be elected by the public according to the modified version of the constitution. So, CRKh won't appoint governors. As for balance, citizens pay less attention to CRKh but more attention to governors. Governors are very busy. CRKh mostly discuss such issues as crime prevention and investigations. However, if some balance is provided on general activities, it would be mutually beneficial.

CRKh representative, deputy governor, Jargalant soum, Khuvsgul aimag

CRKh has power, however, locals do not know it well. It seems like governors do all the work. In fact, khurals have the power to make such decisions. Citizens evaluate CRKh as having less powers.

CRKh presidium, Uliastai soum, Zavkhan aimag

In our soum, CRKh and Governor cooperate. Some soums have difficulties in such cooperation. CRKh chairman doesn't adhere to its decisions and governors do not implement the decisions. Sometimes such problems occur for other soums but not in our soum.

Bagh governor, Bayan-Adarga soum, Khentii aimag

From note of in-depth interview:

It is possible to keep balance of power between CRKh and governor in terms of laws and regulation. I think their rights and duties are clearly defined within law. In reality, political party leader becomes governor. Deputy governor or presidiums become CRKh chairman. For our district, I see good balance kept there. In relation to this question, my younger sibling is chairman of soum CRKh. When I hear from some top officials of that soum administration, it's the same situation. Party leader is governor, if next level CRKh presidium is young person, governor doesn't listen to him/her. Governor makes decisions as political party leader. This is a shortcoming. I knew it myself. If I see it from my district's case, it might seem this system is working fine. Our two /governor/ is exceptional leaders that I did not notice much difference. However, I see the difference once my younger sibling started working. We are in the same party. Such difference in perspectives have very negative consequences. The secretary came to see me to get advice on how to solve this problem. The secretary even asked for district governor permission and met me. He said "Our governor does not listen to CRKh presidiums words, laughs off. How do you solve this problem?". Therefore this is a very serious problem in other local area. I don't know much about others. This is the perspective I saw.

State management in constitution must be in harmony with local self-governing body management. Directions are different, duties are the same and goal is similar. However, there might be conflict because of power imbalance. I don't know how to correctly reflect this in law since I haven't seriously thought about it.

Baganuur district, governor

3.1.2. Supports from higher authorities

According to main stakeholders, higher authorities provide the following supports:

- Decide the proposal
- Solve complaints/feedbacks
- Include the work, which were not included to aimag budget, to the national budget
- Support policies and decisions
- Criticize/give recommendations on mistakes and errors
- Solve problems of Governors related to transportation and financial issues
- Cooperate on including important problems to the CRKh meeting agenda.

Notes from in-depth interviews:

Aimag khural and aimag authorities make a lot of proposals to the Parliament speaker and our proposals are well implemented. Aimag authorities proposed improvements related to road project and the khural proposed investment and development issues, both were approved.

CRKh representative, deputy governor, Jargalant soum, Khuvsgul aimag

I think, there is less support for bagh governors. Generally, it is considered as obligation but there is no correlation between the organizations of all levels. But, khural representatives are different, I don't see such problems.

CRKh representative, bagh governor, Telmen soum, Zavkhan aimag

*No supports. A few capacity-building trainings for the specialists. I had no work experience and knowledge when I first got a job in public service. A new graduate needs information about the public service, about laws and responsibilities of the representatives under administrative and territorial law. However, current employees do not provide such information and do not explain the main duties and responsibilities. They feel negatively and never teach a new graduate. They never conduct surveys on demanded trainings for public officers. There are many trainings under the UN funding. But they are mostly capacity building trainings for representatives, however, representatives are mostly experienced people and they know what to do and where. **It is necessary to conduct capacity building trainings and exchanging experiences for the office employees who stand behind the representatives and do all works.***

District CRKh representative, Baganuur district

I can't say that higher authority provides direct support to a representative to execute his/her work. The representative's participation is very important, for example, if a citizen asks to help him to find a kindergarten for his child, we will visit the kindergarten authorities. We cooperate and support as the child is from our electoral district. We don't help directly.

CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

Of course, we provide the tools and equipment to run the activities. We provide the repairs, equipment, chairs and tables for CGMs. We help the civil hall employee to promote the CGM decisions to the public. If good decisions are made and civil participation is high, we are ready to receive equipment from higher authorities. I think, support is good.

CRKh representative, Khan-Uul district, Ulaanbaatar city

3.1.3. The suitability of the decisions made by CRKh's

According to key stakeholders, CRKh decisions are mostly appropriate to the respective situations. Citizens and key stakeholders participate in the decision making and prioritize the proposals in order of importance, therefore, there are fewer conflicts afterwards. Moreover, decisions support further actions.

Notes from in-depth interviews:

We propose by ourselves. Also, we propose at governor's office and at policy committee level several times and then remaining problems are solved at decision-making level. We used to propose to CRKhs and our proposals were accepted and reflected to the decision.

Governor, Baganuur district

They are suitable. The decisions where citizens proposals and feedbacks are included are more practical. They can support the activities. We make proposals every year. Some proposals are accepted but some are not.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

Generally, CRKh decisions are made suitable in the activities of the representatives. Just to keep the balance. It is because the organization itself consists of representatives. Rights and interests of different electoral districts must be balanced, and discriminated decisions must be avoided. Decisions must be acceptable by all districts.

CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

3.1.4. Evaluation of civil participation to CGMs

According to the key stakeholders, it is concluded that civil participation sometimes improves, sometimes gets worse. Reasons for improved participation is that CRKh works actively, receives citizens' proposals and initiatives, solves them or submits solutions, and recognizes the citizens who proposed good initiatives, this way the citizens become more active and encouraged. An active group is usually women over 30 years old. All local areas consider that youth participation is very insufficient.

Reasons for decreased civil participation is that citizens do not trust the politics, CGMs does not make final decisions, meetings were disorganized, representatives miss CGMs due to busy work and doesn't have enough knowledge about CGMs.

Rural and Ulaanbaatar city CRKh representatives and governors consider that CRKh activities are transparent. However, citizens pay less attention, and importance to available information for public. CRKh's usually place their decisions on the official website www.khural.mn and social media.

According to them, providing civil participation is important; however, involving citizens to all issues is wrong. In particular, laws and regulations, programs to be implemented in the district and developing policy documents do not involve citizens' participation.

Notes from in-depth interviews:

I mentioned before. If a family is comfortable, the family is peaceful. We organize many events for our bagh citizens. Bagh is very comfortable; they receive citizens' proposals/problems and discuss them together. When the bagh announces that a citizen Bat's initiative was approved at the soum CRKh, budget was allocated and the work was implemented, people like it very much. When we thank for wise ideas and initiatives, people also are grateful, so the person is active throughout the year. It is like Maidar returns. Making popular the person who speaks correctly, makes people be active during meetings. It is my opinion. People of different ages participate in the CGMs. Mostly herders participate in rural meetings. Most of them are people aged 35-60 years old and the gender is almost balanced. However, 55% are female. Men are usually working on their livestock.

Soum governor, Batnorov soum, Khentii aimag

Civil engagement has been improving recently. It is because people's thinking and awareness are changing. People are eager to receive information and attend the meetings. Although we disseminate information in order to involve citizens to the meetings, it is very difficult to reach full attendance or at least 70-80% of attendance.

Mostly herders attend the meetings. Old, middle aged and young people participate in the meetings. As for gender, most participants are women. Youth involvement is insufficient. Old people are more active. Maybe young people do not attend the meetings because they are busy at work. However, local herders live better than the people in soum center, therefore, they are better informed. Rural area baghs work by system of groups of tens, therefore, they disseminate information very effectively. There are still some problems. Households in central baghs look after their children at school but moves away. Otherwise, the participation is quite improved..

Bagh governor, Bayan-Adarga soum, Khentii aimag

Citizens do not participate in CGMs. I can tell about 12 years of work. Citizens are inactive. No important issues are discussed during CGMs. Let's exclude the local development fund. Let's imagine there is no land issuance. In such case, nothing to discuss and nothing to decide there. The administrative and territorial unit law states that the bagh socio-economic situation can be discussed during the general public meetings, nominate for awards, appoint bagh governor, submit to higher authorities but nothing else. However, citizens are active when discussing the appointment or release of bagh governor. They are interested to see who wins and who loses. When works under local development funds are discussed, the civil attendance is not as high as expected. When I was CGM chairman, I never provided full attendance of the meetings as stated in the law. We expect 1 person from 4 households. However, we must collect over 100 people from 400 households. Only 70-80 people used to attend the meetings and almost 20% used to skip the meetings. Old people and public officers between 25-35 years old, available that day, attend the meetings, and nobody else.

Aimag CRKh representative, Kherlen soum, Khentii aimag

Notes from in-depth interviews:

Not active because citizens are not interested in attending the meetings, which do not make decisions related to their priority rights and interests. They just apply to state organizations rather than to local bodies. No tax privileges, no powers to add or reduce the taxes, land issues and so on. They don't provide discounts and don't decide at the local level, therefore, citizens do not attend such meetings. If soums had powers on income revenues, on the other side, or decided discounts for entities, citizens would participate more actively.

CRKh representative, Murun soum, Khuvsgul aimag

Citizens attend CGMs. Rural citizens attend actively when land and water problems are discussed. Our soum citizens also participate actively in order to solve problems faced by their organizations. I think, it is getting better. Last time I made a proposal on cleaning the living environment and citizens attended the meeting actively. People started thinking differently. Of course, everybody wants to live in a clean environment. I am thankful for their participation. People of all ages attend the meetings. Organizations support within their capacity. They send their employees to the meetings. Of course, some people feel unsatisfied, especially if it is during work hours. But they arrive after works. Generally, they are forced by their authorities. Some unemployed people don't attend the meetings if they find temporal work like helping with livestock and so on. We can't force such people. If we promise to give something, they might attend, generally some attend the meetings.

Bagh governor, Erdenedalai soum, Dund-Gobi aimag

I said that civil participation is not increasing. Neither increasing nor decreasing means that they receive general idea about governmental work from other sources. People can receive information from TVs and social media, then why they should attend the meetings – this might be the citizens attitude. However, old people usually attend the meetings. Youth attendance is weak, if we compare the attendance, 40% are the youth. It is very low indicator, therefore, I once tried to organize a youth forum-meeting in order to increase youth involvement. In order to organize youth meeting, I cooperated with member of parliament and got support to buy some pens and notebooks as incentive. I disseminated invitations to all people. The attendance was 60%. Recently, civil participation is low. I also established a youth council in an effort to improve youth participation. I tried to increase the social activity of the khoroo youth but they were more interested in entertainment like competitions and etc. Mostly old people are the civil voice. Youth over 30s join us on Facebook. However, involvement of the youth aged 20-30 is very rare.

Governor, Baganuur district

Notes from in-depth interviews:

Civil participation to CGMs is generally very low. It is related to the fact that citizens do not trust the state anymore. Why? The state organization is created by the election. It is related to the fact, that it does not implement the election promises and action plans. Citizens can't ask for accountability. CGMs don't make direct decisions which can influence the civil lives; therefore, people are inactive.

I try to enforce the legal provisions in order to keep them active. I try to make the citizens understand that budget can be changed with their, the citizen's participation, what kind of works we can include to the budget in order to improve our environment, how civil participation can help to appoint the right person as a local governor, how to improve the quality and services of primary self-governing body. All these works can be implemented with civil participation and initiative.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

Civil participation is good. The participation has been increasing compared to the previous years. Why? Because many works are being implemented in the khoroo, people want to receive information about the works. People want to know further activities after implementing these works. We are doing great development works; therefore, citizens are more interested in involvement. Generally, we don't meet only during meetings but people visit my office and ask "I am a citizen from ...section. I don't have much time visiting the khoroo. I am very busy person. I saw your information on Facebook, also, I heard from section leaders. I would like to receive more information from you to become more self-confident." Number of people has been increasing recently. This people received information and made decisions on further activities. Recently, my office is like a meeting room. The main reasons why people gather here is related to the sub-center development works. This is the reason for such frequent visits and good attendance on meetings. The survey started in 2010 and the development works have started in 2017. Since 2010, the survey slowed down and between 2012-2016 it stopped. It was activated again in 2017. Infrastructure is almost complete.

***District CRKh representative, khoroo governor, Songinikhairkhan district,
Ulaanbaatar city***

3.1.5. Promotion activities to involve all age and social status people to the CPMs

According to the key stakeholders, involving people of all ages and social status to CGMs is a very challenging problem. We mentioned earlier that various sport and cultural events are organized, the system of groups of tens is introduced and followed, youth campaigns are organized, medical examinations are organized in order to increase public participation. However, employed people from a young age group do not attend the meetings, which is one of the main difficulties for CRKh.

Notes from in-depth interviews:

In fact, old people mostly participate in the CRKh, no youth. The information reaches every person but there is a tendency of people who are interested. Young people see the CRKh as a pension organization, visited only by pensioners, they see khoroo as a place to write certificates. They visit khoroo in order to get conformations in order to get a job. No young person is interested in CRKh from different perspective.

In order to make the youth understand, our khoroo and district representative organize sport and cultural events named after the khoroo governor, festival, hiking and hiking club. The participant youth get a little understanding about khoros and meetings. But they never appear on the meetings again as they just focus on their daily works.

CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

Youth participation is weak. Old people say that there is no youth voice, therefore, they just come up with regular problems as lights, roads but they don't know what the most important problems for young people are. We contact youth organizations and ask what the youth wants, what are their expectancies and their feedbacks. There is an aimag sub-project for the youth. It supports youth organizations, allocates as much budget as possible, develops a schedule for youth sport and cultural activities. In fact, youth participation is very weak.

Aimag CRKh representative, deputy soum governor, Kherlen soum, Khentii aimag

In April 2015, I disseminated lotteries to all citizens to organize a meeting. Old and young people all participated in that meeting. I think it was effective.

CRKh representative, Arbulag soum, Khuvsgul aimag

3.1.6. Main work guidelines of CRKh in 2019

Key stakeholders clarified the main guidelines of CRKh in 2019 as follows. The main guidelines of CRKh works are determined by sectors. For example, focusing not only on the number of livestock but also on the quality, year to support education, implementing the action plan of soum governor, supporting household production, supporting household development, child protection, environment, improving citizens' living environment, health support, environment safety, year to increase public participation, and reducing crime and violence. Majority of citizens' proposals are included in the planning. However, presidiums and representatives sometimes make direct decisions. Moreover, it was observed that some representatives and presidiums even don't know which guideline was followed in the current year.

Notes from in-depth interviews:

The CRKh of Khan-Uul district proposed Eco action plan and the governor of our district has been working on it since 2016. There are Eco sub-projects. The sub-projects include such projects as 'Happy family' as well as 'Environment without alcohol' campaign, announced by the CRKh. In 2019, the CRKh of Khan-Uul district built a park in 1st khoroo. Now, our citizens have their place to walk and playgrounds for their children, therefore, now they are working on establishing a park in the Yarmag and Nisekh districts. This work will be finished in 2020. As it is Eco project, all waste, including plastic, glass, cans, paper and bags will be classified and established as a routine, in such case it will be easier to establish a waste processing plant. Waste recycling means less waste in the future. Therefore, less waste in the district will reduce environment pollution. Our district governor has been working under this goal between 2016-2020.

CRKh representative, Khan-Uul district, Ulaanbaatar city

This year our goal is to reduce the crimes. Today, crimes are increasing. In particular, children abuse and violence. Single mothers, children, elders and youth – all become victims of violence; therefore, we are working against violence all together. In order to prevent from violence, we are visiting the families, which have alcoholics, we are visiting the families with hard drinkers and we are visiting the families where drunk parents beat and leave out their children. We organize meetings, where we receive citizens' feedbacks and proposals, and then, we include them to our plans. Therefore, we work based on the citizens' complaints and feedbacks. Also, we coordinate our plans with the plans submitted from the district.

CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

The main guideline of CRKh this year /2019 / is to focus on the quality rather than the quantity of livestock breeding. We develop work plan of 2019 and introduce it to the citizens. We introduce about the works planned this year. Then, they are approved. The CRKh reports work results at the end of the year.

CRKh chairman, Batnorov soum, Khentii aimag

Notes from in-depth interviews:

Songinokhairkhan district announced the year of 2019 as a year to increase civil participation. It is the year announced by the Government and the capital city. All level authorities must enforce the objectives set by the Government. So, we announced this year as a year to increase civil participation in accordance with the government objectives.

The district CRKh developed and approved the work plans in the framework of the year to increase civil participation. The plan includes a provision to establish civil groups at the khoros. We try to intensify and encourage the citizens through the civil groups, support the feedbacks and proposals of the citizens in the groups, correlate with the district activities and support the implementation. There are about 40 civil groups in our khoroo. The civil groups were established in connection to the development works in our khoroo area. The first groups were established in 2011, 2012. We receive their feedbacks and opinions and plan our development works. We must receive citizens' opinions in order to implement our works. It is not just building a house but also building social service facilities around it. We will build hospitals, kindergartens and cultural service centers like cinemas. We can build a museum if the citizens require it. A Business incubator center has been established in our Bayankhoshuu center. It will be opened soon. Also, a kindergarten for 240 children has been commissioned. There are many works awaiting us. The 3rd ambulatory clinic of our district used to serve only the old people from the capital city. We are reorganizing it to a hospital for all kind of in-patients and developed the expansion project with the help of the Asian Development Bank. We will reconstruct the old building as well. All these works are implemented according to the citizens' initiatives and demands. The citizens propose many works, ask to implement them or submit to higher authorities for solution and approval. We receive their feedbacks, submit to related authorities. Some works were not approved by the state budget; however, we could include it to the funding from the Asian Development Bank. There are so many projects and project opportunities, but without our citizens' initiatives, we can't find them all. I am not a fortune teller to see everything, therefore, I just need to develop and enhance the initiatives made by our citizens. Our citizens were sick and tired of visiting a hospital far from their homes and wanted own hospital closer to their homes, and we just implement their ideas.

***District CRKh representative, khoroo governor, Songinokhairkhan district,
Ulaanbaatar city***

3.1.7. Activities that increase civil awareness and attitudes about CRKh's

The key stakeholders mentioned that they visit the households, meet with the citizens, correlate CGM decisions with civil demands, organize training, organize propaganda works and campaigns to reach the citizens and organize meetings in order to increase the awareness and attitudes of citizens about CRKh's.

Notes from in-depth interviews:

Activity sub-projects as well the sub-projects included to the main guidelines are all designed to provide civil participation. Otherwise, there is no provision which states that the participation will be increased this way and the civil participation is interpreted this way and so on.

CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

Citizens meet with representatives and if the citizens' words with the representatives are realized, the khural reputation will increase. In order to make them realize, our citizens always propose works related to finances, economics and financial sources. Today, the representatives of the capital city have certain powers on budget. They have been spending certain amount of money to their electoral districts every year. As I can see, they spend around 200 million as well PMs also spend certain amount of money to their electoral district, as I remember PMs spend 8 billion a year. But districts don't have such possibilities. Therefore, our representatives always try to solve small problems within their budgets. Investments to Songinokhairkhan district are small, budget income is low, therefore, it is very difficult to solve problems. If it is continued this way, the citizens won't reach out to us and stop meeting with us. However, our representatives are full of desire to support and understand the citizens, their livelihoods, this is relatively good in our Songinokhairkhan district. Therefore, many representatives visit households and try to solve even small problems within their budget possibilities. It has good impacts to the khural activities. Second, district khurals used to run their activities with only 3-4 employees in 2001. After 17 years, the district khurals have 30-40 employees. In my opinion, because of such large office, the activities are also wider and intensive. Also, budget is increasing.

Governor, Songinokhairkhan district, Ulaanbaatar city

We have certain planned works. Citizens don't understand that we are khural organization. It seems our citizens also don't understand that we represent them. We don't make discriminated decisions. People also don't understand it. We are planning to organize awareness campaigns on such issues.

CRKh representative, Arbulag soum, Khuvsgul aimag

3.2. Feedbacks related to policy about CRKh's

We invited the key stakeholders to in-depth interviews and clarified their feedbacks and opinions about policy modifications to CRKh.

3.2.1. Evaluating the works and results of CRKh representatives, their criteria

According to the key stakeholders, works and results of CRKh representatives must be evaluated and concluded. The key stakeholders propose the following criteria to evaluate the works:

- Implementation of the works related to their khoroos
- Number of households visited in the bagh
- Percentage of solved proposals and feedback from the citizens
- Number of proposals
- Number of proposals realized and implemented
- Meeting attendance
- Enthusiasm and participation
- Honesty and immune to influences
- Reporting own proposals and initiatives to the citizens
- Following the laws and regulations
- Public speaking skill
- Influence on Khural decisions
- Amount of budget spent on solving citizens' problems
- Efforts made to solve citizens' and local problems.

In addition, CRKh representatives are evaluated in some soums and districts and the best representatives in that year receive promotions and bonuses.

Notes from in-depth interviews:

Our district khural has some indicators to evaluate the work results of district khural representatives. Work results of the district representatives are evaluated according to those indicators. After evaluations, it is impossible to take direct measures because there are no provisions to resign or substitute the khural representatives. We just evaluate their work results to have certain reports, to effectively spend the budget and keep it at the most effective level. The criteria start with number of meetings with the citizens, how much state and other budget was spent to related khoroo and/or electoral district to solve problems, how many complaints were received and so on. As the result, we see who cooperated with whom at what level to solve problems or decide a problem, in case of budget shortage, who discussed it with the representatives of capital city khural, governor of the capital city, and/or district governor. Who raised a problem to the parliament level, who cooperated with NGOs and how problems were solved – these are just self-evaluations? The khural employees help them to make self-evaluations. The governor's office does not evaluate them but khural office evaluates their own representatives and their work results according to their own criteria. They must self-evaluate, otherwise, they don't know where they are. So, it is mandatory process.

Governor, Songinokhairkhan district, Ulaanbaatar city

Evaluations are important. What problems were raised. What leadership skills were shown. How many complaints/feedbacks were received, how many were solved, how many were submitted to related authorities. These must be the criteria for evaluation. It is not practical today; representatives work as work groups. Maybe they can be evaluated by the monitoring and analysis or audit they conducted.

Bagh governor, Ulziit soum, Dund-Gobi aimag

I think it would be very effective to evaluate the representatives by their work results. Sometimes they are elected just because they have enough relatives in that electoral district. Such people participate in the meeting once a year and disappear. These are common problems. We must focus on the quality, listen to the reports and listen to the results of works: how many meetings were organized, how many times met with citizens, how many khural decisions were introduced to the citizens and so on.

CRKh representative, Arbulag soum, Khuvsgul aimag

3.2.2. Types of taxes which can be enacted by soum CRKh

According to the key stakeholders, soum CRKh are able to establish the following tax rating:

- Livestock number
- Waste charges
- Dog taxes
- Khoroo, farmstead taxes
- Land taxes
- Mining and mineral resource taxes
- Pasture use taxes
- Water taxes
- Taxes for permission of cutting trees
- Transport use taxes.

If soum CRKh is eligible to establish tax rating by itself, the soum residue income will increase and control system will improve as well tax rating and percent will be established based on citizens' feedback. On the other hand, some respondents consider that it is right for aimags to establish tax ratings because soums would establish different ratings.

3.2.3. Subject to assign the right to in case the political party does not nominate for soum/district CRKh

According to the key stakeholders, if the political party does not nominate the candidate, he/she must nominate as an **independent** candidate. Also, he/she can be transferred to non-governmental organizations and to societies, for example, women's representation, veterans' representation and so on. The respondents have a different position on whether it is right or wrong for a political party to assign soum/district representatives for election.

Notes from in-depth interviews:

Here, we should talk about independent candidates. Independent candidates have a threshold with signatures of the citizens who support him/her in order to get registered in the election committee. Without party status, the independent candidates must conduct their surveys by themselves. For example, I will give you a mandate, just something like this. It is doubtful if the election committee can deal with all those people. Independent candidates must be filtered according to legal criteria. Registration is possible only for authorities in state administrations and districts, otherwise, the election committee can't register them all or such registration won't be qualified. We have independent representatives among us. They need to collect at least 800 signatures to get registered to the election committee. I just remember this or maybe I am wrong. The signatures must be original signatures of the residents allowing the candidate to be nominated for CGM and/or CRKh. Also, there are other criteria and requirements. No criminal history, no liabilities. I think, independent candidates must know who they are because a typical and unknown Dorj or Dulmaa would not nominate him or her to the elections. But it is observed that the upcoming election might follow this way.

Khoroo governor, Khan-Uul district, Ulaanbaatar city

From political views, citizens tend to elect the person but not the party. So, if a person is elected as independent representative without a party, his/her vote is single and not supported by majority. Also, the independent representative is pressed when trying to solve a problem at bagh level. Current legislature is not favorable for independent candidates. It is difficult to work if elected as an independent representative.

Aimag CRKh representative, deputy soum governor, Kherlen soum, Khentii aimag

3.2.4. Rights to be possessed by administrative and territorial unit management in city and settlement self-governance

We clarified the key stakeholders if it is possible to assign some rights of administrative and territorial unit management in city and settlement self-governance, if possible, what rights can be assigned.

According to the key stakeholders, it is right to assign some rights of the administrative and territorial unit management. For example, spend planned taxes in own soum, independently solve budget-related problems, provide baghs with own budget, allow Khural to allocate the budget, develop a policy and self-control the implementation, powers related to land issues, and assign local tax-related issues.

3.2.5. Rights to be added to provide independency of the local self-governing bodies

According to the key stakeholders, the following rights and powers should be added in order to provide independency of the local self-governing bodies:

- Financial rights
- Rights to solve mining and land-related issues
- Increase economic freedom (some excess income should be spent by soums)
- Vertical system of staff appointment (soum governor must decide the human resources to work in soum)
- Concentrate profits and income from the soum back in the soum
- Announce soum purchase by themselves
- Soums and district should be eligible to give rights to religious and church activities.

3.2.6. Possibilities for implementing budget independency issues by soum self-governance

According to the key stakeholders, possible implementation of budget independency issues by soum self-governance include first, receive feedbacks from citizens, then, sequence the feedbacks and make a budget allocation, and CRKh should be eligible to impose taxes and release taxes. Some representatives don't know this problem very well.

Notes from in-depth interviews:

The correct way is to receive work proposals from citizens, sequence them by importance and then allocate the budget accordingly. Otherwise, our district is forced to send it to the capital city. The capital city explains that our project is not included to the current year budget. For example, if we send 10 work projects, only 4-5 projects left.

District CRKh, Baganuur district, Ulaanbaatar city

In order to have independent budget, primary measure should be the planned work of the local development fund. If correct measures are taken and enhancements are made, civil participation will improve, this is just my opinion.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

Soum and district are different in relation to land and natural resources. At the district level, land taxes and payments must be transferred in full. They receive the land taxes themselves. Although there is administrative and territorial units exist according to the law, such territorial and administrative unit is the district itself. So, land payments from the companies running their activities on the territory of that district must be decided by the district. We should start from such issues. Also, there are expenses for citizens, expenses for educational sector – these problems must be solved at first. Districts must decide the number of human resources in the local area as well as their salary and current expenses. It is because only the higher authorities decide the number of human resources for districts and sectors. District employees are overworked, waiting line is long for some, but only allowed number of employees are there. No opportunities to move this number, therefore, it is very lacking problem.

Governor, Songinokhairkhan district, Ulaanbaatar city

First, the rights for tax impose and tax release by soum khurals should be assigned, then, more effective way should be selected.

CRKh representative, Murun soum, Khuvsgul aimag

3.2.7. Positive and negative consequences of reorganizing bags into 10 households /CRKh/ and khoros into sections

According to the key stakeholders, it is correct to reorganize the bags into 10 households and khoros into sections and positive outcomes would dominate here. For example, public services would reach the citizens better; it would be easier to work closely with each household, the system of groups of tens of households district would enable quick information delivering, helping each other, looking after each other's homes (good neighbour project) or neighbour connection would improve – these are the positive outcomes. The most important thing is it would be easier and quicker to deliver information. Negative consequences include difficulties with house districts in reorganizing khoros into sections, maneuvering for election purposes, and pasture conflicts. Respondents proposed the number of households in a section to be 10-20 in rural area, by apartments in cities and settlements and by streets in ger districts. Less number of households would ease the section leader work and efficiency to cooperate with citizens.

Notes from in-depth interviews:

One khoroo has 200-300 households. Let's calculate section leader's salary. It will be MNT 480,000 from 2020. There are 9 section leaders in one khoroo, and 8 of them are responsible for households and one person is responsible for entities. We have over 10,000 citizens and 8 section leaders visit the households. It means, 200-250 households per section leader. The leader must reach 200-250 households a month. If information is released 3 times a month, it must be delivered to 600-750 households (overlapped number). 20 household in a day in 21 days, so if workload is decreased by 50%, reach would be much more. The problem is that young people never work as section leader because of low salary. Old people cannot visit many households, in particular, apartments without lifts cause troubles. It is very difficult in winter season. Reorganizing khoros into sections would bring only positive results and no negative consequences. Section structure would enable working closer to the citizens in delivering information. Meanwhile, the section leader would be responsible for the involvement of the citizens in the section, therefore, the leader would do his/her best to keep own status at higher level. Therefore, positive results include fast speed and better quality of delivering information.

CRKh representative, Khan-Uul district, Ulaanbaatar city

3.2.8. Level of an agreement if aimag center soum is reorganized to city, the aimag governor will also work as city mayor

It was observed that the key stakeholders do not agree with the fact that if aimag center soum is reorganized into the city, the aimag governor will also work as city mayor. Aimag governor must be separate, and double obligation will increase his/her pressure and legal environment is not provided.

3.2.9. Perception about the changes to Khural organization if Khural representatives of all levels become non-constitutionally competent

The key stakeholders do not support the problem of providing non-constitutional competency to Khural representatives of all levels. They consider that it is not the time to have non-constitutional competencies.

Notes from in-depth interviews:

This problem should be executed based on some legal evidences, which state the rights and duties of khural representatives at certain level. Otherwise, hural representatives with non-constitutional changes would increase negative consequences.

Bagh governor, Bayan-Adarga soum, Khentii aimag

Maybe it would dominate in organizational works. Negative consequences are seen. They would exceed their powers. Honestly, they would be rebuked people. They would succumb to bribery. They would try to become wealthy.

Deputy governor, Erdenedalai soum, Dund-Gobi aimag

I can't imagine about non-constitutional competency. The Constitution is the father law.

Governor, Baganuur district, Ulaanbaatar city

Does the non-constitutional competency mean that it is decided by other laws? If yes, large works would be done. Maybe give awards according to a few provisions by CRKh presidiums or inclusion of meeting agenda. Just a few problems are solved here.

District CRKh representative, Baganuur district, Ulaanbaatar city

Such big competency is not suitable now. No need for khural of certain level to have a right to make decisions. The most important thing is the changes to the constitution, but other structure is not suitable. If emerging organization has such a big competency, it would complicate the situation.

CRKh chairman, Songinokhairkhan district, Ulaanbaatar city

3.2.10. Legal coordination lacking in increasing tax income to the local budget

The key stakeholders named the following legal coordination are needed in order to increase income tax allocation to the local budget:

- Allocate locally-earned incomes in the local area
- Provide legal competency to public transportation and environmental issues
- Improve the works of tax organizations
- Increase the number of human resources in tax organizations
- Identify and impose taxes on primary bodies, small producers and small service organizations, which run public maintenance activities and which are left outside taxes
- Change amount of small taxes
- Establish a different tax system depending on district/local features
- Concentrate taxes of external company working in the local area under a tender agreement to the local area
- Establish taxes on livestock
- Rationally determine the taxes
- Develop small and medium enterprises in the local area and increase tax income from such SMEs
- Increase taxes on mining and natural resources
- Raise awareness of the public about taxes.

In order to improve the interests to concentrate taxes in local areas, it is necessary to:

- Conduct a survey on what kind of taxes can be imposed on citizens
- Improve legal knowledge of citizens
- Organize promotional activities for citizens and small and medium scale businessmen
- Give soft loans to businessmen for increasing workplaces
- Promote the best taxpayer entities
- Advertise the benefits of paying taxes to citizens and entities
- Benefit from discounts if having no tax liabilities.

Notes from in-depth interviews:

Small tax rates should be changed. The tax law has a general integrated structure, which does not consider local and district features. Some districts are able to solve their citizens' problems up to a certain extent under the current tax system. However, some districts, including our district is unable to solve all the problems. This wrong policy is followed for 20 years. Due to various struggles for last years, the situation has been slightly improved. In fact, district life cannot be decided by personal characteristics of a representative or a presidium or a presidium of capital city or a member of parliament. State policy must organize more money to some districts and less money to some district. It must be regulated by the state policy. However, deciding the problems only within a few laws without considering the real life, strict provision of tax law, which restricts district competencies. This situation continues for 20 years and it is difficult for the districts to solve their problems. Therefore, it must be different for Songinokhairkhan district and different for other districts. Today, the life conditions have changed, therefore, the capital city must be competent to make some changes to the tax coordination. In fact, it must be solved with proper policy, no matter who is elected and whether the representatives are active or passive..

Governor, Songinokhairkhan district, Ulaanbaatar city

As an owner of private entity, I see the mandatory change to the local tax is for example, procurement of 10 billion enables a company from city to be involved. In my opinion, if a company won a tender in local area, the company must pay taxes to the local area regardless of it is registered in another region because the company is running its activities in this certain area. In such case, the local budget would increase significantly. I heard that procurement works of about 100 billion were executed in our soum this year. But we received no taxes.

Aimag CRKh representative, deputy soum governor, Kherlen soum, Khentii aimag

Small and medium scale enterprises must be developed in local areas as they create many workplaces in rural area, in such case the local area will also benefit from income. Every party promises to develop the small and medium scale enterprises and to develop household production, however, nothing is developed. Maybe retail trade increased. Today, there is no shoe factory with 10 workers, no tailoring plant with 5 workers. Generally local livelihood will improve after the production.

CRKh representative, bagh governor, Telmen soum, Zavkhan aimag

Notes from in-depth interviews:

Tax on livestock number and tax on pasture use must be discussed here. For example, what are the similar taxes, what are the tax sources for similar activities – these issues must be discussed with the citizens in order to avoid any discrimination. Some herders are ready to pay taxes and want to pay taxes. In particular, herders with large number of livestock use pastures for free and don't pay any profit taxes, therefore, such a lot of number of livestock causes negative impacts to the ecology, that is why some herders agree to pay taxes. The self-governing bodies must organize such discussions among the citizens and identify other sources of taxes.

Aimag CRKh representative, Kherlen soum, Khentii aimag

Forcing would cause troubles. So, promotional activities are recommended for citizens and SMEs. Soft loans, more workplaces, loans for expanding workplaces – for such works the tax organizations must promote the best taxpayers, so the entity would be competent to take soft loans. Such discount leverage would increase tax payment, the entities would be able to take soft loans by paying its taxes, and it will be a big leverage by the state.

Khoroo governor, Bayanzurkh district, Ulaanbaatar city

3.2.11. Legal coordination necessary for including a certain part of the special budget transfers to financial support

We clarified the key stakeholders about the legal coordination necessary to include certain part of the special budget transfers to financial support. It was observed that the respondents have less legal understanding and awareness about this issue. So, a few respondents made serious proposals.

Notes from in-depth interviews:

I wish amendments are made to the budget law. This law was first endorsed in 2013 and clarifications were made in 2014. Any laws become stronger when tested by the citizens over a time and included necessary modifications. So, I think changes would be made to the budget law.

Soum governor, Batnorov soum, Khentii aimag

When I want to do something, I am restricted to the budget or I don't have the right to spend the budget. So, it would be better if we have the right to spend the budget.

Deputy governor, Ulziit soum, Dund-Gobi aimag

In order to decide the budget purposes in the soum, it must be verified by CRKh. Head of financial agency, governor and hural chairman must put strict control. For example, a tender on purchasing tables and chairs in December is not decided by December next year. Maybe the money laundering process is going behind it. So, there must be a strict control.

CRKh presidium, Uliastai soum, Zavkhan aimag

Expenditures must not be moved within it. Maybe it has negative consequences. However, if the right to change some provisions are decided at district level, it is good. It seems that the districts must be competent to change certain provisions during district meeting. Maybe budget is moved between small sectors. If so, coordination is possible at lower level.

Governor, Songinokhairkhan district, Ulaanbaatar city

About special purpose budget transfer



THE LAW OF MONGOLIA

BUDGET LAW

/Modified version/

Provision 4. Legal terms and definitions

4.1. The terms and definitions in this law have the following meaning:

4.1.23. “special purpose budget transfer” means the capital issued from state budget to aimag/capital city budget according to special purpose, condition and/or requirements in order to finance the duties stated in 61.1 of this law;

Provision 61. Acting some Government duties in local areas

61.1. Aimag/capital city Governors shall act the following Government duties in local areas:

- 61.1.1. pre-school education;
- 61.1.2. general education;
- 61.1.3. cultural services;
- 61.1.4. first health aid services;
- 61.1.5. land relations and cadaster;
- 61.1.6. child protection and development services;
- 61.1.7. public sport.

61.2. The duties to act stated in 61.1 of this law shall be financed by special purpose transfers from state budget based on the contract stated in provision 39 of this law.

61.3. Aimag, capital city, soum and district Governor shall prepare a proposal on allocating the funds according to each duty to act as stated in 61.1 of this law together with the local budget project and shall submit to the Citizen representative hural of related level within the legal period.

61.4. Aimag, capital city, soum and district Citizen representative hural shall approve the funds allocated per duty to act without reducing the total amount trasfered under the contarct stated in provision 39 based on the contract stated in 39 of this law and the Governor’s proposal.

61.5. Special purpose transfers shall be transferred to the aimag, capital city state funds according to the monthly, quarterly schedules as stated in the law.

RECOMMENDATIONS

➤ ***Increase the ways of receiving public opinions and accelerate the process of giving responses***

Citizens mostly apply to a governor regarding the issues related to community development and infrastructure. Furthermore, people meet with citizens' representatives and notify in person. However, most citizens cannot meet personally and do not know how to express their requests. Therefore, it is necessary to use electronic means and phone to receive the information as well as promote these means of communication. Delayed responses reduces interest to apply to the CRKh again. Therefore, it is necessary to establish an integrated process and regulation on responding to the citizens' requests.

➤ ***The evaluation will improve, if citizens receive reports and information related to the CRKh work and decisions***

As it was mentioned earlier, receiving information about CRKh and evaluating CRKh has a positive correlation. CRKh mostly introduces its works and decisions during CGMs. It does not reach and involve the wider public. It reaches only the elders. Except for CGMs, the information is available on the khural.mn website, however, a very small percent of citizens access this website. Therefore, work reports and decisions should be broadcast on national and local TVs and as well as videos on Facebook, in such case, it would reach the citizens better.

➤ ***It is possible to increase engagement of employees and youth and receive their comments and requests***

Using electronical means of communication is the most efficient way for increasing the engagement of employees and youth. They commonly express their opinions on facebook, twitter, and etc. There is a high tendency to post current issues at aimag/district level that need improvement on local/community facebook groups and post related photos. Therefore, it is easier to reach these people via those channels. According to the national media use survey-2020, conducted by the "MMCG" LLC, 71.9% of the youth between 20-24 years old and 74.4% of the employed group between 25-35 years old regularly use such social media as facebook, twitter, youtube, etc. 38.3% of the youth between 20-24 years old and 44.3% of youth between 25-34 years old receive news in Mongolia from the Internet.

➤ ***Organizing citizens into sections, groups and partnerships has a positive impact on information dissemination, involvement at citizens' general meetings and its intensification.***

The best practices in some soums and aimags show that organizing citizens into section, group and partnership is very effective to deliver information, involve to CGMs and motivate the citizens. The most effective way of delivering information is meeting with citizens in person, however, it does not involve all the citizens. Therefore, it would be much easier to work in sections and groups. For example, women groups, youth groups, system of groups of tens, herder group, forest partnership – these are some examples. Dividing people in groups will help to reach the problem closer and citizens will pay more attention.

➤ ***Improve the policy on motivating, promoting and evaluating the representatives of CRKh***

Work ethics vary among the CRKh representatives. Perception and awareness about the CRKh, their impressions, as well as awareness about work reports is very high among the citizens of the bags/khoroos, where the CRKh representatives work very actively. Moreover, the citizens are very active in expressing their opinions and participating in meetings. Therefore, improving the CRKh representative attitudes would have positive impact to the citizens' attitudes as well. The main reasons why the CRKh representative are so passive include: no salary, no budget and less capacity for influence on decision-making. Therefore, it must be discussed at policy level to find a way for improving the situation.

- *General trainings on improving the legal knowledge of the CRKh representatives are necessary.*

CRKh representatives have different educational levels, employment, as well as living environment. Therefore, level of knowledge is also different. The survey results show that it is necessary to train the representatives in not only basic knowledge about mandatory laws and regulations but also introduce their rights and responsibilities as CRKh representatives.



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